



## CoVA Wireless Audit Fact Sheet

*The following information is provided to all state agency and locality customers of the VITA-managed state wireless telecommunications contracts, and is especially designed to assist state agencies in completing the "Mobile Telecommunications (MT)" portion of their required Comprehensive Information Technology Assessment (CITA).*

### **CoVA wireless services audit goals:**

The CoVA wireless services audit is a VITA project to analyze customers' cell phone and other personal wireless telecommunications usage. VITA has hired Tangoe, Inc., a leading telecommunications expense management (TEM) vendor, to conduct the audit. The project seeks to identify wireless cost savings in two areas: Elimination of unnecessary wireless devices (based upon those reporting zero-usage during the audit period), and rate optimizations from customers switching to recommended lower-cost cellular plans within their current carrier. For eligible state agencies (see below), the audit will also help to satisfy their Comprehensive Information Technology Assessment (CITA) task requirement (MT-1) for Mobile Telecommunication services.

### **Audit coverage:**

- Customers included in the audit are those state agencies and localities using the VITA-managed state wireless contracts as of January 2011. (Agencies not covered by the VITA audit will need to conduct their own CITA assessment.)
- The audit will encompass all types of cellular devices - phones, smart phones, air cards, etc.
- Cellular providers covered by this effort are: Verizon Wireless, AT&T Mobility, Sprint-Nextel, US Cellular and nTelos Wireless.

### **Audit scope:**

- Customers will be given detailed, line-level information on usage with specific recommendations for cost savings to be achieved by switching to lower-cost plans within the current carrier.
- Customers will be given a report on all wireless devices showing zero usage during the three-month audit period.
- The study will exclude detailed analysis of feature usage, and generally will not encompass cross-carrier comparisons.

Customers must accept the optimization recommendations and initiate a change or changes in service in order to achieve the savings and to be eligible to count the net FY 2012 savings in their CITA report.

Agencies should be aware that the VITA audit does not relieve them of their responsibility to evaluate the business need for and proper deployment of their cellular devices. For example, the audit will not directly address air cards (high speed wireless broadband cards that give users mobile Internet access on their laptops using their cellular data service) that are in use and that are already optimized. However, these constitute a significant share of overall state wireless expenditures, and agencies may decide to reduce the quantity of air cards and group them for check-out when needed rather than permanently allocate them to individuals. Projected FY 2012 savings from any such non-Tangoe-related deployment

changes are also eligible for inclusion in the CITA report – taken together, the Tangoe wireless audit and an agency’s own wireless device deployment evaluation fully satisfy the requirements of CITA task MT-1.

**VITA’s role:**

- Review Tangoe’s recommendations prior to sending them to customers.
- Provide information to customers and support their review of the recommendations.
- Process customer *Telecommunications Service Requests* (TSRs).
- Pay Tangoe’s fee and obtain reimbursement from customers.
- Report customer results (savings) to the CIO, Secretary of Technology and others.

**Customer responsibilities:**

- Review and approve the audit’s optimization recommendations.
- Review their deployment and usage of cellular devices (required, for agencies).
- Initiate optimization and deployment-related changes in wireless service via the existing *Telecommunications Service Request* (TSR) process.
- Pay their share of the vendor’s fee out of the savings generated.
- For state agencies only: Include the wireless results and any projected net FY 2012 savings in the agency’s CITA report.

**Vendor costs:**

- The Commonwealth will incur no out-of-pocket expenses – Tangoe’s fees will be based upon the projected savings to be recovered.
- For savings resulting from deployment or optimization-related recommendations that are accepted by customers there will be a one-time fee of 19.5 percent of the projected annual savings (or, 19.5 percent of 12 times the difference between the monthly baseline (representing the current cost) and the re-rated (optimized) monthly baseline.)
- VITA will pay Tangoe and then be reimbursed through a billing adjustment on customers’ monthly telecommunications invoices.

**CITA reporting and requesting changes in service:**

- Agencies must report their projected CITA savings not later than September 1, 2011. Savings reported in the “Mobile Telecommunications” savings category shall consist of the sum of the net FY 2012 savings from implementing Tangoe’s recommendations regarding plan optimization and/or elimination of zero-usage devices, plus any other projected FY 2012 wireless deployment-related savings identified by the agency.
- Tangoe-related savings included in the CITA report shall be the net sum of the savings accruing in FY 2012, less the full amount of Tangoe’s 19.5 percent fee. For purposes of this calculation agencies should assume that changes will be implemented 60 days following submission of a *Telecommunications Service Request* (TSR).
- Customers requesting cellular plan changes will use the existing TSR process, modified to permit tracking and efficient handling of optimization-related changes. Instructions regarding TSR submissions will accompany the wireless audit findings spreadsheet sent to customers.

**Audit status and agency outreach:**

- Savings recommendations will begin to be e-mailed to agency AITRs starting the week of 7/25/11.
- VITA and Tangoe recorded a webcast earlier this month to answer general customer questions about the audit. It can be found at: <https://vitatraining.webex.com> (under “Recorded Sessions” tab).
- Tangoe and VITA will also be available to meet with individual customers in July and August to assist in reviewing specific recommendations.

**Additional information:**

See the CITA website, <http://www.vita.virginia.gov/councils/default.aspx?id=12542>, or contact your VITA Customer Account Manager (CAM) for more information.