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Enabling Secure Mobility at Scale: DHA's Mobile Device Management (DHA-MDM) Transformation & What's Next

Ayodeji Adedeji — Cloud Architect / MDM, DDSB, IOD

Hector Garcia — Manager, Identity & Access Management / MDM, DDSB, IOD

Jeremey Covington — Section Chief, Web & Mobile Tech PMO, SDD

Bryan Scott — Lead Engineer, DDSB, IOD

Allen (AJ) Hall, Jr. — Sr. PM / MDM, DDSB, IOD



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Agenda

1 Learning Objectives, Lines of Effort (LOE), & Mobility Modernization Overview

2 Platform Enhancements & Zero Trust Integration

3 Application Vetting & Management

4 Governance

5 Exploration & Roadmap Forward

Speaker Introduction: Allen (AJ) Hall, Jr.



AJ Hall, PMP, CSM, ITILv4 **Project Manager / Senior Consultant**

Domain & Directory Services Branch (DDSB)
Infrastructure & Operations Division (IOD)

Acts as a Project Manager and Senior IT Consultant with DDSB, drawing on previous experience as an Air Force MTF CIO reporting directly to DHA/CIO. He spearheads enterprise IT modernization initiatives, promoting secure mobility, Zero Trust implementation, and technology solutions centered on mission objectives.

Speaker Introduction: Bryan Scott



Bryan Scott
Lead Engineer

Domain & Directory Services Branch (DDSB)
Infrastructure & Operations Division (IOD)

Brings 30 years of experience in industry and government to his role as DDSB Lead Engineer and Identity Subject Matter Expert. He guides a team of professionals in supporting a range of solutions and services encompassing Identity, Credential, & Access Management (ICAM), Zero Trust, and DHA's Microsoft 365 tenant.

Speaker Introduction: Ayodeji Adedeji



Ayodeji Adedeji, B.S., Cyber Security Cloud Architect

Domain & Directory Services Branch (DDSB)
Infrastructure & Operations Division (IOD)

As a Cloud Architect specializing in Microsoft 365, Mobile Device Management, and Intune, Ayodeji guides enterprise mobility, threat protection, and cloud security, serving as an M365 SME supporting Zero Trust. His cybersecurity background enables secure, scalable designs, and he led Menlo deployment on iOS to strengthen DHA's mobile security.

Speaker Introduction: Jeremy Covington



Jeremy Covington, PMP, ITIL 4, CSM, Sec+ Section Chief, Web & Mobile Tech PMO

Portfolio Acquisition Executive, Medical Digital Solutions
(PAE MDS)

Project Management Professional (PMP) Certified Program Manager and brings 15 years of government experience to his role as Section Chief of Operations and Sustainment within Web & Mobile Tech (WMT) Project Management Office (PMO). A former software developer, he now leads a team delivering application support, development services, technical analysis, and Enterprise SharePoint capabilities.

Speaker Introduction: Hector Garcia



Hector Garcia

Manager, Identity & Access Management / MDM

Domain & Directory Services Branch (DDSB)
Infrastructure & Operations Division (IOD)

Leads the DHA enterprise mobility team overseeing identity and access operations and engineering mobility solutions. Responsible for DHA-MDM migration efforts, secure mobile access, device compliance, customer support, and Zero Trust-aligned enhancements.

DHA-MDM Project Team

Key players:

- Don White — Mobility Engineering & Architect
- Ernest McClure — Intune Engineering
- Mike Nolen — Mobile Device Management
- Ashley Stewart — Mobile Device Management
- Diamond Dies — Web & Mobile Applications Support
- Joey Abel — Web & Mobile Applications Support
- Juan Viera — Risk Management & Compliance
- Mike Conner — Risk Management & Compliance
- Jason McDonald — Network Engineering Support
- Martin Alfrido — Public Key Infrastructure Support
- Ben Cook — DHA Menlo Support
- Chris Yanesh — DHA Menlo Support
- Chris Gabriel — Identity & Device Compliance
- Omar Koussa — Network Engineering Support
- Phillip Forister — VLAN/Network Engineering Support
- Paul Harper — VLAN/Network Engineering Support
- Geramy Rivera Davila — ERB/ARB Architecture Support
- Brian McClellan — Identity & Device Compliance
- Scott Dyke — ERB/ARB Architecture Support
- Eric Wright — Intune Engineering
- Russell Penman — Web & Mobile Applications Support
- Sharel OConnell — Project Support
- David Coleman — Web & Mobile Applications Support
- Cyrus Wynn — Intune Engineering & Project Support
- Enedina Guerrero — Security & Device Compliance
- Apple Professional Services — Configuration Support
- Navy Flank Speed Engineers
- Air Force Reserve SMEs

A true TEAM effort!

