Ins and Outs of the Enterprise Mobile Service Program (EMSP)

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Enterprise Mobile Service Program (EMSP) Team

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What Will Be Covered

- Overview of the EMSP

- Mobile Service Options

- Order Process

- ServiceNow Request Workflow

- Managing Mobile Service & Devices

- Charge-back Process

- Technical Support

- Questions & Contact Information

EMSP Overview

EMSP Overview: Background

IHS awarded the IHS Enterprise Mobile Service contract in February of 2020 to address 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

Over the last several years, the EMSP team has focused on building the EMSP program, through the following outcomes:

- Formation of a **support team** for order filling and general support response. IHSMobileServices@ihs.gov

- Construction of the **Mobile Service Request workflow in ServiceNow**, for ease of new service and changes to existing service lines.

- Creation of **ServiceNow Knowledge Articles (KAs),** covering basic setup, common questions, tech support, and user guides for helpful features.

- Creation t**raining videos**, developed to provide information on the **EMSP ServiceNow requests**.

- Development of a standardized **chargeback model** for the program.

- Creation of the EMSP SharePoint site and EMSP Dashboard to host the **Charges and Usage** information and improvements to this information.

- Development of a **database repository** to build custom reports utilizing carrier information.

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:

o Issuance of a new **Mobile Service Policy in the Indian Health Manual (Part 8, Chapter 17).**

o **Improved** ServiceNow Mobile Service **Request workflows**.

o Creation **of new training materials** and **Knowledge Articles**.

o Improvements to the **Mobile Service Dashboard.**

o **Customized report** generation.

EMSP Mobile Service Options

Standard Service and Mobile Devices

SERVICES AND FEATURES

Unlimited talk, text, and data

Unlimited talk, and messaging

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) – used with vehicles

- 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**: 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

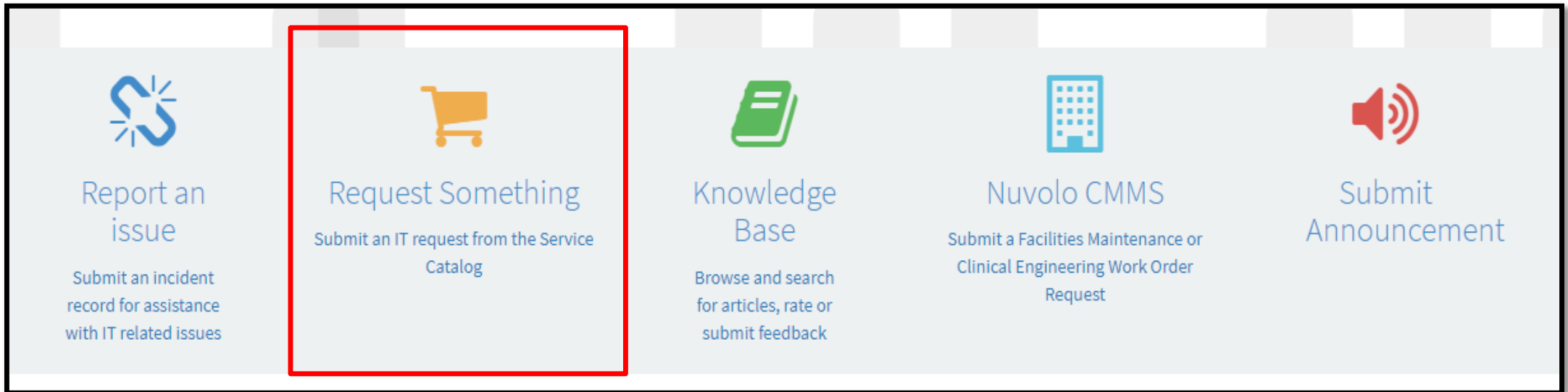- Property and MaaS360 may also need to be updated

