Mobile Device Policies and Procedures:
Update on Phased Approach to Mobile Device Management and Administration Centralization

Follow-up Meeting

CountyStat

CountyStat Principles

- **Require Data-Driven Performance**

- **Promote Strategic Governance**

- **Increase Government Transparency**

- **Foster a Culture of Accountability**

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Agenda

- **Welcome and Introductions**

- **Meeting Goal and Purpose**

- **Status of Mobile Device Management and Administration Centralization**

    Phase 1: Improving Current Practice
    – Departmental Self-Reported Mobile Device Reductions
    – Discussion of Departmental Utilization

    Phase 2: Provide Greater Centralized Guidance
    – Departmental Survey Results
    – Notable Departmental Practices

    Phase 3: Centralize Administration of Mobile Device Contracts

- **Wrap-up and Follow-up Items**

Meeting Goal

Meeting Purpose:

- Provide updates on the operational impacts of mobile device reduction

- Discuss next steps in phased approach to create a more centralized and streamlined mobile device administration system

Meeting Goals:

- Discuss Phase 2 progress and outline a strategy that will lead to ongoing cost savings and build greater efficiency

- Discuss developments related to the centralized administration of mobile device contracts

Follow-Up Items Update

- Implement Phase 2 including: Consolidation of all accounts; move voice only and under 100 minutes a month into a pay as you go plan; move users on voice and data plan but not on a Smartphone to a Smartphone device; pool minutes.

  Status Update:

  – Departments currently report on mobile devices eliminated and associated estimated cost savings on an ad hoc basis.

  • This practice is not sustainable or a true barometer of overall departmental costs associated with mobile device expenditures because the data is self-reported, does not take into account the addition of new devices, and does not include reporting of total mobile devices associated expenditures

  – Future mobile device tracking will be based on expenditure data

  CountyStat asked all executive-level departments if they have consolidated accounts and all respondents indicated they had consolidated their accounts

- Begin hosting stakeholder meetings, researching best practices, and other preparations for Phase 3.

  Status Update:

  – CountyStat conducted a survey of all executive-level departments asking them to identify their current accounts and outline current procedures for the ongoing management of mobile device accounts that could serve as best practices for other County departments

  – Procurement and the Office of the County Attorney are working with mobile device service providers to create new opportunities

Mobile Device Management and Administration Current Responsibilities

	DTS	CAO	User Departments	Phone Providers
Contract initiation and management	X			
Approving phone issuance to employees			X	
Establishing standards for use	X	X		
Ensure compliance w/standards for use			X	
Phone plan selection and periodic evaluation			X	X
Billing and payment approval			X	
Maintenance of phone inventories			X	

Source: Administrative Procedure 6-2, Use of County-Provided Cellular Telephone Service, Dated 12-9-2004

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Tiered Approach for Mobile Device Policy and Process Changes

- **Phase 1: Improving Current Practice**
  - Departments are central decision maker, monitor mobile device utilization, determine device issuance and plan selection, provide contract administration
  - CountyStat and DTS provide departmental assistance for adhoc auditing of existing processes

- **Phase 2: Provide Greater Centralized Guidance and Regular Monitoring**
  - Departments are central decision maker, monitor mobile device utilization, determine device issuance and plan selection, provide contract administration
  - DTS publishes centralized guidance on mobile devices with particular attention to most recent rates, device selection, and best practices
  - DTS and partner departments ensure that all departments are taking advantage of opportunities to streamline contracts, pool minutes, and update to most recent plan offerings through regular monitoring
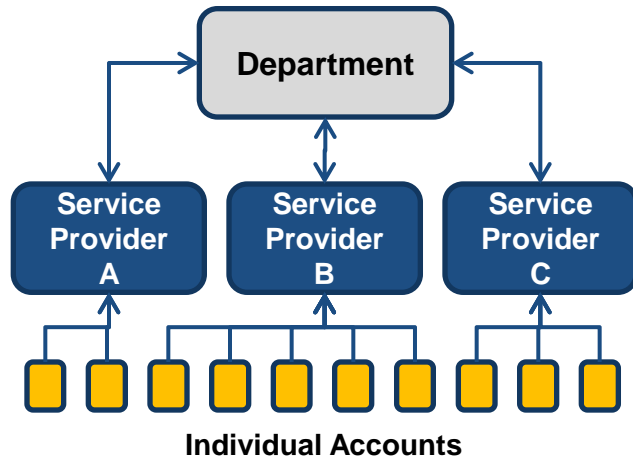
- **Phase 3: Centralize Administration of Mobile Devices**
  - Create central administration of mobile device contracts that replaces departments as the central contractual entity in order to take advantage of economics of scale cost savings
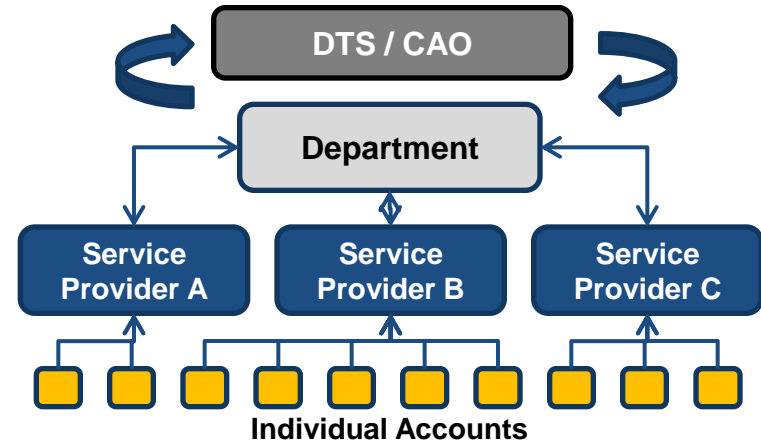
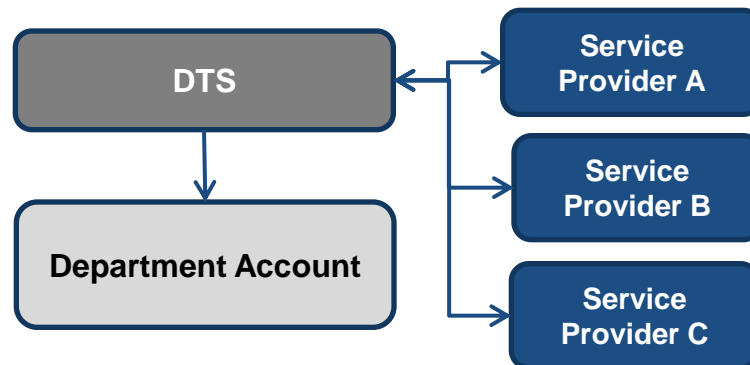# Tiered Approach for Mobile Device Policy and Process Changes