Learning Objectives

By the end of this session, attendees will be able to:

- 1** **Describe** how DHA modernized its mobile ecosystem through Intune migration, enhanced device security, and streamlined app-vetting processes.
- 2** **Analyze** key governance, security, and sustainment challenges identified during DHA-MDM onsite sessions, highlighting lessons learned and operational impacts.
- 3** **Evaluate** Zero Trust aligned enhancements, expanded monitoring, and platform integration and their role in strengthening enterprise mobility.
- 4** **Outline** the forward roadmap for enterprise MDM, updated STIG requirements, and coordinated support structures enabling secure mobility at scale.

DHA Lines of Effort Alignment



Contemporary, secure mobile devices provide clinicians, medics, and commanders with dependable access to operational health data, facilitating quicker clinical decisions and minimizing delays that affect readiness.

Improved mobility solutions, protected by MDM, increase clinical access, data availability, and essential application usage throughout MTFs.

This supports DHA's dedication to preserving medical personnel's expertise and capabilities by providing secure, reliable platforms for training and operations.

Secure mobile ecosystems facilitate seamless communication, coordination of medical logistics, trauma system assistance, and integrated care across Services.

MDM enhances these collaborative functions by implementing standardized security measures, ensuring device compliance, and delivering applications throughout the enterprise.

Secure and dependable mobile access enhances care delivery, clinical documentation, patient safety, and responsiveness in both direct and outsourced care settings.

MDM supports prompt, high-quality care by facilitating secure and efficient digital processes for all beneficiaries.

DHA Mobility Modernization

DHA transitioned its mobility program from DISA DMUC to an in-house enterprise class capability. Modernization efforts began with migrating to Intune, deeply injecting security at scale, streamlining app vetting, and importantly lowering user friction. Forward navigation includes expanding Zero Trust controls, broadening platform coverage, and a roadmap to secure, resilient, and user-friendly mobility platform.

- Transition from DISA DMUC to DHA enterprise control
- Unified platform (MS Intune)
- Centralized identity & access policy enforcement
- Streamlined lifecycle management
- Strengthened enterprise security posture

Why Modern Mobility Matters

- Clinical teams depend on secure mobile connectivity
- Reliable communication across MTFs is essential
- Modernization was necessary due to legacy DMUC constraints
- Zero Trust requires enhanced endpoint security
- Facilitates mission readiness and healthcare provision
- Emphasizes data-centric control

Intune & iOS Enhancements

- Enhanced MFA reliability and identity linking
- Better performance through per-app VPN
- Decreased certificate errors and smoother enrollment
- Protected workflows for Teams, Outlook, and OneDrive
- Streamlined secure access for healthcare professionals

Menlo & Flow 3 Accomplishments

Zero Trust Leadership

- The implementation of Menlo as DHA's secure isolation layer for the Safari browser established a fundamental Zero Trust enforcement mechanism for all non-DHA traffic, enhancing network segmentation and minimizing the external attack surface.
- Secure browsing workflows were enabled, fully complying with DHA's identity management, segmentation, and device-trust standards.

Enterprise-Wide Integration with MDM Strategy

- Menlo's support workflows ensure reliable Intune check-ins on iOS/iPadOS devices, reinforcing device-trust posture enterprise-wide.
- Close integration with Intune policies decreases onboarding failures and improves stability in mobile compliance.

Flow 3 Advancements & Feature Maturity

- Menlo's Role-Based Access Control (RBAC) was expanded by adding new user groups, enhancing administrative scalability.
- Partnership with DISA and NIWC CSSP contributed to secure storage solutions for DLP violations and browser recordings.
- Improvements in Menlo isolation increased interoperability with Safari and other enterprise applications.

