

Indian Health Service

IHS Enterprise Mobile Services Program (EMSP)

Managing Mobile Services & Costs

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Purpose of Session and Outcomes

Purpose

- Discuss accessing and filtering mobile service data to make informed decisions

Outcomes

- Save money
- Better management of resources



Who We Are and What We Do

Darren
Buchanan

Greg
Hagood



Data for What?

IHS Enterprise Mobile Service Program (EMSP)

Centralized mobile services management program

Execution of an IHS enterprise-wide service contract

All Federal IHS locations are required to utilize the EMSP
for mobile services.



Why We Do It

(The Law)

Federal Information Technology Acquisition Reform Act

(FITARA)

/fIh:Ta:ra:/

Enacted Dec 19, 2014



Who or What is FITARA??

An Overhaul of Federal Information Technology

- Enhances the Authority of the Chief Information Officer (CIO)
- Enhances Transparency and Improved Risk Management in Information Technology Investments
- Consolidates Federal Data Centers
- Maximizes the Federal Strategic Sourcing Initiative (SSI)
- Expands Government-wide Software Purchasing Programs



Bonus FITARA

Memorandum M-16-20: Category Management Policy 16-3:

“Improving the Acquisition & Management of Common
Information Technology: Mobile Devices and Services”

created

The IHS Enterprise Mobile Services Program (EMSP)



Why We Do It

(For IHS)

Save money on contracting costs

- o Two enterprise contracts with mobile service carriers to provide the best possible coverage in rural areas:
 - o **Primary: AT&T FirstNet** – provides first-responder priority & pre-emption during network congestion
 - o **Secondary: Verizon Wireless** – capable of providing a public safety offering that provides Wireless Priority Service (WPS)
- o Elimination of over 100 duplicative acquisition actions each year
- o No-cost or low-cost mobile devices (e.g., \$0 to \$1 for an iPhone)
- o Simplified payment process
- o Hardware and Software for consistent security profiles
- o Routine hardware refreshes



Our Goals

To provide up-to-date information that enables HQ Office, Area, and Facility-level managers to make decisions

Because they are your decisions...not HQ's



What Kinds of Information?

- Mobile Services Used and Their Costs
- Devices and their Costs
- Who are the Devices Assigned to?
- Where does the Funding for each Device come from?



Challenges

The EMSP Program requires a very specific data set to do our job:


- Name of Device User
- Wireless Number
- CAN to charge
- Area
- Site/Division
- Mobile service plan
- Device Make & Model
- Device Use
- Device Identifier (IMEI)

There is no SINGLE REPORT from either carrier that provides the necessary data set

Carriers put in incorrect information when performing bulk orders

- Najavo & Bimdji ??

Sometimes service requestors provide “interesting” or partial information

- Incorrect CANs
 - Incorrect Locations
- 

How Can *You* Help Get Good Data

- Look for routine communications with the EMSP team
- Respond to emails from the EMSP or support team
- How do I know the email is legit?
 - The email comes from one of these:**
- Routine communication with device users
- Review the chargeback reports
- Review the dashboard
- Notify the EMSP team of incorrect information:

IHS Mobile Services
ServiceNow
ITSupport@ihs.gov

IHSMobileServices@ihs.gov



The EMSP Dashboard: Viewing the data to make decisions

- Who this data is for?
 - Administrators and Managers with financial and management duties
- How can you get access?
 - Request by contacting IHSMobileServices@ihs.gov
- What information you can learn from viewing the data?
- What kinds of actions you can take with the information?



