



Information Technology Resources

UNIVERSITY OF TASMANIA

Personal Digital Assistants (PDA) – Operating Standard 2005-2006

Version 1.0
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PDA operating standard at the University of Tasmania

Introduction

This document identifies Personal Digital Assistant (PDA) device technologies supported by the Information Technology Resources section of the University of Tasmania (ITR).

This standard has been designed to ensure the delivery of a high level of support while offering University staff a choice of PDA device and remaining flexible enough to support changing business requirements. Consequently the standard describes supported technologies rather than identifying specific makes and models of PDA devices.

The PDA market is highly dynamic and, given the variety of different devices and technologies currently offered, it is impractical for ITR to offer support for every PDA device that is currently, or may become, available.

Accordingly this standard is subject to regular review and will be amended over time to accommodate changing business requirements and emerging technologies.

Email/Calendar client

PDA devices can interoperate with numerous email/calendar clients such as Lotus Notes, Outlook and Eudora; however supporting multiple solutions is inefficient, costly and problematic. To minimise these issues and ensure staff receive a high level of support only one email client will be supported. Lotus Notes is widely used by members of the University Executive and has been identified as the email client forming that part of the PDA standard.

Synchronisation Systems

Two synchronisation systems are included within the standard to provide product choice and to reduce the risk of dependence on specific suppliers. Telstra's BlackBerry Enterprise Server (BES) and OneBridge from Extended Systems Inc have been included in the PDA standard as synchronisation systems.

PDA Operating System

ITR offers support only for devices based on PalmOS, PocketPC and BlackBerry Operating Systems. Primary support for PocketPC and BlackBerry is included within the standard to take advantage of the security, flexibility and upgrade options offered by these Operating Systems. Limited support for PalmOS is provided primarily to support a number of specialist medical applications used by health services staff.

1. PDA Hardware Recommendation

Due to the wide range of PDA devices currently available and the highly individual requirements of staff members it is generally not possible to make specific recommendations regarding PDA devices. However to ensure quality and timely support ITR recommends that staff consider the devices listed below as they represent reasonable functionality and value.

Hewlett Packard iPAQ

The Hewlett Packard iPAQ is recommended for both basic and advanced PDA use however a separate phone/modem is required for remote wireless connectivity.

iMATE Combo

iMate Combo models provide similar features to the HP iPAQ and feature onboard GPRS for wireless connectivity and synchronisation with ITR's Onebridge system allowing email connectivity on the go. The iMate also allows the installation of applications such as 'iPass'. Ongoing costs are also typically lower than BlackBerry products.

BlackBerry

The BlackBerry product has been recommended for its functionality and ease of use. Although limited in extra functionality the BlackBerry is a good clean solution for keeping in contact via email. iPass connectivity is not available on BlackBerry devices. Schedule 1 describes the range of mobile devices chosen as part of the UTas standard.

| PocketPC/OneBridge Solutions | Comments |
|------------------------------|--|
| Basic PDA – HP iPAQ 1940 | Requires mobile phone/modem for remote wireless access |
| Advanced PDA – HP iPAQ 5550 | Requires mobile phone/modem for remote wireless access |
| 'iMate' PocketPC Phone | PDA/Phone Combo |
| 'iMate' Smartphone2 | Phone/PDA Combo |
| BlackBerry Solutions | |
| BlackBerry 7730 | PDA/Phone Combo |

Schedule 1. PDA Device Recommendation

'iPass', the international roaming system, can be installed for staff travelling to an area without GPRS or where it is necessary to connect through a landline telephone.

'iPass' is not available as part of a BlackBerry solution.

2. Financial Arrangements

2.1 PocketPC Devices

As part of the PDA standard all devices will operate on 24 month 'Plans' or contracts. This period strikes the correct balance between product functionality, pricing, and product renewal. Schedule 2 details the price structure for use of a PocketPC with the OneBridge connection.

| PocketPC/OneBridge | Capital Costs | Recurrent Costs |
|-----------------------------|--------------------------------|---|
| Basic PDA – HP iPAQ 1940 | Unit - \$1,100 CAL* - \$425 | Maint - \$119 p.a. Call Costs - Variable |
| Advanced PDA – HP iPAQ 5550 | Unit - \$1,400 CAL - \$425 | Maint - \$119 p.a. Call Costs - Variable |
| 'iMate' PocketPC Phone | Unit - \$1,400 CAL - \$425 | Maint - \$119 p.a. Call Costs – Variable |
| 'iMate' Smartphone2 | Unit - \$600 CAL - \$425 | Maint - \$119 p.a. Call Costs - Variable |

Schedule 2. Pricing Structure – PocketPC and OneBridge Connection

* CAL Client Access Licence

Notes

- Prices and models may vary, all other costs remain constant. ITR will regularly review and update the model and pricing matrix.
- Data traffic attracts a variable charge dependant upon the number of times remote synching occurs between the PDA and the host server.
- Voice calls made from PDAs incur an additional cost.

Setup Fee

Connection of a PocketPC PDA will incur a one-off setup fee of \$100.

Support Fee

A support fee of \$10 per month covers support for connecting the PDA to the desktop only. This fee does not cover specific usability issues that occur with these devices.

Financing

Financing of PDAs can be achieved via a 2 year lease of devices through the Internal Leasing Scheme, or by outright purchase.

Billing

The telephone number associated with the PDA plan will be added to the appropriate department schedule and all call costs will be billed to the appropriate budget centre.

2.2 BlackBerry Server Service

ITR offers a Telstra BlackBerry service to staff working within the University of Tasmania. The BlackBerry service provides continuous remote access to email and Internet services and supports voice calls.

Eligibility

The IT Resources BlackBerry Server service is available only to staff using Lotus Notes. Connection is also subject to customers entering into a 24 month contract for the provision of this service. This limitation has been introduced as 24 month plans are the most cost effective plans that Telstra offers.

