Tablet Computing Devices Options

Date presented	2/09/2015
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Purpose

The purpose of this document is to outline the process followed to determine the mobile end user computing device and recommend the device to proceed with, to support the business requirement for the changed way of working required by the Wellington Accommodation project.

Background

The Ministry is deploying approximately 750 mobile end user computing devices as part of new technology required for the Wellington Accommodation Project. A number of devices were considered to met the business requirements these included devices from Dell, HP, Microsoft and Levano. The devices that met the requirements were the HP 1011 tablet and the Microsoft Surface Pro 3.

Business Requirements

The two tablet devices and the current certified HP G1 Laptop were compared against the business requirements as follows:

Requirement	HP 1011 Hybrid Laptop	HP G1 Laptop	MS Surface Pro 3
Windows 10 Ready	Y	Y	Y
Touch Screen	Y	N	Y
Battery life > 4 hours	N	Y	Y
Light Weight Form factor	Y	N	Y
HD resolution	N	Y	Y
Gigabit Ethernet Capacity	N	Y	Y
Wi-Fi N Capability	Y	Y	Y

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4G SIM Card In built	Y	N	N
Native USB 3	N	Y	Y

The laptop was eliminated from consideration due to not meeting key business requirements leaving the two tablet devices for further consideration.

Technical Assessment

Following business assessment there was a technical assessment of the two remaining tablet devices. A number of technical issues were uncovered; some of these were resolved however the HP1011 had the greater number of these. The MS Surface Pro 3 had the drawback of no inbuilt 4G capability however the requirement for this is limited in Wellington and users can use their existing T Sticks or tether their phones to obtain mobile connectivity. New versions of this device will have the inbuilt 4G and will be available prior to the wider Ministry rollout into the regions where inbuilt 4G has a greater level of demand. In addition to this the provision of VPN and the wide availability of Wi-Fi both in the new buildings and in most people's homes will alleviate the requirement for this.

Although the HP 1011 has inbuilt 4G capability it did not meet a number of key requirements and was eliminated as an option following the technical assessment for the following reasons:

- Lack of native USB3 on the disconnected tablet device
- Poor battery performance
- A slow speed NIC

These issues had flow on effects including considerably more time required for deployments and builds, the inability for users to hold Lync phone conversations with a the standalone tablet and less mobility from lower battery performance.

It should be noted that both tablet devices require the Windows 8.1 operating system environment and the required testing of core Ministry applications ability to operate in that environment may not be possible in the timeframes. Mobile users who require applications that do not work in the environment and cannot be remediated in time will have to be issued laptops as an interim solution.

Recommendations

It is recommended that you:

- **Agree** that the MS Surface Pro 3 be deployed as the mobile device solution to meet the mobile device requirements for the Wellington Accommodation project.
- **Note** that although the device does not have inbuilt 4G capability that mobility requirements can be provided by T Sticks, mobile phone tethering and the VPN solution
- **Note** that the device requires Windows 8.1 and if the applications required by some users on mobile working floors cannot be remediated in the required timeframes they will have laptops with Windows 7 issued as an interim solution.

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Approved/Declined

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