Phase 1: Current Practice

Phase 2: Centralized Guidance

Phase 3: Centralize Administration

Phase 1: Improving Current Practice

Characteristics:

- Departments are central decision maker, monitor mobile device utilization, determine device issuance and plan selection, provide contract administration
- CountyStat and DTS provide departmental assistance for adhoc auditing of existing processes

Advantages:

- Current practice has eliminated unused devices
- Zero change in current administrative procedures
- There are not currently widespread instances of waste

Current Status

- CountyStat completed audit in FY10 that resulted in the reduction of many underutilized devices and continues to monitor budgetary expenditures

Complete and Ongoing

Phase 1 Governance Structure

Department

Service Provider A

Service Provider B

Service Provider C

Individual Accounts
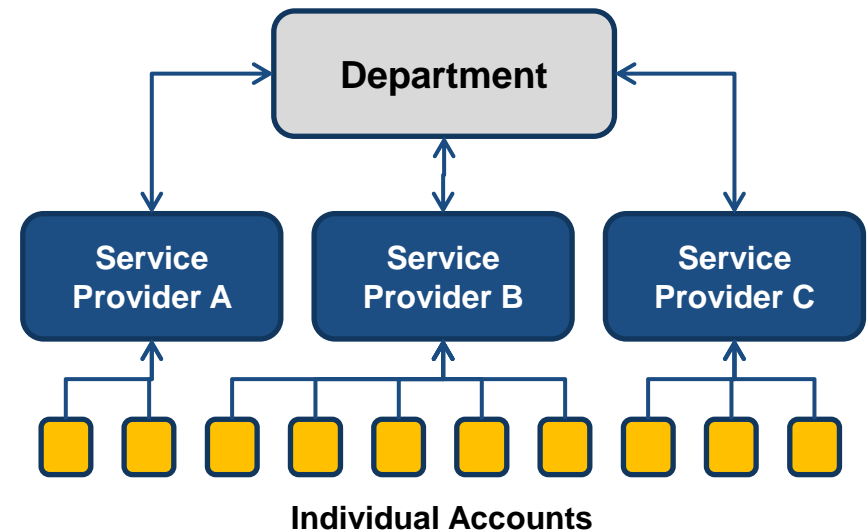
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CountyStat Mobile Device 2012 Audit Review

As a result of the first mobile phone meeting, departments eliminated unused/minimally used devices, and/or make other plan adjustments that better reflect employee use.

- **County departments provide many employees with cell phones to use on the job**
  - Example: Employees in the field use County cell phones to communicate with clients and home offices

- **County maintains contracts with 3 major mobile phone providers**
  - Sprint Nextel, AT&T, Verizon

- **CountyStat analysis is based on data provided by user departments and two of the three vendors (AT&T data not provided by the vendor)**

- **As of the last data cull from departments (August 2012), the County maintains 4,493 mobile devices, based on data from departments.**

- **CountyStat analysis of 2012 data is billing dates between July 2011 to May 2012**

Seven County departments and offices made eliminations and/or reductions during 2012, resulting in the removal of 78 mobile devices, while twelve departments added a combined total of 103 devices.

Departmental Self-reported Mobile Device Account Changes by Provider January 2012 to August 2012

Provider	Month Measured	Number of Accounts	Number of Users	Number of Devices
Sprint	Jan-12	57	2,232	3,311
	Aug-12	58	2,706	3,188
% Change Jan to Aug		*1.8%*	*21.2%*	*-3.7%*
Verizon	Jan-12	18	117	129
	Aug-12	23	198	218
% Change Jan to Aug		*27.8%*	*69.2%*	*69.0%*
AT&T	Jan-12	45	767	1,028
	Aug-12	34	757	1,087
% Change Jan to Aug		*-24.4%*	*-1.3%*	*5.7%*
Total	Jan-12	120	3,116	4,468
	Aug-12	115	3,661	4,493
% Change Jan to Aug		*-4.2%*	*17.5%*	*0.6%*

The number of mobile devices reported by County departments is down 4% since May 2009 when 4,669 mobile devices were reported.

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Departmental Self-reported Mobile Device Account Changes by Provider January 2012 to August 2012