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
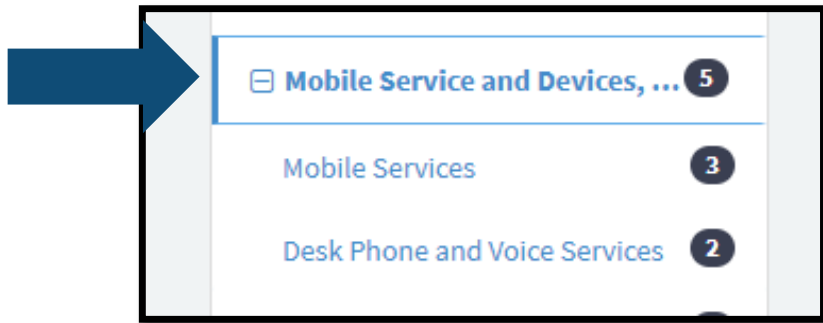
ServiceNow Requests

To start a request:

o Go to the ServiceNow portal page
  (https://ihsitsupport.servicenowservices.com/sp)
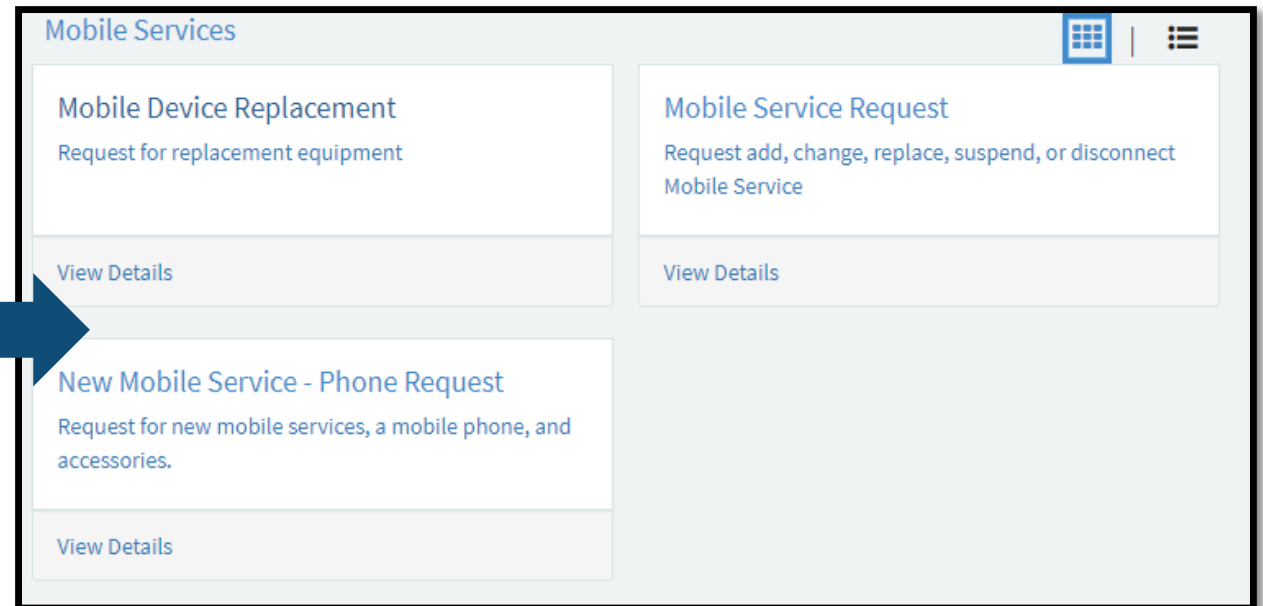
o Click Request Something

ServiceNow Requests, cont.

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

Once clicked, the options for requests are shown.

Information Needed for Requests

Submitter Information

o Every request will automatically fill the submitter info based on who is submitting the request.

End User Information

o Name and contact number

o Federal or contractor

o CAN

o IHS Area Office, Facility, Or Division

o Direct Supervisor name and contact number

o Second line supervisor name and contact number

Justification

o Why the device is needed

General Order Information

o Each requests require different information to be completed this causes a modification of steps in their workflow.

o After **15 days** of no activity in the approvals stage, requests are **automatically canceled**. (Reminder notifications sent on days 4, 8, and 12)

o EMSP is required to ship new mobile devices with accessories to the Area PMOs.

