Indian Health Service

Managing Mobile Services at IHS

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What Will Be Covered

Roles and Responsibilities (Rebecca, Kim, Michelle)

Data provided by EMSP - Darren

Managing Mobile Service Lines - Darren

Future tools - Darren

Things to Think About - (Rebecca, Kim, Michelle)

Roles and Responsibilities

Overview of Roles

End User – Rebecca

First Line Supervisor – Rebecca

Second Line Supervisor - Rebecca

Area Property Management Officer (PMO) - Kim

Local IT Staff - Kim

Area MDM Administrators - Kim

Headquarters MDM Administrators - Kim

EMSP Team - Michelle

Mandated Reporting – Michelle

End User

An end user is an individual who is using the device.

They are responsible for:

- Ensuring that the terms of use given in the ***Device Justification and User Agreement*** are followed.
- Factory **resetting and removing the PIN and Apple ID** when turning in a device.
- **Notifying their supervisor** if they **recognize a change** is needed to their account.
- **Maintaining a copy of the hand receipt** provided at the time of device issuance.
- **Notifying EMSP immediately if their mobile device was lost or stolen**.

First Line Supervisor

A First Line supervisor is the end user's direct supervisor.

They are responsible for:

- **Approving** the issuance of mobile service for the end user based on a **business need**.
- **Ensuring the end user adheres** to the terms of the *Device Justification and User Agreement*
- **Reporting** of any **suspected misuse** of mobile service or device.
- **Managing mobile service usage** for under or over-utilization for their end users.
- Managing a mobile device used by **multiple end users**.
- **Notifying EMSP immediately if a mobile device was lost or stolen.**

First Line Supervisor (Notifications)

Notifying EMSP if they recognize a change is needed for the end user's service line:

- Name Changes
- Service Line/Device reassignments (Property Hand Receipt)
- Common Account Number (CAN) changes
- Phone number changes
- Service, accessory, or feature changes

Notifying EMSP and Property staff of service-line end user **location transfers, reassignments, or surplus processing.**

Notifying EMSP of **cancellations or suspensions.**

Notifying EMSP, when the **suspension of service needs to be extended** beyond the original suspension period or **the removal of a suspension.**

First Line Supervisor (Reviews)

Reviewing the monthly charges and usage reports posted on the EMSP Dashboard to **validate line information to inform line management.**

Ensuring that an end user turning in a mobile device has **factory reset the device**, and has **removed the PIN and Apple ID** from iOS devices.

Ensuring that devices used in **COOP are tested monthly** to show text, data, or voice usage above zero.

Second Line Supervisor

*A Second Line supervisor **has the authority to approve funds** and is often the supervisor of the first line supervisor.*

They are responsible for:

- Approving the funding for mobile services and devices.
- Ensuring that the correct CAN is identified for chargebacks.
- Reporting suspected misuse of mobile service or devices.
- **Notifying EMSP immediately if a mobile device was lost or stolen.**

Area Property Management Officer

The EMSP is required to ship mobile devices associated with the program to the designated Area Property Management Officer (PMO).

They are responsible for:

- Receiving, processing, and maintaining the **HHS-439 Personal Custody Property Record/Hand Receipt and the HHS-22** for all Agency-issued mobile devices. This includes **tagging the mobile devices**.
- Providing the **device to the end user**.
- Verifying all **data has been removed** from mobile devices before surplusing.
- **Processing** turned in mobile devices **for surplus**.
- Conducting **investigations** when an Agency-issued mobile device is lost or stolen.
- **Notifying EMSP immediately if a mobile device was lost or stolen.**

Local IT Staff

Local IT function as Tier-1 support which can interface directly with local staff to resolve many issues.

They are responsible for:

- Assisting employees with a factory reset, including PIN and Apple ID removal, on mobile devices when they are turned in or exchanged between users.
- Troubleshooting mobile device technical issues.
- Resolving or escalating MDM-profile related issues.
- Notifying HQ EMSP staff of technical issues stemming from cellular service.

Area MDM Administrators

Area MDM administrators function as Tier-2 support to provisioning new users in the MDM and resolving MDM issues.

They are responsible for:

- Provisioning new user accounts on the IHS MDM system.
- Assisting users with device enrollment on the IHS MDM system.
- Providing device administration from the MDM portal such as locking, unlocking, and restarting devices.
- Escalation of user issues to Tier-3, as necessary

HQ MDM Administrators

HQ MDM administrators function as Tier-3 support to resolve user issues that could not be resolved by Tier-2.

They are responsible for:

- Maintaining the MDM system and policies.
- Troubleshooting and implementing new security policies, configurations, and features on the IHS MDM system.
- Assisting users with configuring Telehealth iPads and shared devices.

EMSP Team

Activities that are **outside** of the **EMSP Team's responsibility** include:

- **Property tagging** and creation of property **hand receipts** for mobile devices.
- **Property investigations** of lost or stolen mobile devices.
- **MaaS360** administration or issue resolution.

EMSP Team, continued

The EMSP team are responsible for:

- Maintaining the **Indian Health Manual, Part 8, Chapter 17** for Mobile Services
- Managing the **EMSP contracts** and monthly **invoice payments**
- Developing and maintaining **Knowledge Articles and Training Materials**
- Maintaining the **ServiceNow request workflows** to meet new requirements
- **Answering inquiries** sent to the IHSMobileServices@ihs.gov inbox and ServiceNow incidents routed to the Mobile Service team
- Providing **monthly inventory reports** (EMSP SharePoint site)
- Issuing **quarterly chargebacks** to the Areas

EMSP Team, continued

The EMSP team's responsibilities, also include:

- **Ordering** service, equipment, and accessories
- **Providing equipment information** to Area Property Management Officers (PMOs)
- **Processing** ServiceNow EMSP **requests**, such as:
  - device reassignments
  - phone number changes
  - service and feature changes adds or deletions
  - PIN resets for voicemail
  - end-user data field changes
  - CAN Number and end user location changes
  - deactivating or suspending service lines
  - Requesting quotes from carriers (non-standard equipment or services)

Mandated Reporting for All IHS Staff

Reporting any incident or reasonable suspicion of abuse of a child by an IHS staff member (civilian federal, Commissioned Corps, contractor, student, or volunteer) directly to the **proper child protective and/or law enforcement authorities** immediately and to **IHS Hotline for Reporting Child/Sexual Abuse 1-855-723-3447 (1-855-SAFE-IHS)** (24-hour access to a dedicated toll-free line).