	Sprint		Verizon		ATT		Total		
	Jan-12	Aug-12	Jan-12	Aug-12	Jan-12	Aug-12	Jan-12	Aug-12	Change
BOE	12	12	-	-	42	42	54	54	-
CAT	7	7	-	-	-	-	7	7	-
CEC	35	33	-	-	2	5	37	38	1
CEX	-	-	4	4	12	13	16	17	1
CUPF	8	8	-	-	-	-	8	8	-
DED	-	-	2	2	23	31	25	33	8
DEP	85	84	9	7	46	53	140	144	4
DGS	177	118	33	38	8	44	218	200	(18)
DHCA	35	-	2	2	-	59	37	61	24
DLC	57	34	-	-	-	-	57	34	(23)
DOCR	62	64	4	6	2	8	68	78	10
DOT	277	251	-	38	47	30	324	319	(5)
DPS	-	-	-	-	102	114	102	114	12
DTS	46	38	42	46	13	10	101	94	(7)
FIN	10	16	1	-	3	3	14	19	5
FRS	575	593	5	21	209	152	789	766	(23)
HHS	179	157	2	31	284	279	465	467	2
HR	-	-	-	-	4	4	4	4	-
IGR	1	-	-	-	2	3	3	3	-
MCPL	36	35	2	3	-	-	38	38	-
OCP	-	-	-	-	-	-	-	-	-
OEMH	11	14	6	6	-	-	17	20	3
OHR	-	-	-	-	14	13	14	13	(1)
OMB	5	4	1	2	-	-	6	6	-
PIO	9	21	13	-	-	-	22	21	(1)
POL	1,681	1,699	2	11	-	-	1,683	1,710	27
REC	3	0	1	1	215	224	219	225	6
Total	3,311	3,188	129	218	1,028	1,087	4,468	4,493	25

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Departmental Mobile Device Expenditure Information

Departmental mobile device expenditure information is gathered for FY08-FY10 OMB FAMIS and FY11-FY12 Oracle reports.

Dept	FY08	FY09	FY10	FY11	FY12	FY11 to FY12 Diff	FY11 FY12 % Diff
BOE	$9,871	$12,888	$7,085	$10,404	$8,704	($1,701)	-16%
CEC	N/A	N/A	N/A	$8,885	$16,164	$7,280	82%
CEX	$20,588	$33,452	$25,239	$18,434	$13,258	($5,177)	-28%
CUPF	$6,667	$4,242	$5,516	$5,914	$6,670	$756	13%
DED	$31,814	$28,126	$26,180	$24,413	$25,275	$861	4%
DEP	$27,468	$57,999	$48,959	$46,532	$48,625	$2,093	4%
DGS	N/A	$82,095	$86,843	$80,414	$102,311	$21,897	27%
DHCA	$22,608	$21,980	$22,712	$20,370	$22,189	$1,818	9%
DLC	$35,921	$37,068	$31,660	$26,708	$18,718	($7,989)	-30%
DOCR	$50,517	$55,167	$44,058	$28,864	$31,989	$3,125	11%
DOT	$233,395	$139,526	$184,684	$163,060	$173,862	$10,802	7%
DPS	$171,848	$135,395	$110,348	$88,157	$65,703	($22,454)	-25%
DTS	$134,983	$133,890	$91,336	$90,467	$67,582	($22,885)	-25%
FIN	$7,477	$12,320	$15,172	$8,338	$10,933	$2,595	31%

FY08-FY10 FAMIS System; FY11-12 ORACLE Source: Financial Systems Data Expenditures for Account Codes: Cellular Phone Line Charges (63604/3002); Blackberries (63618/3009); Wireless Communications (63630/3016)

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Expenditure Information

Dept	FY08	FY09	FY10 [A]	FY11	FY12	FY11 to FY12 Diff	FY11 FY12 % Diff
HHS	$223,555	$238,794	$163,215	$174,859	$158,499	($16,360)	-9%
HRC	$934	$7,971	$4,940	$1,179	$5,014	$3,835	325%
MCFRS	$146,440	$291,347	$302,735	$226,556	$179,680	($46,875)	-21%
MCPD	$413,834	$412,585	$597,141	$907,275	$830,992	($76,283)	-8%
MCPL	$13,787	$13,713	$17,731	$14,342	$8,460	($5,882)	-41%
OCP	$1,626	$2,280	$1,735	$0	$0	N/A	N/A
OEHMS	$28,742	$7,969	$1,898	$220	$10,479	$10,259	4,662%
OHR	$0	$3,203	$3,327	$5,615	$10,057	$4,442	79%
OMB	$5,293	$4,184	$4,778	$1,780	$3,129	$1,349	76%
PIO	$0	$0	$0	$2,176	$3,621	$1,445	66%
REC	$61,550	$49,567	$30,927	$36,767	$32,735	($4,032)	-11%
Grand Total	$1,648,916	$1,786,093	$1,828,219	$1,991,730	$1,854,650	($137,080)	-7%

A) FAMIS System; B) ORACLE Source: Financial Systems Data Expenditures for Account Codes: Cellular Phone Line Charges (63604/3002); Blackberries (63618/3009); Wireless Communications (63630/3016)

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Usage and Billing Summary for Verizon and Sprint Mobile Accounts July 2011 to May 2012

Month	Total MOU	Peak MOU	% Off Peak	Data Usage	Billed Access & Features*	Voice Overages	Data Overages	Total Billed*
7/1/2011	788,841	570,826	27.6%	926.2 GB	$96,706	$507	$1,862	$99,076
8/1/2011	792,355	584,411	26.2%	924.1 GB	$96,117	$1,079	$536	$97,733
9/1/2011	782,607	543,622	30.5%	960.1 GB	$96,465	$1,322	$2,324	$100,112
10/1/2011	833,280	619,737	25.6%	1,114.3 GB	$99,210	$1,553	$752	$101,515
11/1/2011	830,212	607,258	26.9%	1,295.0 GB	$97,840	$876	$636	$99,352
12/1/2011	737,717	540,394	26.7%	1,247.7 GB	$97,297	$1,265	$460	$99,022
1/1/2012	756,236	564,505	25.4%	1,491.4 GB	$98,273	$706	$600	$99,579
2/1/2012	760,692	546,885	28.1%	1,501.5 GB	$93,871	$1,046	$1,436	$96,354
3/1/2012	673,966	495,531	26.5%	1,567.8 GB	$97,324	$921	$684	$98,929
4/1/2012	751,163	558,050	25.7%	1,758.2 GB	$97,761	$745	$862	$99,368
5/1/2012	699,762	510,561	27.0%	1,624.5 GB	$100,521	$850	$418	$101,788
Total	**8,406,831**	**6,141,780**	**26.9%**	**14,410.8 GB**	**$1,071,385**	**$10,872**	**$10,571**	**$1,092,828**

* Billing data from Sprint did not include the County discounted rate. The discounted rate was applied to Sprint account data for this analysis and might not exactly match actual billing.