o 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

| Knowledge | Incidents/Requests | Past Approvals | RM Rebecca Martinez |
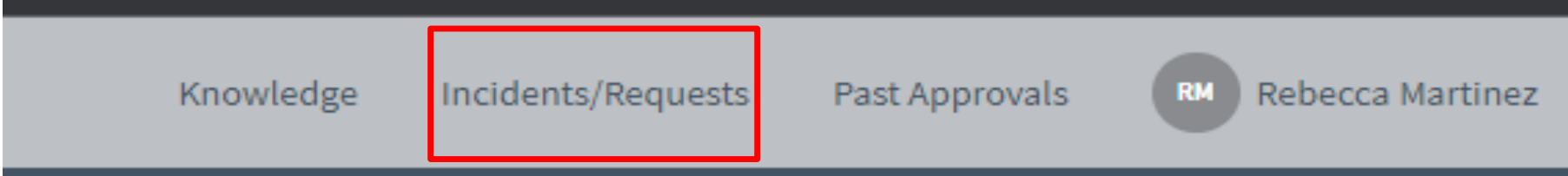
Click on the name of the request

Mobile Device: Order New Mobile Service and Request Mobile Device Refresh or Replacement   Open
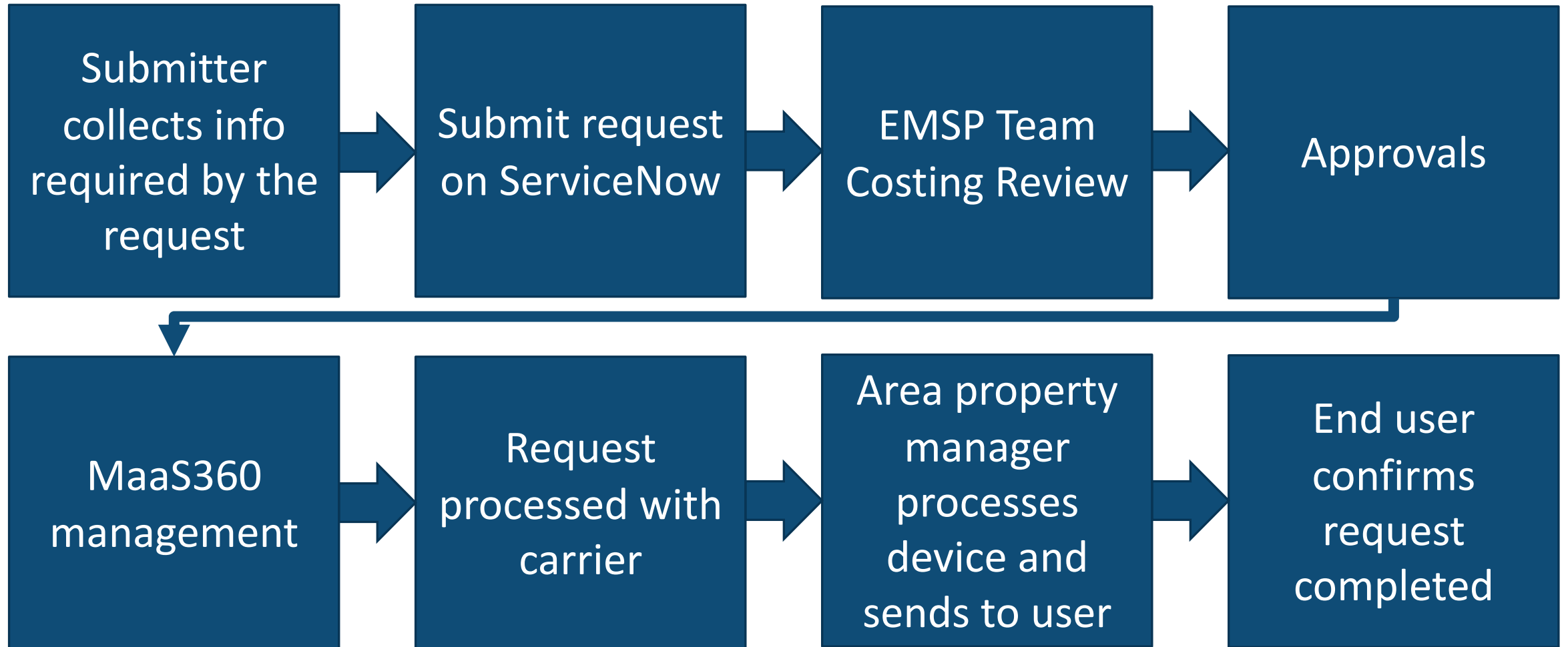REQ0106124

and click the arrow under Stage to display current workflow

Request Item	Item	Requested for	Stage
RITM0125285	Mobile Device: Order New Mobile …	Griffin Tsabetsaye	▼ ⊘ Request Approved (Approved) ⊘ Costing Review (Completed) ⊘ Waiting for Approval (Completed) Approvers Roland Chapman (Approved) Tina Nelson (Approved) ⊘ Fulfillment (Completed) ⊘ Delivery (Completed) ⊘ Completed (Completed)

