

Showcasing Digital Workspaces & Intranets

The MITRE@Work Mobile App



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Silver Award Winner

Step Two
Intranet &
Digital Workplace
Awards

MITRE Operates Seven FFRDCs

**Our customers benefit
from our breadth of
experience**



CMS
Alliance to
Modernize
Healthcare

National
Security
Engineering
Center



Center for
Enterprise
Modernization

Center for
Advanced
Aviation System
Development



Judiciary
Engineering and
Modernization
Center

Homeland
Security Systems
Engineering and
Development
Institute



National
Cybersecurity
FFRDC

Inaugural Step Two 'Hall of Fame' Award 😊

1. Onomi (2007)

- Enterprise social bookmarking tool



2. Handshake (2010)

- Enterprise social network for employees and partners



3. Org Pages (2015)

- Web app to navigate our org hierarchy and locate expertise



4. RAV (2017)

- Reporting, Analytics, and Visualization service

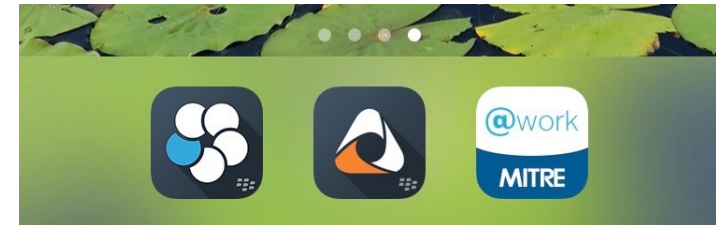


5. MITRE@Work Mobile App (2018)



The Situation

- **An increasingly mobile workforce**
 - At sponsor locations (full or part time)
 - On travel
 - Teleworking
 - Around campus
 - In search of work life balance
- **But only 1/3 of employees have company-issued phones with email, calendar, and intranet access**



The Challenge

- Giving employees more access from personal devices
- But...
 - Need to protect sensitive information
 - Our contracts don't allow a 'Bring Your Own Device' model
 - Remote access tools aren't very user friendly on a phone



A New Approach

Since we can't give employees our entire intranet, what useful features *could* we provide on personal phones?



Unconstrained thinking → simplified, non-sensitive starting points



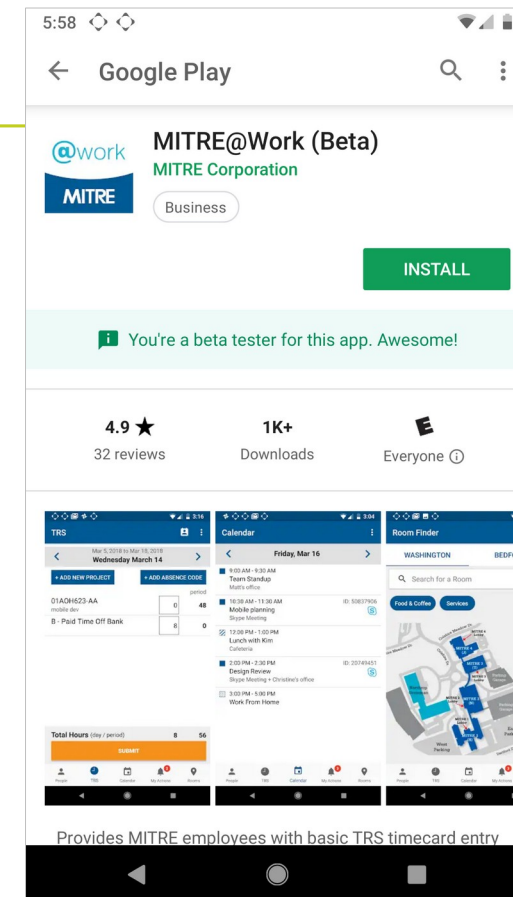
Partnering with Information Security → secure data & architecture



Agile development → MVP pilot → iterating & expanding

The Result

- **Native apps for iOS and Android**
- **Employees can use on personal phones**
 - Low sensitivity data = log in once every 6 months 🎉
- **From 400 pilot participants → 5000+ installs (> 60%)**
 - 70% using on a personal device
 - Better UX = company device users too



- **Enthusiastic users!** 📢

"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."