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Voice and Data Usage Trends for Verizon and Sprint Mobile Accounts July 2011 to May 2012
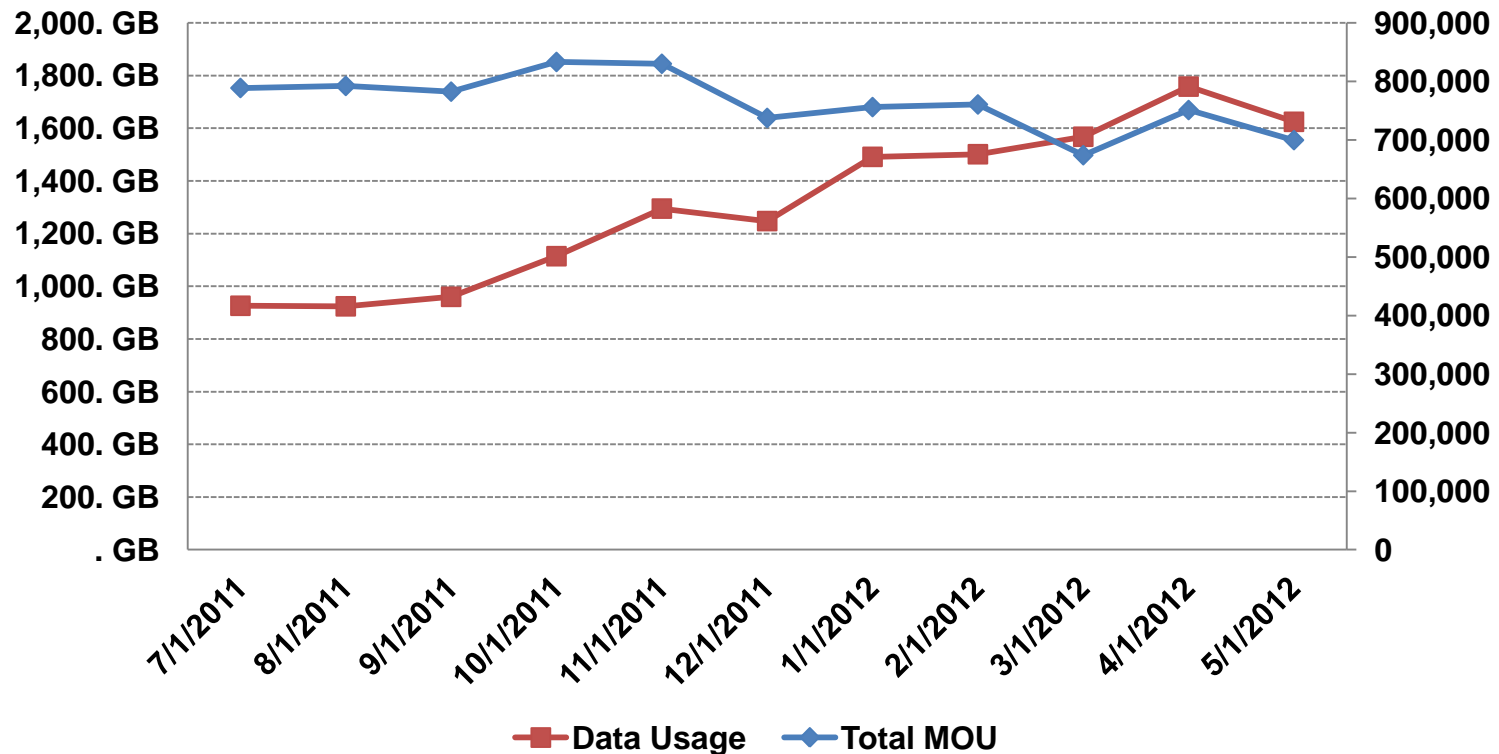
Usage patterns are becoming more data centric where data increased 75% between 7/11 and 5/12 at an average rate of 6% per month versus voice that fell 11% at a rate of 1% per month

