

ITS Strategic Roadmap – FY16

Cellular Devices and Service

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Background

In many departments, Metro Government's workforce has become dependent upon mobile devices and constant connectivity to perform their job duties. Not only Police and Fire, but departments like Codes, Water Services and Public Works have built new service models around mobile access to data and services.

ITS is responsible for maintaining the contracts for cellular services for Metro general Government departments and agencies. The ITS Employee and Account Care (EAC) team provides the following services for departmental cellular devices:

- Device ordering support,
- Cellular service ordering support,
- Device replacement support,
- Secure device disposal support,
- Device billing chargeback to department,
- Invoice monitoring,
- Provider interface support including cellular coverage requests.

Cellular hardware supported includes smartphones, Blackberries, pagers, mobile hotspots/aircards, and service for Metro PCs or tablets with a cellular card.

Unlike most services within ITS, billing for cellular services are directly billed at cost to customer departments with no markup or fee.

As of spring 2015, Metro has cellular contracts signed with Verizon Wireless and AT&T Wireless. Rates for service are the same for both contracts. Standard terms are

- *Flip-phones and Smartphones*: Shared 400 anytime minute plan is \$24.99 per month, nights and weekends free (required additional \$20.00 per month for unlimited data plan on Smartphones).
- *Flip-phones*: \$0 monthly fee, plus a flat 5 cents per minute used regardless of time or day of week.
- *Aircards and Hotspots*: \$34.00 monthly for unlimited data usage.
- *Pagers*: Numeric pagers \$1.95 monthly, Alpha pagers \$3.95 monthly.



Current Strategic Drivers

1. **Technology Change: Smartphone Hardware (High)** – In the past the majority of Metro’s Smartphones were Blackberrys. Today the majority of Metro’s Smartphones are non-Blackberry. iPhones are now Metro’s most common Smartphone, followed by Android based phones.
2. **Technology Change: Tablets** – As Metro employees become more mobile, there is push toward tablets and away from desktop PCs and even laptops. The trend is to have these tablets equipped with wireless aircards, which increases departments’ wireless costs.
3. **Customer Demand: Desire for Smartphones (High)** – To allow employees to be more productive and mobile, departments are allowing more employees to have Smartphones; thereby increasing wireless costs due to the need in most cases for wireless internet packages. Smartphones tend to experience more hardware problems, thereby requiring more support than voice only flip-phones.
4. **Customer Demand: Remediate Poor Inside-Building Coverage** – Since Metro changed the contracted wireless carriers from Sprint , the in-building solutions installed by Sprint are now ineffective for Metro contracted devices.

On the Horizon Strategic Drivers

1. **Continual change in technology (Medium)** – The speed and bandwidth of cellular connectivity is expected to continue to increase beyond current 3G and 4G limits in coming years, requiring new devices and services.

Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Devices: Analyze, plan and implement new mobile device selection for best products and services Metro departments.	7/2015	6 months
2	Building Coverage: Assist, coordinate and implement Verizon’s install solution for the increase of signal for Fulton Campus, Metro Courthouse, Birch and MSE. Insure this solution incurs no additional cost to Metro.	7/2015	6 months
3	Tablets/Laptops: Analyze, plan, revise and implement internal aircard purchases for tablets and laptops transitioning to Gobi cards to work with multiple vendors as contracts awards change.	7/2015	ongoing



Medium Term Goals (6-18 months) 1/1/2016 – 12/31/2016

#	Goal/Objective	Est. Start	Est. Duration
1	Mobile On-Line Accounts: Analyze, establish and implement process for all departments to secure online accounts with vendors for equipment orders, name changes, plan changes, etc.	1/2016	1/2017
2	Building Coverage: Analyze, plan, and coordinate with CIS construction teams to implement the cellular repeater devices installation to service all Metro buildings and enhance their reception. Report completion information and results.	1/2016	6/2017