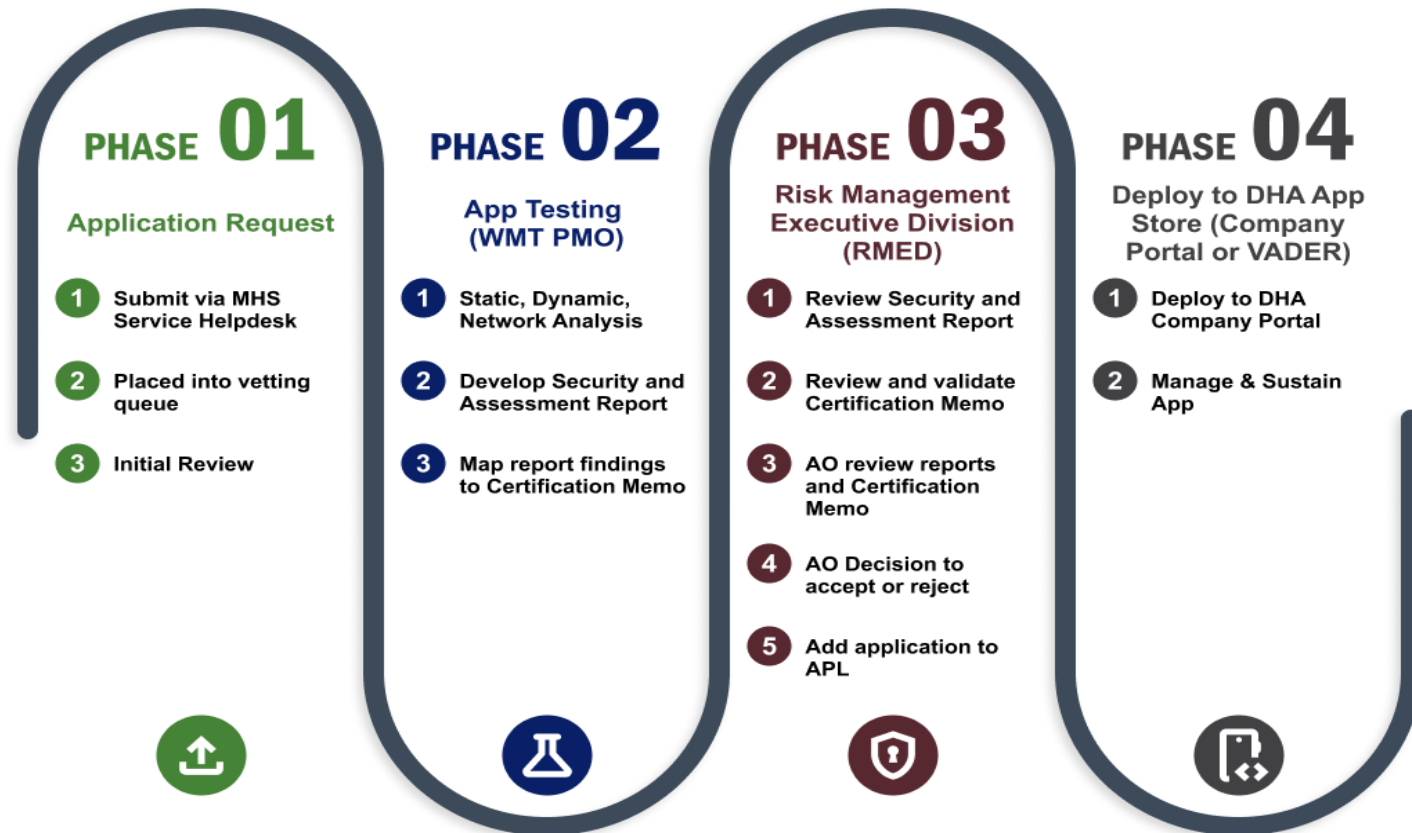
Strategic Impact

- The Menlo SAA deployment positioned DHA as a Department of Defense leader in Zero Trust isolation and secure mobile browsing.
- It serves as a foundational technology supporting the future MDM/Zero Trust ecosystem and upcoming features such as CarPlay, Vision Pro, Ambient Listening apps, and Vocera.

