

# IAITAM ACE 2025

ITAM - Another Brick In The Wall

## Managing Mobile Device Management for Security and Asset Value Optimization

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# Agenda

1. MDM tool options for Endpoint Management
2. Factors influencing the need for MDM
3. How ITAM uses these tools for lifecycle management
4. Understanding costs and value that can be locked by these tools
5. Managing device enrollment & asset changes
6. Working with ITAD companies to optimize value and protect security



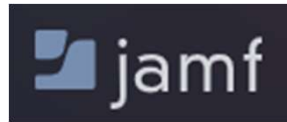
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# Endpoint device management options

## Mobile Device Management (MDM)

A software tool that enables an IT Department to secure, monitor, manage, and enforce policies on smartphones, laptops, tablets, and IoT devices.



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# Endpoint device management options

## End Point Security

A persistent module is built into the computer hardware to track the location of the device when connected to the Internet.

**Computrace**<sup>®</sup>  
BY **Absolute**Software

 **SentinelOne**<sup>®</sup>  
**Singularity**



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# Endpoint device management options

## Password Locks

### ACTIVATION LOCKS

#### Find My iPhone – Apple ID

Tied to an individual user and not the enterprise so it may not be easily accessible

### DEVICE PASSWORDS

#### Power-On Password or BIOS Lock

- **Power-On Password:** Prevents the device from booting
- **BIOS Password:** Prevents access to BIOS
- *Removable media can still be accessed without the host BIOS*



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# Endpoint device management options

## Additional Security Locks

### FIRMWARE LOCKS

**Applies to Apple Products & Some Mobile Devices**

A password is required to access security settings and boot options

### DRIVE LOCKS

**Hard Drive or SSD Lock**

A password is required to access or erase the data

A computer can still be used if the drive is replaced



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# Endpoint device management options

## Drive Encryption

- Prevents access to the data on the drive (includes USB thumb drives)
- Still allows drive to be wiped and reused



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# Endpoint device management options

**What types of security locks is your organization currently using?**

- ? Mobile Device Management (MDM)
- ? Password Locks
- ? Endpoint security
- ? Firmware locks
- ? Encrypt drives



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# Factors influencing the need for MDM