ServiceNow Request Workflows

General Workflow

```
Submitter collects info required by the request  →  Submit request on ServiceNow  →  EMSP Team Costing Review  →  Approvals
                                                                                                                      ↓
MaaS360 management  →  Request processed with carrier  →  Area property manager processes device and sends to user  →  End user confirms request completed
```

Approvals

| End User (if required) | → | First line supervisor | → | Second line supervisor (if required) |

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

Reminders are sent at least 3 times, on days 4, 8, and 12.
The timer on the second approval does not begin until the first 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.)

MaaS360 Management

MaaS360 steps are different depending on the request.

New request?

Add the user to MaaS360

Replacement request?

Wipe old device and remove from MaaS360

Shared device?

Sent to group who will configure this.

If you have MaaS360 issues, contact local IT or ITSupport@ihs.gov

Managing Mobile Service & Devices

Disconnection vs. Suspension

DISCONNECTION

Disconnection is a permanent action that removes the mobile service number from the IHS account

After the billing month concludes, there will be no more charges from 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 surplused

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

Should I Disconnect or Suspend?

If the unused **device is older** or there is no reason to expect any employees would need the device in the near future, it is typically better to disconnect. (Older than an iPhone 12 or SE (2022))

The **price of a new device** can inform this decision. If a new device with accessories costs around $50, suspending is cheaper than disconnecting and repurchasing in four months.

If an **employee is moving locations**, we can update their user location and charge data to the new facility– and change their phone number to match the area code. However, some locations may wish to retain the phone. We will need a supervisor from the originating location to approve.

Managing Costs

Employee attrition

- If an employee leaves, be sure to submit a request to disconnect, suspend, or reassign.

Unused service

- If the mobile service line is continuously unused, we recommend checking to determine if the business need is still required.

MiFi vs. Smartphone hotspot

- Ensure that an iPhone hotspot cannot meet your needs before requesting a MiFi.

- Adding a Hotspot feature to an existing iPhone is $5/month vs. the $54/month of a MiFi.

Managing Mobile Devices

Stockpiling mobile devices (Not Recommended!)

o   While there is sometimes a business case for "seed stock" devices, it is worth checking in with the purpose of the stockpile to see if business needs have changed.

o   Devices must be regularly tested.

o   Name in our data and on the HHS-22 should match who is responsible for the device.

o   Older devices should not be kept for seed stock.

- Older than an iPhone 12 or SE (2022)

o   We recommend ordering devices for new employees as needed.

- An order can be placed as soon as the new employee is added to the Active Directory.

Managing Mobile Service and Devices:
Review Process

To check that the proper charges are being assessed, each Supervisor should review the Charges and Usage reports for their employees.

- An inventory report is updated monthly and is available on the EMSP SharePoint site.

  - https://collaborate.ihs.gov/sites/oit/DPMB/EMS/_layouts/15/start.aspx#/SitePages/Administration.aspx

- The inventory report has information such as the CAN, location, service plan, device type, user information, and usage.

- Quarterly charge back information is also posted at this location.

Charge-Back Process

Definitions

Chargeback – Charges submitted to each Area and IHS HQ Office on a quarterly basis. OIT pays for all IHS mobile services up front. The Chargeback is to recover those costs.

- Quarterly Chargebacks – Charges submitted to HQ Finance each quarter for collection.

- Annual Chargebacks – Charges submitted to HQ Finance each quarter for collection.

Billing Cycle – A one month time period lasting from the 1st day until the last day of the month. Both EMSP mobile service providers have the same Billing Cycle.

Invoice Cycle – A cyclical monthly release of invoices from the mobile service providers. The EMSP mobile service providers DO NOT have the same Invoice Cycle.