Plan Components

The plan is broken down into two components; namely hardware, email traffic and data and voice traffic.

Hardware

Connection to the ITR BlackBerry Server Service requires a genuine dedicated BlackBerry handheld unit.

Customers who do not own a BlackBerry unit may choose to procure one by entering a 24 month plan or Mobile Repayment Option (MRO) where the cost of the unit is repayed over the duration of the agreement. This will be billed along the lines of current mobile phone arrangements. This will include both the repayment of the PDA device and GSM data traffic, but will not include any phone associated costs or the cost of connecting to the Internet. At the completion of the 24-month plan staff will be given the choice of updating their handset and entering a new MRO, or retaining their handset and entering into a 24-month SIM only plan.

Customers may also bring in a genuine BlackBerry unit they have previously purchased and choose a 24-month SIM only plan. Any costs incurred by a user ceasing services with another carrier will be at the user's expense.

Costs

BlackBerry handheld

The BlackBerry handheld cost is approximately \$40 per month. This equates to the total cost of the unit divided by the contract period, in this instance 24 months. An early termination fee is applicable and equates to the balance of the full retail cost of the handheld unit at the time of termination.

GSM connection

The cost of GSM connection is approximately \$50 per month and includes unlimited synchronisation and all download email traffic. ITR recommends using the 24 month SIM plan and all quoted figures are based on a 24 month contract period.

SIM/mobile Plan

This is the cost of a separate additional mobile plan to enable a BlackBerry service. This cost would not apply where customers use their BlackBerry unit for mobile telephone coverage as well.

Administration Charge

An administration charge of \$1.00 per month is levied to recover costs associated with administering the billing cycle for this product. This charge is comparable with that being used with the University's mobile phone scheme.

Set-up and Training

A one-off cost of \$60 for the initial setup of the unit and some initial training by ITR staff will be levied. This cost is recouped within the overall monthly charge and equates to \$2.50 per month

Support

Support costs for this service have been set at \$10 per month. ITR will provide support for the unit as required.

Variable Charges

All plans allow for email traffic only. Voice and other data traffic such as internet browsing will be charged separately.

| BlackBerry Solution 7230 - With Separate SIM | | | |
|---|-----------------|------------------|------------------|
| Item | Cost/month | Cost/1yr | Cost/2yrs |
| Device and Plan | \$89.95 | \$1079.40 | \$2158.80 |
| SIM/mobile plan | \$10.00 | \$120.00 | \$240.00 |
| Administration Charge | \$1.00 | \$12.00 | \$24.00 |
| Setup & Training | \$2.50 | \$30.00 | \$60.00 |
| Support | \$10.00 | \$120.00 | \$240.00 |
| Total per month | \$113.45 | \$1361.40 | \$2722.80 |

Schedule 3. BlackBerry Solution 7230 - With Separate SIM

| BlackBerry Solution 7230 - Using Current mobile SIM | | | |
|--|-----------------|------------------|-------------------|
| | Cost/month | Cost/1yr | Cost/2yrs |
| Device and Plan | \$89.95 | \$1079.40 | \$2158.80 |
| Administration Charge | \$1.00 | \$12.00 | \$24.00 |
| Setup & Training | \$2.50 | \$30.00 | \$60.00 |
| Support | \$10.00 | \$120.00 | \$240.00 |
| Totals | \$103.45 | \$1241.40 | \$2,482.80 |

Schedule 4. BlackBerry Solution 7230 - Using Current Mobile SIM

Schedule 6 incorporates the cost of a SIM card (mobile phone plan). This solution will include the retention of a separate mobile phone.

| BlackBerry Solution – Separate SIM - GSM traffic only | |
|--|-------------------|
| | Cost/month |
| BlackBerry Plan | \$49.95 |
| SIM / mobile plan | \$10.00 |
| Administration Charge | \$1.00 |
| Support | \$10.00 |
| Total per month | \$70.95 |
| Total for contract | \$1,702.80 |

Schedule 6. Basic BlackBerry Solution, GSM traffic only. Owned device and additional SIM

Schedule 7 represents the lowest level of service where all equipment is owned by the customer and no separate SIM is required.

| BlackBerry Solution – GSM Traffic Only | |
|---|-------------------|
| | Cost/month |
| BlackBerry Plan | \$49.95 |
| Administration Charge | \$1.00 |
| Support | \$10.00 |
| Total per month | \$60.95 |
| Total for contract | \$1,462.80 |

Schedule 7. Basic BlackBerry Solution, GSM traffic only. Owned device and SIM

Additional BlackBerry Options

The following outlines additional services offered by ITR to allow more flexibility for mobile users.

BlackBerry short term loans

IT Resources offers short-term loans of BlackBerry handheld units depending upon availability. Schedule 5 outlines the cost for the loan of BlackBerry units including GSM data charges. Hire Periods are blocked into a two week period and for each additional period a charge of 25 dollars is levied.

| BlackBerry Device Hire Charges (Based on a minimum 14 day period) | |
|--|---------|
| GSM Data Traffic and Plan | \$25.00 |
| Administration | \$5.00 |
| Setup and Support | \$60.00 |
| Total Hire Cost | \$90.00 |

Schedule 5.BlackBerry Device Hire Charges

Maintenance

Server Infrastructure

The establishment and support of infrastructure necessary to support PDA operations will be bundled with other central University IT infrastructure. Upgrades and support of this infrastructure will therefore be timetabled as part of wider central IT infrastructure maintenance schedules.

Limitations

Only genuine dedicated BlackBerry units are eligible for use on the University of Tasmania's BlackBerry Server service. IT Resources has no plans to support BlackBerry enabled mobile telephones.