## Core Capabilities of Endpoint Management Tools



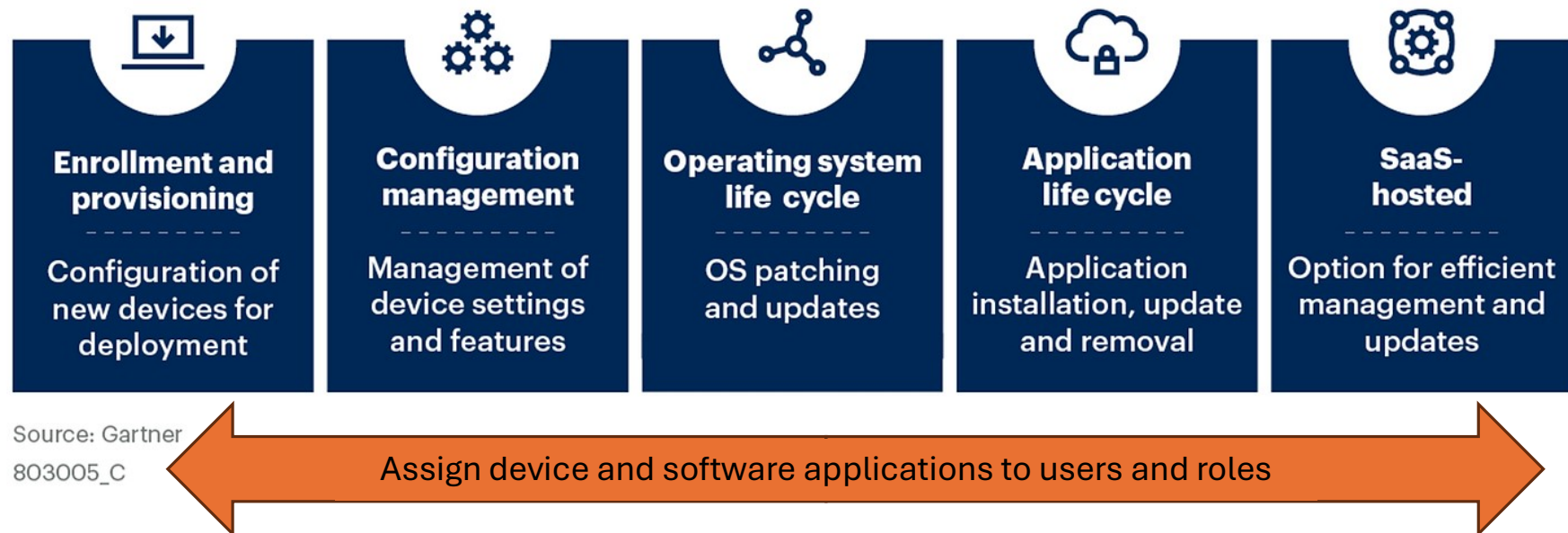
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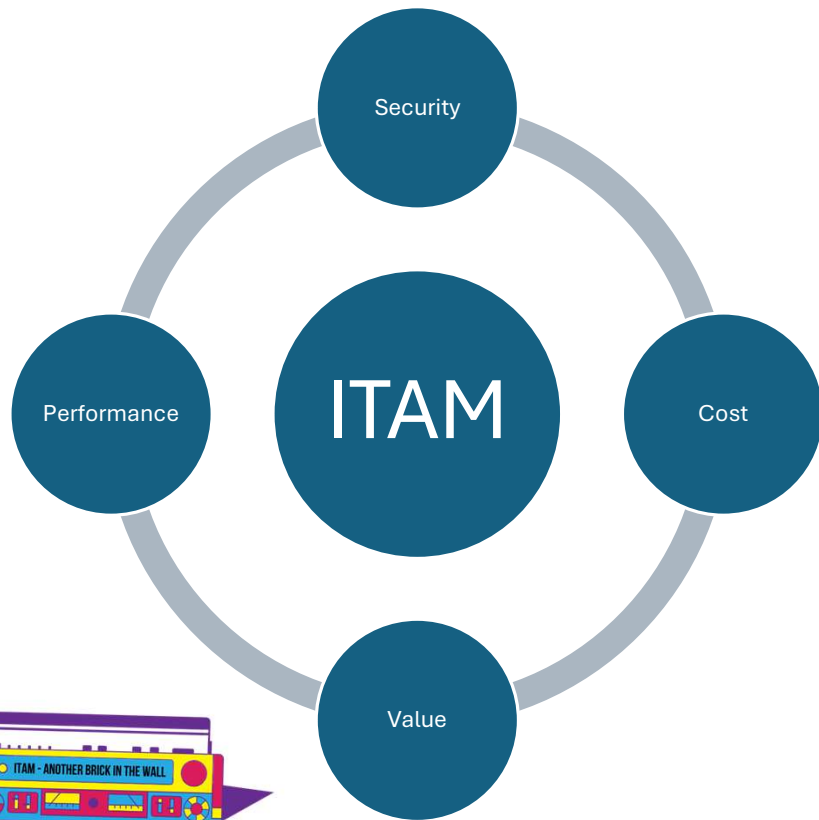
# How ITAM can use MDM tools to manage device lifecycles



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# How ITAM can use MDM tools to manage device lifecycles



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# Costs of MDM programs

- Licensing / Subscription
- Setup and Administration
- Enrollment of users
- Change Management
- Unenrollment and Reprovisioning

Endpoint Management Tool	Price Range*
Microsoft Intune	\$4.00 - \$10.00/month
Samsung Knox	\$24.00/year
Apple Business Manager Apple Business Essentials	Free \$2.99 - \$12.99/month
Jamf	\$5.75 - \$10.00/month