Features – Timecard

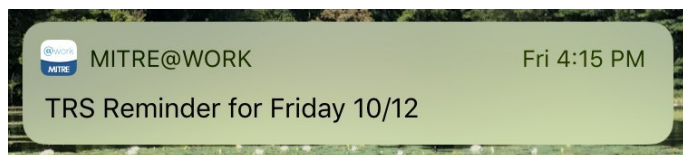
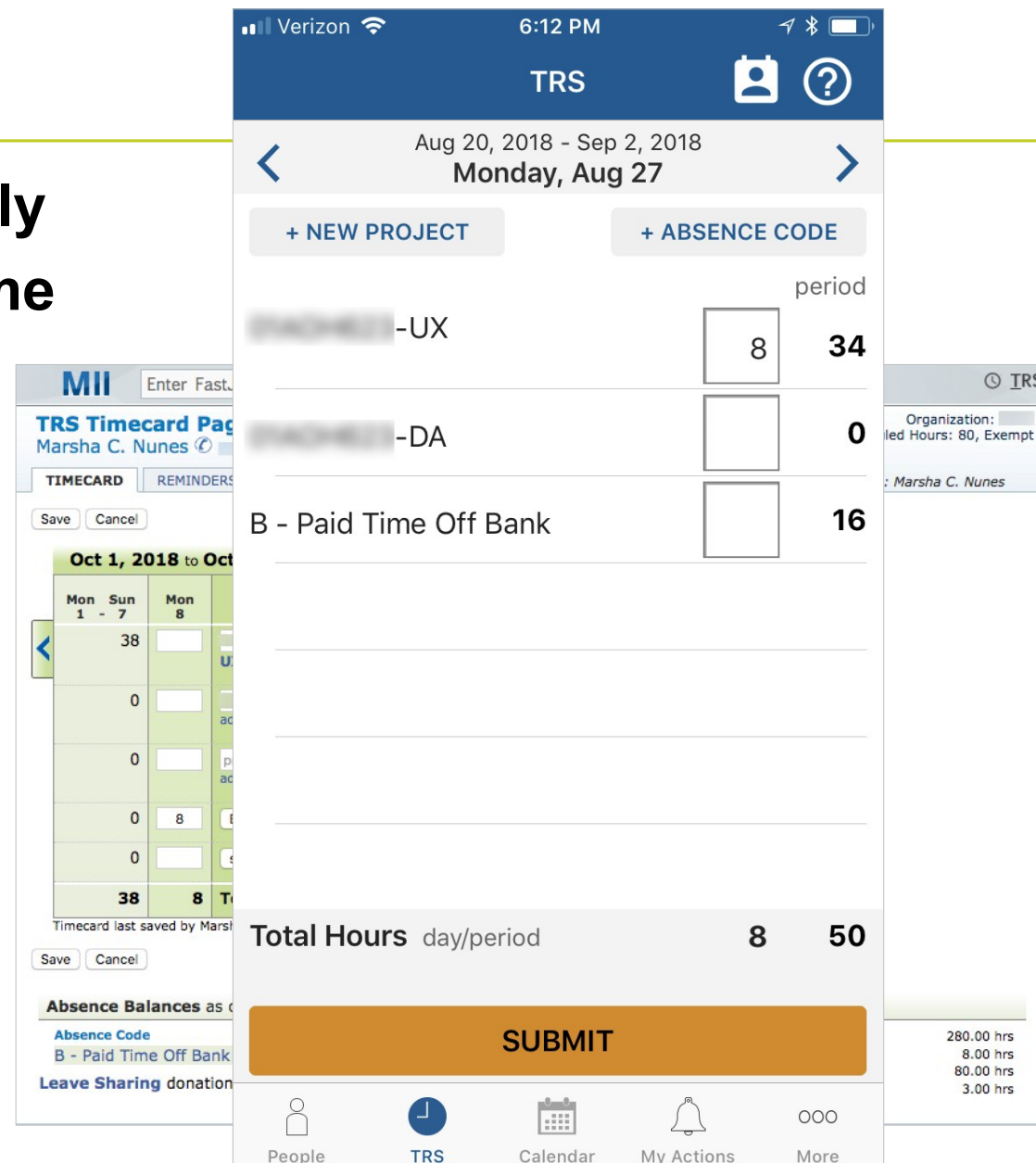
- Accurate daily entry is taken seriously
- Entry wherever + whenever saves time and avoids compliance issues

