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Description of document: Internal US Forest Service memos/correspondence/documents reviewing/discussing the merits and/or disadvantages of iPads and/or similar pad/tablet computer devices for employee use, 2011

Requested date: 16-August-2011

Released date: 07-November-2011

Posted date: 14-November-2011

Titles of documents: iPad Pilot Overview, September 21, 2011
CIO Mobile Computing – iPad Proof of Concept, September 28 2011

Source of document: USDA Forest Service, FOIA Service Center
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This is our response to your August 16, 2011 Freedom of Information Act (FOIA) request, which was received by our Washington Office FOIA Service Center on August 23, 2011. You requested copies of internal Forest Service memos or other correspondence or documents that review or discuss the merits and/or disadvantages of iPads and/or similar pad/tablet computer devices for employee use.

Your request is granted in full. Two documents totaling 17 pages will be emailed to you within 5 days of the date of this letter. The documents consist of an iPad Pilot Overview (2 pages) and iPad Proof of Concept (15 pages). Both documents will be provided in entirety in PDF format.

Pursuant to 7 C.F.R. Subtitle A, Part 1, Subpart A, Appendix A, there is no charge for the records granted to you as the amount falls below the minimum amount required for the Forest Service to collect fees. I believe this fully satisfies your request.

Sincerely,



 **DOUGLAS R. NASH**
Chief Information Officer



iPad Pilot Overview

September 21, 2011

Objective of pilot: Evaluate the ability of Apple iPads to meet Forest Service business and technical requirements. Scope limited (iPads only; limited testing of applications). Findings/recommendations report will cover how well this technology fits – is it worthwhile/feasible to use in FS?

Quick status:

- Initial 50 iPad 2s purchased in July, distributed to testers by August 22; initial activation and enrollment complete
- Testing/evaluation underway for Phase 1
- Small support staff set up for Pilot (includes KM and CHD support)
- Testing group includes **mix** of execs and managers, CIO personnel (IT Security, gEMS, CHD, Adaptive Technology Team, Architecture/Engineering, Web, BAO, End User Computing, others), resource users (incl. RIMs, NRM), Partnership Council rep, MTDC
- Additional 55 devices awaiting purchase by AQM (September, 2011 - per Doug's direction)

Timelines:

- Phase 1 (out of box) - Mail/Calendar/Contacts/Tasks (target: finish by end 1st Qtr FY 2012)
- Phase 2 - VPN, Email attachment, Sharepoint (Winter 2012)
- Phase 3 – Printing and instant messaging (Spring 2012)

In progress:

- Gathering/documenting feedback from users
- Gathering/documenting comprehensive user requirements
- Finalizing a project charter, with executive approval
- Create an efficient request, approval, purchase, distribution process (actually, for all mobile devices), including TCO (includes 'who pays for what', initial vs. recurring charges, etc.)
- Working closely with USDA; our efforts must tier to their framework/approach

Challenges:

- Setting and managing user/management expectations for iPad pilot
- Finding resources to conduct needed outreach to inform/involve FS community
- Obtaining adequate support network (this technology new to FS); need to develop in-house mobile computing expertise, including iPad/iOS, especially if decision is made to expand deployment of iPad technology
- Finding adequate resources to conduct evaluation of other mobile devices

Decisions needed for FS mobile computing efforts (beyond current iPad pilot)

- Determine overall CIO coordination structure and processes for mobile computing initiatives, including roles and responsibilities (e.g., follow-on pilots, Fire Community pilot now underway), etc.
- Determining if CIO should evaluate all mobile devices/technologies before making them available to the FS user community (e.g., devices may be on approved USDA list but not yet evaluated for use in FS – such as Droids). Should we let FS users purchase these?
- Determining other mobile technologies which should be evaluated, such as Google's Droid devices (many applications in Android environment appear well suited for FS resource requirements)

CIO MOBILE COMPUTING – iPad Proof of Concept

September 28 2011

CIO iPad Pilot – Agenda

- ▶ Status
- ▶ Description of effort and Objectives
- ▶ Project Scope
- ▶ Who's Involved
- ▶ Timeframes



CIO iPad Pilot

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- **Status**
 - Acquisition Complete
 - Test group selected and received devices Aug 22
 - CHD for KM and Tier Support process being implemented
 - CIO briefed Partnership Council (PCIT)
 - Initial activation and enrollment process complete
 - Test Phases identified and documented
 - Survey for Phase testing being drafted



CIO iPad Pilot

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- **Status (continued)**
 - Testers (50) include CIO development staff/technical personnel, executives, other managers, key field users. Includes 3 devices for Section 508 users— *devices assigned to an individual who tests and documents results; iPad wiped and given to another individual to test (coordinated through Dana Watts)*
 - User Integrated business experience with VPN, printing, document read-edit capabilities and other user identified needs are being addressed
 - Fire Mobility pilot underway (20 testers, coordination through MTDC); Art and Jenna maintain contact with team



CIO iPad Pilot

Short-term Objectives

- To Evaluate feasibility for corporate use/gEMS integration
- To evaluate CIO ability to deploy and support a new class of user device
- Discovery of unidentified business uses
- To understand and evaluate accessibility needs for mobility
- iPad2 chosen for evaluation because it represents several interests:
 - ▣ Tablet form factor
 - ▣ New (but singular) Operating System/form factor
 - ▣ Most mature mobile device in the marketplace
 - ▣ Currently supported by USDA ITS for gEMS integration

CIO iPad Pilot

Long-term Objectives

- ▶ To document mobile business requirements
- ▶ To provide easy-to-understand annual costs/device
- ▶ To provide a range of mobile devices to meet a variety of needs at a variety of price points
- ▶ To bridge the mobility gap between a “phone” and a laptop

CIO iPad Pilot – current issues

Issue	Proposed solution
Need more project manager support – document scope, finish charter, run project	Approach PMO – can likely use same experienced project mgr who handled PCD and printer/plotter
Need to develop more robust testing plan (incorporating Doug’s questions)	Have good draft already; will expand and modify user survey
Need to provide external communication to FS community	Enlist support of Communications folks (e.g. Marcos DaCruz and Denise Robertson)
Need to formally document user and technical requirements	Have good templates; need to devote time to populate documentation and route for review

Questions?



Additional slides



CIO iPad Pilot

What's the FY12 Study about?

Document and verify Core Functionality

(what it can do in terms of business capabilities)

- Phase 1 (out of box) - Mail/Calendar/Contacts/Tasks



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CIO iPad Pilot

Who's involved

- Study led by Art Clinton and Colin Watts, using existing gEMS project team infrastructure
- 50 Devices have been deployed
- Study participants include:
 - CIO development staff
 - Key Executives
 - Key Field Representatives
 - TARGET Center and Accessibility Needs users

CIO iPad Pilot

Timeframes

- Initial deployment to key Executives in July 2011
- Remaining deployment in August-September
- Pilot for min 3-4 months
- Enterprise Availability in Q1 FY2012

Proposed Mobility Functionality Targets

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