In addition, all IHS Staff are responsible for documenting the report in the IHS Incident Reporting System (such as Webcident, I-STAR) as soon as possible but not later than five business days.

Data Provided by EMSP

Monthly Inventory Report

Monthly Inventory reports are posted to the EMSP SharePoint for Directors, Managers, and Supervisors to have access to current mobile service information. The information provided includes:

- Identifying data such as username, location, CAN, phone number, phone type, and IMEI.
- Plan data such as which plan the phone is on and how much the plan costs.
- The number of minutes, text messages, and data used (for months where that data has been released).
- Information as to whether the line is active or suspended, and when the line's suspension will end.

If you need access to the EMSP SharePoint site, please contact IHSMobileServices@ihs.gov

Charge-backs

Directors, Managers, and Supervisors have access to their Area's charge-back report on the EMSP SharePoint site.

- Updated quarterly
- Identifies service line by username, phone number, and device type
- Includes the volume of minutes, text messages, and data used (if available from the service provider)
- Provides a break-down for each service line

Year-Month / Area / Site or Office / Division / Mobile Service Account User Information	Sum of Cost	Sum of Voice Minutes	Sum of Text Messages	Sum of GBs Used
PETE TOWNSEND (511) 456-0000 [pete.townsend@ihs.gov] Apple iPhone 22X - FirstNet (AT&T) Enhanced Unlimited Voice/Data/Messaging /w Visual VoiceMail & HotSpot	$106.22	59	18	2.977
Company fees & surcharges	**$4.12**	**0**	**0**	**0.000**
Federal Universal Service Charge	$0.62	0	0	0.000
Recoupment of Montgomery County Charge	$3.50	0	0	0.000
Monthly Charges Details	**$89.98**	**0**	**0**	**0.000**
Block Roaming Except 3PTs for FirstNet	$0.00	0	0	0.000
Credit for FirstPriority Ext Prim User Level 4 Priority	-$15.00	0	0	0.000
FirstNet Mobile Unl Enhc iPhone on 4G LTE VVM	$89.98	0	0	0.000
FirstPriority Ext Prim User Level 4 Priority	$15.00	0	0	0.000
Surcharges	**$12.12**	**0**	**0**	**0.000**
EMSP Admin Fee	$8.00	0	0	0.000
Federal Universal Service Charge	$0.62	0	0	0.000
Recoupment of Montgomery County Charge	$3.50	0	0	0.000
Usage	**$0.00**	**59**	**18**	**2.977**
Minutes/Messaging/Data Usage	$0.00	59	18	2.977

If you need access to the EMSP SharePoint site, please contact IHSMobileServices@ihs.gov

Charge-back Frequencies

Quarterly Billing Cycle

- Fiscal Q1 - October 1st to December 31st / Worksheet Submitted to OFA December 10th.
- Fiscal Q2 - January 1st to March 31st / Worksheet Submitted to OFA March 10th.
- Fiscal Q3 - April 1st to June 30th / Worksheet Submitted to OFA June 10th.
- Fiscal Q4 - July 1st to September 30th / Worksheet Submitted to OFA September 7th.

Annual Billing Cycle

- 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.

Charge-back 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

Charge-back Frequencies / Who & When (The Easy Version)

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 Charge-back?

For Months when data is available

Charges for Services

+ Charges for Features

+ Charges for Equipment

+ Charges for Long Dist., Directory Assist

+ Local (County and State) Charges

+ EMSP Service Fee

= Total Charges for Month

For Months when data is not available

Estimated Charges for Services

+ Estimated Charges for Features

+ Estimated Local (County and State) Charges

+ Estimated EMSP Service Fee

= Total ESTIMATED Charges for Month

Quarterly Charge-back
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 Charge-back
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
Verizon	Yes	???	No	No	No	No	No	No	No	No	No	No

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

Quarterly Charge-Back Report

Directors, Managers, and Supervisors have access to their Area's charge-back report on the EMSP SharePoint site.

- Updated quarterly
- Identifies service line by user name, phone number, and device type
- Includes the volume of minutes, text messages, and data used
- Charges and credits are split into types

If you need access to the EMSP SharePoint site, please contact IHSMobileServies@ihs.gov

Managing Mobile Service Lines

Using the Inventory & Chargeback Reports to Manage

As a supervisor, you have the most information on the business needs of your employees and are therefore best suited to identify issues.

Over usage could be indicative of the device being used for non-IHS business reasons.

Under usage could mean that there is no longer a business need for this device. Can the service line be deactivated, suspended, or re-assigned?

Using the Inventory Report & Chargeback Reports to Manage

It is important to keep the service line information up-to-date, not only for chargeback processing but also for property assignments.

Is the information correct?

- Are any service lines assigned to employees who have left IHS or your facility or devices reassigned?
- Does the service line information such as the CAN, user name, and location need to be updated or should the line be canceled?

Are currently-suspended service lines set to be activated soon? Should these service lines be re-suspended or canceled, or should they be reactivated?

Future Tools

Microsoft Power BI

Microsoft Power BI is an interactive data visualization software product from Microsoft.

User access to dashboards created in Power BI is included in IHS's current Enterprise contract with Microsoft.

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Summary

Inventory

Unused Service

Use and Charges

Top 10

Long Distance

Understanding Your Data

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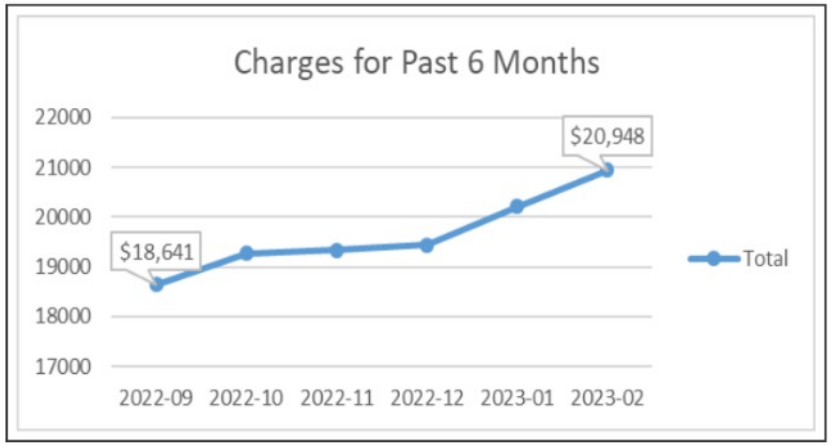
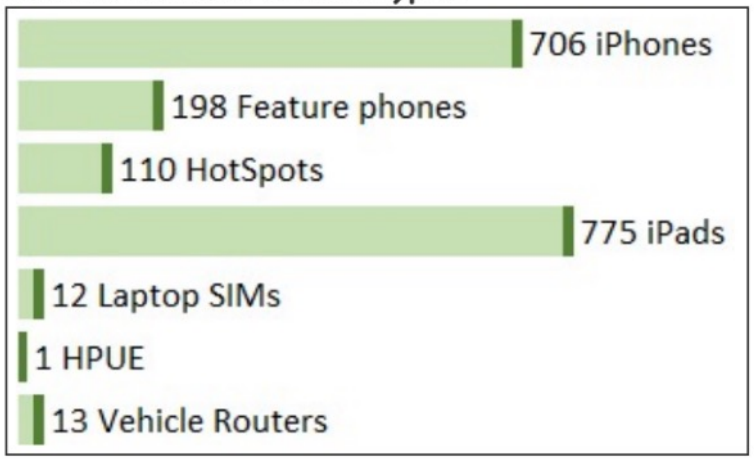
Summary Snapshot for March, 2023

