

Wireless Services Review – Project Final Report

ETS/ Dept. of Administration
June 8, 2009

Agenda

- Project Objectives and Approach
- Project Activities and Deliverables
- Project Report
 - Usage Profiling/Analysis (pg. 4)
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 - External Benchmarking Findings (pg. 23)
 - Carrier Market Summary (pg. 29)
 - IRS Regulation Review (pg. 38)
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Key Project Objectives and Approach

Project Objectives

- Assess State of Alaska’s current wireless needs and historical usage
- Analyze supplier market dynamics
- Identify best practices from review of other states management of wireless spending
- Address pertinent IRS regulations
- Review solicitation approaches for Alaska and define preliminary savings opportunities



	W 1	W 2	W 3	W 4	W 5	W 6	W 7	W 8	W 9	W 10	W 11
	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr	17-Apr
I. Collect Data											
Interview Key Internal Stakeholders											
Collect Usage Data											
Review and Analyze Usage Data to develop detailed profile											
II. Conduct Benchmarking											
Identify States to Benchmark											
Collect Relevant Benchmarking Data from these States											
Analyze Data and Identify Relevant Best Practices											
III. Conduct Market Assessment											
Develop In-depth Supplier Profiles											
Develop Comparative Evaluations											
Identify Key Market Trends											
IV. Review Implications of IRS Regulations											
Summarize Regulations and Implications											
Review Strategies Used by Other Entities											
Develop Options for Alaska											
V. Develop Sourcing Strategies											
Develop Detailed Strategies											
Identify Strengths/Weaknesses and Costs/Benefits											
Develop Overall Report											

Project Scope and Activities

Scope

Workstream 1 – Data Collection and Analysis

- Interview Key Stakeholders
- Collect Usage Data
- Review and Analyze Usage Data to develop Usage Profile

Workstream 2 – Conduct Benchmarking

- Identify States to Benchmark
- Gather benchmarking data
- Analyze benchmarking results and identify best practices

Workstream 3 – Market Assessment

- Develop in-depth supplier profiles
- Develop comparative evaluations
- Identify key market trends

Workstream 4 – IRS Regulations and Strategies

- Summarize regulations and implications
- Review strategies used by other entities
- Develop options for state of Alaska

Workstream 5 – Develop Sourcing Options

- Develop detailed sourcing strategies
- Develop pros/cons for sourcing strategies
- Develop final report

Activities

- Developed and distributed survey to key agency administrators and users. Received and analyzed 56 responses from 15 agencies
- Collected usage data for ACS and AT&T
- Conducted detailed analysis of data to identify current costs and potential optimization and savings opportunities

- Developed survey to gather data from 4 states (Indiana, New Mexico, Oklahoma, Michigan)
- Summarized data and identified relevant best practices in the areas of sourcing, contract management, plan optimization, etc.

- Developed supplier profiles for three largest Alaska Carriers – AT&T (Cell One), ACS, GCI (Digitel)
- Developed key market trends

- Reviewed and summarized pertinent IRS regulations
- Reviewed and summarized approaches in use at other states and public sector entities in response to these regulations
- Summarized potential options for Alaska

- Developed sourcing options with pros/cons of each approach

I. State of Alaska Usage Profiling

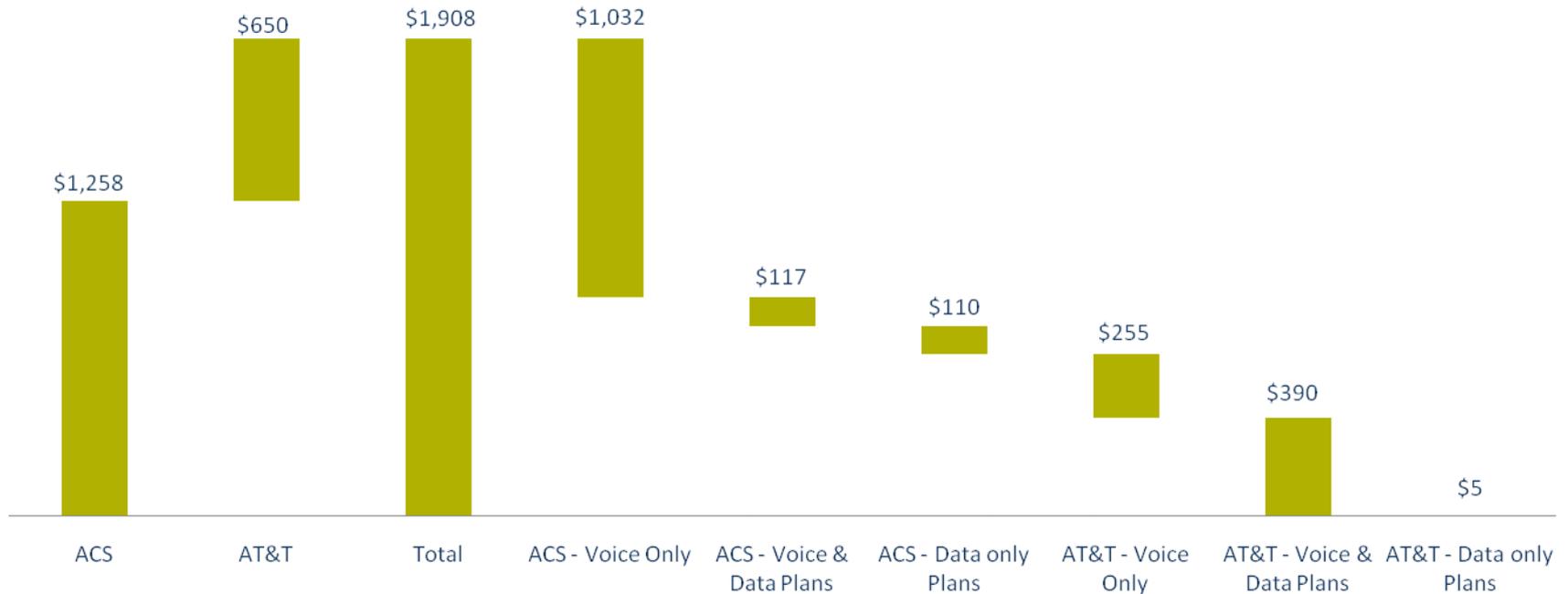
- Usage Analysis
 - Estimated Annual Wireless Spend
 - Number of lines by Agency and Vendor
 - Analysis of ACS Usage Data
 - Analysis of AT&T Usage Data
 - Comparison of Current ACS Plans and AT&T WSCA Plans
 - Preliminary Savings Analysis
- Internal User/Stakeholder Surveys
 - Summary of findings

Estimated Annual Wireless Spend

The State of Alaska spends an estimated \$1.9M annually on wireless services (voice and data) with ACS and AT&T. A majority of the ACS spend is on voice services, while AT&T spend is on both voice and data plans.

Estimated Annual Spend

\$, Thousands



Source: Spend/usage data provided by ACS; Spend/usage data provided by AT&T; Treya Partners analysis

Note: Spend estimates based on information provided by ETS on ACS usage and usage data from AT&T.

Breakdown of Lines by Agency and Vendor

The State has an estimated 4434 lines of which over 79% are with ACS. Dept. of Transportation and Public Facilities and Department of Health and Social Services are the largest users with a combined 1851 lines.

Number of Lines by Agency

Agency	ACS					AT&T					Grand Total
	Voice Only	Data Only	Voice + Data	Not Identified	Total	Voice Only	Data Only	Voice + Data	Not Identified	Total	
Department of Administration	155	8	15		178	12		27	3	42	220
Department of Commerce, Community and Economic Development	20	6	2		28	2		7		9	37
Department of Corrections	96	12	11		119	27		38	2	67	186
Department of Education and Early Development	5				5	10		4	2	16	21
Department of Environmental Conservation	87				87	8		4		12	99
Department of Fish and Game	339	7	4		350	18		6		24	374
Department of Health and Social Services	654	13	3		670	79	1	112	10	202	872
Department of Labor	113	4			117	9		23	2	34	151
Department of Law	52		1		53	8		5		13	66
Department of Military and Veterans Affairs	61		5		66	3		6		9	75
Department of Natural Resources	317	12	9		338	34	5	22		61	399
Department of Public Safety	323	7	4		334	25	2	57		84	418
Department of Revenue	76	9			85	18		7	1	26	111
Department of Transportation and Public Facilities	617	17	56		690	162		125	2	289	979
Office of the Governor	15	6	2		23	13	1	34		48	71
Court System	14		3		17						17
Railroad	3	7	0		10						10
Not-Identifiable	308	11	9		328						328
TOTAL	3255	119	124		3498	428	9	477	22	936	4434

Source: Spend/usage data provided by ACS; Spend/usage data provided by AT&T; Treya Partners analysis

A large numbers of disparate plans (over 60) have accumulated over the years, leading to a significant amount of non-standardization. These plans offer different features and are at different price points.

