



Step Two

Intranet & Digital Workplace Awards

#IDWawards

2018

Awards description document

Use this document to **describe your entry**, and why it's worthy of an Award ☺
Once you've completed this document, use the [online form](#) to finish your submission.

Full instructions on [how to enter](#) for the Awards can be found online.

The closing date for entries is **25 May 2018** (any time zone).

[Contact Steve Bynghall from Step Two](#) if you have any questions or need some advice.

Submission acknowledgements

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Your submission

Please use this Word form to submit your entry. Simply enter your details under the different headings but please try to avoid duplicating information within the form.

Tip! When judging entries, we are relying on the information you provide in these sections. In general, write more rather than less (although entries should not be of extreme length), and don't forget to focus on the business benefits provided by your idea. The more evidence, examples, numbers and quotes you can provide, the greater the chance you have of winning a beautiful glass trophy.

You are welcome to **embed screenshots** in the text to describe what you've done, but please note that we will **also need them to be recorded at the end of the form, and the images should be uploaded as a Zip file on the online form.** (Please also don't embed any images that you're not able to also upload.)

Your name	Marsha Nunes
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Organisation name	The MITRE Corporation

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DESCRIPTION OF ENTRY

Please provide a full description of your project or initiative.

The MITRE@Work mobile app for iOS and Android enables our workforce to be more connected by providing them with easy access to key intranet functions while on the go.

Prior to the introduction of this app, MITRE employees without company-issued mobile devices had been clamouring for mobile access to basic company functions. But due to the nature of MITRE's work, we have high security needs and high sensitivity about releasing data outside our corporate firewalls. Our project's approach to development and the technical architecture creatively navigated these challenges to produce a mobile application our employees love.

IMPLEMENTATION

Tell us your story. How was your project / initiative implemented?

MITRE's workforce is increasingly mobile. Many employees take advantage of our flexibility to work from home or on a skewed schedule. Others may be offsite, working with sponsors nearby or a plane flight away. 16% of our employees spend enough time at sponsor locations that they don't have assigned office space. These locations don't always provide reliable network access. Also, due to the sensitive nature of the work, some may not be able to have their company laptops with them.

Just over 1/3 of our employees have company-issued smartphones or tablets. They're able to install a set of apps for secure access to their email, calendar, and our intranet when mobile. However, the finances don't always add up for everyone who could use a company phone to get one. Others, appreciating our work life balance, would prefer to not have a second work phone and be so available.

We've repeatedly investigated letting employees install that same set of secure apps on their personal phones, but continue to run into security challenges. Contractual obligations with some sponsors require any work for them be done on company-issued devices, preventing us from going forward with a 'bring your own device' model. While it's possible to use our remote access tools via a browser on a personal phone, you need to be *quite* motivated to deal with the multiple logins and usability challenges.

With this project we looked at this challenge from the other direction – instead of trying to give employees the whole intranet, what useful (but lower sensitivity) information and functionality **could** we give them on a personal phone? Our goal was to deliver something on personal phones within 8 months.

We began by gathering some of our key stakeholders and technical people in a room for a full-day visioning session and simply thinking unconstrained. By the end, we had a prioritized list of the top things we thought we could reasonably accomplish – beginning with our timecard and a basic employee lookup. One key factor here was including some of the folks who were the most concerned about doing this to make sure their voices were heard.

A core team was assembled of first time mobile app developers, UX, and QA. Our Information Security organization was a partner from the very beginning of the project as well, since securing our data is an utmost concern.

We decided on native apps for a better user experience and to take advantage of features such as push notifications. We simultaneously developed the Android and iOS versions because surveys showed our employees used both types of devices in significant numbers.

For the backend we used a cloud-based Mobile Backend as a Service (MBaaS) which saved us from coding custom logic for push notifications, managing users, authentication, and proxying requests into our corporate network. It also gave us native mobile SDKs which helped consume data from the back end much faster. We were sure to choose a vendor with a lightweight SDK that didn't constrain us into too many design decisions.

