

Indian Health Service

Enterprise Mobile Services Program: Requesting Services

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Enterprise Mobile Service Program (EMSP) Team

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What Will Be Covered

- Overview of the EMSP - Rebecca
- Mobile Service Options - Rebecca
- ServiceNow Order Process - Rebecca
- ServiceNow Request Workflow - Kim
- Request Decision Making - Kim
- Technical Support - Kim
- Questions & Contact Information





EMSP Overview



EMSP Overview: Background

IHS awarded the IHS Enterprise Mobile Service contract in February of 2020 to meet the requirements of the Federal Information Technology Acquisition Reform Act (FITARA) OMB Memorandum M-16-20.

M-16-20 outlined the requirements for consolidating mobile service contracts into one enterprise-wide contract for reduction of contracting costs and centralized management of costs.



EMSP Overview: Development

Since its establishment, the EMSP team has worked diligently to develop and improve the EMSP program, with the following achievements:

- Establishment of a dedicated **support team** for order fulfillment and providing service support responses. IHSMobileServices@ihs.gov
- Creation and enhancement of **ServiceNow request workflows** for new service requests, upgrades, and updates to existing service lines.
- Creation of **ServiceNow Knowledge Articles (KAs)** encompassing basic setup, common queries, tech support, and user guides for helpful features.
- Creation of a **training video** to provide information about the **EMSP ServiceNow requests**.
- Launch of the EMSP SharePoint site and EMSP Dashboard to host the **Charges and Usage** information. Data contributed to creating a standardized chargeback model.
- Development of a **database repository** to build custom reports utilizing carrier information.
- Creation of a new Mobile Services Policy in the Indian Health Manual (Part 8, Chapter 17).



EMSP Overview: Future State

The program continues to mature and improve as we incorporate the feedback we receive from the field.

We are working on a future program state that includes:

- **Improved ServiceNow Mobile Service Request workflows.**
- Performing **Device Upgrades** to meet security protocols
- Creation of **New Training Materials** and **Knowledge Articles.**
- Improvements to the **Mobile Service Dashboard.**
- Trial a business **Device Trade-in** program





Mobile Service Options



Requesting Roles and Responsibilities

Submitter - Often the end user, first line supervisor, or a local IT tech. This is the person who enters the information into the request and submits it.

End User - Called the Requested For in the form. This is the person who will be using the device. They approve the User Justification and Agreement.

First Line Supervisor - This person is the direct supervisor of the end user, or their COR if the end user is a contractor. They are also the first line approver of the request.

Second Line Supervisor - This is the supervisor of the first line supervisor, or someone who can approve the financial impact of the request. They are the second line approver of the request.



Standard Service and Mobile Devices

SERVICES AND FEATURES

Unlimited talk, text, and/or data

Hotspot

Push-To-Talk

OTHER ACCESSORIES

Chargers

Ear Buds

Stylus

DEVICES

iPhones

Feature Phones

iPads (must have cellular service)

Mobile hotspot devices

***All iPhones and iPads required
a case and screen protector***



Expanded Service Equipment

Under the FirstNet contract, expanded service equipment is available, items such as:

- In-building cellular repeaters and boosters
- Mobile cellular kits (MBK Elite XP8 Kit)
- High Power User Equipment (HPUE) – for vehicles or fixed locations
- Distributed Antenna System (DAS)

If you have a specific cellular coverage need, contact us at
IHSMobileServices@ihs.gov





ServiceNow Order Process



Types of Requests

New Mobile Service Request – Phone Request, New Mobile Service - iPad Request, and New Mobile Service - Non-Standard Device Request: To open a new line of service with a new device and unique phone number


Mobile Device Replacement: To replace a device with an active line of service due to age of device, damages, loss, or malfunctioning

Mobile Service Request: To request new service, Change Phone line Information, Suspend or disconnect service, accessories, or additional Features.

Change Phone Line Information: Update the user information such as name, Area or facility, CAN