Zero Trust Integration

- Conditional Access Policies establish trust for both user identities and devices
- Device status is assessed in real time
- Unified controls cover identity, endpoints, and access management
- Enhanced logging paired with risk assessment
- Foundation for automated response mechanisms
- Multi-layered security through STIGs and Defender configurations
- Integrates data labels, which are essential for Zero Trust (ZT) implementation

Application Vetting & Approval Process



Mobile Application Management (MAM)/Mobile Application Vetting (MAV) & Application Security

- Conducts formal security assessments and evaluations
- Guarantees DHA privacy and compliance standards
- Managed Domain enforces data boundaries for app protection
- Applications distributed through Company Portal / VADER
- Addresses clinical, administrative, and operational requirements

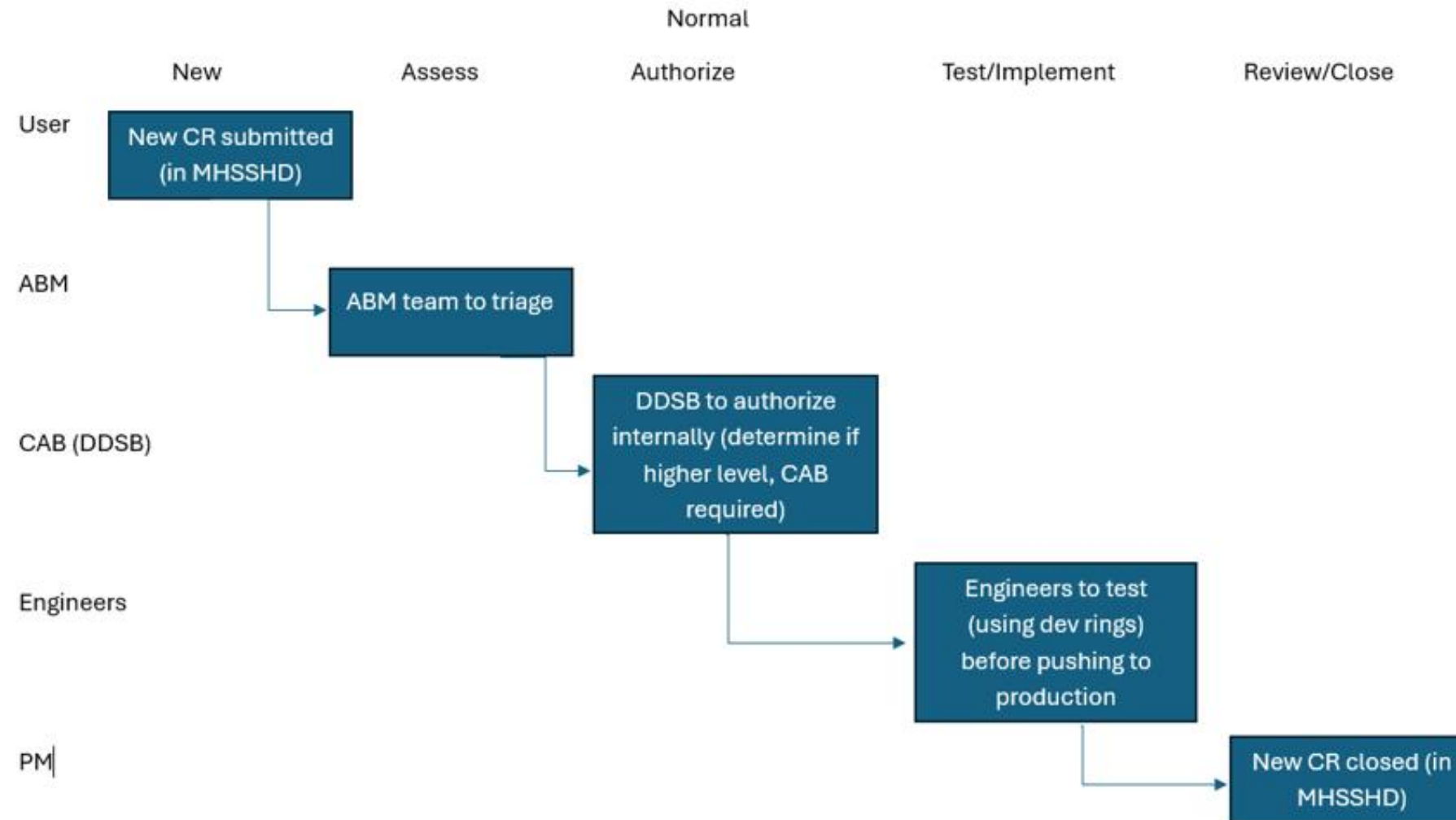


Change Processes & Governance

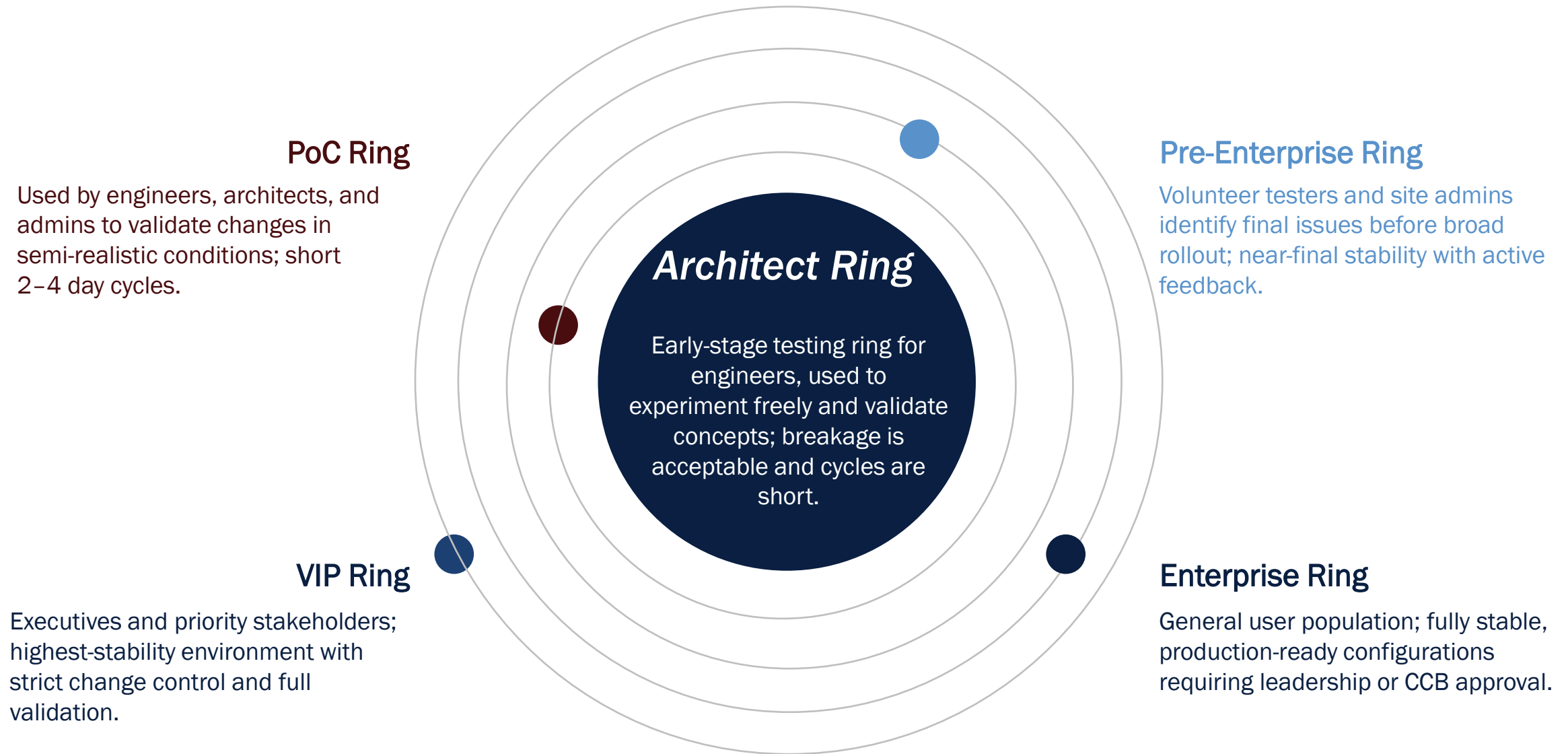
How DHA Oversees Mobility Changes:

- Configuration changes supervised by CAB
- Use of ServiceNow for monitoring and approval processes
- Verification of ports and protocols
- ERB/ARB involvement to ensure architectural consistency
- Guarantees secure and dependable enterprise deployment

DHA Mobile Device Management (DHA-MDM) Change Management Process



DHA-MDM User/Development Rings



Roadmap: What's Next

1

Expand platform support to include device families beyond the current range.