Following an agile model, we started small and gradually expanded the functionality of the apps. We began a pilot once we had just enough functionality working. (For example, in the initial version you could submit your timecard but not edit it.) We initially reached out to employees within our IT organization, then gradually added pilot participants from across the company as the apps became more complete and polished. Many participants emailed us feedback, and we also sent a survey after participants had used the app for about a month to get their impressions. (Has it been fast? Reliable? Does it look and feel like an iOS/Android app? Are you comfortable using it on your personal device?) We also asked what priority they would give a variety of potential features we were considering. By the end of the four months, more than 400 employees had taken part in the pilot.

In the year since our general release, over 5000 employees (60%) have installed MITRE@Work. We've made multiple major updates along with a variety of smaller enhancements, usability improvements, and bug fixes.

Most of our larger enhancements have been the high priority items requested by our pilot participants: calendar info, the weekly wi-fi key, a room finder. Other ideas have also come from users directly. For example, we added timecard absence balances after several told us the one reason they still used the intranet version was to check their 'paid time off bank' total. With our greatly improved mobile development skills, we've also been going back and refactoring the existing features – increasing accessibility and improving the look and feel.

We continue to focus on what our employees would find helpful, while working within our security boundaries. Email is in high demand, but won't fit within our model in any useful way because it may contain sensitive content. However, we have other ideas and requests for features both small (for example, priority news such as building closures and major outages) and large (capturing receipts for your expense reports). We're planning another feedback survey later this year to reassess where we are and what our much larger user population would find most useful going forward.

KEY FEATURES

What are the key features of your initiative or project? Give us the detail we need to be able to get a sense of what you have delivered.

Benefits

- **Able to install on personal phones** – Which greatly increases the number of employees who can use the app.
- **Infrequent logins** – You need to use your RSA token to authenticate, but once you do, the app keeps you logged in for six months. Avoiding this extra step and potential typos each time you use the app is key for making it quick to use.
- **Easy to install** – By including public facing content, the app is available in the iOS and Google public app stores. This avoids installation headaches and makes the app easier to find compared to a separate app store for downloading corporate apps.

- These are all possible because we're only including low-risk data in the app.
- **Ready access** – With a mobile app we're on the device you're most likely to have with you at any time. You don't have to wait to get home, back to your desk, or for your laptop to boot up to check something.
- **Fast** – The other way we've made the app quick is by keeping it lean. It loads much faster than the secure browser on company-issued phones, making it popular with that set of employees too.
- **Reliable** – By using a cloud based architecture, we can drastically increase our uptime by relying on the same types of infrastructure that many key B2C companies use. There have been times when the mobile app works, while our corporate network is having issues.

Functionality

- **Timecard entry** - Our employees are required enter project hours on the same day they're worked. Accurate and timely entry is taken seriously. With MITRE@Work, you can enter project hours, advance absence hours, and make corrections to previous days in the 2-week time reporting period.
 - **Notifications** – We take advantage of push notifications by sending you a reminder if you haven't filled out your timecard by a certain time each day. This helps employees stay in timecard compliance.
- **Employee lookup** – Search by name, email, or department number to get basic 'business card' and contact information. Tap to call, text or email. With one button, copy information for your regular contacts to your phone's Contacts app. We also include handy numbers such as our help desk and security office.
- **Calendar** – Our latest addition! Provides a high-level view of your calendar for the week with times, meeting titles, and locations. Tap on Skype meetings to join via the phone (we pass through the ID) or the Skype for Business app. You can also copy the connection info to send to a co-worker.
- **'My Actions'** – This internal service alerts you to a variety of time sensitive to-dos such as patching your machine, approving expense reports, or taking required annual training. You can't address them within the MITRE@Work app yet, but know you need to do them when you get reconnected to MITRE.
- **Wi-Fi Key** – Our wi-fi for visitors and mobile devices changes its key every week. With one tap, we copy the latest word phrase and take you to your phone's Settings to paste it in. This feature was a quick win - easy to implement, but it has a level of popularity with our users that surprised us!