- Property and MDM admins may also need to be updated

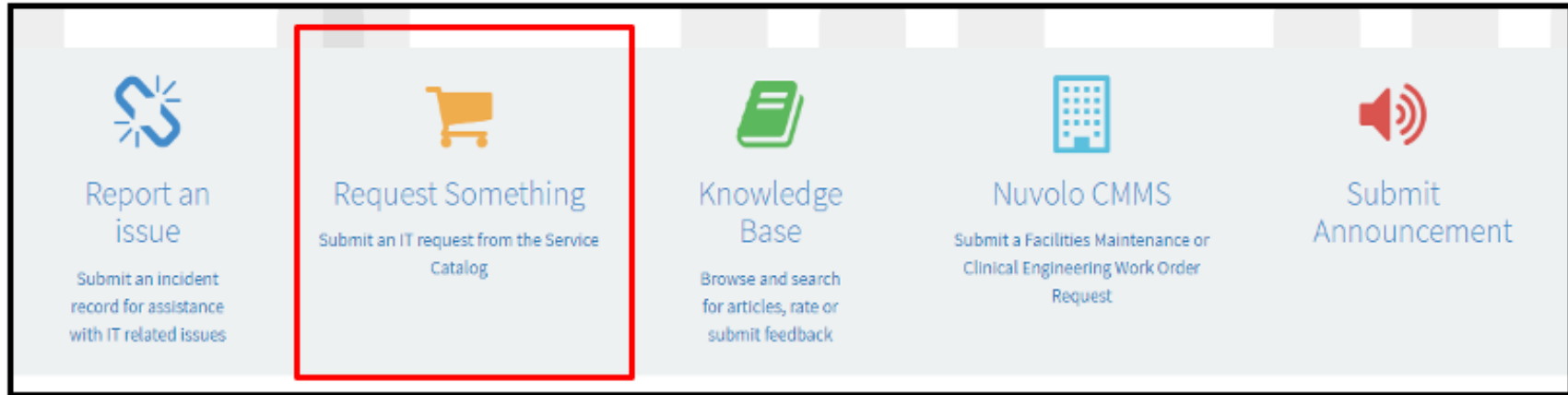
Feature or Accessory Requests:

- Adding a **feature** to the line, such as a hotspot or push-to-talk functionality
 - Purchasing an **accessory**, such as earbuds
- 

ServiceNow Requests

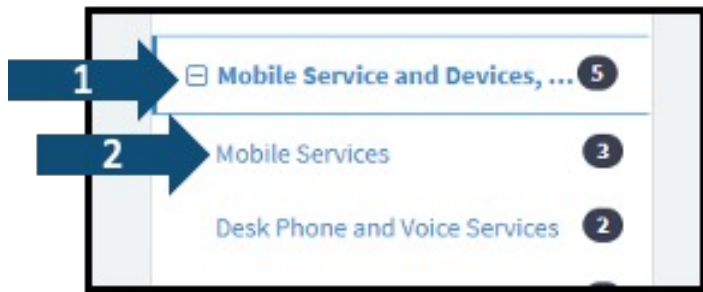
To start a request:

- Go to the ServiceNow portal page (<https://ihsitsupport.servicenowservices.com/sp>)
 - You will be automatically logged in if on the VPN.
- Click Request Something



ServiceNow Requests, cont.

From the left-hand menu, click the plus sign next to “Mobile Service and Devices, ...” to show the subcategory Mobile Services. Then click “Mobile Services”.



Once clicked, the options for requests are shown.

We recommend using the “table view”.

A screenshot of the "Mobile Services" page in ServiceNow. The page title is "Mobile Services". In the top right corner, there are icons for a grid view and a table view. A blue arrow labeled "3" points down to the table view icon. Below the icons is a table with two columns: "Item" and "Description".

Item	Description
New Mobile Service - Phone Request	Request for new mobile services, a mobile phone, and accessories.
New Mobile Service - iPad Request	Request for new mobile services, an iPad, and accessories.
New Mobile Service - Non-Standard Device Request	Request for new mobile services and a non-standard device.
Mobile Device Replacement	Request for replacement equipment
Mobile Service Request	Request add, change, replace, suspend, or disconnect Mobile Service

Information Needed for Requests

Submitter Information

- This will be automatically filled in to match the D1 account information of the person signed into the ServiceNow website.

End User Information

- Name and contact number
- Federal or contractor
- CAN
- IHS Area Office, Facility, and Division
- Current Device information if applicable
- Direct Supervisor name and contact number
- Second line supervisor name and contact number

Justification

- Why the device is needed



General Order Information

- Each request requires different information to be completed, which causes a modification of steps in their workflow.
- After **15 days** of no activity in the approvals stage, requests are **automatically canceled**. Reminder notifications sent on days 4, 8, and 12 or daily.
- EMSP is required to ship new mobile devices to the Area PMOs.
- Requests that include physically handling devices should be expected to take longer than other types of requests.



Status of Request

As the **submitter or end user**, you can click the link in emails from ServiceNow to see the request status.



Indian Health Service

The Federal Health Program for American Indians and Alaska Natives

Thank you for submitting a request. To view the status of your request or provide additional information please use the Self-Service Portal.

