Managing Technology

Wednesday, January 20, 2016 | 1:00 p.m. – 2:30 p.m.

PRESENTED BY:
TJ Wirth, Jeppesen
Terry Lascher, LJ Aviation
Enterprise Mobility Management Solutions

A Key Component of any mobile ecosystem… supporting your goals of moving toward a paperless operation
Leaders in Enterprise Mobility Management & Security

Gartner®

2015 Magic Quadrant Leaders for Enterprise Mobility Management

Industry Leadership is Strong

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How the Top 3 EMM Players Stack Up

2015 Data Source: Michael Disabato, Research Vice-President, Wireless and Mobility, Gartner for Technical Professionals, 18 February 2015

**Includes Core Functionality:**
- The ability to manage mobile devices across platforms (MDM)
- Management and distribution of mobile apps to devices (MAM)
- Access to and security of data and information and content (MCM)
- Integration with existing organization resources (directory, PKI, EFSS, etc.)

**Weighting**
- **Required:** Essential, must-have features needed to manage mobile devices, protect the information they contain and manage the apps that run on them
- **Preferred:** Supplementary features not necessary to satisfy the minimum requirements of the typical enterprise, but frequently desired to address specific needs
- **Optional:** Requirements-driven features necessary for specific deployment scenarios, but not needed in all deployments

<table>
<thead>
<tr>
<th>Features</th>
<th>Required</th>
<th>Preferred</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AW</td>
<td>XM</td>
<td>MI</td>
</tr>
<tr>
<td>MDM</td>
<td>94%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>MAM</td>
<td>100%</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>MCM</td>
<td>75%</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Security Mgmt.</td>
<td>100%</td>
<td>82%</td>
<td>88%</td>
</tr>
<tr>
<td>Identity Mgmt.</td>
<td>100%</td>
<td>93%</td>
<td>100%</td>
</tr>
<tr>
<td>System Integ.</td>
<td>86%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>End-User UX</td>
<td>90%</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>Service Desk UX</td>
<td>95%</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>Audit &amp; Reporting</td>
<td>87%</td>
<td>80%</td>
<td>53%</td>
</tr>
<tr>
<td>Licensing/Support</td>
<td>85%</td>
<td>100%</td>
<td>69%</td>
</tr>
<tr>
<td><strong>Overall Score</strong></td>
<td>92%</td>
<td>88%</td>
<td>85%</td>
</tr>
</tbody>
</table>

Note: Results are also based on 260+ evaluation criteria in these categories
* = No Provider could block based on Digital Rights Management
** = Not available for Win8.x yet

AW > AirWatch | XM > XenMobile | MI > MobileIron
Managing Mobility

Mobile devices are transforming the way the aviation industry does business.

Pulling the right teams together, choosing the right hardware, infrastructure, applications, and deployment methods can make or break your program.

What are Your Current Capabilities?
End to End Lifecycle Management

Select Device and Program

Corporate

BYOD

Shared Device
End to End Lifecycle Management

Select Device and Program

Setup Groups and User Profiles
End to End Lifecycle Management

Select Device and Program
Setup Groups and User Profiles
Enroll Users and Devices
End to End Lifecycle Management

Select Device and Program
Setup Groups and User Profiles
Enroll Users and Devices
Deploy Apps
Multi-Tenancy Deployment
End to End Lifecycle Management

- Select Device and Program
- Setup Groups and User Profiles
- Enroll Users and Devices
- Deploy Apps
- Push Content, Browse, Chat, Video, eMail
- Monitor Manage Report
End to End Lifecycle Management

Select Device and Program
Setup Groups and User Profiles
Enroll Users and Devices
Deploy Apps
Push Content, Browse, Chat, Video, eMail
Monitor Manage Report
Support

Professional Services

Health Check!
Mobility Challenges

• Providing airline employees and staff with secure access to aviation networks and resources
• Offering solutions for a variety of mobile platform operating systems and versions
• Accessing sensitive airline resources and flight data from personal devices
• Ensuring passenger information is protected and compliant FAA and FIPS regulations
• Enabling employees to securely share devices while protecting flight and passenger data
• Integrating with existing aviation systems
Typical Program Concerns