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Voice Utilization Trends for Verizon and Sprint Mobile Accounts July 2011 to May 2012
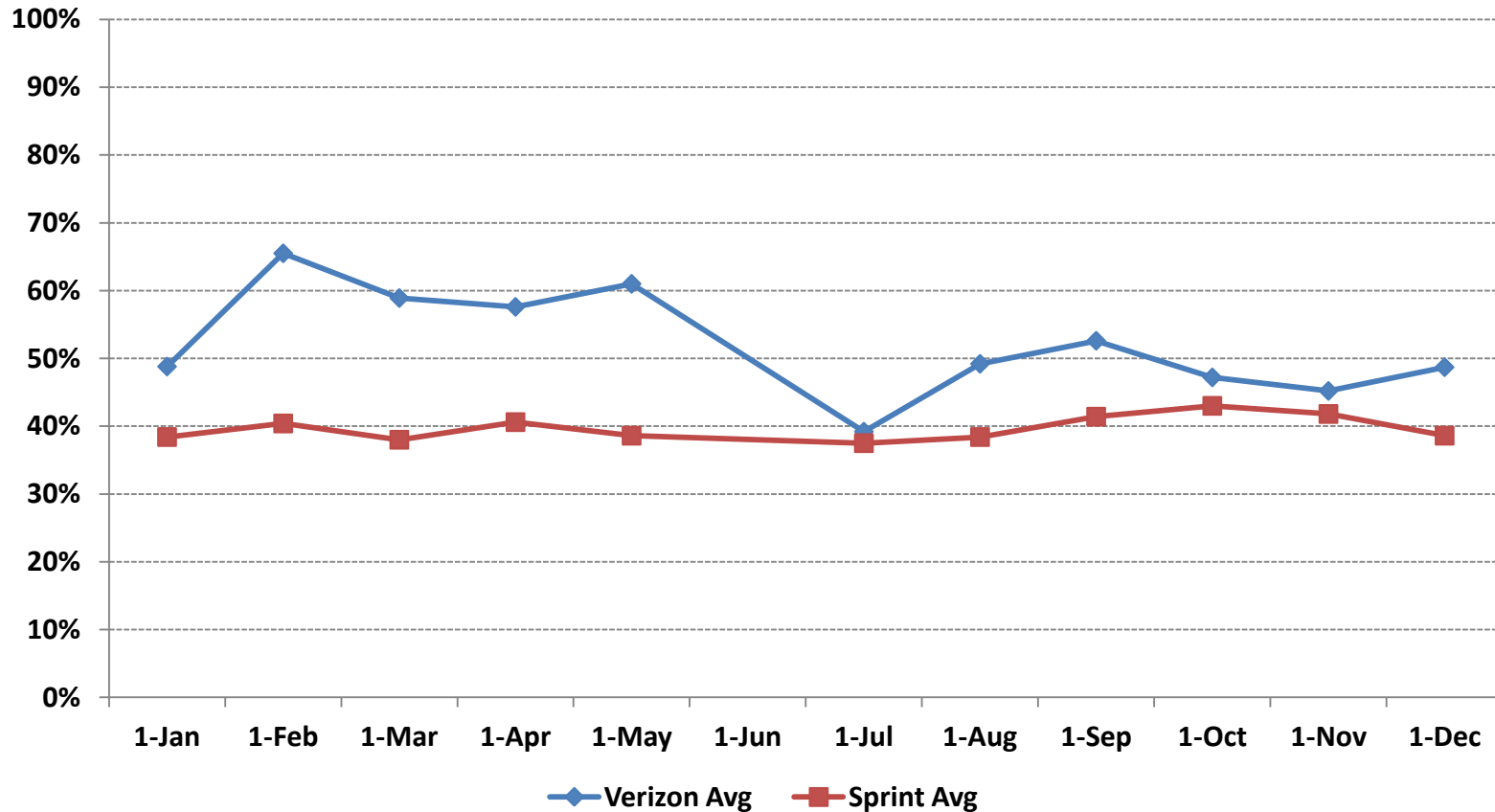
Further investigation of voice utilization revels that on average, 46% of allotted voice minutes are utilized

Voice Utilization Trends for Verizon and Sprint Mobile Accounts July 2011 to May 2012

Percent Utilized	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Accounts using <50%	30	29	27	28	30	29	31	28	30	26	28
Accounts using 50% - 75%	11	13	13	11	10	11	12	10	10	14	13
Accounts using 75% - 100%	4	3	7	5	6	7	3	8	5	6	6
Accounts using > 100%	1	2	2	4	2	1	3	3	3	3	3
Total # Accounts	46	47	49	48	48	48	49	49	48	49	50
Verizon Avg	39.2%	49.2%	52.6%	47.2%	45.2%	48.7%	48.8%	65.5%	58.9%	57.6%	61.0%
Sprint Avg	37.5%	38.4%	41.4%	43.0%	41.8%	38.6%	38.4%	40.4%	38.0%	40.6%	38.6%

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Voice and Data Total Overage Charge Trends for Verizon and Sprint Mobile Accounts July 2011 to May 2012
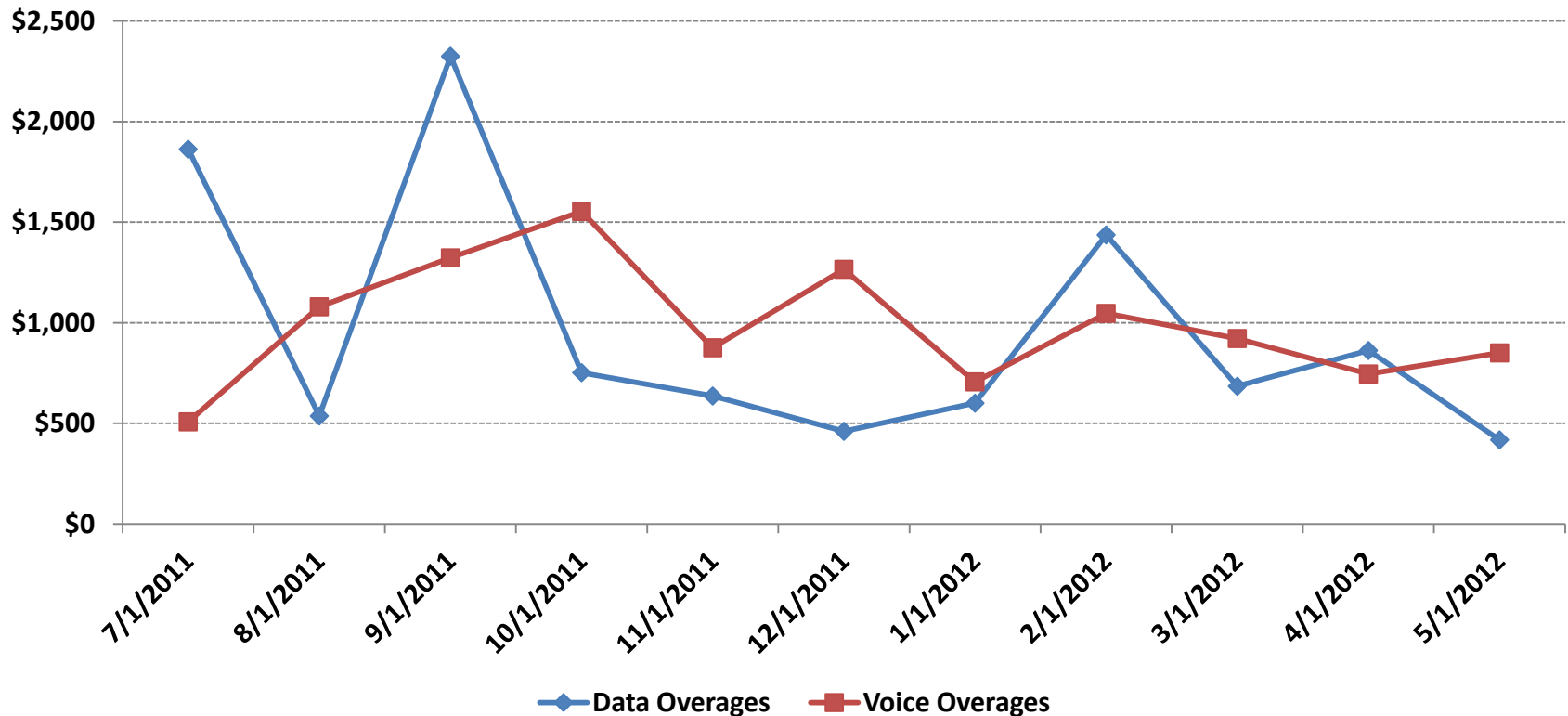
Ongoing departmental monitoring of data or voice overages will allow for the reconfiguring of existing plans to better meet operational need.

