



CoVA Wireless Audit

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CIO Council

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Review: Scope/Goals/Approach

- All VITA wireless customers, wireless carriers and personal devices
 - Includes smartphones and air cards
- Savings from optimization and disconnecting unnecessary devices
- CITA reporting
- Audits conducted by Tangoe Inc.
 - Paid by one-time 19.5 percent fee of annualized savings, based on customers adopting Tangoe's recommendations



Project Schedule

Project Phase	Schedule
<i>First wave: Executive branch agencies*</i>	
➤ Customer audit findings mail-outs	Sent
➤ CITA reporting	Due Sept. 1
➤ Customer decisions and TSR submissions	Underway
➤ Customer follow-up efforts by VITA/Tangoe	Starting
➤ Carrier changes	TSR date + up to 60 days
<i>Second wave: Other agencies and institutions</i>	Late September – mid October
<i>Third wave: Locality customers</i>	October

** Executive branch agencies were sent their audit findings first to assist with CITA reporting*



Tangoe's Preliminary Findings

- Complex environment
- Overall wireless usage is relatively low for an enterprise of this scale
- Significant opportunities for optimization savings
- Large number of devices showing zero usage during the audit period



Tangoe's Preliminary Findings

- Executive branch agencies: approximately \$2.1 million in potential wireless savings
- Top 10 agencies with the greatest potential savings: \$1.455 million (about 68 percent)
- Actual savings will be less than potential savings for a number of reasons, for example, retention of zero-use devices needed for emergency and seasonal uses

#	VITA Wireless Customer Top 10 Potential Savings Executive Branch Agencies	Potential Annual Savings
1	Transportation	\$ 504,169
2	Health	\$ 229,231
3	State Police	\$ 211,793
4	Corrections	\$ 155,227
5	Social Services	\$ 94,853
6	Game and Inland Fisheries	\$ 81,016
7	Rehabilitative Services	\$ 62,957
8	Agriculture and Consumer Services	\$ 45,850
9	Motor Vehicles	\$ 44,000
10	Southside Virginia Training Center*	\$ 26,783
	Top 10 Total	\$ 1,455,879

**Separate audits have been prepared for each DBHDS facility.*



Projections

- From CITA reports submitted, FY 2012 pro-rated
 - Maximum: \$500,000; most likely: \$330,000
- Estimated total actual savings realized by all customers range from 8 to 12 percent of total spend (\$12 million)
 - Between \$960,000 and \$1.44 million
- There is a significant chance of greater savings, but only if customers act to adopt Tangoe's recommendations

TSR Submissions

Customers submit *Telecommunication Service Requests* (TSRs) to implement recommended changes and realize savings.

Agencies may submit multiple TSRs at varying times.

As of Sept. 12, TSRs have been received from:

- Central State Hospital
- Criminal Justice Services
- Forensic Science
- General Services
- Housing
- Human Resources
- Juvenile Justice
- Conservation and Recreation
- Motor Vehicles
- Professional and Occupational Regulation
- Jamestown-Yorktown Foundation
- Secretary of Administration
- Secretary of Agriculture and Forestry
- Southside Virginia Training Center
- State Police



Planned Follow-up Efforts

- Pace of TSR submissions has been relatively slow
- VITA will begin a series of follow-up efforts with agencies to identify and clear roadblocks to realizing savings from wireless changes



Planned Follow-up Efforts

- Outreach by VITA's Customer Account managers (CAMs)
- Targeted phone calls by Tangoe to agencies that have not submitted TSRs or that have not adopted Tangoe's recommendations, to provide guidance and technical support
- VITA will report wireless savings, by agency and secretariat



Questions?