**FAA**
- **Device Use** (misuse)
- **Security & Privacy Settings**
- **Auditability**
- **App Catalog** (approved & non-approved)
- **Currency of Apps** (Control over updates)
- **Currency of required Content**
- **Website Access** (viruses)

**Operator**
- **Who is going to Administer it**
- **Protection of Investment**
- **Cost Savings & Time Efficiencies**
- **Reporting capabilities**
- **Security & Privacy**
- **Work vs. Personal Use**
- **Lost Devices** (ability to wipe devices)
- **Connectivity**
- **Build vs Buy Decisions**

Identify Requirements
Lessons Learned

• Have a good Business Case

• Establishing Device use policies
  – Safety in the cockpit, ground, etc.
  – Device Settings
  – OS updates & frequencies
  – Establish group profiles and settings upfront - aligning with EFB (Jeppesen FD Pro & JDM Pro) or other operational groupings and profiles
  – Test new apps and app updates before approval for use

• Establish EFB Policies
  – Use
  – Function
  – SOPs
  – Contingencies
  – Frequency of updates

• Understanding current culture (it’s about the people)

• Ensure Initial and Recurrent Training

• Establish continuous communications

• Establish Help Desk

Build The Plan
Learn Together...
Presenter BIOs

Mr. Terry Lascher
L.J. Aviation, Director of Operations

Terry Lascher is the Director of Operations for L.J. Aviation in Latrobe, Pennsylvania. He is a Captain and Check Airman in the Citation 500 series (Bravo, Ultra and Encore), and a First Officer in the Global Express. He has greater than 15 years of general aviation experience.

In 2003, Terry earned a degree in Aeronautical Science from Embry Riddle Aeronautical University in Daytona Beach, FL. After graduating, he worked for a small part 135 charter department as a pilot and chief dispatcher. He then went on to work for a part 91 corporate flight department where he was eventually promoted to Chief Pilot.

Terry began working at L.J. Aviation in 2006 as a King Air 200 pilot. He has also held the titles of Check Airman in the King Air and First Officer in the Falcon 2000Ex EASy and Global Express, as well as, the flight department’s Advanced Technology Officer and Manager of Training and Standards. As the Director of Operations, Terry oversees the company’s flight department. In 2011, he directed the creation of L.J.’s iPad Electronic Flight Bag program.

L.J. Aviation is a full-service aviation company serving clients in the Mid-Atlantic region. For more than 30 years, L.J. Aviation specializes in aircraft charter and management. L.J. Aviation is the recipient of various industry awards and distinctions including the Diamond Award of Excellence. In addition, the company is certified IS-BAO stage Two, and is Air Charter Safety Foundation Audit Registered.

TJ Wirth
Jeppesen, Strategic Partnerships

TJ Wirth is the Business Manager, for Mobile and Web Solutions, U&D at Jeppesen, a leading provider of aviation information solutions and a part of Boeing Digital Aviation, a business unit of Boeing Commercial Aviation Services focused on increasing efficiency and profitability for aircraft operators by optimizing flight operations, maintenance and crew planning and scheduling.

TJ has been leading successful programs, startups, integrations, mergers, acquisitions, and partnerships for over 30 years across multiple vertical industries. Since joining Jeppesen in 2008, TJ helped launch Jeppesen’s e-Business presence including the global e-Commerce business and online customer portals. TJ expanded her leadership role to establish global strategic partnerships, whose goals are to enable Digital Aviation’s portfolio and provide strategic solutions that support customer’s growing digital transformation.

Prior to joining Jeppesen/Boeing, TJ spent 20+ years in the nuclear industry, as a Senior Principle Program Manager managing the startup of operations at several nuclear and laboratory facilities including strategic planning and execution for decommissioning of those same facilities via a joint venture between CH2M-Hill and Kaiser Engineering. TJ also worked for several other engineering, operations, and environmental firms across the industry in leadership positions managing large safety and transitional programs. She also spent nearly 10 years in B2B, finance, and telephony sectors managing global, enterprise-wide programs, including Director of M&A Integrations and JV startups.

TJ leads change through recognizing integration opportunities and aligning people and processes to support those opportunities. She holds a MBA, as well as degrees in International Business and Nuclear Technology. TJ is also a 20 year+ Project Management Professional, certified by the Project Management Institute.