- **Room Finder** – Search for an office or collaboration room where you'll be meeting and view where it is on the floorplans. Browse for the location of services such as the coffee stands or the help desk to find your way when visiting another campus.
- **MITRE Apps** – Get information other third-party mobile apps you can use to connect to MITRE, access the training and reference materials we license, and more.

INSIGHTS

How is the solution innovative or unusual? How does it provide new ideas or approaches that other teams can learn from?

For years, we've gotten stuck on how to provide more mobile access on personal devices, mostly due to information sensitivity and security concerns. But this time around, instead of getting deterred by what we *couldn't* do, we instead asked the question: "What *can* we feasibly do?"

For example, we knew that contact information for our employees would not be considered terribly sensitive with the right security controls. So instead of trying to include *all* the information in our extensive intranet people profiles, we focused on the basics: phone numbers, email, job title, department, location, and alternate contacts. This information is sufficient for the primary use cases of getting high-level sense of who someone is and contacting them. And these simple contact fields combined with the phone's built in capability to tap to dial are a potent combination.

After our initial launch, we continued this type of thinking by releasing a trimmed down calendar that would allow users to know where they needed to be and connect to online meetings. We couldn't let our employees install the same app that combines email along with their calendar on a personal device due to contractual obligations. But, displaying the less sensitive information such as times, meeting titles and locations, plus the Skype ids is enough to let you preview your day, check where you need to be, and more importantly *join* your meetings.

We've also learned the importance of doing fewer things, but doing them well and making them count. Our users have told us they appreciate that the app is fast and not cluttered. The small screen size and potential for performance issues on mobile help focus our thinking this way. In addition, we've been conscientious about what features we add, soliciting and listening to our user feedback. Accessing our calendar data was described by one member of the team as "digging to the center of the earth". But reminding ourselves that 90% of personal device users in the pilot rated it 'high priority' helped us stick with it and not get side-tracked by other (easier) features that wouldn't have the same impact.

IMPACT

How has the solution helped the workforce and measurably benefited the business? Please describe how the initiative has changed how the workforce operates, or how it has delivered business value and benefits.

Note that impact is 50% of the scoring.

Our employees have been extremely enthusiastic about MITRE@Work: how it helps them stay connected and how it makes these key tasks easier. We've heard this from our primary target audience of mobile employees and those with personal phones, but also our users with company-issued devices or who spend their day on campus. Since launch, we've received approximately 70 unsolicited, simply positive comments ('thank you', 'I love the app') via our feedback email list. This is almost unheard of at our company - usually the feedback we get on these lists is constructively hypercritical. Many of our feature requests or bug report emails include these kinds of positive comments as well.

In the year since launching the app, over 5000 employees or 60% of the company have installed and used MITRE@Work. 70% of the app's users are on a personal device. (Given the privacy and security-sensitive nature of many employees, we don't expect everyone to install it.)

For employees who are provided a company owned device, we budget ~\$1000 / year for each device plus service. While MITRE@Work doesn't replace all the functionality available on company-issued devices, it gets our users part of the way there and they are very happy with it. Considering we *could* have spent \$5 million to get them all the functionality on our intranet, MITRE@Work is much more cost effective for what it can bring to personal devices.

In just the last month (April 2018) we've had over 27,300 timecard submits, which is ~16% of submits per business day. 16% may not seem like a huge percentage, but each MITRE@Work timecard submit may save a minute or two plus the effort over:

- Having to boot up your laptop
- One more VPN or remote access session
- Trying to remember to enter your hours later because you don't have your RSA token to log into our remote access tools
- Forgetting > your administrator now having to take the time to remind you the next morning

In April 2018, we also had:

- 26,100 people lookups
- 37,700 calendar views

When you consider the ease of a contact search with a quick tap to dial, you can see how time savings, plus the business benefits just making that call (vs. waiting and potentially forgetting) extends here as well.

