



CITA Progress

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AITR Meeting
Aug. 10, 2011



CoVA Wireless Audit: Update

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AITR Meeting
Aug. 10, 2011



Project Schedule

Project Phase	Schedule
Project planning	Completed
Data collection and inventory	Completed
Usage data analysis	Completed
Implementation	
Audit findings mail-outs*	Underway
CITA reporting (agencies only)	No later than Sept. 1
Customer decisions and TSR submissions	Now through September
Carrier changes	TSR date + up to 60 days

* Mail-outs are being done on a rolling basis, agencies first (to help with CITA reporting), weighted towards agencies with a greater number of lines



A special thanks to....

Joe Schaefer at Forestry

For helping us review the data
and spreadsheet format!



When you get your audit findings...



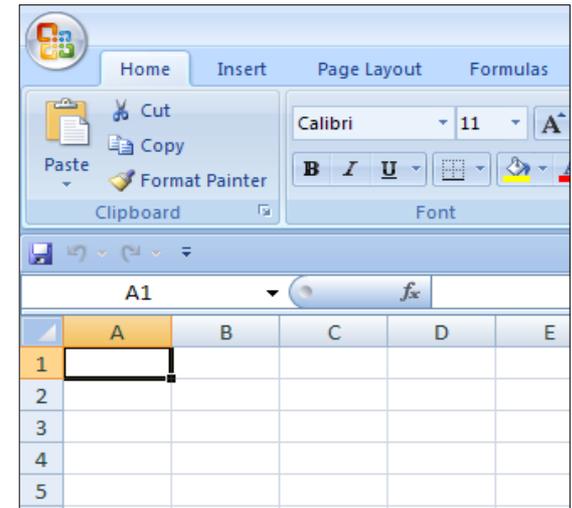
Customer audit findings

- Transmittal letter to AITR (if any) and to telecommunications coordinators
- Two attachments: Instructions and spreadsheet with results and recommendations

**VITA's INSTRUCTIONS FOR REVIEWING AND IMPLEMENTING TANGOE INC.'s
RECOMMENDATIONS FOR CoVA WIRELESS SERVICE COST SAVINGS**

8/2/11

These instructions cover VITA wireless customer locality and state agency review, approval, and implementation of Tangoe-recommended wireless changes and, for state agencies, fulfillment of the associated Comprehensive Information Technology Assessments (CITA) savings reporting requirement for mobile telecommunications. Even though customers may be doing an effective job of managing their wireless expenses using the available online tools they should see additional savings opportunities from the Tangoe audit's greater depth and breadth. Additional background information on the CoVA Wireless Audit project may be found at: <http://www.vita.virginia.gov/councils/default.aspx?id=12542>.





First things to do

- Provide instructions and spreadsheet to those responsible for approving and implementing telecommunications changes, and staff involved in CITA reporting
- Decide if you wish to have a teleconference with Tangoe to review specific recommendations; schedule this as soon as possible



Review the data

- Look over the data and make sure that it is:
 - Comprehensive (covers all of your agency or organization)
 - Exclusive (covers only your organization)
 - Accurate (you will need to adjust for any changes you have made since the May inventory)
- This is especially important for customers with multiple billing centers; if need be, contact Tangoe to obtain a revised report



Approve the recommendations

- Decide which of Tangoe's recommendations you wish to accept
- Start with the "zero use" worksheet, then proceed to the "optimization" worksheet (any device you decide to terminate will not need to be optimized)
- Follow the instructions for marking the "Agency Decision" cell for the lines that will be changed



VITA recommendations

- Try to adopt all of the optimization changes – you'll save money without changing service
- May be valid reasons to retain some devices showing zero-usage:
 - Emergency phones
 - Phones retained for seasonal employees
- Reduce the number of air cards by using them on a "check out" basis



