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*"Rummaging in the government's attic"*

Description of document: Tennessee Valley Authority (TVA) internal agency records which discuss the merits of iPads and/or similar pad/tablet computer devices for agency employee use, 2011

Requested date: 19-August-2011

Released date: 31-August-2011

Posted date: 17-October-2011

Source of document: TVA FOIA Officer  
400 West Summit Hill Dr. WT 7D  
Knoxville, TN 37902-1499  
Fax: 865-632-6901

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Tennessee Valley Authority, 400 West Summit Hill Drive, Knoxville, Tennessee 37902-1401

August 31, 2011

This responds to your letter of August 19, 2011, requesting information under the Freedom of Information Act (FOIA) 5 U.S.C. § 552 (2006 & Supp. III 2009). You requested a copy of internal agency memos or other correspondence or documents that review or discuss the merits and /or disadvantages on iPads or similar pad / tablet computing devices for agency employee use.

Enclosed are documents dated in 2011 that are responsive or partly responsive to your request.

For non-commercial requests, TVA's FOIA regulations (18 C.F.R. § 1301) provide that fees for the first two hours of search time and the first 100 pages of copying are waived. Since this response was made within those guidelines, there is no charge for processing your request.

You may appeal this initial determination of your FOIA request by writing to Mr. Bob Morris, Senior Vice President, Communications, Tennessee Valley Authority, 400 W. Summit Hill Drive, WT 7C, Knoxville, TN 37902-1401. Please see 18 C.F.R. 1301.9 (2010). Any appeal must be received by Mr. Morris within 30 days of the date of this letter.

Sincerely,

A handwritten signature in black ink that reads "Denise Smith". The signature is written in a cursive, flowing style.

Denise Smith  
TVA FOIA Officer

Enclosures

# Using Personal Mobile Devices for Business

## *Coming Fall 2011*

**Information Technology** collaborated with TVA business partners to research and pilot devices that provide greater flexibility in the workplace. After researching different services, IT introduced mobile software by Good Technology to TVA in a pilot environment.

Good Technology allows TVA employees to utilize personal iPads and Apple- or Android-based smart phones for business purposes, while enabling IT to protect the enterprise.

There are currently 200 individuals from various SBUs that are providing valuable feedback to IT as participants in the Good Technology pilot program. Due to the design of the pilot infrastructure, participation is being held at current levels until Good Technology is deemed ready for full deployment."

Jim Fleming, a senior manager in Nuclear Generation Development and Construction, has been participating in the iPad pilot.

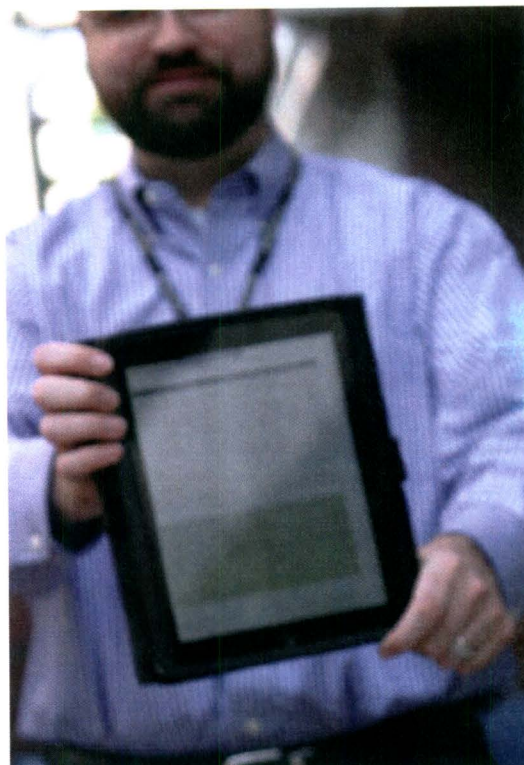
"I received a TVA-issued iPad on June 21, 2010, and shortly thereafter had Good Technology installed, so I have had it for a little over a year," Fleming says. "The

iPad along with the Good Technology app provides a lightweight and portable way to stay productive anywhere. It is far less cumbersome than a laptop and since the battery life easily lasts all day (usually two), I never have to worry about power needs. It is quite simply the best computer I have ever used."

His iPad's 3G capability allows him to stay connected to his email and calendar, as well as the Internet in a more user-friendly capacity than simply utilizing a BlackBerry.

"Good Technology allows me to review, edit, comment on and return business-related files easily and securely," Fleming says. "In short, the iPad has made my work life easier by providing a better medium with which to work. Whether I am in a TVA meeting taking notes or checking something from home, I have a mobile office in my hands. Good Technology allows me to securely and efficiently access critical TVA information and make changes real-time."

"Good Technology gives TVA the



Jim Fleming  
senior manager, Nuclear Generation,  
Development & Construction

ability to securely extend access to email and calendar items to non-traditional devices such as tablets and smart phones," says David Baker, manager, IT Telecom Design. "Coming soon will be the ability to allow employees to access web content from their smart phone or tablet computer."

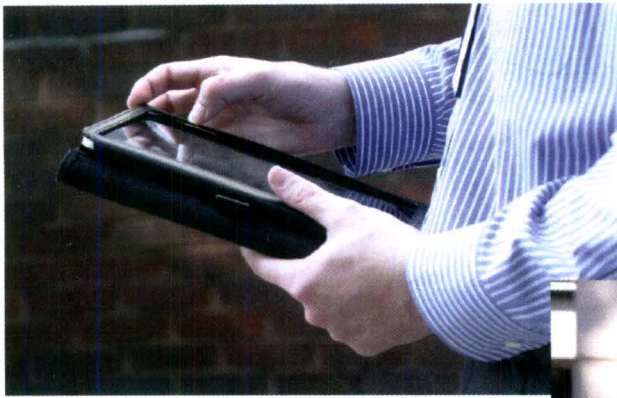
### **Benefits of Personal Mobile Devices for Business**

**Increased flexibility**—End users are able to use a smart phone of their choice and only carry one device while working in a secure environment.

