



DeviceOps

Best Practices
Checklist

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Best Practices Checklist

Profile and Fleet Management

- Device profile definition and management
- Individual and bulk onboarding
- Automated device registration
- State management: Escrow, Discovered, Active, Maintenance, Decommissioned
- Customizable device tags
- Heartbeat initiation policy

User and Account Administration

- User Management - roles, access, permissions
- Account and organization multi-tier hierarchy support
- Matrixed user and account control management
- Application configurability and branding
- Custom domain: API URL

Provisioning and Configuration

- Configuration templates by device or account profile
- Zero touch configuration - network, integration, data
- Heartbeat policy execution
- Software and service validation and update

Monitoring, Alerts, Notifications

- Gateway and endpoint monitoring
- Definable within Configuration templates
- OS, firmware and service monitoring
- Connectivity monitoring
- Telemetry payload monitoring
- Configurable alerts and notifications
- Configurable event monitoring and management

Software and Commands Management

- OS, firmware, application and service updates
- Individual or bulk updates
- Updates by device profile, account, location, etc.
- Schedule and audit software updates
- Schedule and execute Commands, e.g. config changes
- Retry management for software and command updates

Integration

- Bring your own cloud PaaS or SaaS
- Integrate domain- or company-specific application
- One click, zero touch execution at deployment
- Bring your own external long term data store
- Bring your own data visualization and analytics
- Bring your own external notification service
- Leverage third party certificate, IAM, other security

Data Management

- Data ingestion and normalization (JSON)
- Data filtering and throttling
- Policy-based data federation
- Data analytics and visualization

Security

- Role-based security
- Account/organization-based
- Data encryption in transit
- Leverage third party cert management
- Device-initiated commands and cloud communication
- Service for storing 'secret' credentials

Workflow Orchestration

- Onboarding workflows
- Account-based workflows
- Integration workflows
- Data-based, event-based workflows
- One-time or manually-triggered workflows
- Support ticket creation automation
- Workflow monitoring and validation

Monetization and Rights Entitlement

- Monetize by device consumption - account/organization
- Monetize device data and related services - account/organization
- Deliver new features as software updates - target profiles and/or accounts
- Throttle services based on rights and entitlements
- Integrate any DeviceOps parameters to billing systems