Questions to ask

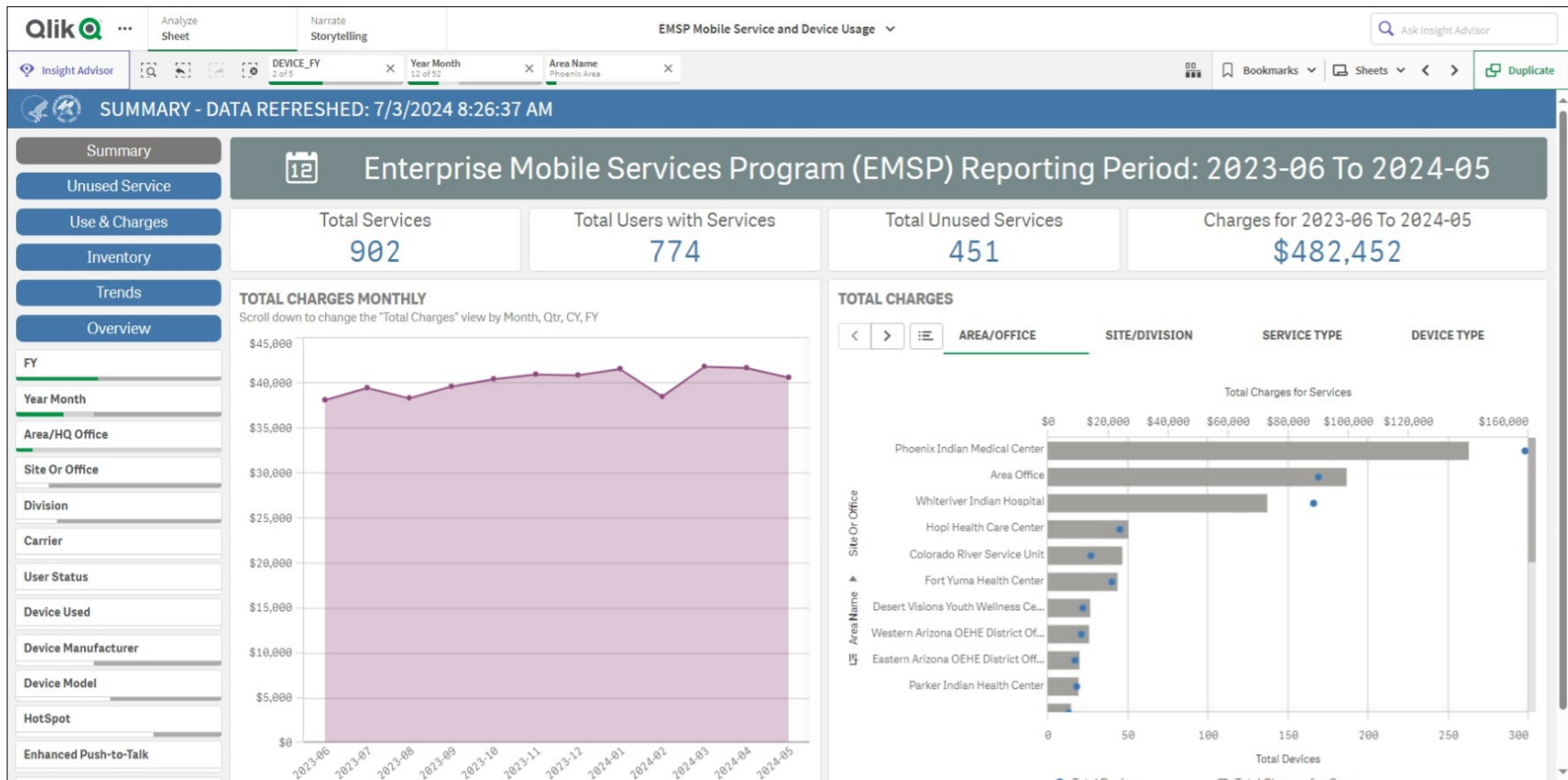
- Who has what?
- Are they using what they have?
- Are they using what they have in a manner that fits their job requirements?
 - Too many calls/texts/data?
 - Too few?
 - And, what defines too much or too little?

We can't tell you

That is a decision for the supervisor of the mobile device user



The EMSP Dashboard



Inventory Reports

- Summary
- Unused Service
- Use & Charges
- Inventory
- Trends
- Overview

EMSP Mobile Service and Device Usage

Services Program (EMSP) Reporting Period: 2023-06 To 2024-05

Division	Facility Category	User Name	Service Status	Service Effect... Date	CAN
Staff	Area Office	LORI RICO	Active	9/11/2020	J40D183
Staff	Area Office	PAUL BLOOMQUIST	Active	1/7/2021	J40D183
Staff	Area Office	CANDACE LENTE	Active	1/7/2021	J40DOHP
Staff	Area Office	TERRILENE BITSUIE	Active	1/7/2021	J40DOHP
Staff	Area Office	CANDACE LENTE	Active	3/9/2023	J40DOHP
Staff	Area Office	TERRILENE BITSUIE	Active	10/17/2022	J40DOHP
Staff	Area Office	CATRINA PALMIERI	Active	4/8/2021	J40EF00
Staff	Area Office	TODD PINGEL	Active	3/17/2021	J40EF00
Staff	Area Office	PEGGY MONROE	Active	9/28/2020	J40EF00
Staff	Area Office	AMY LEBBON	Active	12/3/2020	J40EF00
Staff	Area Office	VERLYN BEGAY	Active	6/12/2023	J40EF00
Staff	Area Office	HOPE JOHNSON	Active	9/28/2020	J40EF00
Staff	Area Office	KARYNE MITCHELL	Active	12/4/2020	J40EF00
Staff	Area Office	MELISSA SCOTTANTONE	Active	12/3/2020	J40EF00
Staff	Area Office	MARY KIEYOANI	Active	3/17/2021	J40EF00
Staff	Area Office	ZANE WHYTE	Active	9/28/2020	J40EF00
Staff	Area Office	MICHELLE SAGER	Active	10/10/2020	J40EF00
Staff	Area Office	MARTHA JOHNSON	Active	9/28/2020	J40EF00
Staff	Area Office	VIOLET KENNY	Active	10/8/2021	J40EF00
Staff	Area Office	VALERIE PIERCE	Active	10/27/2020	J40EF00
Staff	Area Office	TRAVIS YELLOWHAIR	Active	4/1/2021	J40EF00