*\* Prices listed show commercially advertised prices as of March 2025. Actual prices may vary depending on configuration and current pricing.*

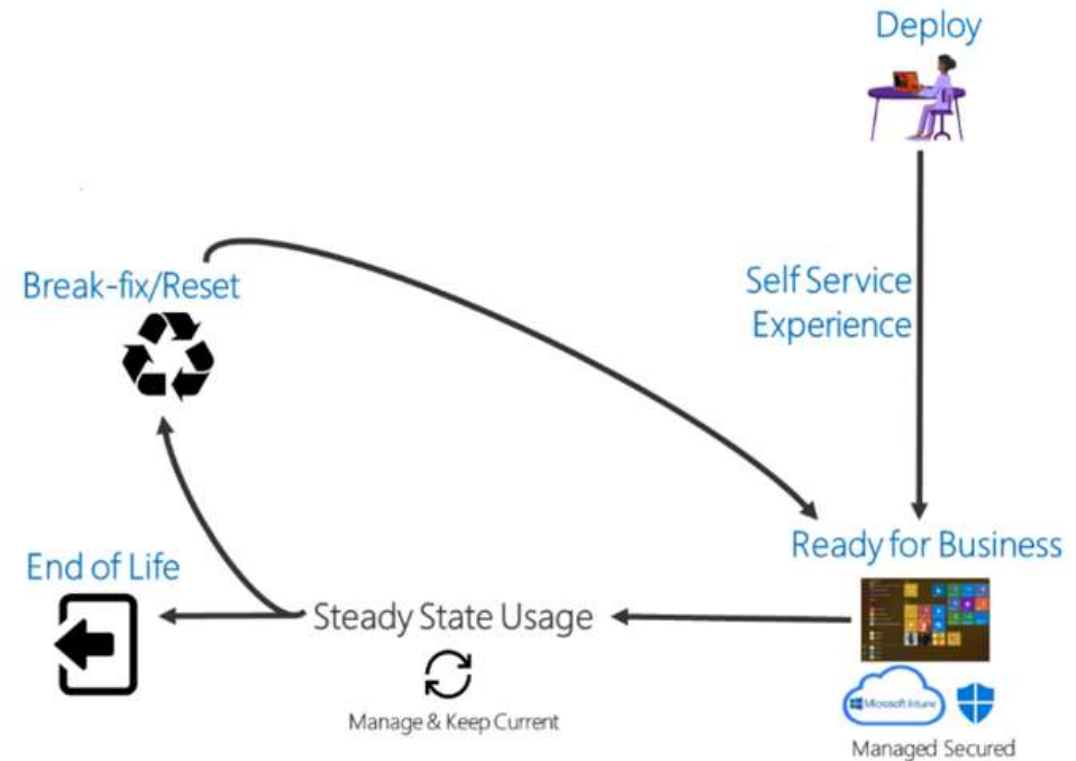


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# Managing device enrollment and unlocking

