Intune MDM/MAM FAQs

Jail-broken or Rooted devices will be blocked from accessing corporate data.

Two Factor Authentication – RSA Token or SMS verification needed to use Intune.

Register SMS at https://mfa.bah.com/MFA/

The Outlook mobile app will be the only supported email client on Android and iOS.

  - No other mail client will be supported/allowed (ex. iOS Mail or Touchdown)
  - Windows Phone will not be supported at this time.

Maas360 is no longer supported. If a user needs MDM assistance, they must migrate to Intune MDM or MAM.

  - MDM – Full device enrollment (similar to Maas360)
  - MAM – Only protects desired Booz Allen apps (Outlook, TOL, Huddle, Directory)

Outlook

  - Notes and Tasks do not sync to Outlook app. Microsoft recommends using OneNote and To-Do.
  - Flagged items do not sync to Outlook app.
  - Contacts Sync – Menu> Settings> Office 365 Account> Toggle Contacts On.

Android

  - VPN is by request only. Escalate to Tier 2 to have user added to VPN Policy.
  - If Samsung KNOX throws an enrollment error, have the user plug into power.
1. What is Intune, and what can I use it for?

Intune is a Mobile Application & Device Management solution that enables users to access corporate applications and resources from anywhere; all while allowing the freedom to choose the applications and enrollment level desired. Intune will allow your iOS or Android mobile device to:

- Access BAH Line-of-Business apps through the Company Portal without enrolling your personal device in MDM. This includes TOL, Huddle, and Directory.
- Access to Microsoft Office apps such as Outlook, OneDrive, etc. from the Public App Stores.
- MDM enrollment is an option for personal devices (BYOD). MDM enrollment grants you access to mobilewifi, VPN, and remote security functions.
- Outlook will be the only app supported for exchange data (email, calendar, contacts).

2. What is the difference between Intune MAM and Intune MDM?

Mobile Application Management (MAM): only allows the firm to control Booz Allen data in specific apps (e.g., Outlook, TOL, OneDrive, etc.). It does not allow the firm to access or track your device.

Mobile Device Management (MDM): allows access to more firm resources, and allows the firm to protect your entire device. It grants ‘find and wipe’ capability if your device is lost or compromised.

Pick whichever option is best for you

Use the table below to help you decide which option is best for you:

<table>
<thead>
<tr>
<th>If You Need:</th>
<th>Mobile Application Management (MAM)</th>
<th>Mobile Device Management (MDM)</th>
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<tbody>
<tr>
<td>Access to firm email</td>
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<tr>
<td>Ability to sync your personal and work calendars and contacts via the Outlook app</td>
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<tr>
<td>Access to firm apps (TOL, Workday, Huddle, etc.)</td>
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<td>Access to firm wifi when you’re in a BAH office</td>
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<td>Automatic updates to firm apps</td>
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<td>Locate a lost device</td>
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<td>Remote phone wipe (if device is lost)</td>
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3. What action do I take if I have a Booz Allen provisioned (corp-owned) iOS device?

Apple iOS devices that have been provisioned by the Booz Allen Wireless Team are part of Apple DEP. In order to migrate to Intune MDM, you will need to have control removed by a MaaS360 Admin (contact the Help Desk for assistance).

4. Which devices support Intune MDM/MAM?

Any iOS device running iOS 9 or higher.
Any Android device running Android 5.0 or higher.
Windows Phone will not be supported.

5. What if my device is already enrolled with MaaS360 MDM?

MaaS360 will not be supported after the Intune launch. If you are an existing MDM user, you must first delete your existing MaaS360 MDM profile by following the “MaaS360 Removal Instructions.”

After Maas360 MDM removal, or if you are new user to MDM/MAM, please follow the instructions based on your desired enrollment level.

6. Will I still be able to access my current Booz Allen apps with Intune?

Public apps such as Workday, RSA, Concur, etc. will not be affected. Enterprise apps like TOL, Huddle, and Directory will need to be reinstalled from the new Intune Company Portal.

7. How do I remove MaaS360 from my device?

Contact the Help Desk or visit “mdm.bah.com” for removal instructions.

8. How will this effect on-prem mailboxes?

On-prem users will need to enroll their device in Intune MDM. MAM is not available for on-prem accounts.

9. Can contractors use Intune?

Not at this time. Intune licensing has not been provisioned for contractors. IS Leadership is currently investigating options.

10. Will Intune track my location?

Location access is controlled by the user and can be disabled at any time.