2

Enhance the scope of automated monitoring and analysis.

3

Maintain alignment with the changing Zero Trust standards.

4

Enhance collaboration across enterprises to foster the expansion of mobility.

Mobile Clinical Application Support

Ambient Listening

- Analyzed secure deployment options for the ambient listening mobile application
- Evaluated compatibility with Intune App and Mobile Application Management (MAM) frameworks
- Examined integrations to ensure audio data processing complies with DHA privacy, PHI, and Zero Trust standards
- Collaborated with risk management and cybersecurity teams to obtain enterprise approval

Vocera App Pilot

- Pilot planned for the Q3 support period
- Vendor design modifications awaiting assessment
- Work underway to integrate with MAM policies
- Suitability for secure clinical communication workflows will be assessed

Wi-Fi Assisted Calling: Status & Testing

Current Status

- Test plans have been completed for the three main carriers
- DISA is actively addressing blocked ports to enable access
- Awaiting ERB/ARB approval

Technical Requirements

- Requires IPsec and ESP traffic to be supported
- Ensures compliance with PPS baseline standards

Impact

- Better call quality in regions with poor signal strength
- Increased dependability for clinical and operational communications

macOS Integration

Why Choose macOS?

- Growing adoption within clinical and administrative processes
- Seamless continuation of the iOS/iPadOS Intune environment

Areas Under Review

- Compliance guidelines and application security
- Identity management, VPN, and safe browsing
- Achieving policy consistency with iOS when possible

Desired Results

- Consistent user experience across all Apple devices
- Secure macOS utilization that meets enterprise requirements

Future Capability Roadmap

Vision Pro (visionOS)

- Initial proof of concept and onsite demonstration currently in progress
- Offers possibilities for immersive training and remote assistance

CarPlay (In Development)

- Investigating hands-free workflow capabilities
- Potential to enhance safety in vehicle communication

AndroidOS & BYOD (Under Exploration)

- Assessed feasibility within a Zero Trust framework
- Further analysis needed for deployment in enterprise environments

Exploration & Work-In-Progress

Emerging Research Topics

- Post-Quantum Cryptography (PQC)
- Alignment with CNSA 2.0 standards
- CarPlay integration for hands-free communication
- Siri voice activation to support clinical workflows
- Upcoming device types such as wearables and sensors