 Redesign for mobile

 Slim down

 Then gradually build back up

 Phone reminder notifications

The screenshot shows the TRS Timecard mobile app interface. At the top, the status bar shows Verizon, 6:12 PM, and battery level. The app header is blue with 'TRS' and a user icon. Below the header, the date range is 'Aug 20, 2018 - Sep 2, 2018' and the selected date is 'Monday, Aug 27'. There are buttons for '+ NEW PROJECT' and '+ ABSENCE CODE'. The main area shows a list of absence codes: '-UX' with a value of 8 and a total of 34, '-DA' with a value of 0 and a total of 0, and 'B - Paid Time Off Bank' with a value of 16 and a total of 16. At the bottom, there is a 'Total Hours' section showing '8' and '50', and a large orange 'SUBMIT' button. The bottom navigation bar includes icons for People, TRS, Calendar, My Actions, and More.

Features – People Search

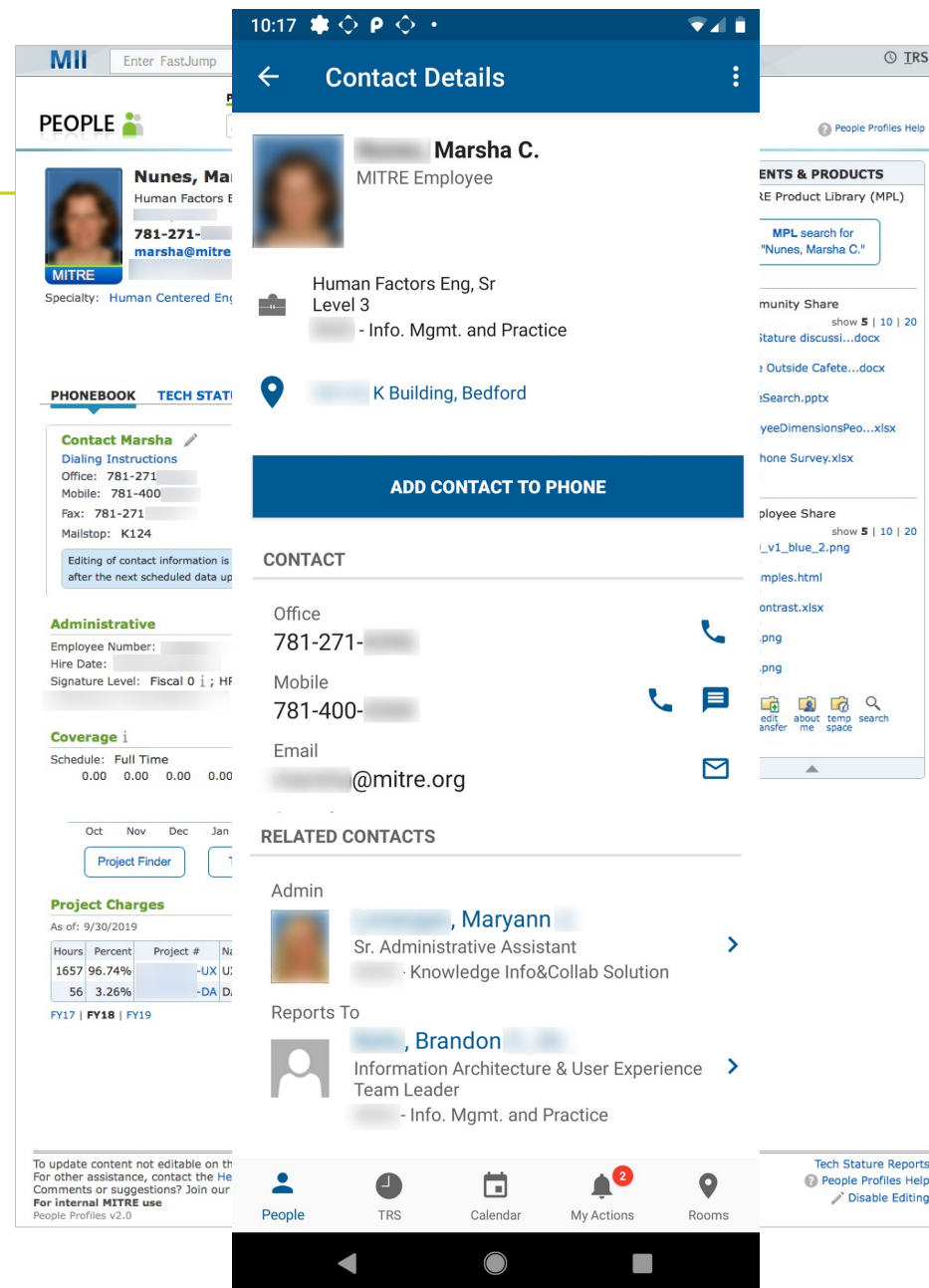
- Being able to reach back and across the company is key to our business
 - But our intranet People Profiles are very extensive: skills, schedule, clearances, resume, project info...