Sample of Existing High-Usage ACS Plans

Plan Code	Number	Plan Description	Cost/Month	Included Min	V/D	N/S/L	Pooled/Not -Pooled
S13	1054	SOA Local Per Minute	\$0.00	0	V	L	NP
SN1	589	SOA statewide 300	\$25.00	300	V	S	NP
SSA	571	SOA Share Add on	\$0.00	0	V	S	P
SW1	278	SOA nationwide 300	\$30.00	300	V	N	NP
SN2	246	SOA statewide 500	\$35.00	500	V	S	NP
SN4	168	SOA statewide Unl	\$55.00	UNL	V	S	NP
SN3	138	SOA statewide 800	\$40.00	800	V	S	NP
SW2	126	SOA nationwide 500	\$50.00	500	V	N	NP
CDO	121	Data only (aircards)	varies		D	N	NP
SW3	39	SOA nationwide 800	\$70.00	800	V	N	NP
D30	36	Nationwide unlimited	\$125.00	UNL	V	N	NP
SS1	21	SOA Share SW500	\$40.00	500	V	S	P
BZA	13	Nwbucket add on	\$9.99		V	N	NP
CSC	12	Statewide 500	\$39.95	500	V	S	P
CSB	11	Statewide 300	\$29.95	300	V	S	P
SS2	10	SOA Share SW1500	\$115.00	1500	V	S	P
SS4	10	SOA Share SW10000	\$740.00	10000	V	S	P
NWU	9	Nationwide Unlimited	\$99.99	UNL	V	N	NP
CTE	8	Nationwide 2000 add on	\$14.95	0	V	N	P
ON1	8	Statewide Unlimited	\$69.00	UNL	V	S	NP

Observations

- Over 60 plans in use for voice and data
- Voice plans offer different benefits (included minutes, nation, statewide, or local coverage, etc)
- Not all plans allow pooling of voice minutes
- Cost per minute varies with plans

Analysis of current pooling of voice plans by agencies reveals significant opportunity to improve voice pooling implementation. Pooling where it is implemented is probably being done at the division level.

Utilization of Voice Pooling By Agency (Regional and National Plans Only)

Agency	Un-Pooled Lines	Pooled Lines	Total Lines	Percent Lines Pooled
Court System	2	15	17	88%
Department of Administration	102	19	121	16%
Department of Commerce, Community and Economic Development	22		22	0%
Department of Corrections	56	4	60	7%
Department of Education and Early Development	4		4	0%
Department of Environmental Conservation	77	2	79	3%
Department of Fish and Game	144	44	188	23%
Department of Health and Social Services	256	159	415	38%
Department of Labor	100		100	0%
Department of Law	33		33	0%
Department of Military and Veterans Affairs	65		65	0%
Department of Natural Resources	93	79	172	46%
Department of Public Safety	137	59	196	30%
Department of Revenue	31	13	44	30%
Department of Transportation and Public Facilities	351	169	520	33%
Not Identified	158	89	247	36%
Office of the Governor	17		17	0%
Railroad	3		3	0%
Grand Total	1651	652	2303	28%



Observations

- Voice pooling has not been implemented significantly by any agency (except Court System)
- Overall pooling utilization is 28%

Note: Only voice lines on regional (statewide) and national plans considered for analysis, Local plans not included

Source: Spend/usage data provided by ACS; Treya Partners analysis

Analysis of ACS provided data indicates some plans with high overage charges (which are typically the result in a low pooling environment).

Sample of ACS Plans with High Overage Charges

Number	Agency	Overage Minutes	Overage Charges
9072443836	Department of Transportation and Public Facilities	1529	\$344.79
9077482381	Department of Health and Social Services	1199	\$270.71
9077159214	Department of Natural Resources	917	\$320.95
9072422919	Department of Revenue	787	\$178.33
9072425633	Not Identified	786	\$177.44
9073210012	Department of Environmental Conservation	757	\$171.06
9073211779	Department of Environmental Conservation	740	\$167.23
9075759119	Department of Health and Social Services	610	\$137.53
9073215708	Department of Health and Social Services	600	\$135.79
9072447671	Department of Transportation and Public Facilities	597	\$134.85
9076327146	Department of Health and Social Services	577	\$130.76
9072427128	Department of Transportation and Public Facilities	505	\$114.10
9072401717	Department of Fish and Game	492	\$110.89
9073211618	Department of Transportation and Public Facilities	481	\$108.50
9074602667	Not Identified	473	\$106.75
9072427142	Department of Transportation and Public Facilities	454	\$102.72
9073211640	Department of Environmental Conservation	381	\$85.89
9077482360	Department of Transportation and Public Facilities	366	\$83.08
9072423116	Department of Transportation and Public Facilities	350	\$78.97
9072447322	Department of Transportation and Public Facilities	323	\$72.96
9072407263	Department of Transportation and Public Facilities	315	\$71.04
9074604834	Department of Fish and Game	300	\$67.92
9075903150	Department of Natural Resources	297	\$103.95
9075903189	Department of Natural Resources	297	\$66.97

Source: Spend/usage data provided by ACS; Treya Partners analysis

We have analyzed the usage data to derive estimated cost per user for voice and data plans and estimated cost per minute (plan and effective) for voice plans.

Cost Per User and Cost Per Minute

Plan Type	Monthly Plan Cost	Monthly Overage Cost	Number of Lines	Monthly Cost Per User	Monthly Plan Minutes	Monthly Actual Minutes	Monthly Plan Minutes / User	Monthly Actual Minutes / User	Cost Per Min	Effective Cost Per Min
Regional/National	\$74,706.65	\$6,423.12	2303	\$35.23	760700	447443	330	194	\$0.11	\$0.18
Local		\$8,894.21	1046	\$8.50		68417		65	\$0.13	\$0.13
Data - Aircard	\$8,690.00		119	\$73.03						
Data - Add On	\$5,027.34		124	\$40.54						

Note: Analysis based on usage for October 2008, which was picked as a “sample” recent month; Monthly plan minutes for Regional/National plans is understated due to presence of a few unlimited minute plans. Estimate of data monthly costs are based on summing “feature” costs field in the ACS provided data. Of the total 3379 voice lines (voice only and voice + data) 30 lines could not be categorized into a regional/national or local classification.

Observations

- Average Monthly Cost Per User is \$35.23 for Regional/National voice plans
- Average plan cost per minute is \$0.11 but effective cost per minute is \$0.18
- Average voice usage is 194 minutes per month for Regional/National plans
- Average Monthly Cost Per User is \$8.50 for Local plans (no fixed charge, usage based only)
- Plan (and effective) cost per minute is \$0.13 for Local plans

A large numbers of voice plans are in use today with AT&T – a combination of legacy Cingular and Cell One plans and current AT&T WSCA plans.

Sample of Existing High-Usage AT&T Plans

Plan Code	Plan List Cost	AK Plan Cost	Included Min	Plan Cost/Min	V/D	Includes Data	N/S/L	Pooled/NP	Rollover	M-to-M minutes	N/W minutes	Overage	Count of Devices	
NTN450RUMM5KNW	\$39.99	\$31.99	450	\$0.07	V		N	NP	Y	UNL	5000	\$0.45	180	
ODNNBIBPNTN300UNWUM	29.99	\$23.99	\$300.00	\$0.08	V		N	P		UNL	UNL	\$0.25	141	
BMNBIBPNTN450UNWUMM	44.99	\$35.99	\$450.00	\$0.08	V		N	P		UNL	UNL	\$0.25	139	
GOVTNBPNTN600UMUNW	73	\$29.20	\$600.00	\$0.05	V	Y	N	P		UNL	UNL		69	
GOVTNBPNTN300UM5000	59	\$18.00	\$300.00	\$0.06	V	Y	N	P		300	500		68	
National Plan 1	55	\$44.00	\$450.00	\$0.10	V		N	NP		UNL	UNL		62	
National Plan 2	70	\$56.00	\$600.00	\$0.09	V		N	NP		UNL	UNL			
National Plan 3	100.01	\$80.01	\$900.00	\$0.09	V		N	P		UNL	UNL			
National Plan 3 S	9.99	\$9.99	\$0.00		V		N	P		UNL	UNL			
National Plan 4	130	\$104.00	\$1,200.00	\$0.09	V		N	P		UNL	UNL			
Naitonal Plan 4 S	19.99	\$19.99	\$0.00		V		N	P		UNL	UNL			
GVNTNUNL_BBRYUNL	119.98	\$95.98	UNL		V	Y	N	NP		UNL	UNL		36	
REGIONAL UNL HOST	60	\$60.00	?		V		S	P					35	
NTN900RUMMUNW	59.99	\$47.99	\$900.00	\$0.05	V		N	NP	Y	UNL	UNL	\$0.40	32	
NTNUNLIMITED	99.99	\$99.99	UNL		V		N	NP		UNL	UNL	\$0.00	23	
GOVNTN600UM2MUNLNW	68	\$25.20	\$600.00	\$0.04	V	Y	N	NP		UNL	UNL		22	
STATEWIDE AK PLAN 1	35	\$35.00	\$400.00	\$0.09	V		S	NP					22	
STATEWIDE AK PLAN 2	45	\$45.00	\$600.00	\$0.08										
STATEWIDE AK PLAN 3	75	\$75.00	\$900.00	\$0.08										
STATEWIDE AK PLAN 4	95	\$95.00	\$1,200.00	\$0.08										
Region Plan					V		S						14	
REGIONAL UNL PARTNER					V		S						12	
NTN1350RUMMUNW	79.99	\$63.99	\$1,350.00	\$0.05	V		N	NP	Y	UNL	UNL	\$0.35	12	

Note: Limited information provided by AT&T on legacy Cell One plans such as “Statewide AK Plan”. Reasonable assumptions made in terms of included minutes for analysis purposes

Agencies currently utilize a combination of National and Regional/Statewide plans.

Voice Plan Type by Agency

Agency	Voice Lines	Local	National	Regional / State
Department of Administration	39	0	35	3
Department of Commerce, Community and Economic Development	9	0	9	0
Department of Corrections	65	0	52	12
Department of Education and Early Development	14	0	14	0
Department of Environmental Conservation	12	0	9	2
Department of Fish and Game	24	1	15	8
Department of Health and Social Services	191	0	176	13
Department of Labor	32	0	24	3
Department of Law	13	0	10	3
Department of Military and Veterans Affairs	9	0	7	2
Department of Natural Resources	56	0	52	4
Department of Public Safety	82	0	70	12
Department of Revenue	25	0	22	3
Department of Transportation and Public Facilities	287	0	257	30
Office of the Governor	47	0	47	0
Grand Total	905	1	799	95

Analysis of current pooling of voice plans by agencies reveals significant opportunity to improve voice pooling implementation for most agencies.

