

BUSINESS DRIVER	PHASE 1	PHASE 2	PHASE 3
IMPROVE USER PRODUCTIVITY AWAY FROM THE DESK THROUGH MOBILE ACCESS TO...			
MESSAGING	Access to messages while offline. Online access to e-mail via Web browser or mobile devices. Corporate instant messaging available on mobile devices and mobile PCs.	Full feature e-mail, calendar, and contacts access while away from the corporate network. Mobile corporate instant messaging available on mobile devices and integrated with line-of-business (LOB) applications.	Federation of e-mail, calendar, contacts, and instant messaging (IM). Mobile corporate instant messaging includes select customers, suppliers, and partners.
DOCUMENTS	Offline access to documents stored within file shares.	Shared document libraries available online through Web browser and offline on mobile PCs.	Mobile access to shared document libraries includes select customers, suppliers, and partners.
SEARCH	Able to comprehensively search e-mail on mobile devices and mobile PCs.	Able to comprehensively search shared document libraries by using mobile devices and mobile PCs.	Able to comprehensively search select corporate application data by using mobile devices and mobile PCs.
DRIVE BUSINESS RESPONSIVENESS WHILE AWAY FROM THE DESK THROUGH MOBILE ACCESS TO...			
MOBILE FORMS & PORTALS	Mobile forms accessible through e-mail and accessible offline through mobile devices and mobile PCs.	Mobile access to portal. Forms with workflow for team collaboration and critical applications.	Forms and workflow include customers, suppliers, and partners.
BUSINESS INTELLIGENCE & REPORTING	Online and offline access to reports on mobile devices and mobile PCs.	Mobile access to analytical tools and key performance indicators (KPIs).	Ability to perform real time, closed-loop analysis on mobile PCs.
CUSTOM MOBILE APPS	Standalone custom applications for mobile devices and mobile PCs for browser and offline access.	Common development and database synchronization platform for mobile applications.	Mobile application integration with select customers, partners, and suppliers.

Enable Your Mobile Workforce | Platform Discussion Guide



CAPABILITIES		B	S	R/A	D	PHASE 1	B	S	R/A	D	PHASE 2	B	S	R/A	D	PHASE 3	
CORE IO	Security & Networking					Secure, remote access, server isolation for directory and e-mail server; secure wireless networking					Secure, remote access; server isolation for directory and e-mail server; secure wireless networking					Quarantine for desktops and devices; SIP for secure communication through presence	
	Identity & Access Mgmt					Directory tools for central administration; information protection infrastructure					Directory tools for central administration; information protection infrastructure					Federated identity management across organizational and platform boundaries	
	Desktop, Device & Server Mgmt	Virtualization															
		Desktop Mgmt					Standard desktop images with operating system (OS), antivirus, management tools, and common desktop applications; automated patch management					Automated asset management (hardware and software); automated image and application deployment; desktop error monitoring of application crashes					Proactive event and performance management for remote users
		Server Mgmt					Monitoring present for 80% or more of critical servers					Service-level agreement (SLA) monitoring of mission-critical servers; centralized management of branch servers					SLA monitoring of mission-critical servers; centralized management of branch servers
	Mobile Device Mgmt					Mobile device provisioning; security policy provisioning for mobile devices; remote wipe and policy enforcement for mobile devices					Certificate provisioning and authorization for mobile devices and Web applications via WAP/HTTP on mobile devices					Standard mobile operating system, applications push, access to LOB applications, patch management for devices, bootstrapping, and asset management for mobile devices	
	Data Protection & Recovery					Remotely manage devices and enforce corporate IT policy "over the air"; remote synchronization					Remote synchronization; back up and restore on servers					Back up/restore on all servers and mobile device data	
IT & Security Process															Streamlined security management; all security processes and policies in place		
BPIO	Collab	Collaborative Workspaces & Portals				Collaboration tools support taking documents and content offline					Users can disconnect from corporate network, locally operate on shared workspaces or portal content, reconnect, and automatically synchronize with corporate workspaces/portal environment					Federated relationships are established with trusted partners through secure, shared access to workspaces and portals	
		Social Computing															
	UC	Messaging					Mobile device access to e-mail, calendar, contacts, and instant messaging (IM)					Secure e-mail platform with business continuity and broad mobile/remote access					Federation of communication information (e-mail, calendar, presence) and policy (information rights management, compliance)
		IM & Presence					Securely managed, enterprise-wide IM infrastructure using a unified directory					Rich, integrated, presence-enabled line-of-business (LOB) applications					Integration across unified communications, extend to business processes and LOB applications
		Conferencing					Standardized Web conferencing					Integrated Web, audio, and video conferencing					Integrated Web, audio, and video conferencing
	ECM	Voice										Voice mail integrated in a unified inbox with e-mail and fax					Software-centric voice over IP (VoIP); PC uses a primary voice device for full telephony functionality; integration with collaboration environment and business processes
		Document & Records Mgmt										Forms embedded in documents/ e-mails for managing metadata and workflow					Forms embedded in documents/e-mails for managing metadata and workflow
	Enterprise Search										Forms integrated with LOB systems and processes, offline and mobile forms					Forms and workflow orchestration across departments, systems, and organizations	
	BI	Web Content Mgmt					Forms integrated with collaborative workspaces, offline and mobile forms					Forms integrated with LOB systems and processes, offline and mobile forms					Forms and workflow orchestration across departments, systems, and organizations
		Forms										Mobile search and access to e-mail and documents					Mobile search and access to LOB data
Performance Mgmt Reporting & Analysis						Analytical tool that connects to subject-oriented data					Wizard-based publishing of data from front-end, analytical applications; Web-based interactive analysis					User-driven report building, definition, scheduling, and subscription	
User Experience					Some investment in UX resources and steps taken to measure quality of projects					Automated extract, transform, and load (ETL) design and data warehouse for critical applications					Centralized and managed data warehouse		
SOA & Business Process					Automate repetitive tasks (replace manual, paper processes); some departmental processes span multiple applications					Optimized user experience for mobile Web and offline applications running on devices					Actively developing applications using a process, tools, and platform with integrated UX capabilities		
APO	Custom Line of Business					Standardized data services					Consolidate or migrate multiple, departmental integration packages to a division-wide or enterprise-wide solution					Capable of aggregating services and extending their use beyond firewalls or organizational boundaries	
	ISV Line of Business					Failover support with integrated management and security					Merge replication between Microsoft® SQL Server® on a network and Microsoft SQL Server Compact Edition running on devices					Flexible data tier delivers scalable, reliable, and secure business information	
	Data Warehousing										Continuous availability, reducing downtime					Policy-based dynamic performance management	
Dev	Platform					All active development is on modern tools and platforms					Enterprise data warehouse					Enterprise data warehouse	
	Application Lifecycle Mgmt					Lightweight methodology such as Agile and Scrum within some teams					Development on modern tools and platforms; investigating future tools and platforms; formalized methodology; multiple-tier development					Mission-critical applications with company-wide, leading impact	
	Custom Applications					Transactional applications where performance and reliability are important					Dedicated roles in development teams					Use of formalized methodology	
CATEGORY PRODUCTS		Not applicable.					Not applicable.					Not applicable.					

Rationalized/Advanced: Orange
 Basic: Green
 Standardized: Blue
 Dynamic: Yellow
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