

# Research Packet

## Tier 2 Quality

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## Approach

Windows Mobile

## Platform Quality Check

### 1. Selection of applications

- ✓ Browser
- ✓ Word Processor
- ✓ Spreadsheet
- ✓ Presentation
- ✓ Email
- ✓ Adobe
- ✓ Instant Messaging

### 2. Maintainability

1 = Very Low

5 = Very High

Availability of software/updates	1	2	3	4	5	N/A
Installation of applications	1	2	3	4	5	N/A
Warranty	1	2	3	4	5	N/A
Customer support	1	2	3	4	5	N/A

### 3. Availability

Provided devices	1	2	3	4	5	N/A
Provided networks	1	2	3	4	5	N/A

### 4. Security

- ✓ Password Connection Security
- ✓ Data Security
- ✓ Encryption
- ✓ Privacy

## Evaluation

Windows Mobile is a strong platform. It offers a large variety of applications, devices the platform works with, and network providers. The variety of devices that run Windows Mobile can be negative as well as a positive. Maintaining a quality standard will depend on which device the platform is installed on. Microsoft has a large customer service department. Support and updates are readily available. Microsoft does a good job keeping up with the latest security updates.

## Approach

iPhone/iPod Touch

## Platform Quality Check

### 1. Selection of applications

- ✓ Browser
- ✓ Word Processor
- ✓ Spreadsheet
- ✓ Presentation
- ✓ Email
- ✓ Adobe
- ✓ Instant Messaging

### 2. Maintainability

1 = Very Low

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Warranty	1	2	3	4	5	N/A
Customer support	1	2	3	4	5	N/A

### 3. Availability

Provided devices	1	2	3	4	5	N/A
Provided networks	1	2	3	4	5	N/A

### 4. Security

- ✓ Password Connection Security
- ✓ Data Security
- Encryption
- ✓ Privacy

## Evaluation

The iPhone/iPod Touch is very powerful platforms. Apple has high customer service ratings. The iPhone/iPod Touch is a reliable device. The iPhone is showing a failure rate of less than 1%. The iPhone lacks an official office suite. OpenOffice is a opensource alternative. The iPhone/iPod Touch currently does not have an application to encrypt stored data. The iPhone/iPod Touch is not compatible with Microsoft Exchange server, which could be a negative for organizations with that system in place.

## Approach

Android (G-Phone)

## Platform Quality Check

### 1. Selection of applications

- ✓ Browser
- ✓ Word Processor
- ✓ Spreadsheet
- ✓ Presentation
- ✓ Email
- Adobe
- ✓ Instant Messaging

### 2. Maintainability

1 = Very Low

5 = Very High

Availability of software/updates	1	2	3	4	5	N/A
Installation of applications	1	2	3	4	5	N/A
Warranty	1	2	3	4	5	N/A
Customer support	1	2	3	4	5	N/A

### 3. Availability

Provided devices	1	2	3	4	5	N/A
Provided networks	1	2	3	4	5	N/A

### 4. Security

- ✓ Password Connection Security
- ✓ Data Security
- ✓ Encryption
- ✓ Privacy

## Evaluation

The Android (G-Phone) holds much promise. It is hard to evaluate it at this point in time due to lack of data. Google is a successful organization and they have set the standards high. The list of applications is not finalized as of yet. The only applications that have been determined are the applications involved with Google Docs. We do not know the availability of Android. We do know that Google has already stated that there will be more security implemented in the Android than the iPhone. Encryption and password protection has been verified. The Android OS is going to be opensource. This has created a large community that is involved with the Android platform.

