



Office of the City Manager

## INFORMATION CALENDAR

February 9, 2016

To: Honorable Mayor and Members of the City Council  
 From: *DWR* Dee Williams-Ridley, Interim City Manager  
 Submitted by: Savita Chaudhary, Director, Department of Information Technology  
 Subject: Feasibility of iPhone Use by City Staff & Backup Blackberry/IT System

### INTRODUCTION

This report is in response to a Council referral submitted on December 13, 2011, requesting a report on the feasibility on the use of iPhones for City staff. This report also addresses a Council referral submitted on November 8, 2011, regarding maintaining access to City Blackberries during emergencies.

### CURRENT SITUATION AND ITS EFFECTS

Department of Information Technology (DoIT) staff began replacing Blackberry smart phones with iPhone 6 smart phones in July 2015, and completed replacement of all City-issued Blackberries with iPhones in August 2015.

The new iPhone solution provides all the same features as the Blackberry solution, including cell phone service, access to centralized City contacts, and access to City email on a 24/7 basis, as well as some additional features such as tracking devices in case equipment is lost or stolen. DoIT staff administers iPhone access to City email and City contacts through a centralized software solution. Over the next several months, DoIT will be assessing select work-related productivity apps to download onto the smart phones from a centrally-managed location.

### BACKGROUND

The City of Berkeley has been providing City-issued Blackberry cell phones to City staff and City Council to conduct City business and for emergency response since 2005.

The software solution used to administer City-issued Blackberries was over 10 years old and became increasingly unstable. Between May 2014 and May 2015, DoIT had recorded 9 instances of Blackberries losing communication with the City network, resulting in downtime receiving City email on City-issued cell phones.

In addition, the cell phone carrier that provided service for our Blackberries stopped supporting Blackberries in August 2015.

In June 2015, DoIT staff conducted a pilot of 5 iPhone devices and 5 Android devices, along with new centralized administration software, to assess the feasibility of a new solution in continuing to support City email and centralized City contacts, as well as providing a more stable platform to maintain these services on a 24/7 basis for emergency response.

#### ENVIRONMENTAL SUSTAINABILITY

All Apple products, including iPhones, comply with the Restriction of the Use of Certain Hazardous Substances (RoHS) Directive, manufactured with the fewest amounts of harmful substances, including heavy metals and other toxic materials. iPhones are also energy efficient, and are packaged with recyclable materials.

#### POSSIBLE FUTURE ACTION

DoIT is researching Mobile Device Management (MDM) software to centrally manage City-issued phones.

#### FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

Cost of an MDM solution is yet to be determined.

#### CONTACT PERSON

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