Utilization of Voice Pooling By Agency

Agency	Lines	Pooled	Unpooled	Unidentified	Percentage Pooled
Department of Administration	39	16	21	2	43%
Department of Commerce, Community and Economic Development	9	0	9	0	0%
Department of Corrections	65	9	46	10	16%
Department of Education and Early Development	14	0	14	0	0%
Department of Environmental Conservation	12	7	2	3	78%
Department of Fish and Game	24	7	15	2	32%
Department of Health and Social Services	191	55	127	9	30%
Department of Labor	32	15	11	6	58%
Department of Law	13	5	7	1	42%
Department of Military and Veterans Affairs	9	1	6	2	14%
Department of Natural Resources	56	29	27	0	52%
Department of Public Safety	82	51	25	6	67%
Department of Revenue	25	11	13	1	46%
Department of Transportation and Public Facilities	287	241	33	13	88%
Office of the Governor	47	25	22	0	53%
Total	905	472	378	55	56%

Source: Spend/usage data provided by AT&T; Plan information from AT&T; AT&T WSCA contract; Treya Partners analysis

More effective utilization of pooling will also increase the ratio of actual minutes to plan minutes which is currently 47%.

Utilization of Voice Pooling By Agency (Regional and National Plans Only)

Agency	Number of Voice Plans	Monthly Plan Minutes	Monthly Actual Minutes	Utilization	Avg. Minutes / User
Department of Administration	39	15800	7198	46%	185
Department of Commerce, Community and Economic Development	9	4200	1353	32%	150
Department of Corrections	65	31900	13095	41%	201
Department of Education and Early Development	14	11100	1068	10%	76
Department of Environmental Conservation	12	4350	1443	33%	120
Department of Fish and Game	24	9500	6319	67%	263
Department of Health and Social Services	191	79300	23093	29%	121
Department of Labor	32	10400	4631	45%	145
Department of Law	13	5000	2971	59%	229
Department of Military and Veterans Affairs	9	3150	2348	75%	261
Department of Natural Resources	56	24450	8767	36%	157
Department of Public Safety	82	28000	18251	65%	223
Department of Revenue	25	13250	6437	49%	257
Department of Transportation and Public Facilities	287	106400	69380	65%	242
Office of the Governor	47	23150	7603	33%	162
Total	905	369950	173957	47%	192

Note: Utilization is understated as there are a few unlimited minute plans that are not accounted for in the plan minutes

We have analyzed the usage data to derive estimated cost per user for voice and data plans.

Cost Per User and Cost Per Minute

	Voice Only	Data Only	Voice + Data	Total
Users	428	9	477	914
Monthly Plan Charge	\$21,247	\$434	\$32,460	\$54,141
Annual Plan Charge	\$254,968	\$5,208	\$389,517	\$649,693
Monthly Plan Charge / User	\$50	\$48	\$68	\$59
Plan Voice Minutes	147950		222000	369950
Actual Voice Minutes	83773		90183	173957
Plan Voice Minutes / User	346		465	
Actual Voice Minutes / User	196		189	



Observations

- Average Monthly Cost Per User is \$50 for voice plans
- Average voice usage is 196 minutes per month

Note: Monthly plan charge is calculated based on plan costs, WSCA applied discounts and AT&T provided plan information by user. Numbers are rounded off.

Review of current ACS Plans and AT&T WSCA Plans

Current ACS Plans for State of Alaska

	Code	Monthly Charge	Minutes	Overage	\$/min
Statewide (No Pool)	SN1	\$25.00	300	0.225	0.083
	SN2	\$35.00	500	0.225	0.07
	SN3	\$40.00	800	0.225	0.05
	SN4	\$55.00	Unlimited	0.225	
Nationwide (No Pool)	SW1	\$30.00	300	0.225	0.1
	SW2	\$50.00	500	0.225	0.1
	SW3	\$70.00	800	0.225	0.0875
	SW4	\$125.00	2000	0.225	0.0625
Statewide (Pool)	SS1	\$40.00	500	0.35	0.08
	SS2	\$115.00	1500	0.35	0.076
	SS3	\$300.00	4000	0.35	0.075
	SS4	\$740.00	10000	0.35	0.074
	SSA	\$0.00	0	0.35	
Local	S13				0.13
Data	CDO	\$80.00			

Current AT&T WSCA Plans for State of Alaska

	Code	Monthly Charge	Minutes	Overage	\$/min
Nationwide (No Pool)		\$0.0	0	0.11	0.11
		\$31.99	450	0.45	0.071
		\$47.99	900	0.40	0.053
		\$63.99	1350	0.35	0.047
		\$99.99	Unlimited		
Nationwide (Pool)		\$23.99	300	0.25	0.079
		\$35.99	450	0.25	0.079
		\$51.99	900	0.25	0.057
		\$67.99	1350	0.25	0.050
		\$83.99	2000	0.25	0.041
Voice and Data (BB Only, Pooled)		\$15.99	0	0.25	
		\$50.00	300		
		\$61.20	600		
	\$74.80	1000			

Observations

- Based on contracted ACS rate plans with State of Alaska and AT&T WSCA offerings for Alaska (as of March 2009)
- Current ACS/State of Alaska contract plans do not include a nationwide pooled plan (only statewide; may incur roaming charges if used outside the State)
- ACS offers a local plan at \$0.13 per minute cost (and zero monthly fixed charge) which is being used by users with low usage
- AT&T WSCA offerings include a “bundled” voice/data plan which has very attractive rates (but is only available for Blackberry devices and not Iphone or Windows Mobile based devices)

Source: ACS contract with State of Alaska; ACS usage data; AT&T March 2009 WSCA Rate Plans for Alaska; AT&T usage data; Treya Partners analysis

Summary Usage Profiling

AT&T Users

	Voice Only	Data Only	Voice + Data	Total
Users	428	9	477	914
Monthly Plan Charge	\$18,141	\$434	\$32,460	\$51,035
Annual Plan Charge	\$254,968	\$5,208	\$389,517	\$649,693
Actual Voice Minutes/ User	196		189	
Monthly Plan Charge / User	\$50	\$48	\$68	\$56

ACS Users

	Voice (Regional / National)	Voice Local	Data Aircard	Data Addon
Users	2303	1046	119	124
Monthly Plan Charge	\$81,138	\$8,894	\$8,690	\$5,027
Annual Plan Charge	\$973,656	\$106,728	\$104,280	\$60,324
Actual Voice Minutes/ User	194	65		
Monthly Plan Charge / User	\$35.23	\$8.50		



Observations

- ACS used primarily for voice (with some exceptions)
- AT&T users include users with voice needs as well as those with voice and data needs
- Voice usage averages ~200 minutes per month per user (for both AT&T and ACS)
- Voice usage averages ~65 minutes per month per user for users on ACS per-min rated local plans

Comparison of plans based on current Alaska Usage

Current ACS Plans for State of Alaska

	Code	Amt	Minutes	Overage	\$/min
Statewide (No Pool)	SN1	\$25.00	300	0.225	0.083
	SN2	\$35.00	500	0.225	0.07
	SN3	\$40.00	800	0.225	0.05
	SN4	\$55.00	Unlimited	0.225	
Nationwide (No Pool)	SW1	\$30.00	300	0.225	0.1
	SW2	\$50.00	500	0.225	0.1
	SW3	\$70.00	800	0.225	0.0875
	SW4	\$125.00	2000	0.225	0.0625
Statewide (Pool)	SS1	\$40.00	500	0.35	0.08
	SS2	\$115.00	1500	0.35	0.076
	SS3	\$300.00	4000	0.35	0.075
	SS4	\$740.00	10000	0.35	0.074
	SSA	\$0.00	0	0.35	
Local	S13				0.13
Data	CDO	\$80.00			

Current AT&T WSCA Plans for State of Alaska

	Code	Amt	Minutes	Overage	\$/min
Nationwide (No Pool)		\$0.0	0	0.11	0.11
		\$31.99	450	0.45	0.071
		\$47.99	900	0.40	0.053
		\$63.99	1350	0.35	0.047
		\$99.99	Unlimited		
Nationwide (Pool)		\$23.99	300	0.25	0.079
		\$35.99	450	0.25	0.079
		\$51.99	900	0.25	0.057
		\$67.99	1350	0.25	0.050
		\$83.99	2000	0.25	0.041
Voice and Data (BB Only, Pooled)		\$15.99	0	0.25	
		\$50.00	300		
		\$61.20	600		
	\$74.80	1000			

Observations

- AT&T offers nationwide voice pooled plans which are cheaper than current ACS non-pooled voice plans
- Given current average voice usage of ~200 minutes per month, pooled voice plans can be constructed with an average per user allocation of 250 minutes
- AT&T's standalone national plan is a cheaper alternative to current ACS local per-minute rated plan (\$0.11 per min vs. \$0.13)
- AT&T's "bundled" voice/data package for Blackberry users offers attractive pricing

Source: ACS contract with State of Alaska; ACS usage data; AT&T March 2009 WSCA Rate Plans for Alaska; AT&T usage data; Treya Partners analysis

Sample Savings Scenario (Based on AT&T WSCA Plans)

Our analysis indicates combined annual savings of \$561K from utilization of AT&T WSCA plans.