Total Service Lines	Active Service Lines	Suspended Service Lines	Charges for March, 2023
4,018	3,520	227	$875,582

3 | 6 | 12 | 24 | All | Custom



Current Count of Device Types



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- Unused Service
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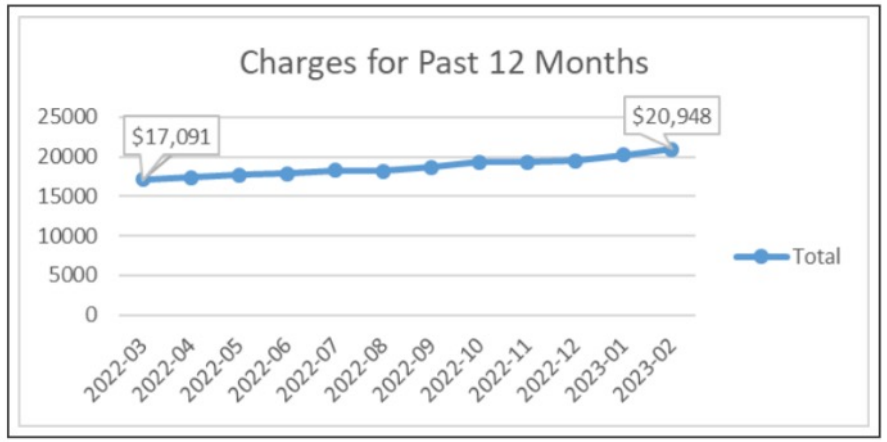
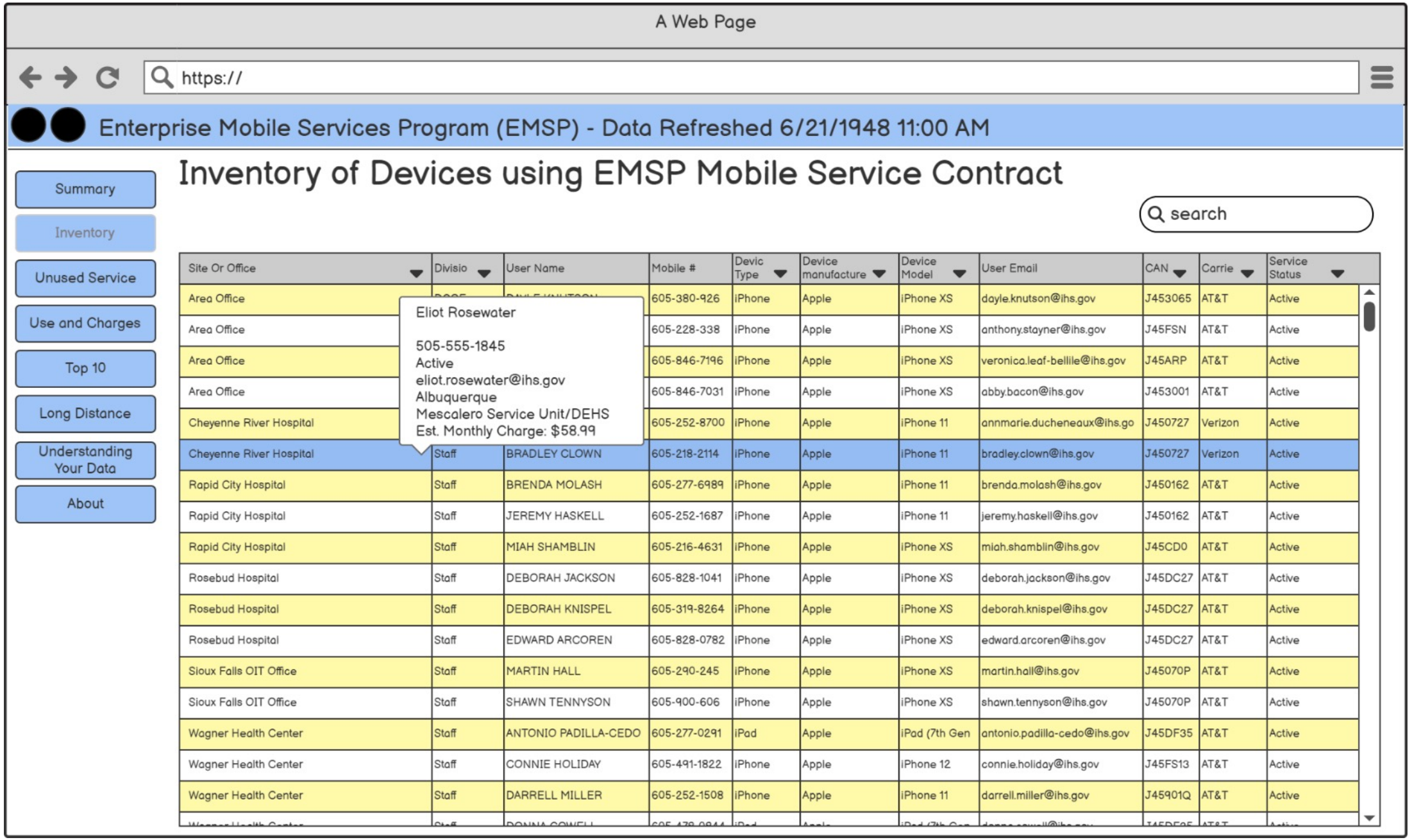