During the review period overage fees represented 2% of total billing

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Voice Utilization Trends for Verizon and Sprint Mobile Accounts July 2011 to May 2012

	Voice Overages by Departments			
	Sprint Accounts		Verizon Accounts	
July			MFRS - 11	
August		POL - SID	MFRS - 11	
September	DTS		MFRS - 11	
October	DTS	POL - SID	MFRS – 11 & -14	
November	DTS		MFRS - 11	
December			MFRS - 11	
January	DTS		MFRS – 11 & -14	
February	DTS		MFRS - 11	OEMHS
March	DTS		MFRS – 11 & -14	
April		POL - SID	MFRS – 11 & -14	
May	HHS		MFRS – 11 & -14	

Ongoing departmental monitoring of data or voice overages will allow for the reconfiguring of existing plans to better meet operational need.

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Phase 2: Provide Greater Centralized Guidance

Characteristics:

- Departments are central decision maker, monitor mobile device utilization, determine device issuance and plan selection, provide contract administration
- DTS publishes centralized guidance on mobile devices with particular attention to most recent rates, device selection, and best practices
- DTS and partner departments ensure that all departments are taking advantage of opportunities to streamline contracts, pool minutes, and update to most recent plan offerings through regular monitoring

Advantages:

- Best practices from one department will be disseminated
- Departments receive ongoing monitoring support from DTS

Current Status

- DTS issued guidance to departments in September 2011
- CountyStat surveyed departments to identify best practices that can be used to inform future enterprise-wide guidance

In Progress

Phase 2 Governance Structure

DTS

Department

Service Provider A

Service Provider B
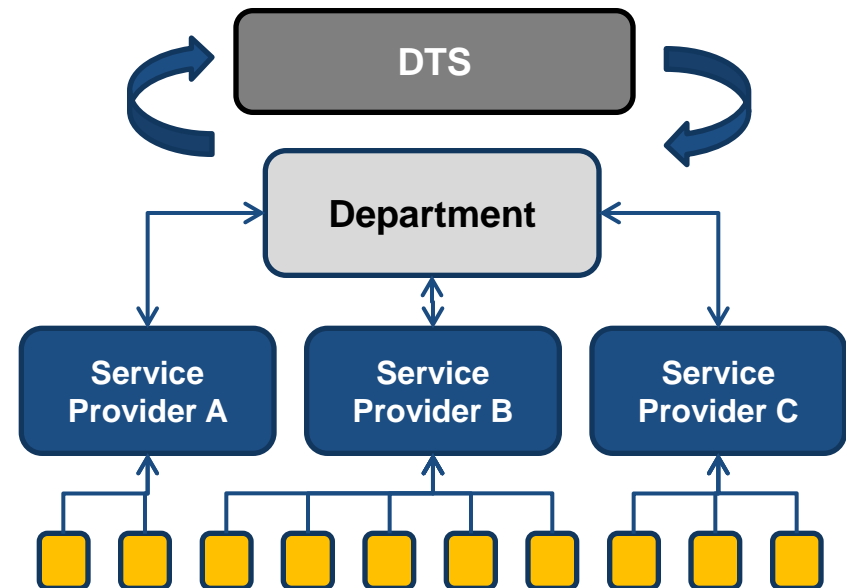
Service Provider C

Individual Accounts

Phase 2: Provide Greater Centralized Guidance
Department of Technology Services Guidance

On September 24th, 2011 the Department of Technology Services issued guidance to departmental directors in a memo on "Next Steps in Cell Phone Cost Savings Guidance" that outlined six areas of focus for departments.

1) Where ever possible, consolidate departmental cellular inventory into one account for each major provider.

2) Move any voice only mobile phone user, with an ongoing average of less than 100 of minutes of use per month, to a "pay as you go" plan.

3) Move any user with a voice and data plan, but not using a "smartphone device" to a free / low cost Blackberry or other smartphone device.

4) Ensure that all accounts are using "pooled minutes" (except pay as you go devices)

5) Move any "data only" devices to a pooled voice and data plan.

6) Consider a smartphone with "mobile hot spot" capability when multiple WiFi enabled devices are part of a user's device inventory.