- Personnel / Role Change
- Break-fix hardware updates
- Planned refresh



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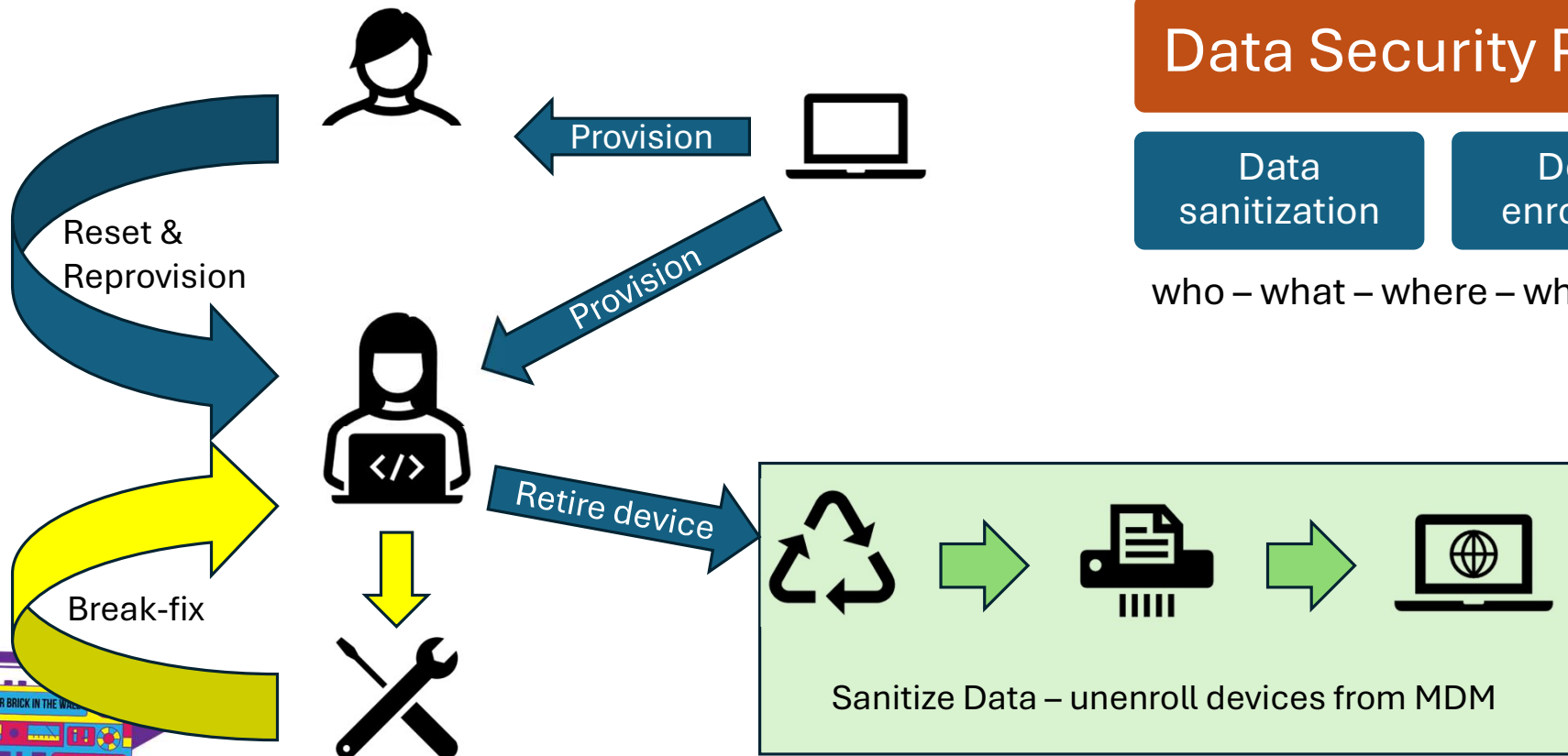
# Managing data security during changes

## Data Security Policy

Data  
sanitization

Device  
enrollment

who – what – where – when - how



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# Coordinating unlocking during retirement with the ITAD Provider



## TRACEABILITY

Assets are recorded and tracked as they move from the enterprise to the ITAD provider

The title and responsibility for the device and the data are transferred from the enterprise to the ITAD provider



## COMMUNICATION

The ITAD provider . . .