Return to All Device Types

Count of Apple iPhone Models



Site Or Office	Divisio	User Name	Mobile #	Devic Type	Device manufacture	Device Model	User Email	CAN	Carrie	Service Status
Area Office			605-380-926	iPhone	Apple	iPhone XS	dayle.knutson@ihs.gov	J453065	AT&T	Active
Area Office			605-228-338	iPhone	Apple	iPhone XS	anthony.stayner@ihs.gov	J45FSN	AT&T	Active
Area Office			605-846-7196	iPhone	Apple	iPhone XS	veronica.leaf-bellile@ihs.gov	J45ARP	AT&T	Active
Area Office			605-846-7031	iPhone	Apple	iPhone XS	abby.bacon@ihs.gov	J453001	AT&T	Active
Cheyenne River Hospital			605-252-8700	iPhone	Apple	iPhone 11	annmarie.ducheneaux@ihs.go	J450727	Verizon	Active
Cheyenne River Hospital	Staff	BRADLEY CLOWN	605-218-2114	iPhone	Apple	iPhone 11	bradley.clown@ihs.gov	J450727	Verizon	Active
Rapid City Hospital	Staff	BRENDA MOLASH	605-277-6989	iPhone	Apple	iPhone 11	brenda.molash@ihs.gov	J450162	AT&T	Active
Rapid City Hospital	Staff	JEREMY HASKELL	605-252-1687	iPhone	Apple	iPhone 11	jeremy.haskell@ihs.gov	J450162	AT&T	Active
Rapid City Hospital	Staff	MIAH SHAMBLIN	605-216-4631	iPhone	Apple	iPhone XS	miah.shamblin@ihs.gov	J45CD0	AT&T	Active
Rosebud Hospital	Staff	DEBORAH JACKSON	605-828-1041	iPhone	Apple	iPhone XS	deborah.jackson@ihs.gov	J45DC27	AT&T	Active
Rosebud Hospital	Staff	DEBORAH KNISPEL	605-319-8264	iPhone	Apple	iPhone XS	deborah.knispel@ihs.gov	J45DC27	AT&T	Active
Rosebud Hospital	Staff	EDWARD ARCOREN	605-828-0782	iPhone	Apple	iPhone XS	edward.arcoren@ihs.gov	J45DC27	AT&T	Active
Sioux Falls OIT Office	Staff	MARTIN HALL	605-290-245	iPhone	Apple	iPhone XS	martin.hall@ihs.gov	J45070P	AT&T	Active
Sioux Falls OIT Office	Staff	SHAWN TENNYSON	605-900-606	iPhone	Apple	iPhone XS	shawn.tennyson@ihs.gov	J45070P	AT&T	Active
Wagner Health Center	Staff	ANTONIO PADILLA-CEDO	605-277-0291	iPad	Apple	iPad (7th Gen	antonio.padilla-cedo@ihs.gov	J45DF35	AT&T	Active
Wagner Health Center	Staff	CONNIE HOLIDAY	605-491-1822	iPhone	Apple	iPhone 12	connie.holiday@ihs.gov	J45FS13	AT&T	Active
Wagner Health Center	Staff	DARRELL MILLER	605-252-1508	iPhone	Apple	iPhone 11	darrell.miller@ihs.gov	J45901Q	AT&T	Active

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To keep this report as easy as possible, set at 6 months, but allow exports to be larger ranges???

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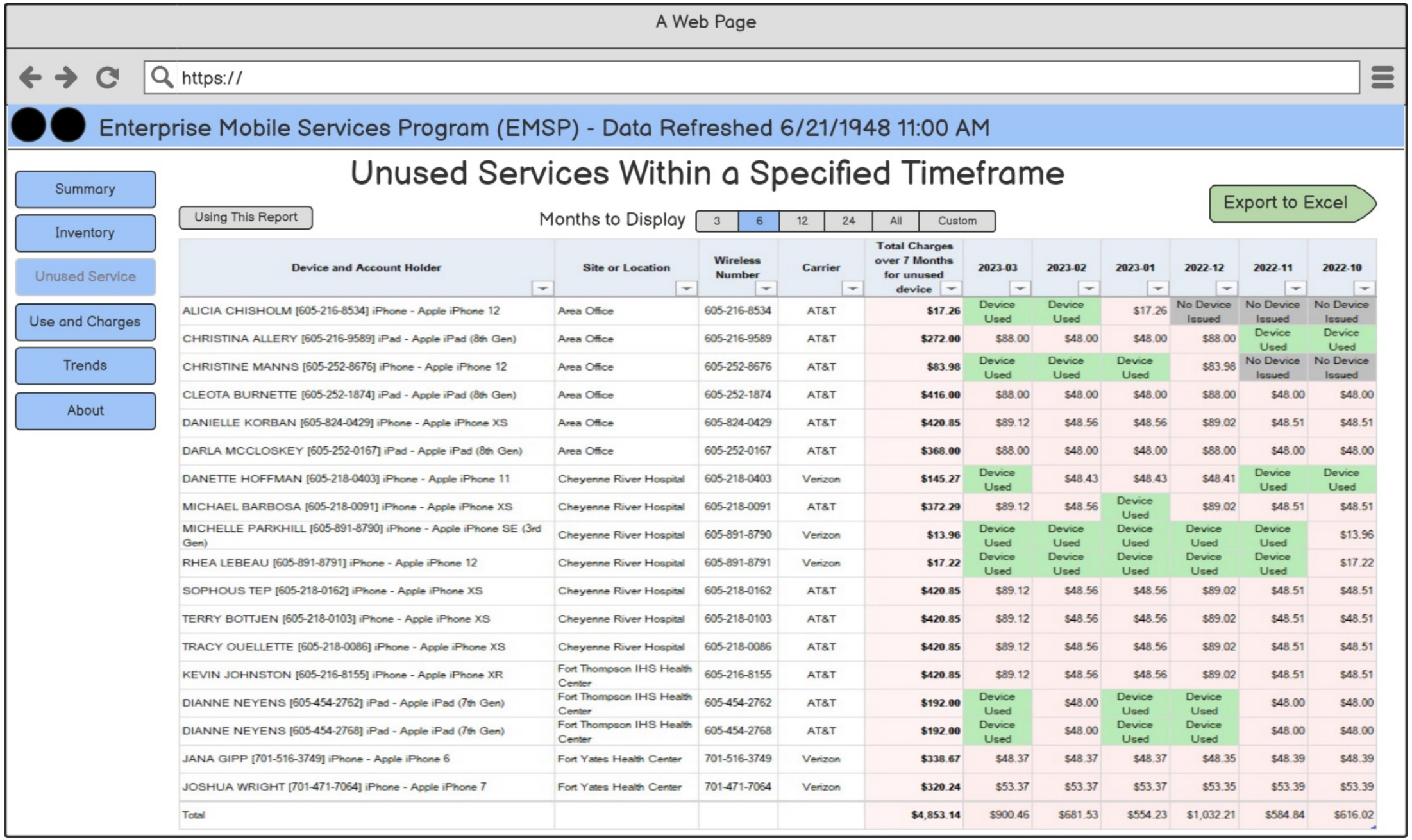
Unused Services in the Past 6 Months

