



# Monthly Newsletter

April 2016

AirWatch

## In This Issue

- Introduction
- Mobility Management
- AirWatch
- DPS Policy
- Installing AirWatch

## Website Links

Cyber Security Page  
General Manual  
GM Chapter 26

## AirWatch Info

New Phone Installation  
AirWatch Install with Apple ID  
AirWatch Install without Apple ID

## Contact Us

Cyber Security  
Mobile Team  
kirk.burns@dps.texas.gov

## Introduction

This month's newsletter is about AirWatch. AirWatch is a [Mobility Management](#) application that DPS uses on mobile devices. If you use a DPS mobile device to check email, you MUST have it installed on the device. This newsletter will cover what AirWatch is, DPS policy, and how you install AirWatch if you don't already have it installed.

## What is Mobility Management?

Mobility Management is one of the major functions of a *Global System for Mobile Communications (GSM)* or a *Universal Mobile Telecommunications System (UMTS)* network that allows mobile phones to work. It is designed to track where the subscriber is so calls, SMS and other mobile phone services can be delivered to the phone. Without this function, cell phones would not work.

## What is AirWatch?

AirWatch is a Mobility Management application that provides additional features such as the ability to disable or delete all information on a device. Because of the sensitivity of the data that DPS deals with, it is a department priority to protect that information. To meet this priority, DPS policy requires that AirWatch be installed on all DPS devices that are receiving DPS email on the device. While not required at this time, eventually all non-covert devices that are capable of receiving email will be required to have AirWatch installed.



## DPS Policy

All users of a DPS-issued mobile device will abide by the TXDPS Rules of Behavior and Cyber Security Policies (ref. DPS General Manual, Chapter 26, *Information Management Service*) for the use of mobile devices. It is the user's responsibility to ensure they understand and follow the established policies for the protection, storage, and handling of all TXDPS Data. This includes PII, CJIS, HIPAA, and PCI data.

A full description of the responsibilities of the individual can be found in GM Chapter 26 section 26.80.01 Portable Computing Devices and 26.08.03 Mobile Device Use.

## How to Install AirWatch

If you are receiving email on a DPS Mobile Device and you have not installed AirWatch, please do so ASAP. Links to the instructions on how to install the software can be found on the left under **AirWatch Info**. The [New Phone Installation](#) link is for users activating their phone for the first time. [AirWatch Install with Apple ID](#) is for those users with an activated phone, have NOT installed AirWatch, and have created an Apple ID using their DPS email address. [AirWatch Install without Apple ID](#) is for those users who have an activated phone, have NOT installed AirWatch and do not have an Apple ID.

For further assistance, you can contact the Mobile Team at [DPS\\_CellPhones@dps.texas.gov](mailto:DPS_CellPhones@dps.texas.gov).

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## For More Information

For information, tutorials and contact information about this month's topics, you can click the links on the side of the newsletter. For other Cyber Security news, please visit the [Cyber Security](#) website. Remember that security is a shared responsibility and, "**Do Good Cyber**".

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## Cyber Security Training Officer

Kirk Burns is the Cyber Security Training Officer for DPS. He has a BS in Criminal Justice, a BS in Computer Science, and an MS in Digital Forensics. He is a Computer Science professor for Sam Houston State University with over 16 years of IT experience. Kirk serves as a member of the Texas Army National Guard and holds a current CISSP certification.



If you have further questions about this month's topic or any other security issue, do not hesitate to contact him. He is happy to assist. You can contact him via email at [kirk.burns@dps.texas.gov](mailto:kirk.burns@dps.texas.gov), on his work phone at 512.424.5183 or on his work cell at 512.466.3151.