AT&T Savings

	Voice Only	Data Only	Voice + Data	Total
Users	428	9	477	914
Monthly Plan Charge	\$18,141	\$434	\$32,460	\$51,035
Annual Plan Charge	\$254,968	\$5,208	\$389,517	\$649,693
Actual Voice Minutes/ User	196		189	
Monthly Plan Charge / User	\$50	\$48	\$68	\$56
Potential Replacement Plan	BPNC3499 (pooled, NW, UNL NW, M-M)		GOVP300 (pooled, NW, UNL NW, M-M, UNL BB)	
Recommended Plan Cost	\$23.99		\$50.00	
Included Minutes	300		300	
Savings (%)	52%		26%	
Savings (\$)	\$132,583		\$101,274	233,857

ACS Savings

	Regional / National	Local	Data Aircard	Data Addon
Users	2303	1046	119	124
Monthly Plan Charge	\$81,138	\$8,894	\$8,690	\$5,027
Annual Plan Charge	\$973,656	\$106,728	\$104,280	\$60,324
Actual Voice Minutes/ User	194	65		
Monthly Plan Charge / User	\$35.23	\$8.50		
Potential Replacement Plan	BPNC3499 (pooled, NW, UNL NW, M-M)			
Recommended Plan Cost	\$23.99			
Included Minutes	300			
Savings (%)	32%	15.4%		
Savings (\$)	\$310,641	\$16,436		

Source: Spend/usage data provided by AT&T; Plan information from AT&T; AT&T WSCA contract; ACS usage data; ACS Plan information; Treya Partners analysis

Internal Survey Respondents

- Received 56 completed surveys covering 15 different Departments
- Agencies that submitted surveys were:
 - Department of Administration
 - Department of Commerce, Community and Economic Development
 - Department of Corrections
 - Department of Education
 - Department of Environmental Conservation
 - Department of Fish and Game
 - Department of Health and Social Services
 - Department of Labor
 - Department of Law
 - Office of the Governor
 - Department of Military and Veteran's Affairs
 - Department of Natural Resources
 - Department of Public Safety
 - Department of Revenue
 - Department of Transportation

Internal Survey

Survey Questions

Area	Question
Estimated Users	1. Please provide an estimate of the number of voice, data, and aircard (or similar) users within your agency (<i>we are looking for statistics on cell phones, Blackberrys, iPhones and Microsoft Mobile Devices - pocket PC's</i>)
Plan Management	2. Is there someone in your agency who is responsible for actively managing your wireless spend including such activities as overseeing selection of plans, pooling, and review of invoices from the carriers before payment?
Cell Phone Eligibility	3. What policies exist today within your agency to determine which agency employees are eligible for state reimbursed cell phones and which employees are eligible for data plans and/or aircards?
Plan Selection	4. Is there a process or policy to determine what type of voice/data plan an employee should select or is that left up to the individual?
Pooling	5. Has pooling of plans been done for voice plans? If so, who manages the selection of an optimized pooling plan?
Service/Equipment	6. Overall, are you satisfied with the plans, equipment, and service from the suppliers that are on contract?
Agency Needs	7. Do your agency users have unique needs when it comes to wireless services needs (such as coverage in outlying areas, hibernating phones seasonally, etc.)? Please provide details.
Problem Resolution	8. When you have problems with your service or equipment what is the general process to manage these issues? How has that process worked for you?
Usage of Phones for Personal Use	9. In your estimation what percentage of your agency usage is directly related to State of business?

Internal Survey – Key Findings by Area

Key Findings

Area	Summary Responses
Plan Management	<ul style="list-style-type: none"> ▪ There were only 6 responses that stated that there is either no one or that they did not know who actively manages the wireless spend. All of the other respondents either mentioned a specific person or a group within a department
Cell Phone Eligibility	<ul style="list-style-type: none"> ▪ In almost every case, the determination of which employees are eligible for cell phones was based on a decision by a senior level state employee (typically Director level) <ul style="list-style-type: none"> – 1 had a specific requirement (a individual in the field), 1 stated they followed the Department of Administrative Services guidelines – 1 department had a specific policy (H&SS)
Plan Selection	<ul style="list-style-type: none"> ▪ Decisions around which plan employees are put on is primarily based on a request from the employee or from internal discussions. There are no documented policies as to which plans are for which types of employees
Pooling	<ul style="list-style-type: none"> ▪ There is no established methodology to implement pooling at the Department level. However, there were 12 responses that mentioned that pooling is being done within a specific group. In addition, 3 responses mentioned that Blackberry usage is being pooled. ▪ In 1 case they were not even aware that this was an option. In a few cases pooling is being done, but only in a limited fashion
Service/Equipment	<ul style="list-style-type: none"> ▪ Overall performance from the current suppliers is meeting expectations. There was some issue around billing, however, that was only mentioned in 1 instance <ul style="list-style-type: none"> – In a few instances there was a belief that if they used the state reimbursement program they would be able to create savings
Agency Needs	<ul style="list-style-type: none"> ▪ Primary unique needs are around coverage, hibernating phones and international service <ul style="list-style-type: none"> – Coverage area issues are at times met by having select satellite phones – Hibernating phones is currently being met by suppliers having the state pre-identify the numbers ▪ DNR (Forestry) discussed a specific issue around managing plans for those working on wild land fires in the lower 48 and providing them with quick plan flexibility (changing to a National plan)
Problem Resolution	<ul style="list-style-type: none"> ▪ There is no one specific methodology for how an end-user manages cell phone issues. The surveys showed that many created a TSR, while others had someone internally that managed this, while others still contacted the suppliers directly. ▪ Feedback on Enterprise Technology’s capabilities around managing cell phone issues is predominantly positive. In some cases the department contacts go directly to the carriers.
Usage of Phones for Personal Use	<ul style="list-style-type: none"> ▪ Internal surveys detail that in most cases 90+% of usage on state owned cell phones are for state business

II. State Benchmarking

- Benchmarking Summary and Best Practices
- Benchmarking Detail

State Benchmarking

- Benchmarking surveys were conducted with the following states:
 - Michigan
 - Oklahoma
 - New Mexico
 - Indiana

- 3 primary areas that were covered in the benchmarking activity were:
 - **Structure of Agreement(s)** – How many providers? Type of contract? Special needs? Establishing services for employees?
 - **Contract Administration** – Who is responsible? Proactive vs. reactive?
 - **IRS Regulation** – How do they manage the stated requirements?

State Benchmarking Findings

- Plan and equipment decisions are typically made at the Department/Agency level based on specific needs
- In some cases, multiple providers are required to meet needs:
 - Coverage
 - Options (push-to-talk)
- Technical issues particularly with Blackberry services are primarily managed by the Information Technology group who often manages their own Blackberry servers
- Where pooling is executed it is primarily at the Department/Agency level (with some exceptions)
 - Review of plan optimization is typically managed at the Department/Agency level
- The marketplace continues to be extremely aggressive in trying to capture new business and most states have enough devices and spend to take advantage of this environment, however, some states are using pre-existing contracts (GSA, WSCA) rather than managing their own procurement process due to ease of use of these agreements
- None of the states we spoke to have taken an active response to IRS regulations apart from reinforcing that cell phones/devices are for business use only through usage policies

State Benchmarking Best Practices

Best Practices

Area	Best Practices
Contracts	<ul style="list-style-type: none">▪ Competitively bid contracts every 2-3 years between primary carriers requiring the providers to include plan optimization as part of the contract▪ Leverage annual spend with as few carriers as possible (1 if possible)▪ Create a single monthly invoice and detailed reporting requirements to support proactive optimization opportunities
Plan Management	<ul style="list-style-type: none">▪ Establish a centralized management function that has authority and responsibility to manage plan structure and pooling options▪ Enforce state-wide pooling where possible to ensure optimal spend across the state
Technology	<ul style="list-style-type: none">▪ Develop a centralized technology management team to address all cell and other device issues with an established help desk function

State Benchmarking Details

Details by State

State	Structure of Agreement(s)	Contract Administration	Handling IRS Regulations
Michigan	<ul style="list-style-type: none"> 4 current suppliers openly competing for new business – contracts rebid in 2008 Annual spend of \$6 million for 8895 phones and 700 Blackberry devices Multiple suppliers required for varying needs (push-to-talk) and varying coverage capabilities Contracts allow for pooling and any new deals the companies are willing to provide DNR does hibernate phones – these were terms stated in the RFP 	<ul style="list-style-type: none"> Contracts were established by Procurement, but managed at the Agency level Each Agency has at least 1 coordinator (not centralized) Single Information Technology contact to support technology needs (Blackberry servers, etc.) Pooling is executed in some departments (DHS has 80% pooled phones), but it is not standardized No single department or area take a proactive management approach state-wide 	<ul style="list-style-type: none"> The State has an acceptable use policy that the Agencies distribute. This is only managed at the Agency level. They have not tracked individual calls or required employees to assume personal calls as income
Oklahoma	<ul style="list-style-type: none"> Currently use WSCA negotiated agreements with AT&T, Verizon and Sprint (expire 6/30/2009) Annual spend of \$4.6 million (~76% is with one supplier) Over 3000 devices in current operation 	<ul style="list-style-type: none"> No state-wide centralized administration or line review Agencies make individual decisions on which carrier and plan is to be used No centralized management of invoicing or reporting or setting policies around eligibility for cell phone or data device Some carriers have been discussing pooling options - within a specific agency 	<ul style="list-style-type: none"> IRS regulations have been topic of discussion but nothing has been implemented on a statewide level

State Benchmarking Details (contd.)