Using This Report

Export to Excel

Total for Unused Services $5,100.22

Account Holder	Site or Location	Device Type	Wireless Number	Total Charges for Inactive Devices	Total Months Unused	Consecutive Months Unused	
ANGEL GOINGS	Area Office	iPhone	605-216-9608	$412.64	6	6	+
CHARISSE BORDEAUX	Area Office	iPhone	605-216-9562	$412.64	6	6	+
CHRISTINA ALLERY	Area Office	iPad	605-216-9589	$272.00	4	4	+
CLEOTA BURNETTE	Area Office	iPad	605-252-1874	$368.00	6	6	+
DANETTE HOFFMAN	Cheyenne River Hospital	iPhone	605-218-0403	$145.27	3	3	+
DARLA MCCLOSKEY	Area Office	iPad	605-252-0167	$368.00	5	6	+
FRANK ESTES	Fort Thompson IHS Health Center	iPhone	605-680-4151	$281.16	5	5	+
FRED FREDERICKS	Fort Yates Health Center	MiFi	605-848-4595	$288.06	6	6	+
JAMES DRIVINGHAWK	Area Office	MiFi	605-252-0951	$368.00	6	6	+
JESSICA GRAHAM	Fort Thompson IHS Health Center	MiFi	605-277-6030	$320.00	5	4	+
JESSICA GRAHAM	Fort Thompson IHS Health Center	MiFi	605-277-6117	$368.00	6	6	+
JOSHUA WRIGHT	Fort Yates Health Center	iPhone	701-471-7064	$320.24	6	6	+
KEVIN JOHNSTON	Fort Thompson IHS Health Center	iPhone	605-216-8155	$372.28	6	6	+
LEONARD PLAIN	Cheyenne River Hospital	iPhone	605-222-2070	$145.29	3	3	+
LONNIE BREWER	Cheyenne River Hospital	iPhone	202-604-5978	$290.64	6	6	+
PHILIP MURPHY	Fort Thompson IHS Health Center	iPad	605-478-0842	$368.00	6	6	+



Device and Account Holder	Site or Location	Wireless Number	Carrier	Total Charges over 7 Months for unused device	2023-03	2023-02	2023-01	2022-12	2022-11	2022-10
ALICIA CHISHOLM [605-216-8534] iPhone - Apple iPhone 12	Area Office	605-216-8534	AT&T	**$17.26**	Device Used	Device Used	$17.26	No Device Issued	No Device Issued	No Device Issued
CHRISTINA ALLERY [605-216-9589] iPad - Apple iPad (8th Gen)	Area Office	605-216-9589	AT&T	**$272.00**	$88.00	$48.00	$48.00	$88.00	Device Used	Device Used
CHRISTINE MANNS [605-252-8676] iPhone - Apple iPhone 12	Area Office	605-252-8676	AT&T	**$83.98**	Device Used	Device Used	Device Used	$83.98	No Device Issued	No Device Issued
CLEOTA BURNETTE [605-252-1874] iPad - Apple iPad (8th Gen)	Area Office	605-252-1874	AT&T	**$416.00**	$88.00	$48.00	$48.00	$88.00	$48.00	$48.00
DANIELLE KORBAN [605-824-0429] iPhone - Apple iPhone XS	Area Office	605-824-0429	AT&T	**$420.85**	$89.12	$48.56	$48.56	$89.02	$48.51	$48.51
DARLA MCCLOSKEY [605-252-0167] iPad - Apple iPad (8th Gen)	Area Office	605-252-0167	AT&T	**$368.00**	$88.00	$48.00	$48.00	$88.00	$48.00	$48.00
DANETTE HOFFMAN [605-218-0403] iPhone - Apple iPhone 11	Cheyenne River Hospital	605-218-0403	Verizon	**$145.27**	Device Used	$48.43	$48.43	$48.41	Device Used	Device Used
MICHAEL BARBOSA [605-218-0091] iPhone - Apple iPhone XS	Cheyenne River Hospital	605-218-0091	AT&T	**$372.29**	$89.12	$48.56	Device Used	$89.02	$48.51	$48.51
MICHELLE PARKHILL [605-891-8790] iPhone - Apple iPhone SE (3rd Gen)	Cheyenne River Hospital	605-891-8790	Verizon	**$13.96**	Device Used	Device Used	Device Used	Device Used	Device Used	$13.96
RHEA LEBEAU [605-891-8791] iPhone - Apple iPhone 12	Cheyenne River Hospital	605-891-8791	Verizon	**$17.22**	Device Used	Device Used	Device Used	Device Used	Device Used	$17.22
SOPHOUS TEP [605-218-0162] iPhone - Apple iPhone XS	Cheyenne River Hospital	605-218-0162	AT&T	**$420.85**	$89.12	$48.56	$48.56	$89.02	$48.51	$48.51
TERRY BOTTJEN [605-218-0103] iPhone - Apple iPhone XS	Cheyenne River Hospital	605-218-0103	AT&T	**$420.85**	$89.12	$48.56	$48.56	$89.02	$48.51	$48.51
TRACY OUELLETTE [605-218-0086] iPhone - Apple iPhone XS	Cheyenne River Hospital	605-218-0086	AT&T	**$420.85**	$89.12	$48.56	$48.56	$89.02	$48.51	$48.51
KEVIN JOHNSTON [605-216-8155] iPhone - Apple iPhone XR	Fort Thompson IHS Health Center	605-216-8155	AT&T	**$420.85**	$89.12	$48.56	$48.56	$89.02	$48.51	$48.51
DIANNE NEYENS [605-454-2762] iPad - Apple iPad (7th Gen)	Fort Thompson IHS Health Center	605-454-2762	AT&T	**$192.00**	Device Used	$48.00	Device Used	Device Used	$48.00	$48.00
DIANNE NEYENS [605-454-2768] iPad - Apple iPad (7th Gen)	Fort Thompson IHS Health Center	605-454-2768	AT&T	**$192.00**	Device Used	$48.00	Device Used	Device Used	$48.00	$48.00
JANA GIPP [701-516-3749] iPhone - Apple iPhone 6	Fort Yates Health Center	701-516-3749	Verizon	**$338.67**	$48.37	$48.37	$48.37	$48.35	$48.39	$48.39
JOSHUA WRIGHT [701-471-7064] iPhone - Apple iPhone 7	Fort Yates Health Center	701-471-7064	Verizon	**$320.24**	$53.37	$53.37	$53.37	$53.35	$53.39	$53.39
Total				**$4,853.14**	$900.46	$681.53	$554.23	$1,032.21	$584.84	$616.02

