# Template 2 - Cloud-Based Mobile Technology

*[Plug this information into the Basic Annual IT Strategic Plan]*

**IT Strategies and Objectives**

*[Enter business goal or objective]*

*Example:* Improve profit margin by raising field productivity.

*[Describe your IT goal as it relates to your business goal]*

*Example:* Our goal is to create a secure IT environment in the field that speeds decision-making and issue resolution for faster, more cost-efficient project completion.

*[Describe the current state of technology as it relates to your business goal]*

*Example:* Incorrect or missing data has resulted in misinformed decisions, project delays, and extra time required to correct mistakes. This has led to an estimated 5% reduction in projected profits across all our projects. To assure company stability and growth, we must reverse this profit erosion in the next year and set the company on a path to increase profit margins over the next four years.

Currently, communication to and from job sites is handled through a VPN connection established at each job trailer. When outside the trailer, field managers cannot easily access job cost numbers, change order details, or other project information to keep the job moving. Labor time tracking is done manually on paper timecards once a week, preventing us from getting the most up-to-date and accurate labor costs—our biggest risk for losing money on a job. Obtaining units in place and other productivity reporting from the field is also difficult, causing inaccurate Work-In-Progress reports and hampering our ability to measure and improve productivity.

While the above issue is our greatest technology concern, long-term plans should also include improving other field processes such as punch lists.

*[Outline each strategy and supporting initiatives]*

*Example:*

Strategy 1

We will provide appropriate field managers and staff with the ability to access, share, and submit information anytime, anywhere through effective technologies and policies.

Initiative 1: Implement secure cloud-based mobile technology that allows for more efficient information sharing, collaboration, and field reporting using mobile devices.

Initiative 2: Establish mobile security policy and device management tools to ensure confidential company data is protected.

**Benefits**

*[List the positive business impact you expect from new technology investment listed in your plan]*

*Example:*

**Improved Field Productivity**

To improve productivity we must accurately measure it. Allowing our field team to use mobile phones and tablets to record and submit daily job site observations will make it easier for us to get timely productivity data (such as units in place) in order to benchmark and measure field productivity progress.

In addition to helping us measure productivity, use of cloud-based mobile technology will streamline our labor time capture and approval, provide access to project data, and allow the field team to share drawings and documents. Putting information technology literally into the hands of our field managers and staff is expected to reduce our current project delivery timeline by 10%. This will be driven primarily by the ability to make data-driven decisions and resolve issues more quickly.

**Challenges**

*[Describe challenges that could impact your company’s ability to achieve the goals set out in your plan, including possible solutions.]*

*Example:*

**Security**

Extending our IT services into the field through mobile devices puts us at risk for data leaks and breaches if we don’t take the proper precautions. Our plans to allow employees to use their own devices for company purposes will reduce our costs, but it also requires new approaches to security, managing applications, and technical support. Employees have their own privacy and ownership concerns when it comes to their devices and we must be sensitive to these concerns or the roll-out of our mobile IT plan will be compromised.

To mitigate our risk, clear company policies and practices need to be set up and communicated, including providing a list of approved applications from service providers we trust to protect our data. We must also invest in ways to separate company data from personal data in order to implement security practices such as password protection, remote data wipes, employee access levels, and data encryption.

**Roadmap**

*[Show high-level milestones related to you strategic plan, such as suggested go-live dates]*

*Example:*

* Year 1
	+ Mobile policy and device management in place
	+ Mobile access to reports, drawings, and documents
	+ Mobile time capture and approval
* Year 2
	+ Mobile field reporting
* Year 3
	+ Punch list