Details by State

State	Structure of Agreement(s)	Contract Administration	Handling IRS Regulations
New Mexico	<ul style="list-style-type: none"> Annual spend of \$4.8 million for 6200 devices They have their own negotiated agreement - Verizon Contract is a mandatory single provider agreement with an exception process for certain limited non-coverage areas 	<ul style="list-style-type: none"> Centralized state-wide management through their Department of Information Technology (DoIT) Single invoice through DoIT which is then broken down and billed to each agency DoIT manages all plans and tries to facilitate overall plan optimization reviews – Pooling is at the state level Each agency makes phone and plan decisions based on needs and budget 	<ul style="list-style-type: none"> There is currently no special consideration being taken to address these regulations
Indiana	<ul style="list-style-type: none"> Annual spend on cell phones and blackberries \$5.6M for over 10,000 devices 2 suppliers – Verizon and Sprint. Sprint as a secondary for coverage issues (using an exceptions process) America’s Choice-no roaming, no long distance nationwide, unlimited Verizon to Verizon and 300 anytime minutes that pool for the entire state. \$28.34 per month Currently use the GSA contract (mandatory for Exec. branch) 	<ul style="list-style-type: none"> Centralized management of the contracts, plans, and invoicing Policies around eligibility for cell phones and data devices are set at the Agency level They only have a shared minute plan for those who require cell phones for their work. The decision to allow employees to have a cell phone for work purposes is up to agency management Pooling is at the statewide level 	<ul style="list-style-type: none"> They began looking at this months ago, but no real decisions were made. Policy states de minimis use

II. Market Assessment

- Supplier Profiles
- Supplier Coverage Maps
- Summary

Summary Carrier Profiles

The three major Alaska carriers are profiled below.

Profiles of Key Wireless Carriers in Alaska

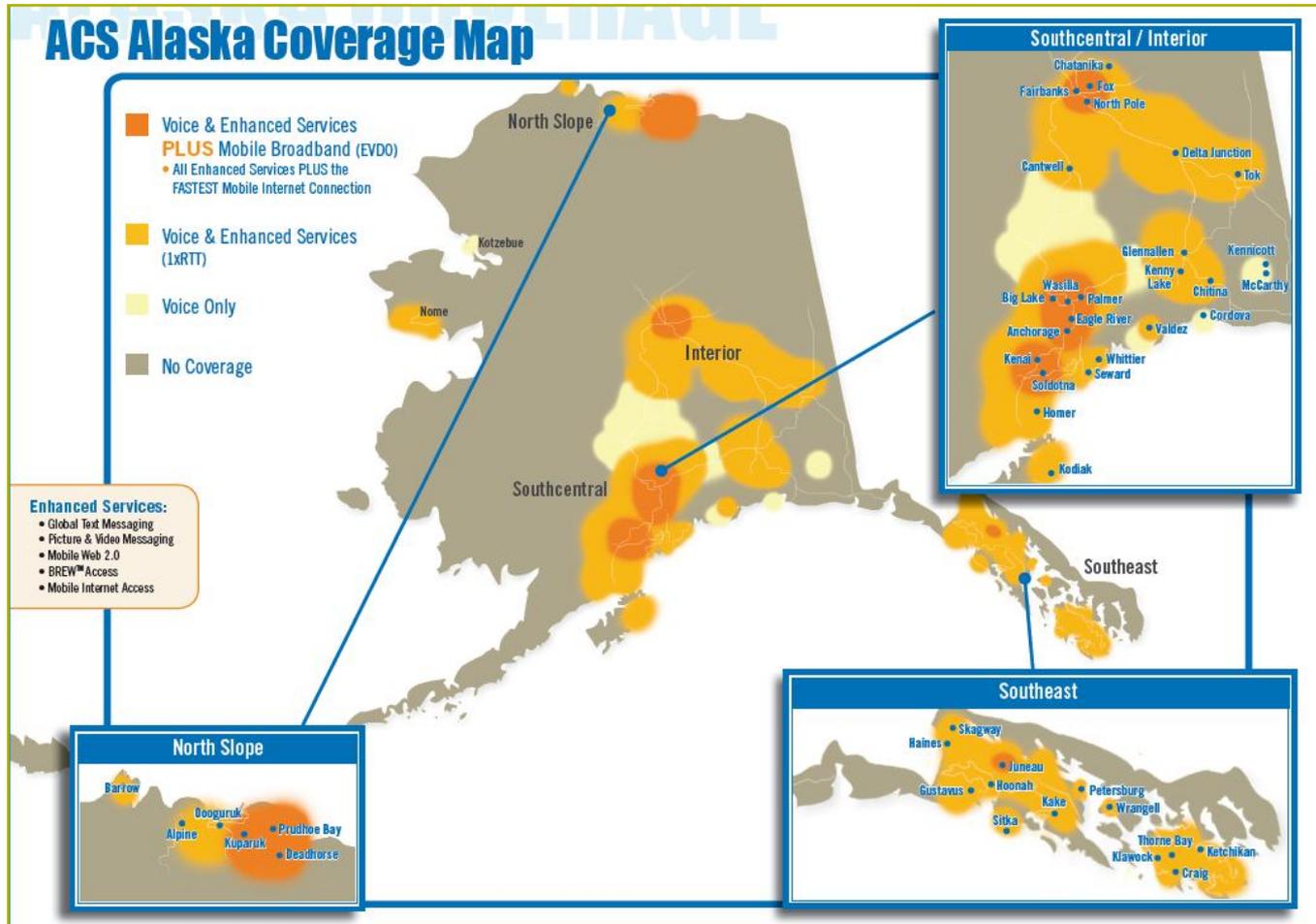
	AT&T (Cell One)	ACS	GCI
Revenues	48 billion	\$390 million (\$144 million from wireless)	\$575 million (\$61 million from wireless)
Employees	50000	1000	1295
Geographic Focus	Nationwide	Alaska	Alaska
Number of AK Subscribers	200,000 (75m nationwide)	152,533	96,300 (7,600 commercial)
Base Technology	GSM - EDGE	CDMA - 1X	GSM
Current Roll-out		CDMA – 3G (EVDO Rev A)	limited 3G CDMA
Non-Alaska Coverage	Own Network	Roaming Agreements (Sprint)	Roaming Agreements
Other		Claims coverage area contains 84% of AK population	Spending \$160 million in construction of facilities based wireless network in 2008 and 2009; Agreement with AT&T for transition of GCI subscribers from AT&T network to GCI by June 2012

Note: GCI figures include Alaska Digitel which is now 100% owned by GCI.

Alaska Coverage Map - ACS

ACS has good coverage with its CDMA-1X technology. Higher speed 3G has been rolled out in major areas providing broadband data speeds.

Alaska Coverage Map



Source: ACS website

Sample Road Test Results - ACS

ACS claims to have lower dropped call and blocked call rates than its major competitors based on sample road tests.

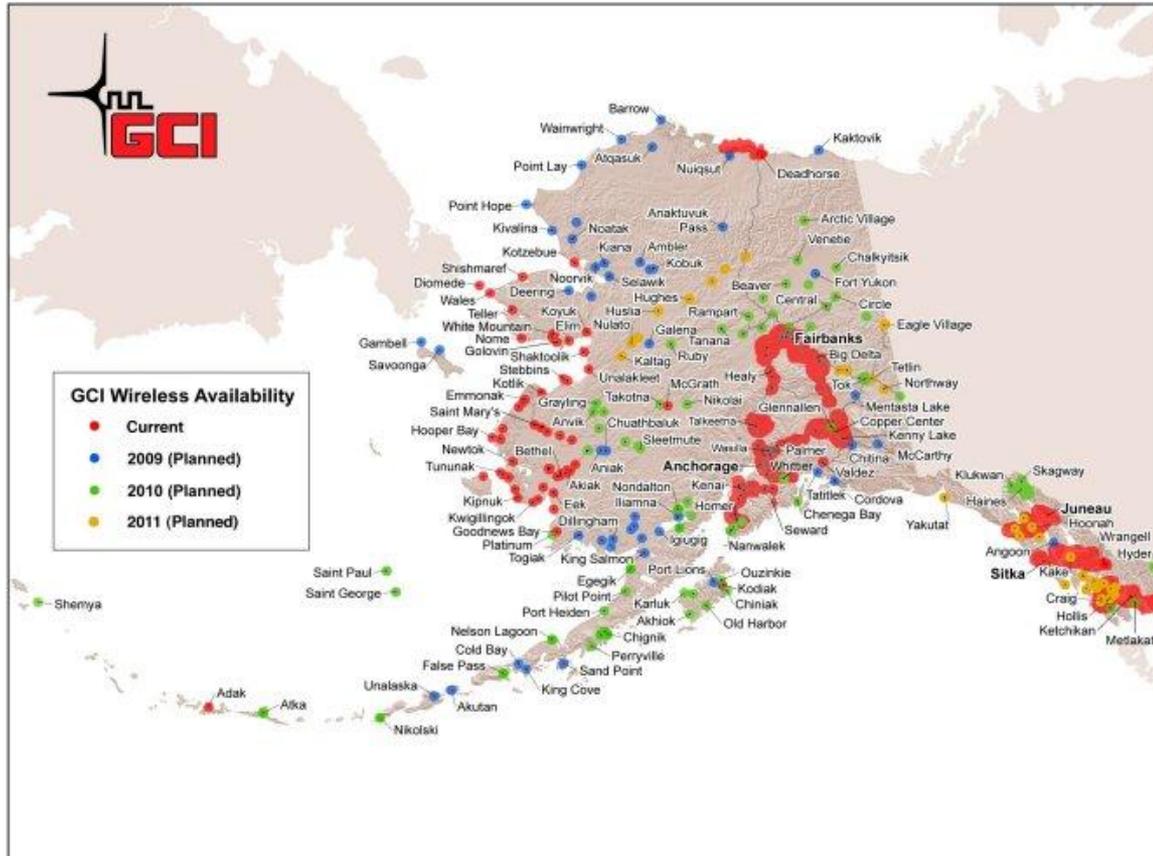
Sample Road Test Results from ACS

Anchorage Wireless Testing Results*		
	Dropped Call Rate	Blocked Call Rate
ACS	0.4%	0.0%
AT&T	1.0%	8.7%
GCI	1.9%	4.6%
AK Digitel	1.3%	1.7%*Test results captured on main driving routes in Anchorage on 10/23/08 through independent testing. Results rounded to the nearest tenth of a percent.
Juneau Wireless Testing Results*		
	Dropped Call Rate	Blocked Call Rate
ACS	0.0%	0.0%
AT&T	1.4%	8.4%
GCI	2.6%	8.5%
AK Digitel	5.0%	1.8%*Test results captured on main driving routes in Juneau on 11/03/08 through independent testing. Results rounded to the nearest tenth of a percent.

