

System Space

ICT Enterprise Systems – Airwatch Mobile Device Management

Created by Paul Meldrum, last modified less than a minute ago

Introduction

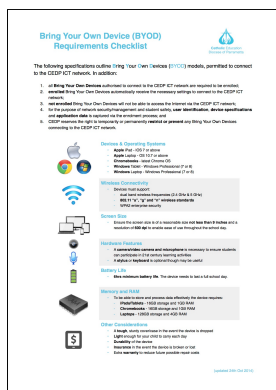
AirWatch by VMware is the current **enterprise Mobile Device Management (MDM) platform** for Catholic Education Diocese of Parramatta (CEDP).

In 2015, AirWatch replaced CEDP's previous MDM platform, Casper.

The AirWatch MDM platform was recommended to CEDP as its next generation MDM platform based upon extensive testing and review process.




The AirWatch MDM platform, in conjunction with other technology platforms e.g. Zscaler Content Management System (CMS), enables CEDP to provide a safe online learning and working environment for all CEDP students, staff, contractors and volunteers.

All supported Apple IOS, Anroid and Windows mobile devices (**CEDP-owned or personal e.g. BYOD devices**), **are required to be enrolled in AirWatch in order to connect to CEDP's student and staff wireless ICT networks.**



Access to CEDP ICT networks and resources (including via CEDP-owned and personal devices, e.g. BYOD devices), **is governed by CEDP's Responsible Use of ICT and Social Media – Guidelines and Procedures. These guidelines apply to all students, their parents, all CEDP staff, contractors and volunteers.**

Click to download the current versions of:

-  [Responsible Use of ICT and Social Media - Procedures](#)
-  [Responsible Use of ICT and Social Media - Staff Guidelines](#)
-  [Responsible Use of ICT and Social Media - Student Guidelines](#)

Key Features

The **AirWatch MDM platform** architecture aligns with CEDP's deployment complexities, security requirements and mobile device growth predictions. In addition, **AirWatch MDM platform** integrates with CEDP's device manufacturers' frameworks to securely enrol devices in our educational environment, providing the following features:

<p>Configuration</p> <ul style="list-style-type: none"> • Network Configurations - Wireless Profiles - automatically allow devices access to CEDP wireless networks • Internet Security Certificates - required for CEDP Educational Web Content Filtering system 	<p>Apps</p> <ul style="list-style-type: none"> • Distribution of educational apps through 'self service' portal • Distribution of Educational Volume Purchase Program apps • Restrict age inappropriate apps from being launched whilst on the school network
<p>Device Queries</p> <ul style="list-style-type: none"> • Available space for learning data • Battery level and status 	<p>Security Commands</p> <ul style="list-style-type: none"> • Remove Passcode if user forgets passcode • Remote lock if the device is lost or stolen • Disable camera whilst on the educational network
<p>Books</p> <ul style="list-style-type: none"> • Distribute and manage books, ePubs, and PDFs for learning created by teachers or purchased through Volume Purchase Program or Text Suppliers 	

Frequently Asked Questions

 **Can the AirWatch MDM platform track my device?**

- The AirWatch MDM platform **can track an enrolled device if "Location Services" (on that device), are turned on.**

- **Users can choose to turn location service on or off.** The AirWatch MDM platform **cannot override the user's choice.**
- Enabling location services provides benefits should the device be misplaced or stolen.

✔ Can the AirWatch MDM platform track my "app" usage and data?

- The AirWatch MDM platform **can only provide a list of the apps installed** on a device and **restrict apps** (whilst connected to the CEDP ICT wireless network), **from being launched based on the device's App Store age ratings.**
- **The AirWatch MDM platform cannot view in-app data, app usage details, or delete personal apps.**

✔ Can the AirWatch MDM platform control my device?

- The AirWatch MDM platform **can only manage settings**, **it cannot control the device remotely.**
- Management settings are **only applied whilst the device is connected to the CEDP ICT wireless network.**

✔ Can the AirWatch MDM platform delete stuff off my device?

- The AirWatch MDM platform does have the ability to remove from the device CEDP specific data and apps, in the event the device is lost or stolen.
- **The AirWatch MDM platform cannot delete personal data nor personal apps.**

✔ What is the difference between the old Casper MDM platform and the new AirWatch MDM platform?

- Both the old and new MDM platforms perform relatively the same functions. **AirWatch however supports a broad range of devices and uses an "AirWatch Agent" app**, whilst Casper only supported Apple devices and used profiles.

✔ Why do I now need an AirWatch App to connect to the wireless network?

- All supported Apple iOS, Android and Windows mobile devices (CEDP-owned or personal e.g. BYOD devices) **now require the installation of the "AirWatch Agent" App in order to connect to the CEDP wireless ICT networks.**
- The "AirWatch Agent" App is free, and allows your mobile device and the AirWatch MDM platform to integrate closely with the CEDP ICT network, **to ensure a safe, online experience** (whilst connected to the CEDP ICT wireless network).

✔ Will the AirWatch App affect the battery life of my device?

- **Any effect on the life of your battery will be negligible.** If you are experiencing a noticeable decline in your battery's performance after the installation of the "AirWatch Agent" App, please contact your local ICT support personnel so the issue can be addressed.

✔ Is the AirWatch App going to interact with other Apps or cause things to crash?

- **The "AirWatch Agent" App should not interfere with any existing applications** on your mobile device, or otherwise adversely affect your device's performance.

✔ If I lose my device while it's logged in, or someone else figured out my password, will you be able to stop them from connecting as me?

- If your device and/or password are compromised, **report it immediately.**
- **CEDP can use the AirWatch MDM platform to remove any CEDP related data and prevent it from reconnecting to the CEDP ICT wireless network.**

✔ Are you going to be able to use the AirWatch App to access everything on my device?

- **Absolutely not!**
- The "AirWatch Agent" App is not spy-ware. It is a tool to help both you and CEDP protect important or confidential data. **It does not give CEDP the capability to view in-app data, app usage details, or delete personal apps.**



Further Details

📞 For further information in regard to **Airwatch Mobile Device Management**, please contact the **CEDP Service Desk** (servicedesk@parra.catholic.edu.au).

Feedback - your contribution

Feedback on this and associated pages is appreciated. Specifically:

- what doesn't make sense?
- what information and/or resources do we need to review and/or consolidate?

- what's missing?

Please click the "Add Comment" link below to provide feedback.

(Note: if you cannot see the "Add Comment" link then go to the top of this Oscar page, click "Tools" then "Show Comments". The "Add Comment" link will now be available for feedback.)

[Like](#) Be the first to like this