

A black and white photograph of a classroom with several young students sitting at a long table. They are using tablets and looking at papers. The image has a teal overlay on the left side where the text is located.

SWITCHING MDM SOLUTIONS

Migration Guide
for Schools 

Executive summary

Mobile technology has been widely adopted in schools because of the collaborative and learning possibilities they open up. Chromebooks, Macbooks, iPads and Android tablets are some of the most widely used mobile devices in educational environments.

The increase in mobility adoption has resulted in many device management challenges - such as the need to keep students connected and focused during classroom instruction. The need to ensure minimal distractions while facilitating productive usage of mobile devices in the classroom has become more and more apparent to school IT teams over the years. A 2017 report by *Project Tomorrow*, a national education research nonprofit organization, reported some interesting figures regarding technology and mobility adoption in day-to-day classroom learning.

33% **31%**
high-schoolers middle-schoolers

% of students using school-issued mobile devices for classroom learning/ work

64%


% of parents willing to buy their kid a laptop/ mobile device for classroom learning usage

Another core challenge that school IT teams face is managing 1:1 as well as shared device usage scenarios. As schools increasingly use mobile device management (MDM) solutions to manage their mobile assets, it is important to note that the MDM needs of educational environments differ from enterprise ones.

If your current MDM solution doesn't provide the support you expect, or you simply require an optimal solution with the right feature set, switching vendors doesn't have to be overwhelming or stressful.

Seamless migration to another solution

Schools should consider what works well in their existing platform and seek these advantages in the alternative. Everything should be considered, including the ease-of-use, ease-of-adoption, customer service, data storage techniques, processing speeds, remote data wiping capabilities, security checks, and administrative lockout procedures. Any aspects of functionality that were lauded by staff and students should be maintained as best as possible in the future service.



DETERMINE CURRENT MDM NEEDS AS WELL AS POTENTIAL FUTURE REQUIREMENTS

What goals does the school have for MDM implementation over the next few years?

Is an increase in the number of school-distributed or student-brought devices expected in the future?

Will any aspects of teaching or student learning differ based on upcoming goals?

While an MDM migration may seem complex, with Faronics, you're never alone during the transition. The following sections hopefully provide you with the insight and confidence necessary to break away from your previous solution and transition to one with the capabilities your learning environments need.

Let's take a look at how schools should go about planning a switch to another MDM solution.

Planning the switch

Identify gaps and potential areas for improvement, by reevaluating your existing MDM strategy. Start the process of removing items from the previous MDM and start preparing to incorporate them in your new solution. School IT teams need to take the following points into consideration, and create a migration checklist, while planning the switch.

01

PLAN YOUR MIGRATION SCHEDULE

The schedule should include critical milestones like school breaks, financial considerations & factors impacting implementation success.



02

PREPARE EMPLOYEES/ STAFF FOR THE TRANSITION

To ensure device users do not lose valuable resources and classroom time, transparency into the MDM switching process is necessary. Inform them of the change and associated process beforehand.



03

CHOOSE THE RIGHT TIME FOR THE SWITCH

Choose a time when devices can be out of use to give IT time to make the transition without impacting users.



04

SET ASIDE TIME FOR TESTING AND TROUBLESHOOTING

It is important to allot time for testing throughout the migration process. This will help prevent miscues before school season starts.



Migration checklist

- ☒ Create a manageable timeline for the entire process
- ☒ Evaluate and document existing workflows
- ☒ Prepare users for platform transition
- ☒ Export assets from previous MDM solution
- ☒ Notify students to return all school-distributed devices
- ☒ Un-enroll device or perform device wipe
- ☒ Reassign previous Apple Device Enrollment Plan (DEP) and Volume Purchase Program (VPP) tokens
- ☒ Re-enroll devices into your new MDM platform using your preferred methods
- ☒ Conduct device handouts to students and staff
- ☒ Check device inventory to ensure data transfer and device enrollment

How schools should handle the switch

Timeline

Once an achievable timeline is established, schools should begin preparing their data for migration. All necessary data should be backed up to a secure location. Devices provided to students and staff should eventually be collected so all non-essential device data can be wiped. Ideally, summer break is the best time for migrating school-owned devices.

App Management

Schools should evaluate user behaviour and gather usage insights by examining which apps see the highest amounts of traffic on a daily basis. Apart from this, schools need to maintain information about app permissions and settings. This information will help IT teams with app configuration and management.

Effective Communication

A key aspect of MDM migration is effectively communicating with the end users. Device users should be told why a new platform is being chosen and the deployment timeline for full device integration. Addressing user responsibilities is vital if students are required to turn in devices. Transparency on the part of the school can smoothen the adoption.

Utilization Testing

Conduct an initial round of MDM utilization tests with a few devices, before the new mechanism goes live. A controlled release helps identify issues like glitches, software incompatibilities, potential security gaps, unauthorized access, issues with data import, and many other unforeseen problems. Based on the benchmarks set by either the school or the MDM provider, functionality tests should also be conducted.

Transitioning to Deep Freeze MDM

Once the wrinkles of migration have been ironed out in the exploratory group, a phased-in or group-based approach can be followed. Another alternative is schools can deliver the devices to students and staff shortly before the start of school so each can familiarize themselves with the new system without taking up class time, and smoothen the adoption process.

Deep Freeze MDM is built to address the device management and application management needs of classroom learning, for 1:1 as well as shared device usage scenarios. The intuitive cloud-based console design of Deep Freeze MDM is easy-to-use, requires minimal training and can be quickly deployed on any school network. Robust MDM features empower teachers by ensuring a distraction-free learning environment through custom device policies. Your school can seamlessly migrate from your existing MDM system and start centrally managing, configuring, and monitoring student devices securely without compromise or hassle.

Contact Faronics to learn how Deep Freeze MDM can simplify mobile device management for your school, and enhance classroom learning for your students.



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Faronics' solutions help organizations manage the existing IT investments better and lower operating costs of IT. Incorporated in 1996, Faronics has offices in the USA, Canada, Singapore, and the UK, as well as a global network of channel partners. Our solutions are deployed in over 150 countries worldwide and are helping more than 30,000 customers.

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