Objectives

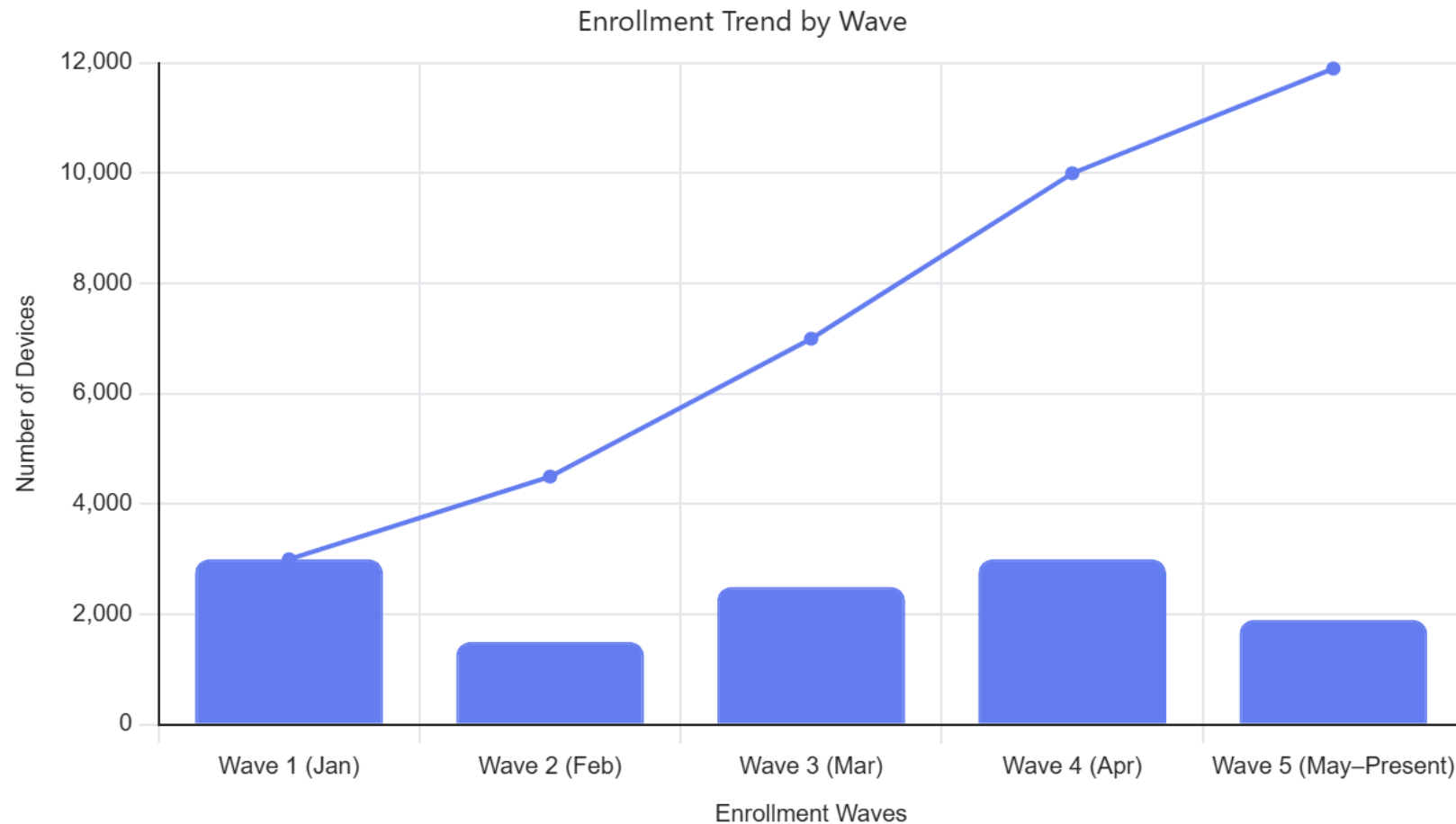
- Update DHA mobility by incorporating advanced features
- Get ready for technological changes influencing healthcare operations