Phase 2 : Provide Greater Centralized Guidance
Executive Departmental Survey

CountyStat sent a survey to all executive-level departments asking them to identify the current status of written departmental guidelines for mobile devices

Written Guidelines Established	Responses	% of Total
Yes	12	43%
No	15	54%
No response	1	4%
Total Surveyed		28

Types Of Guidance, Standard Operating Procedures, or Other Process Management Efforts	% of Responses
A business case process with eligibility requirements and approval authority for the assignment of mobile devices.	50%
User or need categories such as high/low, voice only, voice & data, etc.	39%
Justification guidance for users that need more than one wireless device or service.	25%
Guidance on the use and routine update of available low/no cost wireless offerings by provider.	29%
Guidance that provides employees an option to pay out of pocket for a more expensive device provided it has a comparable service plan.	18%
Designated roles/responsibilities for periodic assessment of the usage and applicability of mobile devices and service plans.	43%
A process for device retrieval and service cancellation when an employee leaves the department.	50%

Summary of Executive Departmental Survey (1of 2)

Department	Written Guidelines	Business Case	Categories	Justification	Routine Update of Offerings	Option to Pay out of Pocket	Periodic Assessment	Process for Device Retrieval
Community Engagement Cluster	Yes	✔	✔	✔	✔	✔	✔	✔
Community Use of Public Facilities	No							
Consumer Protection	No							
Corrections and Rehabilitation	No							
County Executive	Yes	✔		✔	✔	✔	✔	✔
Emergency Management and Homeland Security	No							
Environmental Protection	No				✔		✔	✔
Environmental Protection/Solid Waste	Yes	✔			✔		✔	✔
Finance	Yes	✔	✔					
Fire and Rescue Service	Yes	✔	✔	✔			✔	✔
General Services	Yes	✔				✔		✔
Health and Human Services	Yes	✔	✔				✔	✔
Housing and Community Affairs	No							

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Department	Written Guidelines	Business Case	Categories	Justification	Routine Update of Offerings	Option to Pay out of Pocket	Periodic Assessment	Process for Device Retrieval
Human Resources	No							
Human Rights	No							✔
Intergovernmental Relations	Yes	✔	✔	✔	✔	✔	✔	✔
Intergovernmental Relations	No							
Liquor Control	No	✔	✔				✔	✔
Management and Budget	No	✔						✔
Office of the County Attorney	No	✔	✔					
Permitting Services	Yes		✔					
Police	Yes	✔	✔	✔	✔		✔	✔
Public Information	No							
Public Libraries	Yes	✔	✔	✔	✔	✔	✔	✔
Recreation	Yes						✔	
Technology Services	No	✔	✔	✔	✔		✔	✔
Transportation	No							

Notable Departmental Practices:
Use of Personal Devices

The Board of Trustees, as well as the MCERP, do not use any mobile device plans through the County.
All mobile devices used are their personal devices.

Departmental Observations

- If anyone of us are in a meeting, we try to focus on that meeting and not on responding to emails etc., and therefore a County device is not necessary.

- If we are out of the office, everyone back at the office knows our business processes and should be able to operate without any one of us for a few days, including me, therefore a County device is not necessary.

- All of our expenses are paid for by the County's retirement trust funds. We do not think it is appropriate to pay for these devices from trust fund assets when they are not deemed necessary.

- Everyone has a personal cell phone or blackberry and for the few times we travel, checking emails or returning calls on a personal device has not been an issue.

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Notable Departmental Practices:
Employee Payment for Upgrade Devices

> The Offices of the County Executive place limits on mobile device selection and requires employees to pay out of pocket for devices priced higher than comparable offerings.

Departmental Policy on Device Selection

- Low/no cost devices will be purchased whenever possible.

- Devices purchased must comply with DTS standards for technical support.

- Employees may choose between smart phones and Blackberries provided the cost of the device is comparable to or less than that of the current County standard mobile device.

- Employees have the option to pay the difference out of pocket for a more expensive device provided it has a comparable service plan.

- Users who need more than one wireless device or service must provide business case justification and obtain supervisor and CAO approval.

- Only devices covered by one of the carriers currently utilized by the department will be purchased.

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Notable Departmental Practices:
Employee Mobile Device User Agreement

The Fleet Services Division of The Department of General Services incorporates a user agreement that establishes guidelines for use that must be signed by the user prior to issuance of a mobile device.

Departmental User Agreement

1. Mobile phone users are responsible for following County policy and carrying out administrative procedures.
2. All mobile phone users must sign County Fleet mobile phone user agreement form.
3. Use of County issued mobile phone is for County business only. County issued mobile phone shall not be used for personal calls, except in the event of personal emergency. Phone users will be held liable for non-work related calls.
4. Smart phone users: Fleet IT only provides the basic model of blackberry. If user wants upgraded smart phone, user needs to pay the initial cost of the device.
5. Use of the mobile phone in a responsible and safe manner. Refrain from using it while driving. Nor should the user use mobile phone while performing vehicle maintenance in the Fleet shops.
6. Mobile phone users shall not loan or otherwise make available their phones to non-County personnel.
7. Smart phone with data plan users shall not access, view, transfer, or store any material in any form which is pornographic, illegal or potentially offensive to others through County issued smart phone internet access.
8. Mobile phone should not be used when a County land line is available nearby, except when 2-way functionality is more efficient and cost neutral.
9. Prompt reporting of lost, stolen, or damaged mobile phone to IT unit. Employee may be held liable for the replacement cost.

User Responsibilities
1. Improper use of County issued mobile phone can be considered misappropriation of County money which may result in disciplinary action.
2. A mobile phone user must surrender the mobile phone upon termination of employment.

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Notable Departmental Practices:
Criteria for Prioritization of Needs and Equipment Assignment

Montgomery County Public Libraries established criteria for prioritization and allocation of equipment assignment based on user need and job function

Departmental Needs-Based Assignment

Priorities	
High	It is essential that the user is reachable quickly, and that need is consistent over time. Substantial disruption to public service or operations is possible if user cannot be reached.
Medium	There are situations possible at any time where user must be reachable, and those situations are possibly frequent throughout a year. Moderate to substantial disruption to services or operations possible if they cannot be reached.
Low	There are situations possible at any time where user must be reachable. Some disruption to services or operations possible if they cannot be reached. The nature of the possible disruptions justifies the cost of the connectivity.
Equipment Assignments	
Smart Phone	User requires voice, text, email, Internet, & apps in order to be consulted, obtain information, provide information, and make MCPL Mobile Communication Policy Page 2 of 4 August 2012 decisions.
Voice/Text Only	User requires a voice and text messaging capability, but does not need mobile access to email, Internet, or Apps.
Data Card	Internet access is required for a device in use by the team/unit/staff member. A substantial capability cannot be accomplished without the connectivity.
Tablet (w/ data plan)	User/Team needs access to email, Internet, Apps, and a larger screen to facilitate their use of the tablet computing device.