Finally, our employees log over 55.8 million Skype minutes a year, so meetings are an important part of our culture. With the ease of looking up and joining your next meeting with MITRE@Work, we've provided a much quicker way for people to collaborate and given them an additional option to connect when they need it.

EVIDENCE OF IMPACT

Please submit any evidence of impact including specific metrics, feedback and stories. See the entry page for [detailed tips](#) on how best to demonstrate impact.

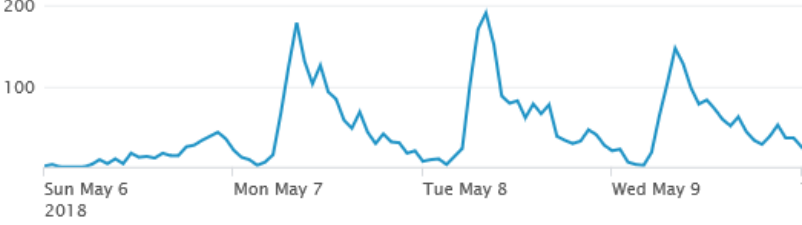
Only use the categories that are relevant for your project, and don't worry, you don't need to fill it all in! ☺

Category	Your evidence (only fill in categories where relevant)
Business problems solved	<ul style="list-style-type: none">• Being able to reach back and across the company is key to our business. The employee lookup in MITRE@Work helps you get in touch, especially when you don't have other connectivity options (whatever the reason): <p>Sample comments from our users (via feedback emails and survey responses):</p> <p>"I spent most of the last week (at a conference). Due to how the hotel's internet worked I was not able to reliably connect in to MITRE via my laptop. I did however make HEAVY use of the MITRE@Work app on my phone and it worked great!</p> <ul style="list-style-type: none">- Timecard entry (... did it walking back to the hotel every evening)- Looked up multiple people to call via the people finder, VERY handy to be able to call them right from the lookup screen- Wanted to reach out to someone during a session, who is at MITRE. Didn't have cell number to text, and not in their profile, didn't want to call, then it dawned on me. I could use the app to install skype and reach out to them that way!" <p>"Just wanted to mention how much of a lifesaver MITRE@Work has been today. I'm getting my MITRE machine re-imaged, so I'm effectively cut off from (the intranet). I needed to make my way to a MITRE office</p>