Alaska Coverage Map - GCI

GCI's coverage map shows current as well as planned coverage with its network build out over the next few years.

Alaska Coverage Map

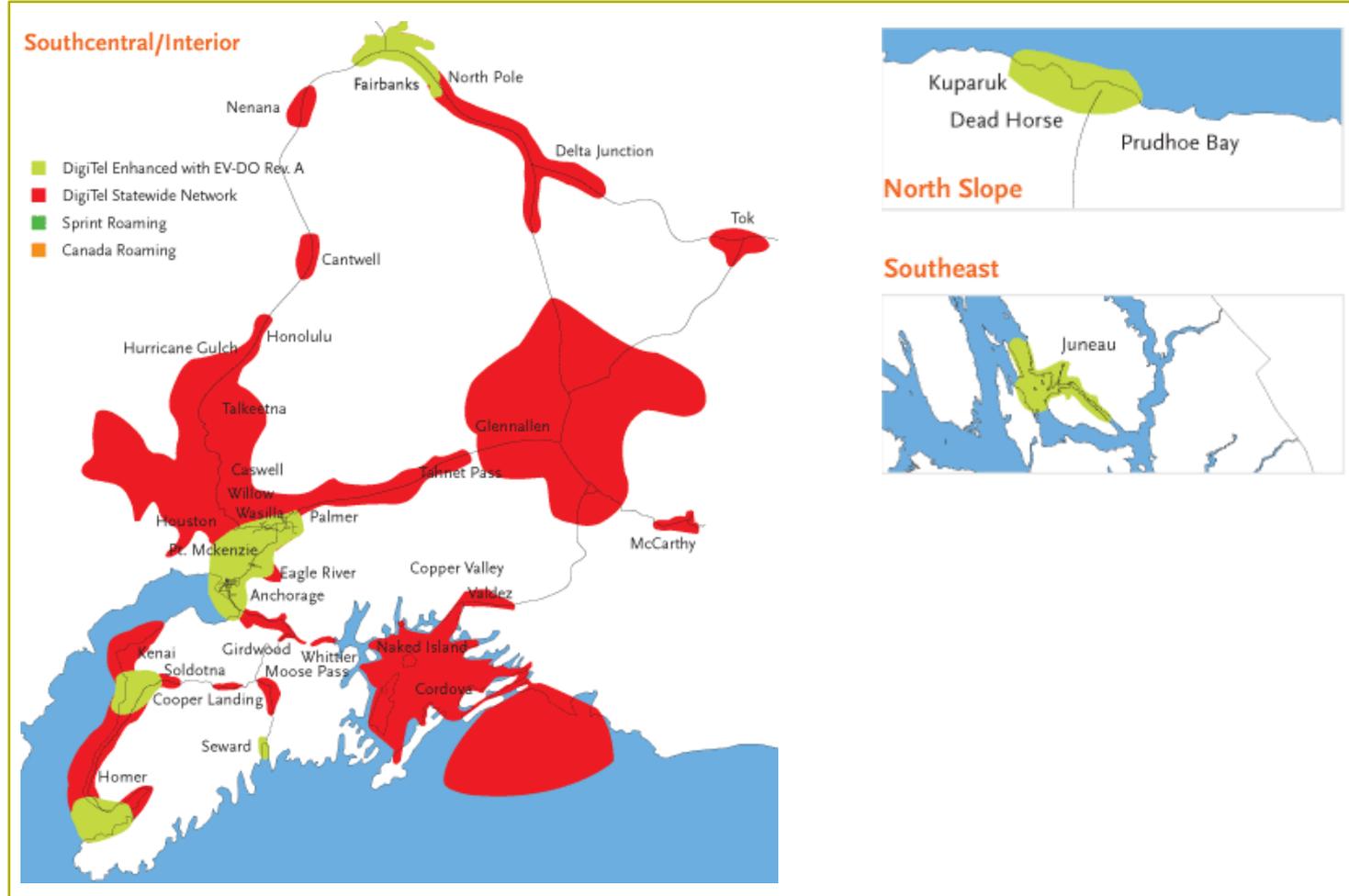


Source: GCI website

Alaska Coverage Map – Digitel (GCI)

Digitel's coverage map indicates provides another indication of GCI coverage for its current as well as enhanced 3G network. GCI's main network facilities are from its ownership of Digitel.

Alaska Coverage Map

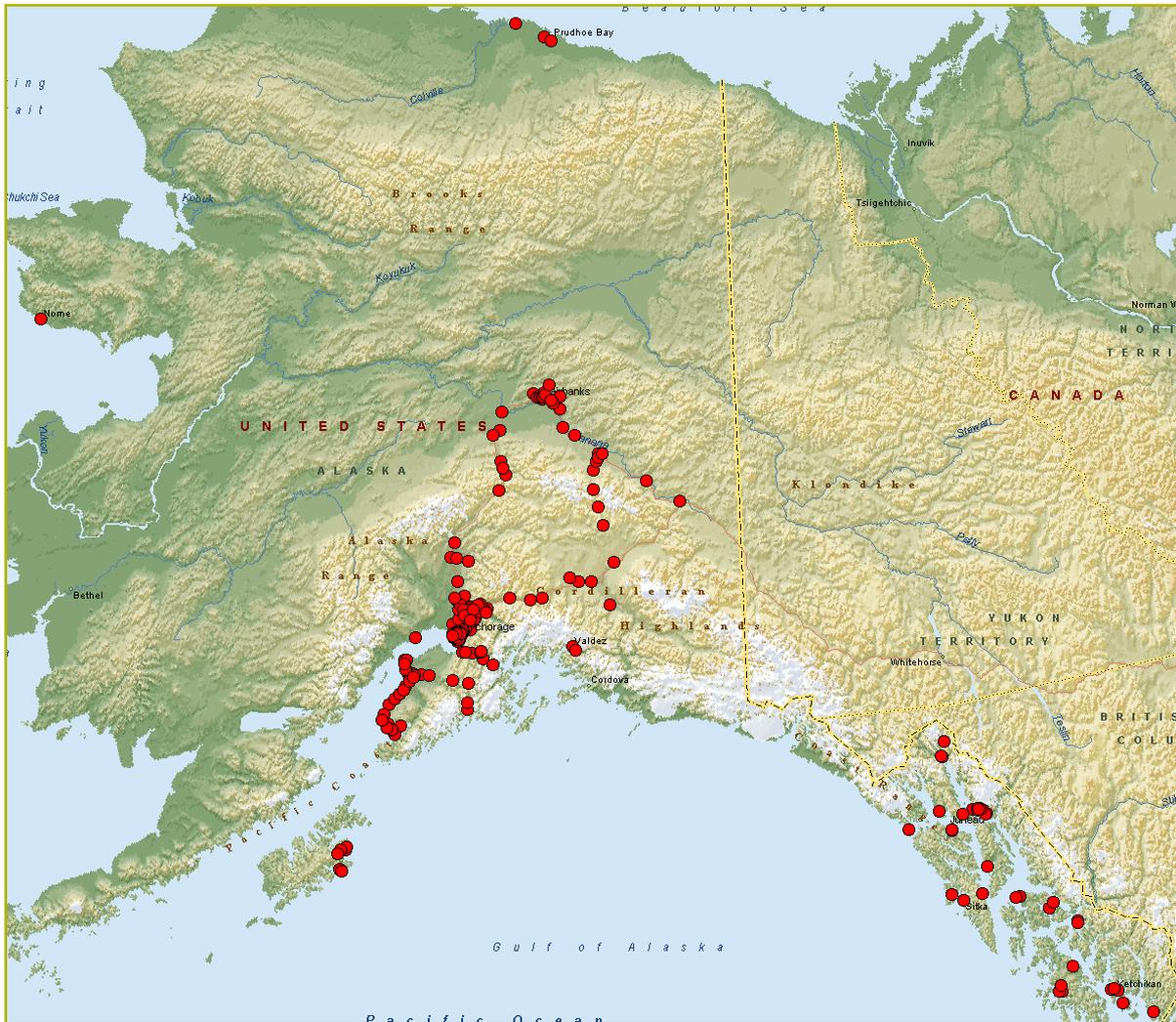


Source: Alaska Digitel website

Alaska Coverage Map – AT&T

AT&T's current cell-site locations are shown below.