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Export to Excel

Using this Report

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Account Ho						
ANGEL GOINGS						
CHARISSE BORDE						
CHRISTINA ALLEF						
CLEOTA BURNET						
DANETTE HOFFM						
DARLA MCCLOSK						
FRANK ESTES						
FRED FREDERICK						
JAMES DRIVINGH						
JESSICA GRAHAN						
JESSICA GRAHAN						
JOSHUA WRIGHT						
KEVIN JOHNSTO						
LEONARD PLAIN						
LONNIE BREWER	Cheyenne River Hospital	iPhone	202-604-5978	$290.64	6	6
PHILIP MURPHY	Fort Thompson IHS Health Center	iPad	605-478-0842	$368.00	6	6

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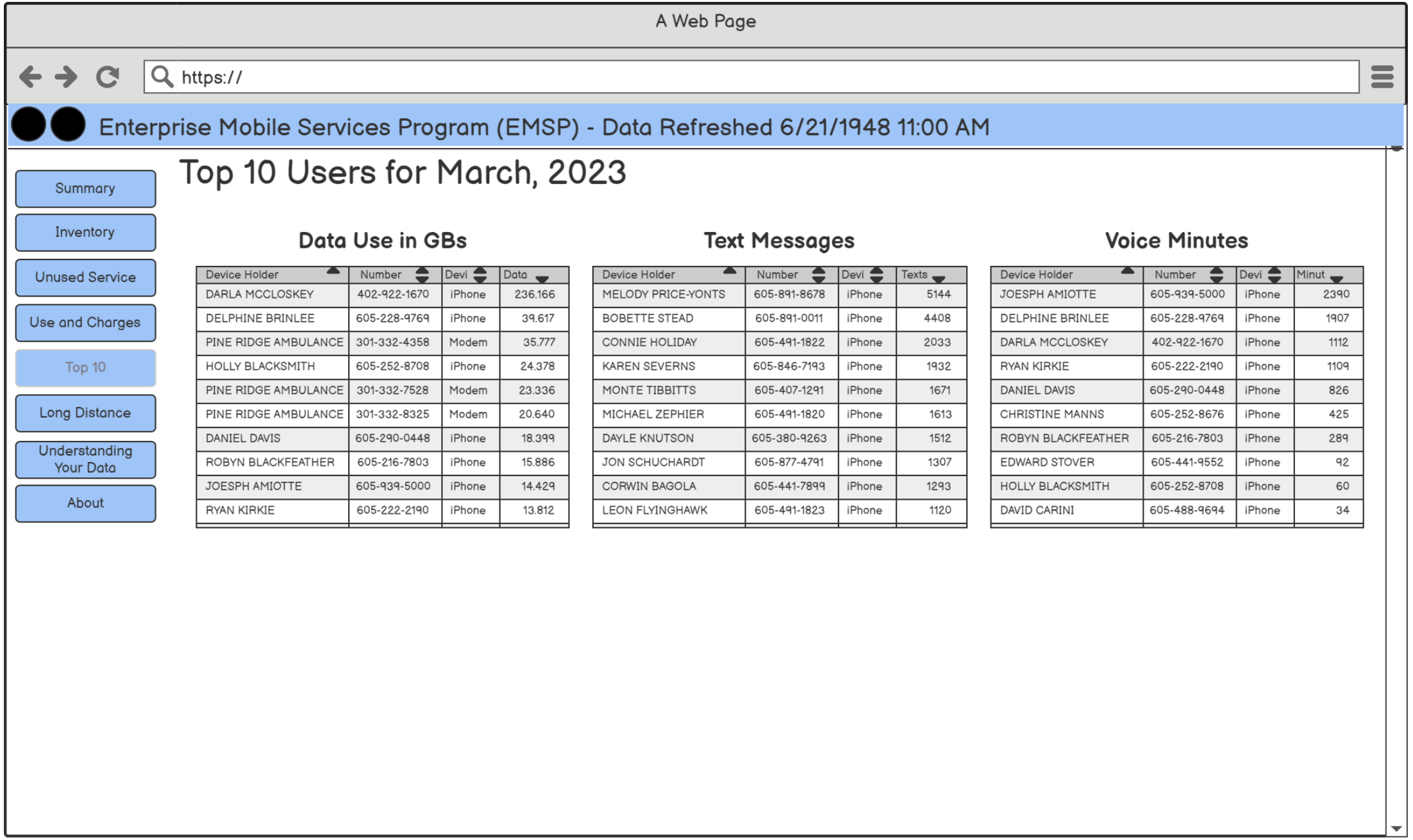
Use and Charges