Actual Charges – Charges that have been invoiced.

Estimated Charges – Future charges that are estimated based on historic information.

True-up – Periodic balancing of Estimated and Actual charges for those who have fluctuations in their income.

? – Captive audience feedback required.

Charge-backs - Informed by the Past

Regarded as one of the most influential acts in the history of hip hop culture, 2009 inductee to the Rock and Roll Hall of Fame, and recipients of the 2016 Grammy Lifetime Achievement Award, this group prognosticated the challenges the EMSP would face.

Their 1986 album Raising Hell is notable for the groundbreaking rap rock collaboration of Aerosmith's 1975 song "Walk This Way".

However, the second track on side one spoke of the EMSP's future with a catchy rhyme and hauntingly echoed phrasing.
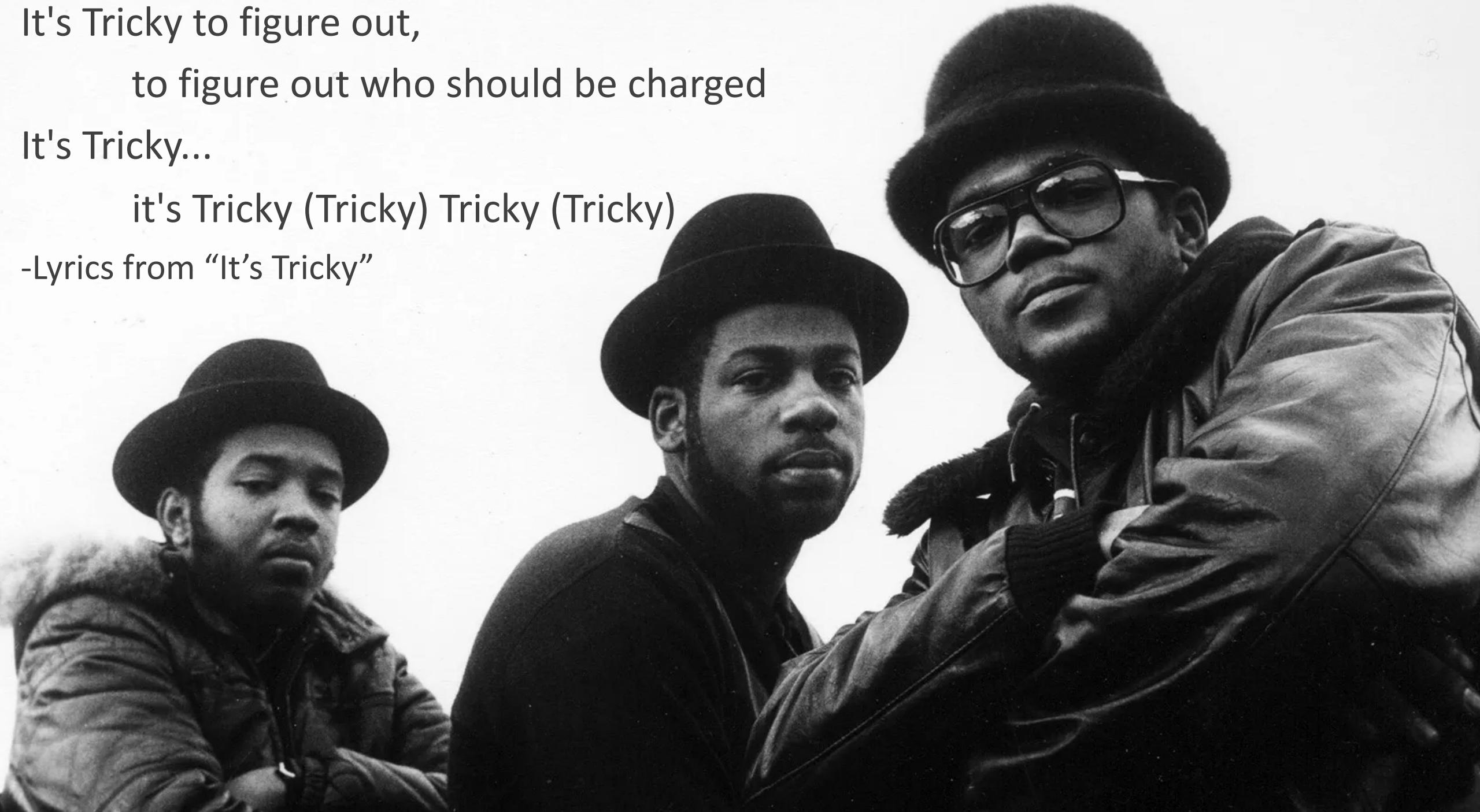
? What is the name of this group?