Notable Departmental Practices:
Mobile Device Review Committee

Montgomery County Police Department uses a committee to monitor mobile devices.

Departmental Wireless Review Committee

- The Department of Police several years ago established a Wireless Committee to review the issuance of wireless technologies such as cell phones and data cards.

- The Wireless Committee chair is appointed by the Chief of Police and the members are made up of sworn and civilian department personnel from a variety of assignments both operational and technical.

- Requests for wireless devices or upgrades of device types are forwarded via memo through the requestor's chain of command including their bureau chief.

- The Wireless Committee reviews the request and based upon established criteria, operational need and financial impact a recommendation is forwarded to the Asst. Chief of Police - Management Services Bureau for a final decision.

- The criteria includes access to other technologies (desktop computer, mobile data computer) and the need based on job duties to utilize the particular requested devices and the need to communicate in the field and off hours.

- The Department of Police informs wireless users of the parameters of the service plans (minutes / texts / roaming restrictions etc) and monitors monthly bills for overages. Overages that are not directly related to work matters are billed to the end users.

- The Department of Police monitors bills monthly to evaluate usage and eliminate unneeded devices. When personnel are transferred the continued use of a cellular device is re-evaluated and if appropriate the devices are retrieved

Phase 3: Centralize Administration of Mobile Device Contracts

Characteristics:

- Create central administration of mobile device contracts that replaces departments as the central decision maker in order to take advantage of economics of scale cost savings
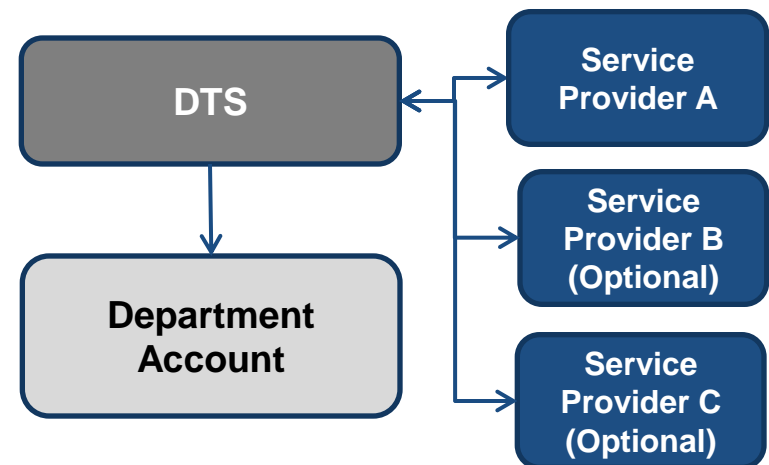
Advantages:

- County could generate greater saving due to economies of scale
- Best practices from one department will be disseminated
- Ensures continual focus on creating greater efficiency and achieving lowest rates

Current Status

- DTS is awaiting results of Fairfax mobile device RFP
- DGS procurement is working with the County Attorney's Office to negotiate single contract terms with wireless providers

In Progress

Phase 3 Governance Structure

DTS → Service Provider A

DTS → Department Account

DTS → Service Provider B (Optional)

DTS → Service Provider C (Optional)

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Phase 3: Procurement Progress Toward New Central Contract

- Following the emergency outages associated with summer storms, Montgomery County Police sought further options for wireless service provision

- Expanding on the work of the Cross Agency Resource Sharing Committee (CARS), DGS Procurement met with Police, Fire and Rescue Service, Transportation, and Technology Services to outline requirements for a new wireless contract

- DGS reached out to Fairfax County, who is in the process of negotiating with vendors for wireless contracts, and found that these efforts are just getting underway

- Noting the pressing needs for County operations, Police inquired about a bridgeable contract through the Western States Contracting Alliance (WSCA) that was then reviewed by Procurement

- Procurement reviewed the WSCA contract and determined it will allow for multiple vendor contracts

- Montgomery County will take a staggered approach to the contract rollout, starting with Verizon

- Representatives from Police, DGS Procurement, DTS and the Office of the County Attorney are currently in negotiations with Verizon on a contract that will be in place in the coming months

- Police will assist the Department of Technology service in providing administrative support, as needed, to help get a contract in place; DTS will be the contract administrator.

> **The new contracts should offer contractual coverage for county departments and flexibility in meeting needs of its operations through multiple carriers, including standard reports from vendors to assist in the monitoring of wireless usage.**

Mobile Device Administration
CountyStat Recommended Next Steps

- **Incorporate departmental best practices to inform the creation of further standardized guidance for mobile device issuance, selection, and utilization**
  - Examine feasibility of creating a standardized countywide mobile device user agreement
  - Outline any potential risks or liabilities of using personal devices as opposed to County-issued devices
  - Determine guidelines for mobile device need based on job function

- **Determine next steps for creating more centralized mobile device contracting practices**
  - DTS will work with Procurement and the County Attorney to continue the work with wireless providers to create contract options for the entire County

- **Monitor overall mobile device expenditures on an annual basis**
  - Track costs through the examination of departmental budgetary expenditures
  - Ensure that departments are correctly coding expenditures in Oracle database
  - Determine if all tablet purchases are captured through existing data collection efforts
  - Leverage future vendor-reported data to monitor utilization

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Wrap-Up and Follow-Up Items