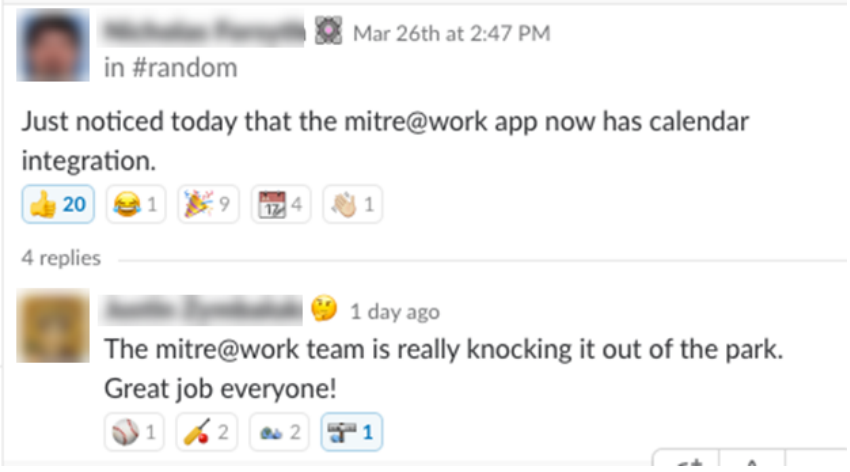
Category	Your evidence (only fill in categories where relevant)
	<p>that I've never been to before, and was able to get on (wi-fi) as soon as I stepped inside - nice! I was also able to look up phone #s for people I needed to get in touch with - sweet."</p> <p>"In following up to the big (widespread, hours-long IT) outage last Friday... MITRE@Work turned out to be the easiest way for me to get cell numbers for the folks I needed. I started with a print out that I carry in my briefcase, but quickly relied on the phone book cache and the MITRE @ Work app. Thanks you very much for an excellent app."</p> <ul style="list-style-type: none"> • MITRE is highly meeting centric with 55.8 million Skype minutes / year. The MITRE@Work calendar can help you get to and join your meetings on time: <p>"This is WONDERFUL news!! I can check my schedule before going to bed, find skype ids before logging into my computer (in a conference room), and see where I have to walk to for my next meeting! Well done MITRE at Work Team!!"</p> <p>"Sometimes I have to use my iPad for video Skype calls for my 1-1s with folks in Bedford. Some of those meetings have Skype links associated with them, and it's been a challenge to connect to them from my iPad. However, with (MITRE@Work), it was really easy to join a Skype meeting from my iPad. Very nice!"</p> <p>"I love it! When using the skype interface other attendees have commented on how clear the connection is."</p> <ul style="list-style-type: none"> • Helping employees fill out their timecards avoids potential compliance issues, and saves our administrators and managers from having to track people down. MITRE@Work make entering your hours much easier whether you're at a sponsor location with limited access or simply forgot before shutting down at the end of the day: <p>"Just wanted to say I find the app very helpful. I had a chronic issue with timecard entry, as I'm at a sponsor site without (intranet) access normally. Being able to get a reminder later in the evening from my personal phone has helped so much. Much less clunky to use than the (secure browser) app on my work phone."</p>

Category	Your evidence (only fill in categories where relevant)
	<p>“(Will remember) forgot to fill out my timesheet while I'm in the parking lot. If I fill it out right then, I'm more likely to do it vs. tomorrow morning.”</p> <p>“As I locked up my office last night (teleworker) and was walking into the house, ‘Ah crap. I forgot my timecard. WAIT! I installed that app!...’</p> <p>tap</p> <p>tap</p> <p>tap</p> <p>DONE</p> <p>Thanks! :)”</p>
Strategic benefits	<ul style="list-style-type: none"> • MITRE@Work expands mobile access and connection back to MITRE, especially for employees without company-issued phones: <p>“The functionality you already have on the app is outstanding! I frequently shift between sites (MITRE and sponsor), and I live and die by that thing. Just wanted to let you know your work has been greatly appreciated.”</p> <p>“I'm very excited about this app. This is literally the best new thing about working at MITRE that's happened in the last year. Some of the proposed new few features would make it even better. I have no interest in having a MITRE-owned phone, to avoid the impression of being available outside work hours (and the temptation to "just check email" outside work hours). But I like the idea of being able to "connect" to MITRE when traveling without having to open up my computer and find a WiFi hotspot, and sign into (remote tools)/VPN...”</p> <p>“I am a group leader with a team that all work at site and rarely make it back to MITRE. We are distributed without access to the (intranet) and the ability to fill out our timecards on the way to the car or at any other random time has been really helpful to me and my team. The recent(?) addition of notification when patches are due is a welcome addition</p>