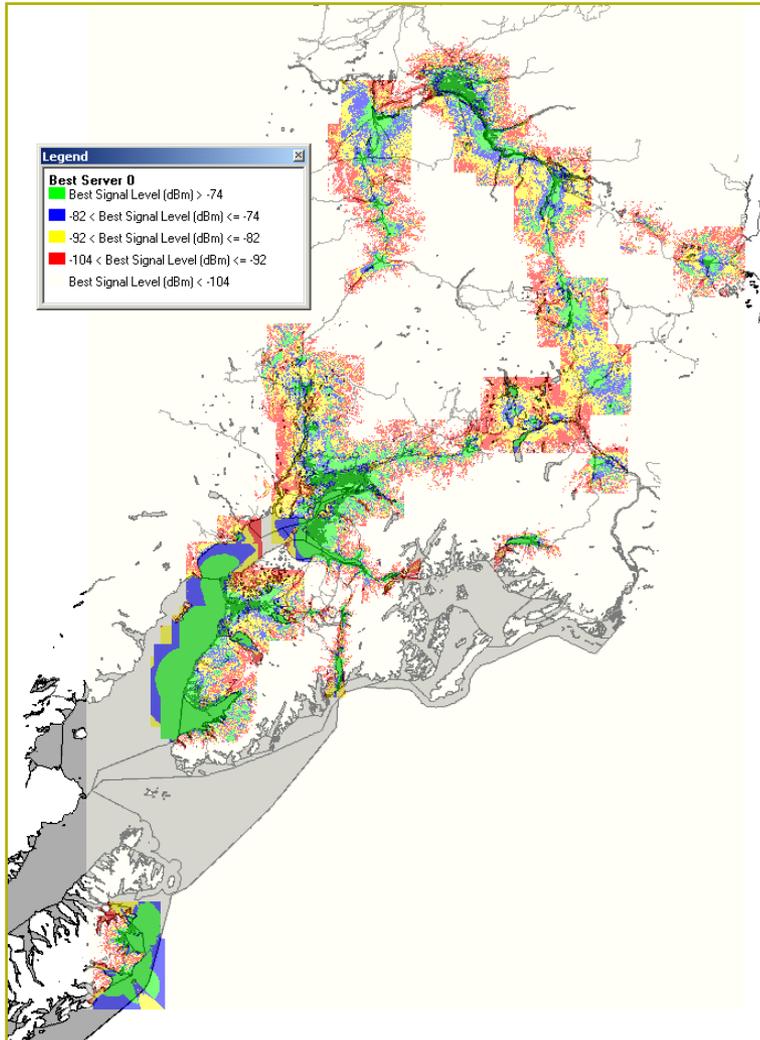
Alaska Cell Sites



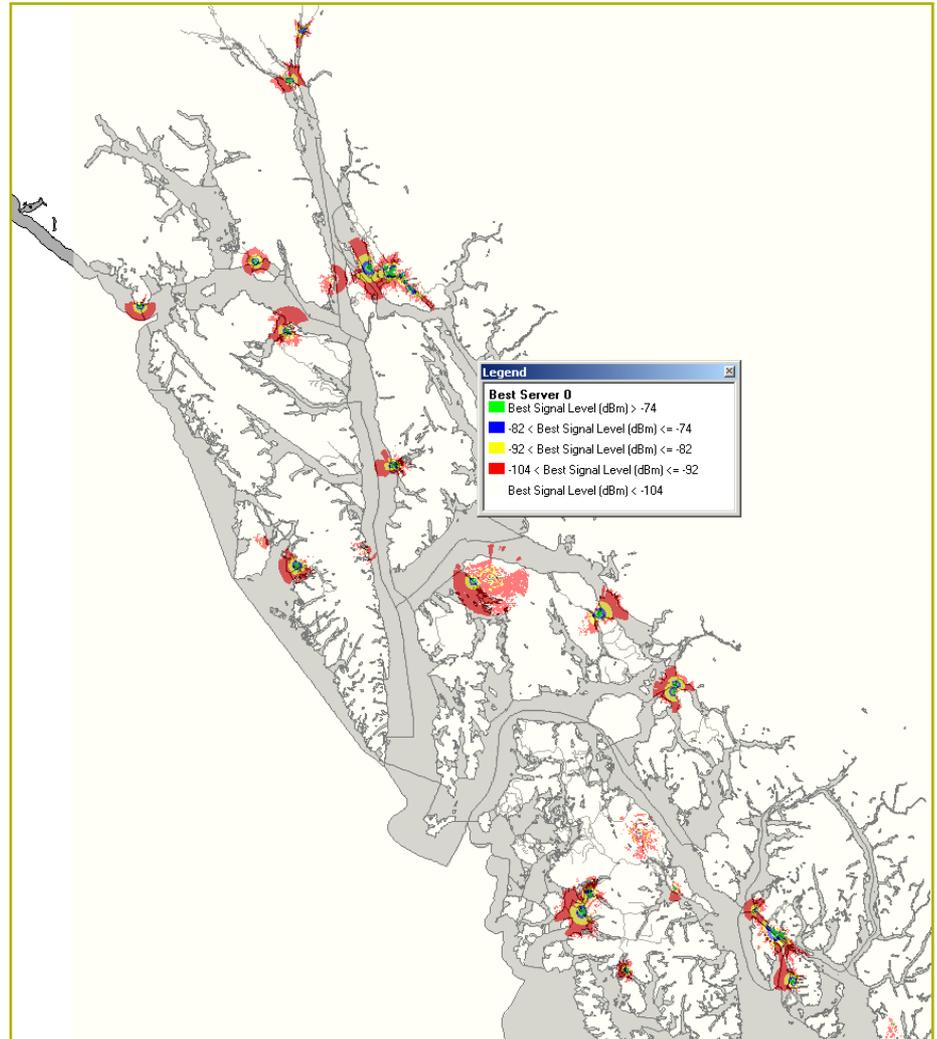
Source: AT&T ; Note: AT&T confidential

Alaska Coverage Map – AT&T (contd.)

South Central and Interior



South East



Source: AT&T

Summary of Supplier Market Analysis

- ACS and AT&T are the key enterprise focused carriers in the Alaska marketplace
- The third largest carrier, GCI has focused historically on the consumer segment. In the past GCI used to resell networks from other carriers but is now building out its own facilities with the purchase of Digitel. GCI's doesn't have the same enterprise focused coverage as ACS and AT&T but it may become a viable alternative for enterprises after completion of its network build-out by 2011
- AT&T has the advantage of being able to offer its nationwide coverage to Alaska based subscribers. Other carriers have roaming agreements with key national vendors to provide nationwide coverage to their subscribers
- All carriers are rolling out 3G technology which would enable them to offer broadband mobile data
- With investments from carriers in network build-out the marketplace will get more competitive as there will be greater choice in all markets. GCI will likely try to pursue commercial accounts in addition to its consumer base

IV. IRS Regulations

- Review of IRS Regulations
- Sample Responses from Public Sector Entities
- Considerations for Alaska

IRS Regulation Review

According to the IRS (as of 1989 per regulation 1.132-5), cell phones and other devices are considered “listed property” and can have tax implications. Below is an example of what may be required.

Substantiation Requirements

To be able to exclude the use by an employee from taxable income from an employer-owned cell phone, the employer must have some method to require the employee to keep records that distinguish business from personal phone charges. If the telephone is used exclusively for business, all use is excludable from income (as a working condition fringe benefit). The amount that represents personal use is included in the wages of the employee. This includes individual personal calls, as well as a pro rata share of monthly service charges.

In general, this means that unless the employer has a policy requiring employees to keep records, or the employee does not keep records, the value of the use of the phone will be income to the employee.

At a minimum, the employee should keep a record of each call and its business purpose. If calls are itemized on a monthly statement, they should be identifiable as personal or business, and the employee should retain any supporting evidence of the business calls. This information should be submitted to the employer, who must maintain these records to support the exclusion of the phone use from the employee’s wages.

The following situations illustrate the application of the rules:

Example 1: A municipal government provides an employee a cell phone for business purposes. The government’s written policy prohibits personal use of the phone. The government routinely audits the employee’s phone billings to confirm that personal calls were not made. No personal calls were actually made by the employee. The business use of the phone is not taxable to the employee.

Example 2: A municipal government provides an employee a cell phone for business purposes. The government’s written policy prohibits personal use of the phone. However, the government does not audit phone use to verify exclusive business use. The fair market value of the phone, plus each monthly service charge and any individual call charges are taxable income to the employee, reportable on Form W-2.

Example 3: A state agency provides an employee with a cell phone and pays the monthly service charge. The employee is required to highlight personal calls on the monthly bill. The employee is then required to timely reimburse the agency for the cost of the personal calls, and the employee is charged a pro rata share of the monthly charge. The value of the business use portion of the phone is not taxable to the employee.

IRS Regulation Review (contd.)

In 2008, a coalition of 10 different groups including the US Conference of Mayors and the National Association of State Auditors, Comptrollers, and Treasurers requested that the Honorable Charles Rangel (Chairman of the Ways & Means Committee) support the following legislation. This legislation was not passed for a second straight year in 2008.

H.R. 5450: Modernize Our Bookkeeping In the Law for Employee's Cell Phone Act of 2008

110th Congress 2007-2008

To amend the Internal Revenue Code of 1986 to remove cell phones from listed property under section 280F.

Overview

Sponsor: [Rep. Samuel Johnson \[R-TX\]](#) [show cosponsors \(59\)](#)

Text: [Summary](#) | [Full Text](#)

Status: **Introduced** Feb 14, 2008

Reported by Committee (did not occur)

Voted on in House (did not occur)

Voted on in Senate (did not occur)

Signed by President (did not occur)

This bill never became law. This bill was proposed in a previous session of Congress. Sessions of Congress last two years, and at the end of each session all proposed bills and resolutions that haven't passed are cleared from the books. Members often reintroduce bills that did not come up for debate under a new number in the next session.

Last Action: Feb 14, 2008: Referred to the House Committee on Ways and Means.

Related: See the [Related Legislation](#) page for other bills related to this one and a list of subject terms that have been applied to this bill. Sometimes the text of one bill or resolution is incorporated into another, and in those cases the original bill or resolution, as it would appear here, would seem to be abandoned.

Navigation

- > Overview
- [Summary \(CRS\)](#)
- [Full Text](#)
- [Related Legislation](#)

Track H.R. 5450 [110th]

Because this bill was introduced in a previous session of Congress, no more action can occur on it.

Bookmark this bill in your [Trackers](#) page so you can find it again later.

[Add Bookmark](#)

You are not logged in to an account.