User Name	Area	Phoenix Area	NON SERVICE UNIT	Area Office
CAN	Area	Phoenix Area	NON SERVICE UNIT	Area Office
	Area	Phoenix Area	NON SERVICE UNIT	Area Office



Fields Found in the Inventory Report Export File

- Area or HQ
- Area Name
- Service Unit Name
- Site or Office
- Division
- Facility Category
- Service Status
- Service Effective Date
- CAN
- Wireless Number
- Device Type
- Carrier
- Device IMEI
- Device Manufacturer
- Device Model
- Rate Plan Description
- HotSpot
- Enhanced Push-to-Talk
- Service Used
- Year Month
- Total Voice Minutes Used
- Total Texts Sent or Received
- Total Data Used (in GBs)
- Equipment Charges
- Monthly Charges
- Other Charges and Credits
- HotSpot Fee
- Enhanced Push-to-Talk Fee
- Surcharges & Regulatory Fees
- EMSP Fee
- Total Monthly Charges



Unused Mobile Devices are Charged for Service

Summary

Unused Service

Use & Charges

Inventory

Trends

Overview

EMSP Mobile Service and Device Usage

Ask Insight Advisor

Services Program (EMSP) Reporting Period: 2023-12 To 2024-05

Users with Services	Total Unused Services	Charges for 2023-12 To 2024-05
774	400	\$245,293

	2024-05	2024-04	2024-03	2024-02	2024-01	2023-12
	\$48.29	Service Used	Service Used	Service Used	Service Used	Service Used
	Service Used	Service Used	Service Used	Service Used	Service Used	Service Used
	Service Used	No Device Issued	No Device Issued	No Device Issued	No Device Issued	No Device Issued
	\$48.29	\$48.29	Service Used	\$48.31	Service Used	\$48.29
	Service Used	Service Used	Service Used	Service Used	Service Used	Service Used
	Service Used	Service Used	Service Used	Service Used	Service Used	Service Used
HotSpot	MAHALIA SMITH [9282224378]- iPhone -	Service Used	Service Used	Service Used	Service Used	Service Used
Enhanced Push-to-Talk	Apple iPhone SE (2nd Gen) Phoenix Area - Fort Yuma Health Center - MAHALIA SMITH [9283189100]- iPhone -	\$319.99	\$53.32	\$53.32	\$53.34	\$53.34



What is the definition of “Used” for a mobile service line?

The equation is:

$$T + V + D > 0$$


Where

T = Total number of text messages sent and received

V = Total number of ingoing and outgoing voice call minutes *

D = Total Kilobytes of data sent and received *

* Voice calls using “Wi-Fi Calling” and Data sent and received over a non-cellular network are not counted. When you are connected to a local Wi-Fi connection, you are using a non-cellular network.



So...

If I send only one text message, then turn my phone off for the rest of the month, it will be counted as “used” for that month?