**Reduction in cost**—This service potentially provides cost savings while reducing the number of TVA devices.

**Fostering collaboration**—With the utilization of personal mobile devices in everyday business, end users are more productive.





As deployed, the software creates an encrypted secure location on the device to hold corporate data. If a personal device is lost, pilot participants have agreed to allow IT to remotely wipe the device of TVA data. IT is in the process of building the infrastructure necessary to support Good Technology at the enterprise-level this fall. **it**



## A+ for IT

Congratulations on a job well done!

IT partnered with Hewlett Packard (HP) to provide IT Infrastructure Library (ITIL) foundation training across the IT organization. This three-day course introduces the fundamentals of IT Service Management (ITSM) and prepares IT staff members for the ITIL version 3 Foundation Certificate examination.

To date, 182 IT staff members have completed the three-day ITIL training. HP recently reported that the last class to complete the training had the highest ITIL-training-simulation race in HP's history with a score of 106. Pictured is the class currently leading in the TVA and HP ITIL-training-simulation race results. Paula Cooper, senior manager of IT Enterprise Architecture says, "These results help demonstrate IT's dedication and determination to make IT1K a success, as well as striving to make TVA IT a top-quartile organization."

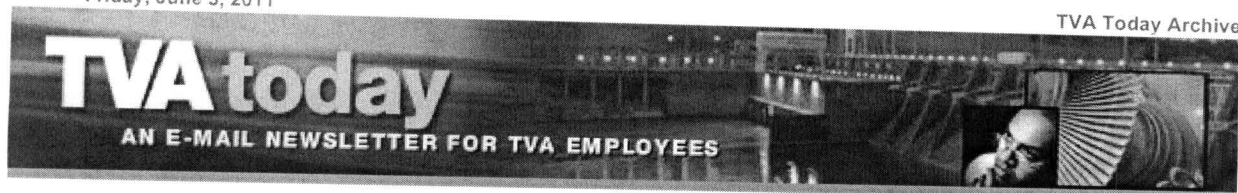
Keep up the great work!



**From Open Line**

**Question:** According to the InsideNet News Center article titled, "A Look at Security Threats When Using TVA Equipment Offsite," there are some TVA owned iPads, and I was curious as to the justification behind having the iPads. Are there plans to integrate certain aspects of business within TVA onto the Apple iOS platform (i.e. make an "app")?

**Response:** Currently, TVA is piloting a mobile program and testing different applications. As part of this mobile effort, TVA is looking at many different brands, including the BlackBerry, PlayBook and android devices – with the iPad being only one of the brands being tested. Based upon the pilot results, certain functions and applications will be integrated into different business units and areas. Some organizations are already in the process of developing specific business unit applications for the iPad platform.

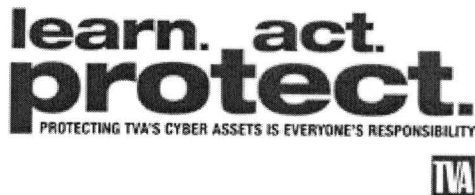


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## A Look at Security Threats When Using TVA Equipment Offsite

*For TVA employees and contractors who are authorized to work from their homes or other remote locations, Information Technology offers a reminder of the security threats they should be mindful of while using TVA-owned technology assets.*

All TVA personnel authorized to use TVA-owned technology assets, such as laptops, Blackberries or iPads, should conduct their online activities in accordance with TVA-SPP-12.01, section 3.2.7, which states:



“Authorized users who work at home or elsewhere must be aware of the security threats within their environment and take appropriate measures to ensure the proper safeguarding of TVA information as set forth in TVA-SPP-12.02, TVA Information Management Policy. TVA provides computers and other equipment to employees for business purposes in accordance with Employment Procedure 25, Telework Program.”

Authorized users of such items also must adhere at all times to the rules of TVA-SPP-12.01, section 3.2.5, “Inappropriate Use of Assigned IT Resources,” which prohibits surfing the Internet. (TVA’s SPPs – or Standard Programs and Processes – are available from the [TVA Procedure Center](#) on InsideNet.)

### Remember website restrictions

Information Technology’s Enterprise Information Security & Policy group has established website restrictions – including restrictions of popular social and professional networking sites such as facebook.com and LinkedIn.com – for the purpose of protecting TVA’s critical information and cyber assets.

Authorized offsite users of TVA-owned technology devices should respect the website restrictions in place through the TVA network while working online outside the TVA network. This practice will help ensure that the security of these devices is not compromised.

### Other online security practices

The following are other online security practices to keep in mind while working outside of TVA’s secure network.

- Strong passwords mean greater protection. Accounts are better protected with passwords that cannot be guessed easily. [Click here](#) to access a *TVA Today* article about creating strong, complex passwords.
- Check security and/or privacy settings regularly for sites that



provide that option.

- Limit personal information that is posted online, and remember that saved or stored versions of information may still exist on others' computers even after you remove unwanted content.

These online security practices protect TVA employees and contractors while at work, and can also protect them from online security threats at home.

**More information**

Contact the IT Customer Center at 423-751-HELP (4357) with questions regarding TVA-owned IT resources.