

COMMONWEALTH OF PENNSYLVANIA DEPARTMENT'S OF HUMAN SERVICES, INSURANCE, AND AGING

INFORMATION TECHNOLOGY PROCEDURE

Name Of Procedure: Mobile Lab	Number: PRO-SES002
Domain: Server	Category: Mobile Labs Procedure
Date Issued: 07/29/2016	Issued By: DHS Bureau of Information Systems (BIS)
Date Revised:	

Background:

The Pennsylvania Department of Human Services (DHS) is extending customer service and our focus on self-service by providing a new interface for customers to utilize in connecting with agency services and information. New applications (apps) for smartphones and tablets will be implemented for the iOS and Android platforms to enable citizens to interact with the Department via their mobile devices.

General:

In order to prepare for this initiative, BIS has procured a special Mobile Lab appliance (deviceConnect) which is an internal mobile application testing platform that will provide comprehensive management of mobile application testing assets. Mobile Labs is a leading provider of end-to-end mobile application testing for enterprise solutions. In addition, BIS has obtained a mix of mobile electronics (phones, tablets, etc..) that are most commonly used by our customers. These devices were identified using Google Analytics reports.

The purpose of this document is to explain how those who are involved with developing and testing mobile apps can utilize the Mobile Lab environment during the testing phase of their mobile application development.

Procedure:

The following processes/mechanisms will be used to support this environment:

BIS Responsibilities.

1. The Mobile Lab device and equipment are located in a secure room in the Willow Oak Building. All devices are identified by a serial number and recorded in the BIS inventory. Only a few BIS staff have access to the secured room.
2. A list of the mobile test devices can be found in the device list spreadsheet located here: <http://docushare.dpw.lcl/docushare/dsweb/View/Collection-209379>
3. BIS will be responsible for procurement of future devices that need to be added to the environment: To request a new device for testing, send an email to pw-bismobilelab@pa.gov. BIS will first verify with the Mobile Labs vendor that the device is supported. If not, we will let notify the requestor.
4. BIS will obtain and provide internet access for the lab equipment. Currently there is a dedicated wireless ISP connection that mimics residential-type speeds.
5. When there are any testing requirements that require physical access to the phone, (such as using the camera to take pictures of items that need uploaded to a system) BIS staff will escort the tester to the secure room and assist with device access. If a device needs to be removed from the room, paperwork must be signed. Please allow sufficient time to ensure that someone is available. BIS is requesting one day's notice. Submit your request to pw-bismobilelab@pa.gov.
6. All updates to mobile equipment will be done by BIS staff only. Developers and testers should never perform this function, as doing so may invalidate the ability of the device to be used in the lab. If you should see a notification on the phone to upgrade the operating system, ignore or cancel the notification and report it to BIS.
7. If there is a problem with the Mobile Lab equipment or devices, contact BIS staff via email to pw-bismobilelab@pa.gov. Response should be swift M-F between 6a to 6p. Best effort response can be counted on outside of these timeframes.
8. To gain initial access to the Mobile Labs system, fill out the form indicating the role desired, sign Enclosure 2 if employee (or Enclosure 3 if Contractor) of the Management Directive 205.34, and submit them via email to pw-bismobilelab@pa.gov. The 205.34 is located here: http://mydhs/cs/groups/webcontent/documents/manual/d_010837.pdf
9. BIS will be responsible for rebooting the device which should only occur if it is hung.
10. There will be a BIS committee that meets quarterly to determine what future initiatives are occurring and what devices may need to be added as a result. Team members will include representatives from DEA, Telecom, PMO, and Server team.
11. The Mobile Lab vendor periodically issues firmware or product updates that will need to be applied to the device. This may cause some system outages. BIS staff will be responsible for the updates and will work with the developers and testers to agree to a convenient time to perform the work. Every effort will be made to do these updates during non-business hours. Updates can be expected approximately 4 times per year.
12. BIS will provide training materials and an overview of how to use the system.
13. BIS will monitor the system to ensure that it is running and functional. The system should be accessible 24x7, but remediation of issues will occur during normal business days unless other arrangements have been made.

User Responsibilities:

1. These devices are not to be used for any personal or unauthorized use. Refer to Management Directive 205.34
2. The User guides are located here:
<http://docushare.dpw.lcl/docushare/dsweb/View/Collection-209379>.
3. Most features will be able to be tested via this URL:
<http://deviceconnect.dpw.state.pa.us/Home/Login>
4. Request for physical access to a device must be sent to the Mobile Lab admins so that they can get the key and escort you to the secured room. Use the email pw-bismobilelab@pa.gov for the request. Access to the room is available during normal working hours and at least one day's advanced notice is appreciated.
5. When testing has completed, the user must log off of the device so that it is available for the next person. If BIS finds that a device is logged on but idle for a 24 hour period of time, we may force a log off on that device.
6. The testing community will be responsible for determining and coordinating who, what, and when to use the various devices in the lab.
7. The testers will be responsible for deciding when to "clean" a device – meaning returning the phone to its pre-tested state.

Developer Responsibilities:

1. Maintain all versions of the application code for various operating systems.
2. The code shall be kept in the department's repository, currently TFS, then uploaded to the designated drop zone for addition to the app inventory.
3. Utilize the same naming standards as required in TFS.
4. Address application issues found during testing.
5. Register the production-ready app with the Google Play Store and iTunes Apple Store to provide the application for public use and download.

Refresh Schedule:

All procedures and referenced documentation identified in this document will be subject to review and possible revision annually or upon request by the DHS Information Technology Standards Team.

Procedure Revision Log:

Change Date	Version	Change Description	Author and Organization
8/2/2016	1.0	Initial Creation	Lisa Baer – DHS BIS