Click here to view Request:

[REQ0110634](#)

Opened by: Rebecca Martinez

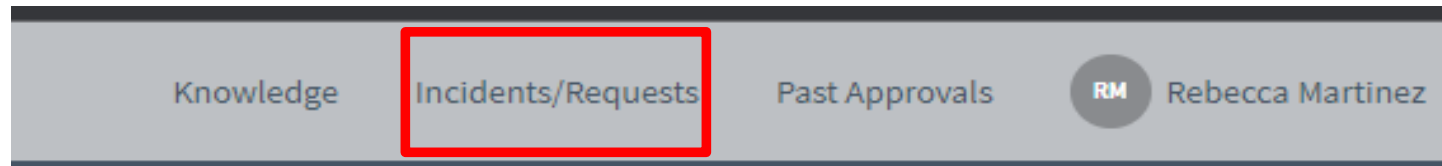
RITM: RITM0125285

Item: Mobile Device: Order New Mobile Service and Request Mobile Device Refresh or Replacement

Stage: Costing Review




As the **submitter**, you can also go to the ServiceNow Service Portal page, click Incidents/Requests in the top right of the page



Click on the name of the request

[Mobile Device: Order New Mobile Service and Request Mobile Device Refresh or Replacement](#) [Open](#)
REQ0106124

and click the arrow under Stage to display current workflow

Request Item	Item	Requested for	Stage
RITM0125285	Mobile Device: Order New Mobile ...	Griffin Tsabetsaye	 <ul style="list-style-type: none">✔ Request Approved (Approved)✔ Costing Review (Completed)✔ Waiting for Approval (Completed) Approvers<ul style="list-style-type: none">Roland Chapman (Approved)Tina Nelson (Approved)✔ Fulfillment (Completed)✔ Delivery (Completed)✔ Completed (Completed)

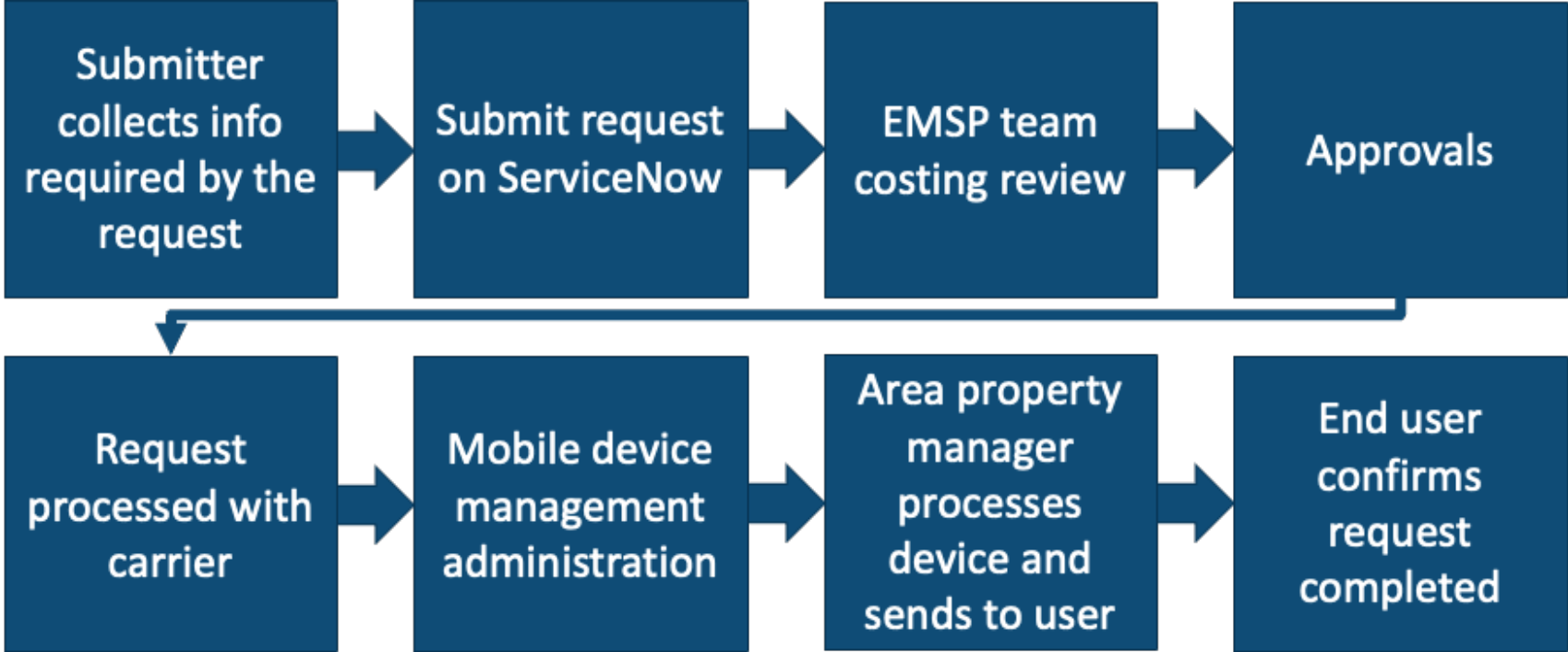




ServiceNow Request Workflows



General Workflow



Approvals



The IHS ServiceNow standard for approvals require an approval to be given within 15 days or the request will be canceled.