It's Tricky to figure out,
    to figure out who should be charged
It's Tricky...
    it's Tricky (Tricky) Tricky (Tricky)
-Lyrics from "It's Tricky"

Why is it Tricky?

MOBILE DEVICES EXPERIENCE "CHANGE"

- From one person to another
- From one location to another
- From one CAN to another
- All of the above at the Same Time
- Devices don't get cancelled until after 10 months when someone realizes that it should have been cancelled and wants a credit back
- Changes in product manufacturer policies
- Any number of other annoyances

- No real time data from service providers
  - End of month data can be delayed by as much as 16 days, and has exceeded 25 days more than once
  - Service providers release end of month information generally 14 days apart
- Lack of access to time machine
  - REQ stuck in Acquisitions, but they are trying!
- Kim lost our Magic 8 Ball
- The "color" of money results in different offices being on different chargeback cycles

The "Color" of Money?

The money was allocated for what purpose?

o Payments must be made from the First-Year of Two-Year Hospitals & Clinics (H&C) funding or Direct Operations (DO) funding.

o If H&C or DO funds are not available special arrangements must be made in advance of service delivery by contacting the EMSP Team at IHSMobileServices@ihs.gov
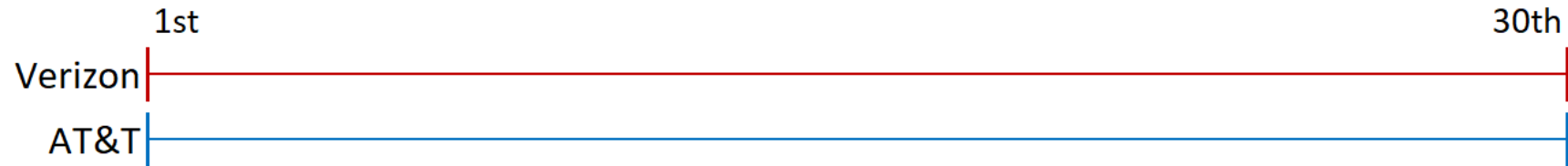
*Historically

The "Color of Money" has been used in the

DoD to refer to appropriation categories.

**Cinematically

Billing Cycle vs. Invoice Cycle

Billing Cycle for June
Device Usage/Service Charges

Invoice Cycle for June
(available in July)

Chargeback Frequencies

Quarterly Billing Cycle

- o Fiscal Q1 - October 1st to December 31st / Worksheet Submitted to OFA December 10th.

- o Fiscal Q2 - January 1st to March 31st / Worksheet Submitted to OFA March 10th.

- o Fiscal Q3 - April 1st to June 30th / Worksheet Submitted to OFA June 10th.

- o Fiscal Q4 - July 1st to September 30th / Worksheet Submitted to OFA September 7th.

Annual Billing Cycle

- o Fiscal Year - October 1st to September 30th / Worksheet Submitted to OFA December 10th.

Any service line not cancelled by the Area/Office
prior to the first day of the month
will be charged the full cost for the month.

Chargeback Frequencies / Who & When

CHARGED ANNUALLY

Headquarters

- Office of Clinical & Preventative Services
  - DBH, DCCS, DDTP, DNS, DOH, TBHCE
- Office of the Director
  - OTSG, OUIHP
- Office of Human Resources
- Office of Environmental Health & Engineering

CHARGED QUARTERLY

All Areas

Headquarters

- Office of Clinical & Preventative Services
  - IO
- Office of the Director
  - IO, CLAS, DMEEO, ESS, ODSCT, OGC PAS
- Office of Financial Administration
- Office of Information Technology
- Office of Management Services
- Office of Public Health Support
- Office of Quality
- Office of Resources Access & Partnership

(The Easy Version)
Chargeback Frequencies / Who & When

CHARGED ANNUALLY

Headquarters

- Office of Clinical & Preventative Services
  - DBH, DCCS, DDTP, DNS, DOH, TBHCE
- Office of the Director
  - OTSG, OUIHP
- Office of Human Resources
- Office of Environmental Health & Engineering

CHARGED QUARTERLY

EVERYBODY ELSE

What is Included in a Chargeback?