	2023-01				2023-02				2023-03			
	Voice Minute	Texts	Data in GB	Charged	Voice Minutes	Texts	Data in GB	Charged	Voice Minutes	Texts	Data in GB	Charged
Acoma-Canoncity-Laguna Service Unit	**855**	**873**	**29.085**	**$519.68**	**562**	**963**	**23.303**	**$459.12**	**1,178**	**815**	**25.067**	**$459.12**
CHESTER BEGAY (505-967-5833) Verizon Jetpack 8800L MiFi	-	-	-	$20.92	-	-	-	$0.00	-	-	-	$0.00
DAVID STEEN (505-290-7118) Apple iPhone 12	-	4	1.560	$46.10	-	23	1.611	$48.30	1	11	0.441	$48.30
PATRICK PATRICIO (505-290-0260) Apple iPhone SE (3rd Gen)	152	209	1.870	$53.30	92	186	0.856	$53.30	189	228	0.880	$53.30
Albuquerque Indian Dental Clinic	**309**	**44**	**4.806**	**$101.60**	**276**	**96**	**1.277**	**$101.60**	**344**	**35**	**1.449**	**$101.60**
JOHN JARAMILLO (505-206-6511) Apple iPhone 11	21	4	3.423	$48.30	3	-	0.773	$48.30	52	-	0.576	$48.30
MAUREEN CORDOVA (505-917-6290)	288	40	1.383	$53.30	273	96	0.504	$53.30	292	35	0.873	$53.30
Albuquerque Indian Health Center	**1,309**	**120**	**10.220**	**$1,131.53**	**910**	**218**	**6.659**	**$1,071.74**	**1,917**	**333**	**9.525**	**$1,071.74**
AMANDA PARRIS (505-554-7552) Apple iPhone 11	79	11	3.557	$53.30	148	29	1.854	$53.30	360	23	2.503	$53.30
JEREMY LIEBSCHER (707-502-8292) Apple iPhone SE (2nd Gen)	90	91	0.397	$48.30	120	74	0.384	$48.30	150	15	1.266	$48.30
JILLIAN TILLES (707-599-7003) Apple iPhone 12	137	80	4.159	$48.30	54	71	4.476	$48.30	89	91	2.642	$48.30
JOSEPH PIAZZI (707-298-7802) Apple iPhone SE (3rd Gen)	21	46	3.319	$53.30	33	61	0.397	$53.30	60	85	0.623	$53.30
Area Office	**337,386**	**24,506**	**6,222.434**	**$41,912.81**	**302,183**	**25,869**	**6,056.691**	**$42,880.52**	**350,902**	**29,939**	**5,717.874**	**$70,736.01**
AARON JONES (928-255-3545) Netgear MR1100 MiFi	-	-	132.949	$48.00	-	-	95.436	$48.00	-	-	90.949	$88.00
AARON JONES (928-380-4605) Netgear MR1100 MiFi	-	-	-	$48.00	-	-	-	$48.00	-	-	-	$88.00
ABBY BACON (605-846-7031) Apple iPhone XS	71	7	0.012	$53.60	262	9	0.047	$53.60	127	4	0.003	$99.20
ADAM LAMBERT (405-618-7084) Apple iPhone 12	-	36	0.125	$50.12	1	18	0.236	$50.12	-	15	0.150	$92.24
ALAN COX (505-218-2465) Apple iPhone 11	143	9	0.328	$53.30	210	6	5.227	$53.30	221	2	7.723	$53.30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Top 10 Users for March, 2023
Data Use in GBs
Device Holder | Number | Devi | Data
DARLA MCCLOSKEY | 402-922-1670 | iPhone | 236.166
DELPHINE BRINLEE | 605-228-9769 | iPhone | 39.617
PINE RIDGE AMBULANCE | 301-332-4358 | Modem | 35.777
HOLLY BLACKSMITH | 605-252-8708 | iPhone | 24.378
PINE RIDGE AMBULANCE | 301-332-7528 | Modem | 23.336
PINE RIDGE AMBULANCE | 301-332-8325 | Modem | 20.640
DANIEL DAVIS | 605-290-0448 | iPhone | 18.399
ROBYN BLACKFEATHER | 605-216-7803 | iPhone | 15.886
JOESPH AMIOTTE | 605-939-5000 | iPhone | 14.429
RYAN KIRKIE | 605-222-2190 | iPhone | 13.812
Text Messages
Device Holder | Number | Devi | Texts
MELODY PRICE-YONTS | 605-891-8678 | iPhone | 5144
BOBETTE STEAD | 605-891-0011 | iPhone | 4408
CONNIE HOLIDAY | 605-491-1822 | iPhone | 2033
KAREN SEVERNS | 605-846-7193 | iPhone | 1932
MONTE TIBBITTS | 605-407-1291 | iPhone | 1671
MICHAEL ZEPHIER | 605-491-1820 | iPhone | 1613
DAYLE KNUTSON | 605-380-9263 | iPhone | 1512
JON SCHUCHARDT | 605-877-4791 | iPhone | 1307
CORWIN BAGOLA | 605-441-7899 | iPhone | 1293
LEON FLYINGHAWK | 605-491-1823 | iPhone | 1120
Voice Minutes
Device Holder | Number | Devi | Minut
JOESPH AMIOTTE | 605-939-5000 | iPhone | 2390
DELPHINE BRINLEE | 605-228-9769 | iPhone | 1907
DARLA MCCLOSKEY | 402-922-1670 | iPhone | 1112
RYAN KIRKIE | 605-222-2190 | iPhone | 1109
DANIEL DAVIS | 605-290-0448 | iPhone | 826
CHRISTINE MANNS | 605-252-8676 | iPhone | 425
ROBYN BLACKFEATHER | 605-216-7803 | iPhone | 289
EDWARD STOVER | 605-441-9552 | iPhone | 92
HOLLY BLACKSMITH | 605-252-8708 | iPhone | 60
DAVID CARINI | 605-488-9694 | iPhone | 34

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Long Distance Usage and Charges

	2022-05		2022-07		2022-08		2022-09		2022-10		2022-11		2022-12		2023-04		Total	
	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges
ALFRED BANAAG (405-215-2409)	1	$9.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	$9.00
CARLOTTA NEZ (928-521-5713)	-	-	-	-	-	-	-	-	-	-	-	-	1	$9.00	-	-	1	$9.00
CORWIN BAGOLA (605-441-7899)	-	-	-	-	-	-	-	-	1	$3.00	-	-	-	-	-	-	1	$3.00
EILEEN RUSSELL (928-589-7763)	-	-	-	-	-	-	-	-	1	$3.00	-	-	-	-	-	-	1	$3.00
HEALTH TECHNICIAN (928-814-0521)	-	-	-	-	-	-	-	-	1	$27.00	-	-	-	-	-	-	1	$27.00
JENNIFER FLOOR (804-564-7037)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	$11.00	2	$11.00
JIM POSEVER (602-317-1779)	-	-	-	-	-	-	-	-	-	-	-	-	2	$24.00	-	-	2	$24.00
KARSTEN SMITH (405-694-6881)	-	-	-	-	-	-	1	$246.00	-	-	-	-	-	-	-	-	1	$246.00
KATHY TSO (928-589-7720)	-	-	-	-	1-	$72.00	-	-	-	-	-	-	-	-	-	-	1	$72.00
KATHY TSO (928-589-7723)	-	-	-	-	-	-	-	-	4	$114.00	-	-	-	-	-	-	4	$114.00
LEO THINN (928-589-7707)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	$2.10	3	$2.10
LORRIE CAPJOHN (406-281-3500)	-	-	-	-	-	-	-	-	-	-	1	$3.00	-	-	-	-	1	$3.00
MARLA COX (580-215-8839)	-	-	1	$4.00	-	-	-	-	-	-	-	-	-	-	-	-	1	$4.00
SONIA GARRETT (605-891-1443)	-	-	1	$3.00	-	-	-	-	-	-	-	-	-	-	-	-	1	$3.00
TARIA WOLFE (716-266-9262)	-	-	-	-	-	-	-	-	-	-	1	$3.00	-	-	-	-	1	$3.00
Totals	1	9	2	7	1-	72	1	246	7	147	2	6	3	33	5	13.1	31	$533.10
	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges	Calls	Charges
	2022-05		2022-07		2022-08		2022-09		2022-10		2022-11		2022-12		2023-04		Total	

