

What Duke Can See and Not See

Duke Health Mobile Device Manager

List of Duke apps you have installed	✓
List of personal apps you have installed	<input type="checkbox"/> *
Any content or network traffic for Duke or personal apps	✗
Operating system version on your device	✓
Location of your device	<input type="checkbox"/>
Wireless network your device is connected to	✓
Mail message content	✗
Phone call details	✗
Text message content	✗
Aggregate phone stats – minutes / SMS / MB used	<input type="checkbox"/>
Phone number and cell carrier of your device	<input type="checkbox"/>
Photos on the device	✗
Websites you visit	✗

* Only Duke-installed apps are visible for employee-owned devices. A list of all installed apps is reported for corporate-owned devices.

Key
✓ - Used
<input type="checkbox"/> - Not enabled
✗ - Not available

It's fair for you to question how you can be sure that Duke will not change those beyond what you initially agree to. Duke currently provides three independent mechanisms for making you aware and be confident that Duke is not overreaching the minimally required capabilities that they initially agreed to. First, to change the requested device rights, the Information Technology and Informatics Oversight Committee (ITIOC) – with the recommendation of the Privacy and Security Steering Committee (PSSC) – has to sign off that that change is necessary for business at Duke. Second, to make sure that those with the highest access to the Duke Health Mobile Device Manager don't make inappropriate changes, either intentionally or accidentally, Duke audits all system administrator-level changes from the Duke Health Mobile Device Manager, much the same way that Maestro Care does. Finally, every user with a device enrolled in Duke Health Mobile Device Manager has access to the Privacy app that's installed at device enrollment, which allows you to see what settings apply to your device at that very moment.

This list of capabilities represents those most asked about, but is still a small subset of those available in the tool. A more complete list and a tour of the console are available on request. Contact the DHTS Service Desk for more details.

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