Lessons Learned

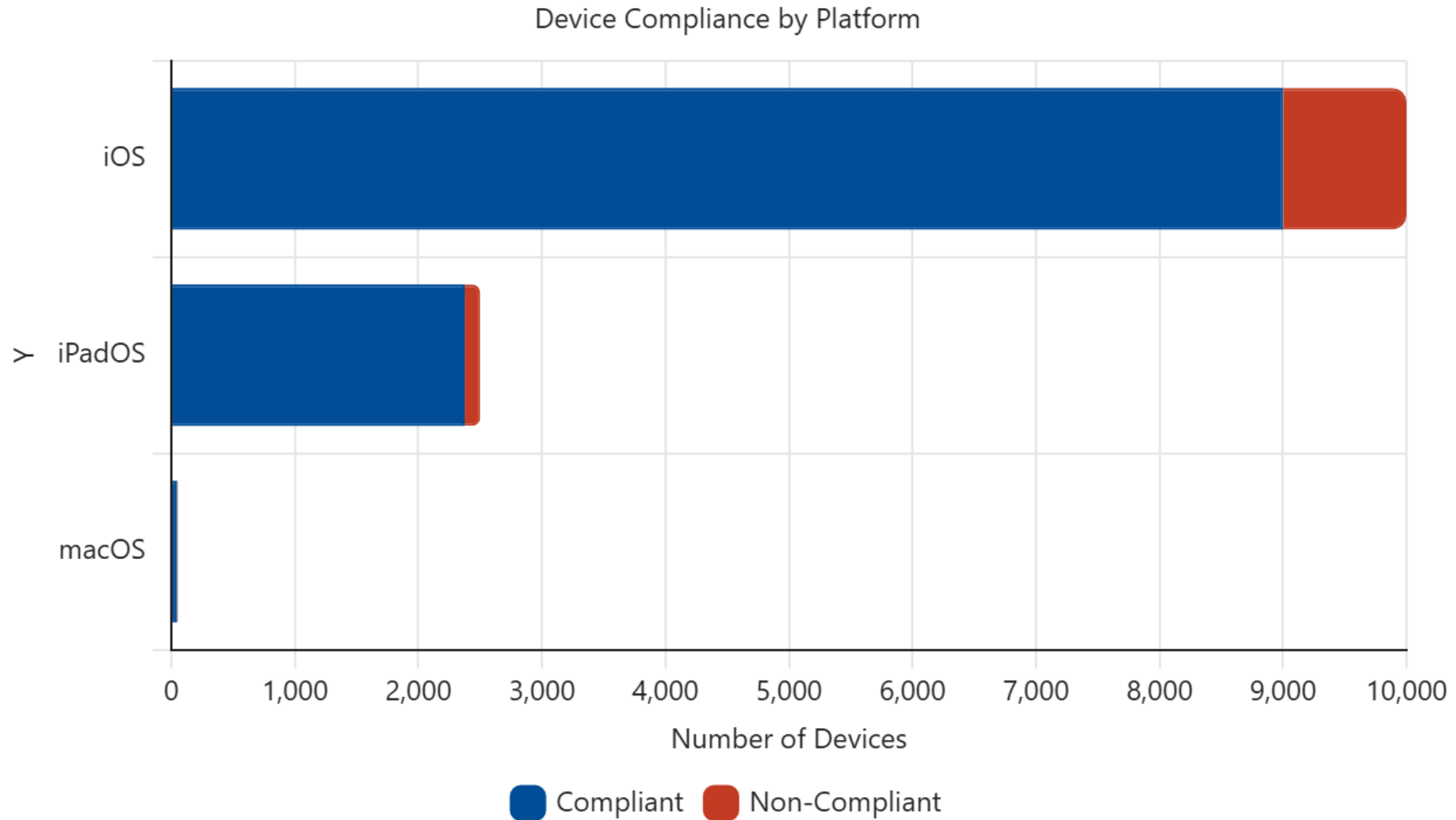
- Communicating early and often helps minimize difficulties during transitions.
- Consistent compliance standards enhance dependability when scaling.
- Unified support systems speed up problem-solving and encourage adoption.
- Aligning with Zero Trust principles is an ongoing effort rather than a single event.

Enrollment Trend

DHA Device Enrollment — Migration Waves



Compliance by Platform



Knowledge Check

- Multiple Choice Question 1:
 - Which modernization effort is highlighted as part of DHA's secure mobility transformation?
 - a. Migration away from enterprise management tools
 - b. Migration to Intune to modernize device security
 - c. Removal of all mobile applications from DHA devices
 - d. Eliminating mobile access for clinical staff
- Multiple Choice Question 2:
 - What is a primary driver for organizations investing in MDM solutions today?
 - a. Enhancing employee productivity and remote work capabilities
 - b. Meeting regulatory and compliance requirements
 - c. Protecting organizational data across mobile endpoints
 - d. Reducing IT support and operational costs
- True/False?:
 - DHA-MDM improvements support delivery of high-quality care across the Military Health System by securing mobile access to clinical information.

Knowledge Check - Answers

- Multiple Choice Question 1:
 - **Correct Answer: B;** This sessions' content explicitly identified the migration to Intune as the core modernization action supporting stronger device security and streamlined enterprise mobility.
- Multiple Choice Question 2:
 - **Correct Answer: C;** the focus of the MDM design is to protect organizational data within the mobility platform.
- True/False:
 - **Correct Answer: True;** Secure, reliable mobile access strengthens clinical documentation, decision-making, and patient safety, ultimately supporting enterprise-wide care delivery.

Points of Contact

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Thank You!



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