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Understanding Your Data

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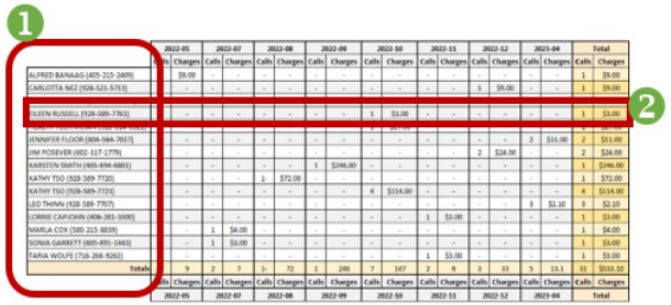

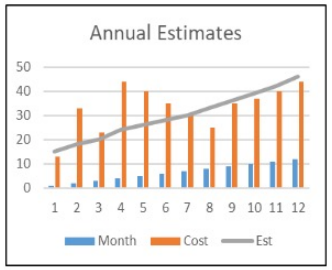

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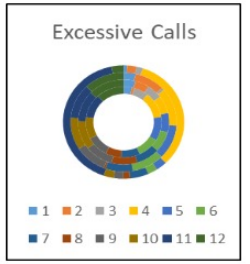

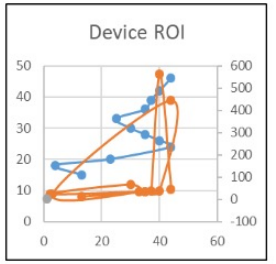

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Things to Think About

Assignments

Shared Device Enrollment - Kim

Mifi vs iPhone - Kim

Sims - Kim

Employee Leaving IHS – Rebecca

Employee Leaving Current Duty Station - Rebecca

Limit Personal Use of IT Resources – Michelle

Stockpile – Michelle

Shared Devices

Who is responsible for a mobile device shared by a department?

- The supervisor

Who should be the "Requested For" on the request for the shared device?

- The supervisor

Who should be listed on the HHS-22?

- The supervisor

Shared Device MaaS360 Enrollment

A MaaS360 administrator must configure the app to allow a sign in/sign out feature.

This allows a device to be enrolled as **“shared”** and used by multiple users.

When the device needs to be handed off to another user, the current user will simply need to “sign out” of the MaaS360 app so that the next user can “sign in”. Shared devices are useful for operations that require a “floater” on “on call” devices.

MaaS360 will note the supervisor as the point of contact for notifications such as mandatory updates.

Please contact IHS IT Support for additional assistance with configuring an iPhone or iPad as “shared”.

MiFi vs iPhone/iPad Hotspot

MIFI

- $53.99/ month
- Can host more than 5 connections
- 30- 100 + ft unobstructed range
- 10 + hour battery life
- Can be placed in area with best connection

IPHONE/IPAD HOTSPOT FUNCTIONALITY

- $5/ month if added to existing iPhone
- Can host 3-5 connections
- 66+ foot range
- Significantly draws on the iPhone battery- would require outlet for all day use

Building Signal Boosters

If a large area, such as part of a building or a mobile unit, require a permanent boost in cellular or WiFi connectivity, contact us!

We work with the facility and AT&T FirstNet to find the best device to extend your network.

Some network extenders can reduce the functionality of other bandwidths.

eSIM

New iPhones and iPads we provide use eSIMs, or electronic SIMs. Either a physical SIM (pSIM) or an eSIM are required to connect your device to the cellular network.

eSIMs, and therefore the cellular service, are activated by connecting the phone to WiFi.

For users who do not have access to WiFi, we ship physical SIMs.

However, some AT&T devices are shipped with white pSIMs included. These must be removed to properly activate service.

The iPhone 14 model and later no longer have a pSIM slot. On these models, there is an option during start up to activate without WiFi.

Employee Leaving IHS

An employee is leaving IHS employment. What needs to happen?

- The Employee ensures that the mobile device has been reset back to the factory settings and that the Apple ID and PIN is removed from the device before it is turned in.
- The supervisor submits a request to the EMSP team in ServiceNow, identifying if the service line will be cancelled, suspended, or reassigned to another employee.
- The supervisor notifies Property that the device needs to be surplused or the hand receipt transferred to a different employee.

Employee Leaving Current Duty Station

Ms. Milli is leaving an IHS facility to take a job at the Area Office and she would like to take her mobile service number and current iPhone with her to her new duty station. Can she take her current mobile service number and device with her?

- What is the organizational role of the person who is the current end-user?
- Keep the mobile number or request a new number?
- Service Now submission for the of the Area, Office, Facility, Division, or CAN changes.
- Notifying Property of the transfer for property processing and retagging of the device.
- Ms. Milli should backup her device prior to submitting the transfer request in SailPoint as this process may wipe the device.

Limited Personal Use of IT Resources

Users of Agency-issued mobile devices are bound by the terms and conditions of the **Indian Health Manual, Part 8, Chapter 6**, "Limited Personal Use of Information Technology Resources," IHM, and the IHS Rules of Behavior.

- Personal use of devices for communication or data access is allowed on an occasional and incidental basis unless prohibited in writing.
- **Do not store personal data such as photos, notes, or contacts on your IHS issued mobile device.**
- There is no privacy expected on your IHS issued mobile device.
- High usage is being monitored and will be reported on the upcoming dashboard.

Should I stockpile devices?

Not Recommended!!

One or two devices or devices for COOP are a justifiable use case, but a drawer full of old phones is not safe or cost effective!!

Emergency Preparedness

- Please turn-on mobile devices you have in storage once a month.
- TEST the mobile device while it is on, it may need to update settings with the mobile service carrier.
- Don’t have the mindset of “We have them for emergencies.” only to find that they are not working when they are needed.

Cost Effectiveness

- We have an on-demand system which can be initiated as soon as an employee’s on-boarding begins.
- Storing old unused mobile devices costs the agency thousands of dollars monthly!

Questions?

Contact Information

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

IHSMobileServices@ihs.gov

INDIAN HEALTH SERVICE
PHS · 1955 ·