## **Approach**

Zoho Mobile

### **Online Application Quality Check**

1. Selection of applications
  - ✓ Word Processor
  - ✓ Spreadsheet
  - ✓ Presentation
  - ✓ Email
  - ✓ Instant Messaging
  - Navigation
  - Search
  
2. Selection of mobile applications  
1 = low            5 = high  
  
1 2 3 4 5
  
3. Collaboration            Yes    No    N/A
  
4. Security
  - ✓ Login Connection Security
  - ✓ Data Security
  - Encryption
  - ✓ Privacy

## **Evaluation**

Zoho Mobile meets all the application quality standards, plus more. They offer a vast variety of business applications and mobile utilities for a mobile device. You can work with a group on most of the applications, as well as hosting conferences. Zoho does lack in the data security and encryption. They have established privacy terms of agreements. Some Zoho applications are not available on a mobile device. Zoho lacks in some general applications such as navigation and search. Google Mobile can open some Microsoft file types.

## Approach

Yahoo Mobile

## Online Application Quality Check

1. Selection of applications
  - Word Processor
  - Spreadsheet
  - Presentation
  - Email
  - Instant Messaging
  - Navigation
  - Search
  
2. Selection of mobile applications  
1 = low            5 = high  
  
1 2 3 4 5
  
3. Collaboration            Yes    No    N/A
  
4. Security
  - Login Connection Security
  - Data Security
  - Encryption
  - Privacy

## Evaluation

Yahoo Mobile is superior when it comes to mobile usability. It has more than just a web interface; it has an interface built for mobile devices. There is no collaboration among office applications, because there are no office applications. Yahoo is low on the current quality standards established.

## **Approach**

Google Mobile

## **Online Application Quality Check**

1. Selection of applications
  - ✓ Word Processor
  - ✓ Spreadsheet
  - ✓ Presentation
  - ✓ Email
  - ✓ Instant Messaging
  - ✓ Navigation
  - ✓ Search
  
2. Selection of mobile applications  
1 = low          5 = high  
  
1 2 3 4 5
  
3. Collaboration          Yes      No      N/A
  
4. Security
  - ✓ Login Connection Security
  - ✓ Data Security
  - Encryption
  - ✓ Privacy

## **Evaluation**

Google Mobile is a versatile online application. It offers many applications in an easy to use interface. Google Mobile can open some Microsoft file types. Google Mobile does lack in the data security and encryption.

## **Approach**

Microsoft Live

## **Online Application Quality Check**

1. Selection of applications
  - ✓ Word Processor
  - ✓ Spreadsheet
  - ✓ Presentation
  - a. Email
  - b. Instant Messaging
  - c. Navigation
  - d. Search
  
2. Selection of mobile applications  
1 = low          5 = high  
  
1 2 3 4 5
  
3. Collaboration          Yes    No    N/A
  
4. Security
  - ✓ Login Connection Security
  - ✓ Data Security
  - Encryption
  - ✓ Privacy

## **Evaluation**

Microsoft Live is an excellent approach for organizations that are using Microsoft applications already. However, it lacks in email, navigation, and search. Microsoft Live is really a different type of application, but similar in terms of collaboration. Microsoft Live is low as an overall mobile application, but high as a mobile collaborative office application. There is no instant messaging or email features built in. However, you can establish a plug-in for Microsoft Outlook, or provide instant feedback on a document. An organization needs to have purchased Microsoft Office separately to use this application. An individual can edit read/write rights of a document. Virus protection is provided on all saved documents.

## **Approach**

Information via text message on cellular phone. (Mobile Campus)

## **Online Application Quality Check**

1. Selection of applications
  - Word Processor
  - Spreadsheet
  - Presentation
  - Email
  - Instant Messaging
  - Navigation
  - Search
  
2. Selection of mobile applications  
1 = low            5 = high  
  
1 2 3 4 5
  
3. Collaboration            Yes    No    N/A
  
4. Security
  - Login Connection Security
  - Data Security
  - Encryption
  - Privacy

## **Evaluation**

Mobile Campus is hard to establish a quality standard for. There is no other online application like it. We can assume it meets a standard of quality because of numerous testimonials from other universities using the service. Mobile Campus follows standard security measures.