Reminder notifications are sent at least 3 times, on days 4, 8, and 12. Some approvals are sent daily reminders.

The timer on the next approval in the sequence does not begin until the previous approval is completed.

User Justification and Agreement

In new service requests, the first approval is sent to the end user.

Once reading and agreeing to the information provided, the end user will need to click on "I Accept" at the bottom of the email.

The first line supervisor is sent a copy of this request for their records.

Acknowledgment and Acceptance of Service Agreement

I, (**Kimberly Pritchard**), the mobile device recipient, **acknowledge**, **accept**, and **agree** to all of the above conditions.

I Accept (When you click this link a new email will open. DO NOT make changes to the email. Click the "Send" Button.)





Request Decision Making



Disconnection vs. Suspension

DISCONNECTION

- Disconnection removes the mobile service number from the IHS account
- After the billing month concludes, there will be no more charges to the disconnected line
- A disconnection request also slates the device to be removed from IHS management software
- Devices associated with a disconnected line should be surplus

SUSPENSION

- IHS retains the mobile service number
- The line can be reactivated at anytime
- Suspension reduces the monthly cost
- AT&T and Verizon have different rules on how long the device can be suspended
- The supervisor is required to keep track of the suspension dates



MiFi vs. iPhone Hotspot

STANDALONE MIFI DEVICE

- \$54/month
- Can host more than 5 connections
- 30-100+ ft unobstructed range
- 10+ battery life
- Can be placed in an area with better connection

IPHONE HOTSPOT

- Additional \$5/month to existing line
- Can host 3-5 connections
- 66+ foot range
- Significant draw on iPhone battery- requires outlet for all day use





Technical Support



Technical Assistance

Self Service Resources:

- Support.Apple.com – excellent technical resource for equipment issues
- ServiceNow Knowledge Base – some articles include information on common issues and solutions

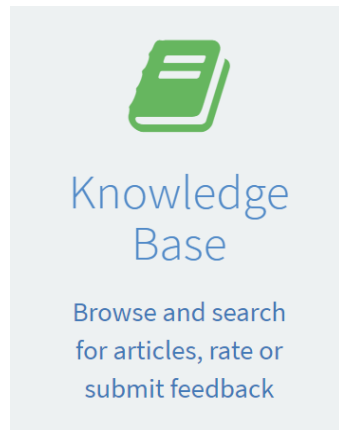
Helpdesk Support:

- Local/Area/HQ IT– Assistance with issues stemming from MDM and app configuration
- IHSMobileServices@ihs.gov (EMSP Team) – Assistance with issues stemming from cellular network coverage or if the cause of the issue is unknown

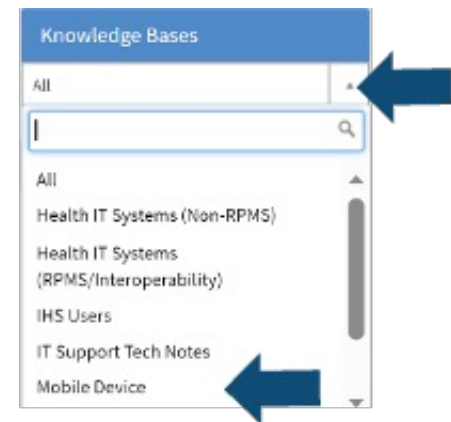


Knowledge Base

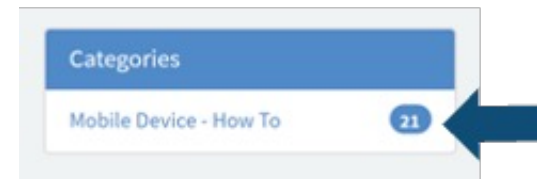
1. If you would like to look through all of our articles, start from the service portal page, and select the Knowledge Base icon.



2. Click the drop-down arrow under Knowledge Bases and select Mobile Device.



3. Then, click the category name in the left-hand side.



Submitting Incidents

If you have determined that there is an issue with the device is related to app configuration, MDM, Microsoft Authenticator, or another issue not related to cellular service or the EMSP requesting process, please contact IT. (And if you're not sure, just email us!)

Contact local IT through the contact information they provide locally, contact Area IT (<https://www.ihs.gov/itservicedesk/areait/>), or submit an Incident. Incidents are triaged to local/Area IT if appropriate.

To start an Incident,

- Call 1-888-830-7280
- Email itsupport@ihs.gov
- Submit on the self-service portal

<https://ihsitsupport.servicenowservices.com/sp>



Report an
issue

Submit an incident
record for assistance
with IT related issues



Contact Information



If you have any questions, concerns, or suggestions, please contact us at:

IHSMobileServices@ihs.gov





Questions?