 Focus on getting in touch

 Omit sensitive data

 Tap to call, text, or email

 Save frequent contacts to your phone

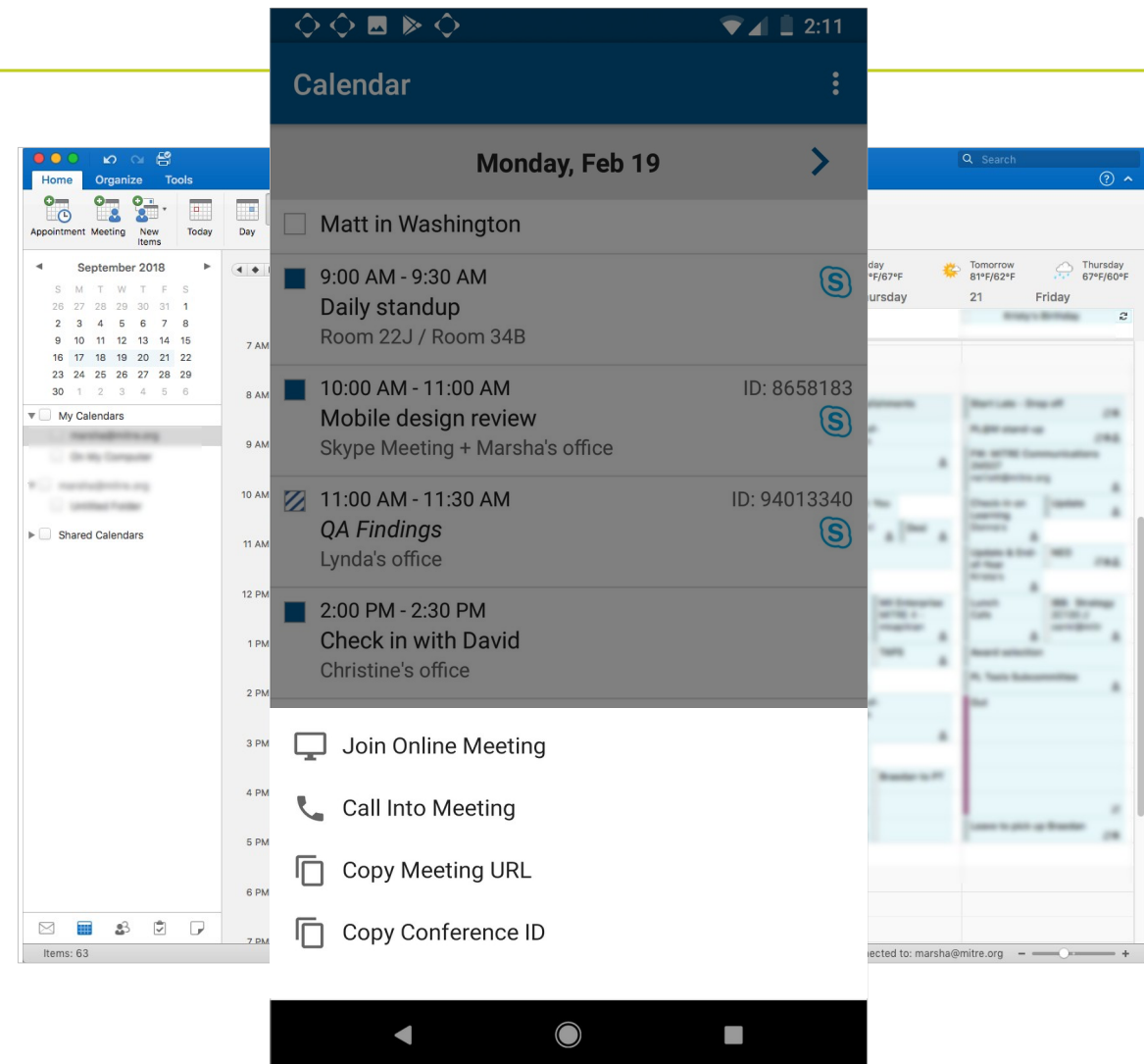


Features – Calendar

- We're very meeting centric with **55+ million Skype minutes/year**
 - But agendas, attendees, and attachments could be sensitive
 - Can't install (or replicate) the full-featured app for corporate phones

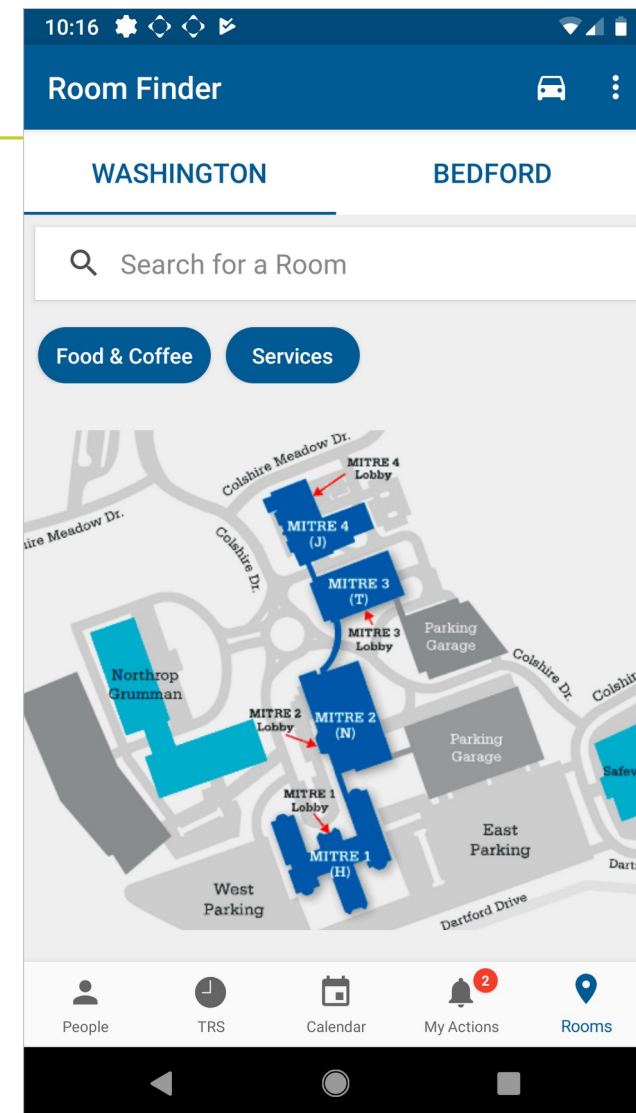
 **Include *just* enough info =**
title, times, location, Skype id

 **Tap to join meetings via the Skype app or phone**



More Features

- **“My Actions”** – Awareness of time sensitive to-dos: patches, approvals, annual training, etc.
- **Wi-Fi Key** – Copy the latest weekly phrase to your phone’s Settings 🎉
- **Rooms** – Search floor plans and locate popular services
- **MITRE Apps** – Third party apps to install for remote access, travel, training, and more



Tips and Lessons Learned

- **Doing fewer things, but doing them well & making them count**
 - Listening to user feedback → Calendar vs. something *much* easier
 - Small screen size + potential for performance issues helped us focus
- **Native development = good UX + access to phone's features & apps**
 - **But expensive** : duplication, different developer skills, new test scenarios...
 - Shifting logic to the backend where we can & considering other models
- **Cloud-based Mobile Backend as a Service (MBaaS) = time saver**
 - Helped us get going + focus on implementing *our* functionality vs. generic passing of information, managing users, push notifications, etc.

Thank you!

- Step Two for your recognition & inspiration 🏆
- Our MITRE@Work users for their feedback & motivation ❤️
- My teammates who make this such a great project 🍪
- You for listening! 😊