Category	Your evidence (only fill in categories where relevant)																											
	and helps us all keep our systems up to date. Thank you very much for all you are doing.”																											
Money made or saved																												
Usability benefits	<ul style="list-style-type: none">Better performance + fewer steps and passwords makes MITRE@Work easier and faster than company-issued phones for the same tasks: <p>Effort and time comparison for filling out your timecard:</p> <div><div><h3>Completing Your Timecard</h3><table><thead><tr><th>MITRE@Work App</th><th>Secure Browser company-issued phone</th><th>Remote Access Tools personal phone</th></tr></thead><tbody><tr><td></td><td></td><td>Open Browser</td></tr><tr><td></td><td></td><td>Go to remote access website</td></tr><tr><td></td><td>Open App</td><td>Select access option</td></tr><tr><td></td><td>Log in with Touch ID</td><td>Enter username, password, and token passcode</td></tr><tr><td>Open MITRE@Work</td><td>Tap on Timecard</td><td>Dismiss alert</td></tr><tr><td>Tap on Timecard</td><td>Enter username, password, and domain</td><td>Tap on Timecard</td></tr><tr><td>Enter hours for today and submit</td><td>Enter hours for today and submit</td><td>Enter hours for today and submit</td></tr><tr><td>~10 seconds</td><td>50+ seconds</td><td>55+ seconds</td></tr></tbody></table></div><p>“Loving this app. Use it for looking up people all the time. WAY FASTER than (secure browser). (Timecard) is pretty seamless also - better than (secure browser) - once again.”</p></div>	MITRE@Work App	Secure Browser company-issued phone	Remote Access Tools personal phone			Open Browser			Go to remote access website		Open App	Select access option		Log in with Touch ID	Enter username, password, and token passcode	Open MITRE@Work	Tap on Timecard	Dismiss alert	Tap on Timecard	Enter username, password, and domain	Tap on Timecard	Enter hours for today and submit	Enter hours for today and submit	Enter hours for today and submit	~10 seconds	50+ seconds	55+ seconds
MITRE@Work App	Secure Browser company-issued phone	Remote Access Tools personal phone																										
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Enter hours for today and submit	Enter hours for today and submit	Enter hours for today and submit																										
~10 seconds	50+ seconds	55+ seconds																										

Category	Your evidence (only fill in categories where relevant)
	<p>“Just want to say I've been using app this week and I am really impressed by how well it works. It's very fast (using iPhone 6) and a nice interface. Much better than going through the slow and painful interface of (secure browser).”</p> <p>“I find myself using this app over (secure browser) if the info can be gotten from both.”</p> <ul style="list-style-type: none"> • Saving steps – For example the Wi-Fi button lets you copy the latest phrase, go to Settings, and avoid potential typos all with one tap. (This seems like such a small feature, but our users really like it!) <p>“Love the weekly wi-fi feature. Much quicker for setting up my iPhone every Monday morning.”</p> <p>“Great feature. works flawlessly. much quicker and reliable than trying to fat finger...”</p> <ul style="list-style-type: none"> • Available any time – Being on your mobile device makes MITRE@Work handy to use on off-hours. <p>With calendar we've found most people are checking it first thing in the morning, but there's use at all hours of the day, plus a good bump on Sunday evenings when people likely preview their upcoming week:</p> <p>Users per Hour</p> <p>Users Count</p>  <p>With our timecard system, there's potential confusion when the 'current' day switches at midnight Eastern time. With the desktop version users report running into this the next morning. With the app we've heard from users running into this around midnight when they're working late or</p>

Category	Your evidence (only fill in categories where relevant)
	<p>traveling and switching time zones. (The usability issue is on our to-do list, but it's still great to see them using the app in these scenarios.)</p> <p>Last night I did (my timecard) while waiting to change planes in Salt Lake City. I'm guessing I did it after 10PM because the date it presented me, which I didn't notice at the time, was ... not (the current day in my timezone) ...</p>
Time savings	<ul style="list-style-type: none"> • Big wins from lots of small time savings, whether MITRE@Work saves you from having to boot up your computer or helps you get to a meeting quicker (and not waste the other participants' time): <p>"I love the latest version. Being able to edit previous days in TRS is terrific and the app's interface is head and shoulders above the "mobile friendly" web interface! I'll probably save a couple of minutes every time I enter my hours; that adds up (and there's a big reduction in frustration)."</p> <p>"I am SO excited to finally have access to my calendar without having to log in or hop on my MITRE computer. Thank you so much for making life just a little bit easier for me (and many others, I'm sure)!"</p> <p>"As a new employee (less than 2 months) I just want to say thank you for starting to include floor plans and maps. Was so happy to see your email this morning, downloaded ASAP and its already made a difference in my wayfinding."</p>
Adoption and usage	<ul style="list-style-type: none"> • Over 25% of the employees who participated in the pilot heard about the MITRE@Work via word of mouth. Every day we had people attempting to log in (but couldn't since we had an access list in place) or emailing us to join. We even realized it was getting mentioned in some new employee orientations before our official release!