- ✓ Notifies the enterprise when assets are received
- ✓ Provides a detailed list of device serial numbers
- ✓ Offers AMDB tool integration via API



## UNLOCKING METHODS

**MDM Locks:** The enterprise un-enrolls the device OR the ITAD is entrusted to act as an agent

**Password Locks:** The ITAD offers secure password-sharing software and has tools to store and manage passwords



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# Validate the process



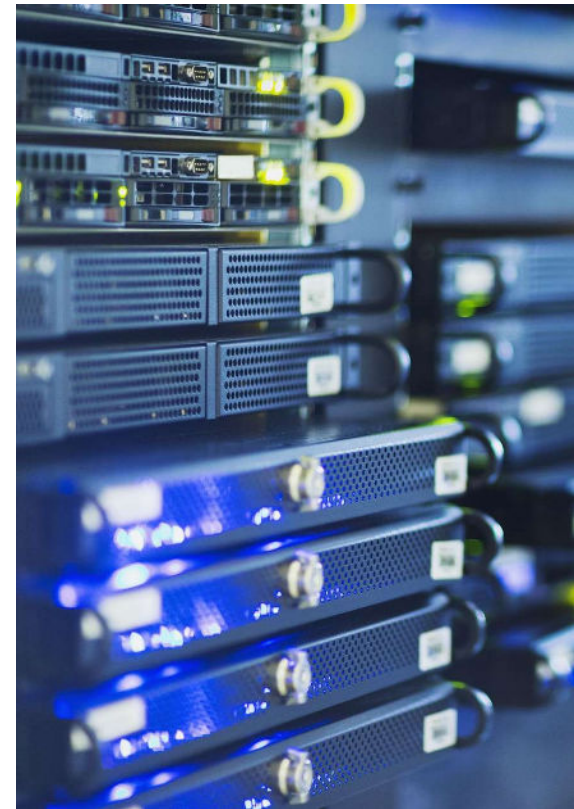
Review the Certificates of Data Destruction



Verify the MDM/persistence agent has been removed from the device



Perform sample testing and audit the process



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# Reasons to Unlock a Device – instead of scrapping it



Reusing or reselling a device provides value



Deactivating locks saves on software subscription costs



The environmental impact of extending a device's life is greater than recycling it



Unlocking and electronically sanitizing a device is more secure

In the last 3 years, Cascade unlocked 17,286 devices resulting in \$647,000 of resale revenue shared with our clients.

An additional 8,500 devices had to be scrapped because they could not be unlocked.



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# Audience questions and conversations

- How do you unenroll devices from endpoint management programs when re-provisioning or retiring assets?
- What methods do you use to track the cost savings from avoided subscription costs or resale value generation from retired assets?
- Do you allow your ITAD vendor to remove security locks from devices?
- What are some best practices followed by your organization to manage devices using MDM tools throughout their lifecycle?



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# Additional Resources

## Check out our blog post: Remove Security Locks from IT Devices

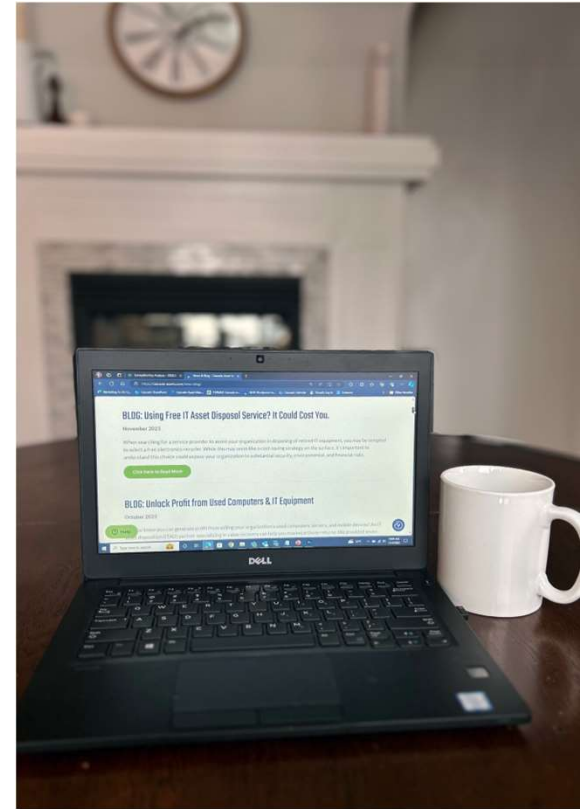
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