Implement the changes

- Submit a separate *Telecommunications Service Request* (TSR) form for each wireless carrier that will be impacted
 - Use the standard online TSR form
 - Customize the form according to the instructions
- Email the spreadsheet once, marked with your changes, to the designated VITA Telecommunications Customer Service (TCS) mailbox (tcs@vita.virginia.gov)



CITA reporting

- CITA report is due Sept. 1
- Report estimated wireless savings for FY 2012 in the Mobile Telecommunications (MT) section of the CITA survey form for task MT-1
- Intent is that agencies submit TSRs with savings that match their CITA estimate; if necessary, TSRs can be submitted after Sept. 1



CITA reportable savings

CITA-reportable wireless savings consist of:

Net FY 2012 Tangoe-related savings
+ FY 2012 non-Tangoe-related savings (if any)
Grand total projected FY 2012 CITA
wireless savings

Report all wireless savings in the *CITA Report Survey* space for CITA task MT-1



Decision rules for CITA reporting

If you must submit your CITA report prior to completing your wireless analysis:

If you have the Tangoe report, in the "Savings Tracker" worksheet look at the annual "Total Savings" figure, and estimate for CITA purposes that your net FY 2012 savings will be:

- A **maximum** of **54 percent** of Tangoe's "Total Savings" amount (based upon subtracting Tangoe's 19.5 percent fee, and then pro-rating the savings for an estimated eight months (November-June))
- The **most likely** savings will be **43 percent** of Tangoe's "Total Savings" amount (80 percent of the maximum)

Adjust the estimates for any knowledge you have of your agency's specific situation (number of emergency or seasonal-use phones, etc.)



Decision rules for CITA reporting

If you can't wait for Tangoe's report, then make your best effort to provide wireless savings estimates based on any knowledge you have of your agency's specific situation (degree to which optimization has been pursued by the agency prior to the audit, etc.).

Submit your report by Sept. 1. If necessary, you can update VITA later in September with your fine-tuned CITA wireless savings projections.



Additional, non-Tangoe savings

- Your agency may have an air card that is in use and optimized (so it won't be part of a Tangoe recommendation), but which you may decide is unnecessary.
 - Any FY 2012 savings from terminating that device would be reportable for CITA
 - Any such non-Tangoe changes should not be entered onto the audit findings spreadsheet, and should be implemented using the normal TSR process



Some preliminary findings by Tangoe



Preliminary findings

- Five different carriers – more complex than usual
- Billing environment much more complex – several organizations with multiple billing centers (difficult to monitor and to minimize costs, especially with pooling)
- Overall usage is relatively low for an enterprise of this scale; average phone has fewer add-on features



Preliminary findings (cont.)

- Large number of devices showing zero-usage during the audit period
- Regarding optimization savings, the CoVA situation is reasonably consistent with experience in the private sector



Preliminary findings (cont.)

- As a group, current projections are that VITA's wireless customers may save between 8 to 12 percent on their wireless costs, with a reasonable chance for greater savings
- Potential individual agency savings may vary widely



For more information



Resources

- See the instructions document that accompanies the audit findings spreadsheet
- For general CoVA wireless audit information:
 - <http://www.vita.virginia.gov/councils/default.aspx?id=12542>
- For CITA information, see the SharePoint site and the survey form:
 - <https://vashare.virginia.gov/sites/VITA3/CITA/CITA%20guidance/Forms/AllItems.aspx>
 - <https://vashare.virginia.gov/sites/VITA3/CITA/Lists/CITASurveyReport/overview.aspx>



Contact information

- Questions about the audit; to request a meeting with **Tangoe**:
 - To: Michael.Niziolek@Tangoe.com
 - Cc: Eric.Weitz@Tangoe.com
- Questions about the **TSR process**:
Pamela.wood-henry@vita.virginia.gov (804) 416-6938
Or email: TCS@vita.virginia.gov
- Questions about **CITA reporting**:
Matt.gill@vita.virginia.gov
- General questions about the **wireless audit project**:
John.sheldon@vita.virginia.gov (804) 416-6120

You may also contact your VITA Customer Account Manager