ACTUAL DATA

  Charges for Services

\+ Charges for Features

\+ Charges for Equipment

\+ Charges for Long Dist., Directory Assist

\+ Local (County/State) Charges

\+ EMSP Service Fee

= Total Charges for Month

ESTIMATED DATA

  Estimated Charges for Services

\+ Estimated Charges for Features

\+ Estimated Local (County/State) Charges

\+ Estimated EMSP Service Fee

= Total ESTIMATED Charges for Month

Quarterly Chargeback: Estimated and Actual Charges

While the charge-back worksheets are due by the 10th of the last month of the fiscal quarter, not all charge information is provided by the carrier by that date. The gap in charge information is estimated.

Typically:

- AT&T's charges arrive between the 13th and 19th

- Verizon's charges arrive between the 3rd and 9th

Billed Month of Quarter	Carrier	Actual Charges Used?
1st Month	AT&T Verizon	Yes Yes
2nd Month	AT&T Verizon	No Sometimes
3rd Month	AT&T Verizon	No No

Annual Chargeback
Estimated and Actual Charges

Since the charge-back worksheets for Q1 are due by the 10th of December, there is only one month of guaranteed data for both carriers.

Everything else must be estimated.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
AT&T	Yes	No	No	No	No	No	No	No	No	No	No	No
	Yes											

True-Up Process

After many hiccups, starts, stops, and charge-back frequency changes, work is being done to create the "true-up" credits and charges process.

Examples of credits and charges are:

- Credits or charges based on actual monthly service charges and surcharges, compared to their estimates

- Credits or charges for equipment purchased under the contract

- Credits or charges based on use of charged features

- Credits from the carrier based on special deals or promotions

- Credits or charges to correct any mistakes

Remember. It's Tricky…

Technical Support

Technical Assistance

Self Service Resources:

o Support.Apple.com – excellent technical resource for equipment issues

o EMSP Knowledge Base – some articles include information on common issues and solutions
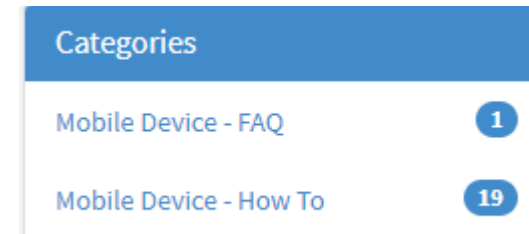
Helpdesk Support:

o ITSupport@ihs.gov – Assistance with issues stemming from MaaS360 and app configuration

o IHSMobileServices@ihs.gov (EMSP Team) – Assistance with issues stemming from cellular network coverage or if the cause of the issue is unknown
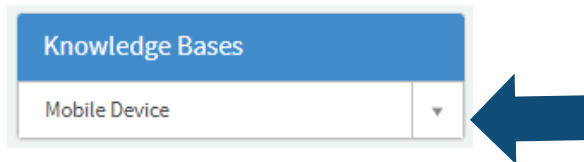
Knowledge Base

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

Click the drop-down arrow under Knowledge Bases and select Mobile Device.
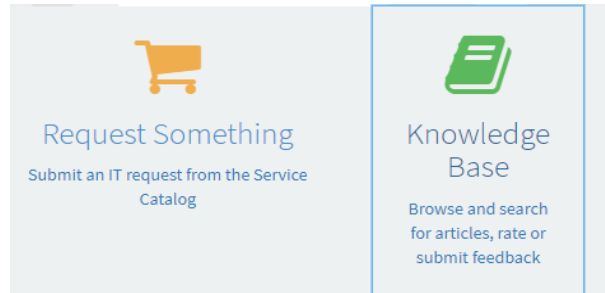
Select which category of articles you would like to review to see the full list. Otherwise, only the five most viewed articles will be shown.

Questions?

Contact Information

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

IHSMobileServices@ihs.gov