Yep



This is Bad

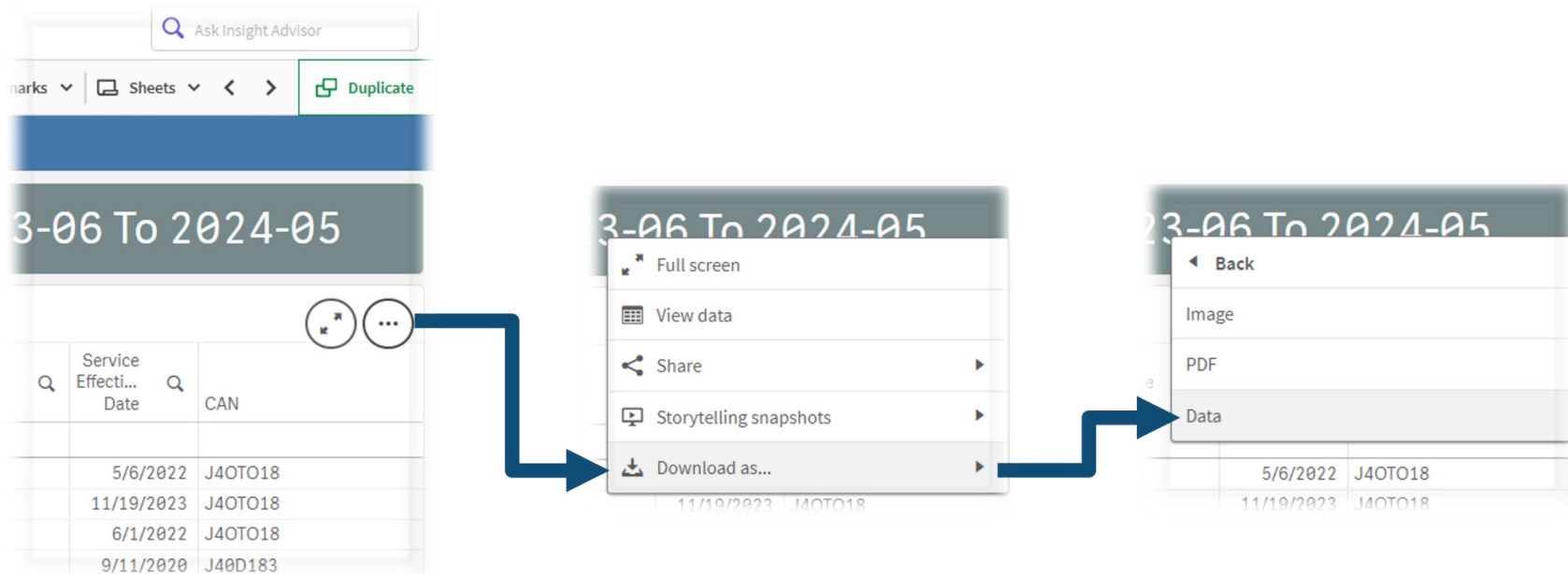
Enterprise Mobile Services Program (EMSP) Reporting Period: 2023-12 To 2024-05

	Total Services	Total Users with Services	Total Unused Services	Charges for 2023-12 To 2024-05
	902	774	400	\$245,293

Monthly Data, Location and Area Charges

Area	Total Services	Total Users with Services	Total Unused Services	Charges for 2023-12 To 2024-05
101	100	100	0	\$10,000
102	200	150	50	\$20,000
103	150	150	0	\$15,000
104	100	100	0	\$10,000
105	150	100	50	\$15,000
106	100	100	0	\$10,000
107	100	100	0	\$10,000
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197	100	100	0	\$10,000
198	100	100	0	\$10,000
199	100	100	0	\$10,000
200	100	100	0	\$10,000

Extracting Dashboard Data to Excel from the Inventory



Reasons for a Service Line to be Unused?

- Frank left, we have not refilled the vacancy and kinda forgot about his phone, and his iPad, and that he had a MiFi.
- We like keeping extra phones around for new staff.
- The phone is old and janky, and we are not sure what to do with it.
- It is for emergencies only!

If it is for emergencies, then it needs to be tested monthly!

INDIAN HEALTH SERVICE CIRCULAR NO. 2002-02,

- Continuity of Operations Plan (COOP)
 - 6. PLAN DEVELOPMENT GUIDANCE
 - **I. Testing**



Devices Stored for “Emergency Use”

- Are you testing them monthly?
- Are you testing them by turning them on and making a call/transmitting data, etc.?
- Are you making sure that any vendor-pushed updates are up to date?
- Is the operating system up to date?
- If necessary, do they still hold a battery charge?
- Can you count on the device working when it absolutely must work?**



iOS Versions up to Date?

(AT&T FirstNet Only)

Major iOS Version	# of iPhones
Unknown to AT&T	131
12	15
13	67
14	105
15	191
16	265
Grand Total	774

2,236 iPhones had
version 17.x

There are a total of 3,010
iPhones on the AT&T FirstNet
contract

~25 of AT&T FirstNet phones
are not up to date



Devices Stored for Vacant Positions

Waiting for New Hires (seed stock)

- Do you really want all that property assigned to your name?
- There are limits to the number of times a service line can be put “on hold” with the carrier
- This complicates the device refresh cycles



Devices, on Devices, on Devices

Some users have:

- An iPhone
- An iPad
- A HotSpot (MiFi)

- Do they need all three, or **want all three?**
- Do they have devices **because other people have them?**



The Hotspot (MiFi)

If you have an **iPhone**, it can act as a **Hotspot** for **+\$5.00**

If you have an **iPad**, it can act as a **Hotspot** for **FREE**

However

If you have a Hotspot, it can act as a Hotspot for **+\$40.00**

Do you need the Hotspot?



Quit Bagging on My Hotspot!

There are specific situations where only a Hotspot will do

but

Specific is not the same as All



Trying to Plan for:

The Actual,

The Possible,

The Probable,

and sometimes

The Impossible



Questions?

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