Category	Your evidence (only fill in categories where relevant)
	<p>“... thanks for much to all involved in the MITRE@Work app. I was an early user (beta tester) – and I make sure to tell everyone I know at MITRE about it 😊”</p> <p>“Yes! A few of us new employees were briefed on it during one of our orientations yesterday, so we were all trying to get in. I filled out the (pilot recruiting) survey, and I’d be happy to be part of the pilot program!”</p> <ul style="list-style-type: none"> • We email current users and use our internal communications channels when we release major updates, but other employees help us spread the word too: <p>We planned to wait a few days to advertise the calendar (since it can take 24 hours for an update to be available in the iOS App Store), but users started posting in Slack ahead of us:</p> 
Before and after comparison	<ul style="list-style-type: none"> • Before we had no easy options on personal devices. MITRE@Work also offers quicker access and new features for company-issued phones:

Category	Your evidence (only fill in categories where relevant)		
	MITRE@Work Features	Vs. Personal Phone	Vs. Corporate Phones
	Timecard	Slower; login with RSA token	Slower; multiple logins
	Person lookup	Not available	Similar - slightly different data and features
	Calendar	Slow; multiple logins; need RSA token; doesn't work reliably	Much more extensive (but slower to join Skype meetings)
	My Actions	Not available	Not available
	Wi-Fi Key	Not available	Text display only
	Room finder	Not available	Not available
	MITRE Apps	Not available	Not available
	<ul style="list-style-type: none"> Green – features not available before MITRE@Work Yellow – features were available, but slower or required extra steps Orange – other options comparable or better than MITRE@Work 		
Quotes from staff or stakeholders	<ul style="list-style-type: none"> Our employees can be tough customers, but as seen in the comments above and below, they've been extremely enthusiastic about MITRE@Work. After releasing the calendar feature we had over 3 dozen emails simply thanking us. (This is not typical for us!) <p>“Wahhhh! Fantastic! You are awesome! I have avoided the “2 phone” existence for so long and have enjoyed the features that you have enabled for my personal phone. So excited about this (calendar) ‘upgrade.’”</p> <p>“I can reach my calendar on my phone with the MITRE app now? That’s awesome and so are you!”</p> <p>“Just wanted to thank the team for this great app! I don’t have a MITRE provided phone and use the app on my personal cell (iPhone 7) and find it extremely useful! The (recent?) feature of read only calendar to quickly join Skype meetings is a great addition. I’m guessing that you may mostly receive complaints or requests for enhancements so I wanted to simply send a note of thanks with no action required other than perhaps evoking a smile of self-satisfaction from team members for creating a great product that your users find useful.”</p>		

Category	Your evidence (only fill in categories where relevant)
Other evidence of impact	

LESSONS LEARNT & ADVICE FOR OTHERS

If you had a chance to do the work again, what you do differently, what suggestions or tips would you give to others considering similar ideas?

- **Using a Cloud Based Backend as a Service** – Using a cloud based service for our back-end APIs was a big help in getting us going. It saved months of developer effort and let us focus on our custom functionality vs more generic managing of users and passing information.
- **Native Development** – We chose to do native development on both iOS and Android, as opposed to using a cross-compiling tool (such as Xamarin). We wanted to provide the best user experience and take the most advantage of platform specific features. And while the user experience is great and we believe we made the right choice in that respect, it is expensive to have iOS and Android versions of the same functionality plus the original (expanded) intranet web version.

