

COMMONWEALTH OF PENNSYLVANIA HEALTH & HUMAN SERVICES DELIVERY CENTER

INFORMATION TECHNOLOGY PROCEDURE

Name of Procedure: Mobile Labs	Number: PRO-SES002
Domain: Platform	Category: Mobile Labs Procedure
Date Issued: 07/09/2016	Issued by Direction Of:
Date Revised: 12/09/2020	Dean Schutte Chief, Compute Services Unit Health & Human Services Delivery Center

Abstract:

The Health and Human Services Delivery Center (HHS DC) Technology Services Office (TSO) is responsible for Telecommunications for the Departments of Health (DOH), Human Services (DHS), Aging (PDA), Drug and Alcohol Programs (DDAP) and Military and Veterans Affairs (DMVA).

Background

The Health & Human Services Delivery Center (HHS DC) is extending customer service and our focus on self-service by providing a new interface for customers to utilize in connecting with agency services and information. New applications (apps) for smartphones and tablets will be constantly implemented for the iOS and Android platforms to enable citizens to interact with the Department via their mobile devices.

General:

In order to prepare for this initiative, Health & Human Service Delivery Center has procured a special Mobile Lab appliance (deviceConnect) which is an internal mobile application testing platform that will provide comprehensive management of mobile application testing assets. Mobile Labs is a leading provider of end-to-end mobile application testing for enterprise solutions.

In addition, HHS DC has obtained a mix of mobile electronics (Phones, Tablets, etc..) that are most commonly used by our customers. These devices were identified using Google Analytics reports. The purpose of this document is to explain how those who are involved with developing and testing mobile apps can utilize the Mobile Lab environment during the testing phase of their mobile application development.

Procedure:

The following processes/mechanisms will be used to support this environment:

HHS DC Responsibilities

1. A list of the Mobile test devices can be found in the device list spreadsheet located here: <http://docushare.dpw.lcl/docushare/dsweb/View/Collection-209379>
2. HHS DC will be responsible for procurement of future devices that need to be added to this environment: To request a new device for testing, send an email to pw-bismobilelabadmin@pa.gov. HHS DC will first verify with the Mobile Labs vendor that the device is supported. If not, we will let notify the requestor.
3. All updates to mobile equipment will be done by HHS DC Staff only. Developers and testers should never perform this function, as doing so may invalidate the ability of the device to be used in the lab. If you see a notification on the phone to upgrade the operating system, ignore and cancel the notification and report it to HHS DC. If there is a problem with the Mobile Lab equipment or devices, contact HHS DC Staff via Service Now (Home > **Service Catalog** > Health and Human Services > Infrastructure > Agency Web Application Support > Web Application Support Support – agency). Response should be swift M-F during normal working hours. Best effort response can be counted on the outside of these timeframes.
4. To gain initial access to the Mobile Labs system submit them via Service Now (Home > **Service Catalog** > Health and Human Services > Infrastructure > Agency Web Application Support > Web Application Support Support – agency) and fill out the online form located here: <https://forms.office.com/Pages/ResponsePage.aspx?id=QSiOQSgB1U2bbEf8Wpob3ImpiCBP35pMjWuTmwQ0AAdUN1VKVIZWN0pKODc3SIIVMkNXVEZZMTcyMyQIQCN0PWcu>
5. If a password reset is required for a user, please submit request via Service Now (Home > **Service Catalog** > Health and Human Services > Infrastructure > Agency Web Application Support > Web Application Support **Support** – Agency).
6. There is a HHS DC committee that meets quarterly to determine what future initiatives are occurring and what devices may need to be added as a result. Team members will be from Solutions Management, Telecom, PMO and Server Team.
7. The Mobile Lab vendor periodically issues firmware or product updates that will need to be added to the device. This may cause some system outages. HHS DC Staff will be responsible for the system updates and will work with the developers and testers to agree on a convenient time to perform the work. Every effort will be made to do these updates during non-business hours. Updates can be expected every other month.
8. HHS DC will provide training materials and an overview of how to use the system. Here is link <http://docushare.dpw.lcl/docushare/dsweb/View/Collection-209379>
9. HHS DC will monitor the system to ensure that it is running and functional. The system should be accessible 24x7, but remediation of issues will occur during normal business days unless other arrangements have been made.

User Responsibilities:

1. These devices are not to be used for any personal or unauthorized use. Refer to Management Directive 205.34.
2. The User guides are located here:
<http://docushare.dpw.lcl/docushare/dsweb/View/Collection-207515>
3. Most features will be able to be tested at this URL:
<https://pa-dhs.gigafox.io/Home/Login>
4. When testing has completed, the user must log off the device so that it is available for the next person. If HHS DC finds that a device is logged on but idle for a 24-hour period, we may force a logoff on that device.
5. The testing community will be responsible for determining and coordinating who, what and when to use the various devices in the lab.
6. The testers will be responsible for deciding when to “clean” a device – meaning returning the phone to its pre-tested state.

Developer Responsibilities:

1. Maintain all versions of the application code for various operating systems.
2. The Code shall be kept in the department’s repository, currently TFS (Team Foundation Server), then uploaded to the designated drop zone for addition to the app inventory.
3. Utilize the same naming standards in TFS.
4. Address application issues found during testing.

Refresh Schedule:

All procedures and referenced documentation identified in this document will be subject to review and possible revision annually or upon request by the HHS Delivery Center Domain Leads.

Procedure Revision Log:

Change Date	Version	Change Description	Author and Organization
8/2/2016	1.0	Initial Creation	Lisa Baer – DHS BIS
7/10/2020	2.0	Review for Content & Organization Change (Document required retyping)	Michael E. Sites/TSO
8/11/2020	2.1	Review for Content. Changes Made to Procedure content.	Anthony Rider/TSO
9/11/2020	2.1	Review for Content & Organization Change	Michael E. Sites/TSO
11/17/2020	3.0	Changes Made to Procedure content. Change in Approvers.	Anthony Rider/TSO
12/09/2020	3.0	Review for Content & Issued by Direction Change.	Michael E. Sites/TSO