Another important consideration here is that with two different platforms, we chose to have two sets of developers, one for each platform. This avoided overstretching one team of developers and allowed them to develop more expertise in one platform and work quicker.

Aside from shifting logic where we can to the backend, we're also considering other models besides native development as we expand our functionality for personal mobile devices.

- **Engaging Information Security from the beginning** – Our Information Security team was included from the very conception of this idea and formation of the scope through the implementation. This was key so those with the most concerns about data security were in the know, and more importantly, consulting with us to make sure we created a secure architecture.
- **Testing** – We expected to have to test on multiple devices and OS versions (especially on Android). But some of the UI and calculation(!) details where “it worked fine on *my* phone” were surprising. We also realized we needed pay more attention to scenarios such as working late at night and in different time zones.
- **Engaging with users** – It helps that our users are so enthusiastic, but we've also tried to maintain that good will by staying in touch, responding to feedback, and being open with them. Originally on Android we had an option to re-connect you to wi-fi with the latest key

all with one tap. Unfortunately, it could cause your phone to lock up and start overheating! That wasn't a fun email to send, but those affected were surprisingly patient and others readily offered information on what they were experiencing to help us narrow down the issue.

“Keep soliciting and responding to feedback! It’s refreshing to provide the input.”

SCREENSHOTS

Important guidelines for screenshots:

- **Please provide between 2 and 15 screenshots. If appropriate you may also send a video with your submission.**
- Save each screenshot as a separate file.
- Save images in **PNG** or **TIFF** format (not JPEG).
- Put this into a ZIP file to upload into the entry form.
- Please **do not** add captions or notes to the images, as we require clean images for use in the final report.
- Name each image as follows:
OrgName_Description.png

For example:

AbcCorp_StaffDirectory.png

- Please ensure that any confidential information is removed, blurred or replaced with filler text. For example this might be personal names and contact details, photographs or sensitive news stories. (The screenshots for submissions may be published publicly.)

Confidentiality	I confirm that no confidential material is included in the screenshots or other material provided.
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Screenshot	Filename	Caption (1-3 sentences)
#1	MITRE_Timecard-iOS.png	A sample timecard. Enter your hours for the day, adding absence codes or new project numbers as needed. Tap or swipe to go back and make corrections, or enter future absences.
#2	MITRE_People-Android.png	Initial page of the People employee lookup. In addition to the search we include some key handy numbers such as our Help Desk here.
#3	MITRE_PeopleDetails-Android.png	A sample employee detail page. You can tap to call, text, or email. Tapping on an alternate contact goes to their detail page.

Screenshot	Filename	Caption (1-3 sentences)
#4	MITRE_CalendarAndroid.png	A sample Calendar view. You can swipe or tap the arrows to view the upcoming week. Tapping on a Skype meeting brings up a menu with options to join the meeting or copy the connection info.
#5	MITRE_MyActions-iOS.png	A sample view of 'My Actions' – ex. this user has three devices to patch. Tapping on the action will bring up a list of her specific computers or mobile devices needing updates.
#6	MITRE_Rooms-Android.png	Room Finder – you can search by room number or browse the cafeterias, coffee stands, and other services.
#7	MITRE_WiFi-iOS.png	The current week's wi-fi key with the button to copy it and go to your phone's Settings.
#8	MITRE_TimecardCompare.png	Comparison of the steps to fill in your timecard via MITRE@Work vs. the secure browser or our remote access tools. (Bold steps can be particularly slow.)
#9	MITRE_CalendarUse.png	Sample chart of the number of users hitting the Calendar feature each hour. While most requests are at the beginning of the workday, employees are using it at all hours and over the weekend.
#10	MITRE_FeatureCompare.png	Chart showing the features that are new (green), improved / faster (yellow), or about the same / less rich (orange) with MITRE@Work.
#12	MITRE_SlackAd.png	Screenshot of our users advertising the app's features for us on Slack.
#13		
#14		
#15		
Video(s)		