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[Why sign up?](#)

Source: <http://www.govtrack.us/congress/bill.xpd?bill=h110-5450>

Responses from Public Sector Entities

Public Sector Entity Approaches

Entity	Approach
Virginia	<p>Through their telework program, they manage the costs of cell phones according to the following criteria:</p> <ul style="list-style-type: none"> ▪ A single <u>telephone service</u> connection for each employee for either Commonwealth-owned/issued or employee-owned telephone equipment. Includes connectivity services or fees (including activation fees) for cell or land-line telephones, personal digital assistants (PDA), Blackberry's and similar communication devices. ▪ A nominal flat monthly or annual <u>connectivity allowance</u> may be paid to teleworking employees to compensate for employee-incurred telework connectivity expenses supporting employee-owned or Commonwealth-owned/issued equipment such as cell phones and computers. The amount of the allowance must be determined by a documented methodology with appropriate consideration to all of the justification factors outlined in this telework expense policy (e.g., telework as a working condition, telework frequency, EWP requirements, actual connectivity costs, proportion of business versus personal use, etc.) and fully supported by a sound business case. Allowances may not be advance-paid and must be re-evaluated in writing every 12 months.
State of Rhode Island	<ul style="list-style-type: none"> ▪ Employees who are issued state-owned cellular phones and/or pagers are required to keep the units turned on and all the batteries charged, and must carry them at all times when on duty or on call. Employees must reimburse the State for all non-business phone calls ▪ On a monthly, the State will provide to each employee who has been issued a state-owned cellular phone, pager, or calling card, a copy of his/her individual phone bill. The employee will be required to identify all non-business phone calls, and must reimburse the State for the total cost of all non-business phone calls

Source: http://www.doa.virginia.gov/General_DOA/Telework_Expense.cfm; <http://controller.admin.ri.gov/documents/Policies/A-54%20PERSONAL%20USAGE%20FOR%20STATE%20TELECOMMUNICATION%20DEVICE-SVC.pdf>

Responses from Public Sector Entities (contd.)

Public Sector Entity Approaches

Entity	Approach
Ohio University	<p>They have taken the approach of eliminating the University equipment owned program due to the challenge with the IRS regulation:</p> <ul style="list-style-type: none"> ▪ There is a 2-year transition period from the time the new policy was instated (03-FEB-2005) for all employees to switch over to employee owned equipment ▪ Employees are compensated monthly through an allowance that is considered taxable income ▪ The allowance is estimated based on or projected use with a monthly cap of \$150 and an annual cap of \$1,800
UC Berkeley	<ul style="list-style-type: none"> ▪ Jan 2008 – “Based on a payroll tax audit currently underway at UCLA, the University has agreed to bring its policy into compliance with the Internal Revenue Service (IRS) regulations governing employer-provided cell phones. The result of this policy change is that the University will no longer purchase cell phones for employees. Instead, employees will be provided a cash allowance (including applicable payroll taxes) that they will use to buy equipment and services needed for University business purposes” ▪ Feb 2008 – “Recently members of the US Congress have called into question the IRS's position on cell phones; there are plans to introduce a bipartisan bill that would change the IRS regulations governing employer-provided cell phones. As a result of these actions in Washington, the change to the cell phone policy has been put on hold pending the outcome of these attempts to amend IRS regulations”

Source: <http://www.ohio.edu/finance/purchasing/cellphone.cfm>; <http://wireless.berkeley.edu/policy.html>

Private Sector Approaches

Typical Cell Phone Policy Components: Organizations typically have established a policy that provides for options of how to manage the cell phone/device expenditures

- Employee owned
- Organization owned

Policy Component	Employee Owned	Organization Owned
Provider, Equipment and Plan	<ul style="list-style-type: none"> ▪ Established by the employee based on their perceived needs and wants ▪ Does not allow for the optimal leveraging and management of the expenditures 	<ul style="list-style-type: none"> ▪ Organization develops contracts, policies and procedures to optimize leverage of spend
Plan Management	<ul style="list-style-type: none"> ▪ Not applicable at the organization level 	<ul style="list-style-type: none"> ▪ Typically managed at the department level due to varying needs of departments
Spend Management	<ul style="list-style-type: none"> ▪ Employee and employer agree on a monthly allowance to cover the business use of the equipment/service 	<ul style="list-style-type: none"> ▪ Best practices has this managed at the organization level, but in many cases this happens at the department level
IRS Regulation Management	<ul style="list-style-type: none"> ▪ Records established when determining the allowance and throughout the reimbursement process 	<ul style="list-style-type: none"> ▪ In most cases, this is not proactively managed with a policy statement simply requiring the employee to only use the phone for business purposes without enforcement

Considerations for Alaska

The State can employ several different approaches to deal with IRS regulations – no single approach is superior to the others and each has its benefits and drawbacks.

Potential Approaches

Options	Description	Pros	Cons
“Do Nothing”	Continue with status-quo; Manage current plans better to realize cost savings	<ul style="list-style-type: none"> No disruption to end-users and to administrators Active control over current wireless costs 	<ul style="list-style-type: none"> Continued exposure to potential IRS audit and penalties (although this risk seems remote given that no other state has been audited and there is concerted activity to build support for changing the current IRS regulations)
Develop and Adopt Strict Business Use Policies	Create statewide policies clearly outlining cell phone use only for business purposes	<ul style="list-style-type: none"> Minimal disruption to end-users and to administrators 	<ul style="list-style-type: none"> Does not provide full protection from IRS audit risk as IRS guidelines require further reporting and documentation of personal calls
Implement Stringent Reporting	Develop and implement stringent reporting requirements related to use of state provided phones for personal use	<ul style="list-style-type: none"> Retain control over current wireless costs 	<ul style="list-style-type: none"> Highly disruptive Onerous and burdensome requirement on administrators and end users to comply with reporting requirements
Employee Managed	Move to employee managed system where employees utilize personal phones and plans; state provides taxable allowance	<ul style="list-style-type: none"> No administrative requirement for reporting and compliance Fully compliant with current IRS regulations 	<ul style="list-style-type: none"> Potential loss of control over current costs Would create needless disruption if IRS decides to reverse its stance in the near future

V. Sourcing Strategies

- Sourcing Options
- Comparison of Sourcing Options

Sourcing Options for Alaska – Option 1

Option 1

Option	Description	Estimated Savings	Anticipated Timing	State Resource Requirements	Business Disruption / Switching Costs	Additional Comments
Utilize AT&T WSCA Plans and Switch All Spend to AT&T	Migrate all AT&T and ACS users to new WSCA rate plans for voice and data	<ul style="list-style-type: none"> \$561K (savings calculation from pg. 19) 	<ul style="list-style-type: none"> 1-2 months to get AT&T users migrated 2-4 months to get ACS users migrated 	<ul style="list-style-type: none"> Limited Some oversight will be required to coordinate transition of ACS users to appropriate AT&T plans 	<ul style="list-style-type: none"> AT&T users will not see any disruption, although ACS users will need to be ported over 	<ul style="list-style-type: none"> Consider following implementation requirements <ul style="list-style-type: none"> Require AT&T to supersede existing plans immediately Require AT&T to implement pooling at the Agency level (not division) Current BB “bundled” plan pricing is based on promotions – require AT&T to guarantee equivalent or lower priced plans in future Utilize only BB as data device to take advantage of AT&T voice/data bundled pricing Convert ACS users to AT&T taking into consideration any termination penalties on existing lines (potentially ask AT&T to provide additional conversion rebate to offset these costs) There might be instances where some users might need to utilize a carrier other than AT&T for coverage reasons; an exceptions policy should be developed to handle these instances

Sourcing Options for Alaska – Option 2

Option 2

Option	Description	Estimated Savings	Anticipated Timing	State Resource Requirements	Business Disruption / Switching Costs	Additional Comments
Conduct New Solicitation	Develop and issue an Alaska specific wireless solicitation	<ul style="list-style-type: none"> We do not anticipate savings to be materially higher than Option 1 	<ul style="list-style-type: none"> 6-8 months for solicitation 1-4 months for additional transition (as required) 	<ul style="list-style-type: none"> Resources required to develop and conduct RFP process Depending on supplier selected transition coordination will be required 	<ul style="list-style-type: none"> Some disruption (assuming state selects single vendor) 	<ul style="list-style-type: none"> A solicitation is unlikely to result in significant hard dollar cost savings due to limited competitive wireless environment in AK (only two viable carriers – ACS and AT&T) and we believe ultimately this option would have minimal budget impact relative to Option 1. Additionally we believe a significant portion of the savings for AK are driven non only by unit price reduction but from plan right sizing and optimization

Summary Comparison of Options

Comparison of Options

Option	Description	Estimated Savings	Time to Savings	State Resource Requirements	Business Disruption / Switching Costs
1	Utilize AT&T WSCA Agreement				
		<ul style="list-style-type: none"> Our estimates indicate a annual savings of \$561K from the use of AT&T WSCA plans and plan optimization This represents a savings of 29% on an estimated spend of \$1.9M which, based on our experience, is a very significant savings rate for wireless services 	<ul style="list-style-type: none"> State will be able to realize savings quickly 	<ul style="list-style-type: none"> We anticipate minimal resource requirement from the State. ETS may need to oversee the process of switching to the new rate plans with AT&T and to migrate users over to ACS along with support from the carrier implementation/account team State may need to sign the WSCA participatory addendum which should not require too much time or effort 	<ul style="list-style-type: none"> We expect minimal business disruption to different stakeholders and end-users from the selection of this option Current ACS users will see a transition as they are migrated over to the WSCA AT&T contract
2	Conduct Formal Solicitation				
		<ul style="list-style-type: none"> In our experience quite a few states are using WSCA negotiated contracts for wireless services. In those states that have conducted their own solicitations, there typically is a competitive supply base with at least 3-4 wireless carriers offering service. Given Alaska's limited competitive environment (only two viable carriers – AT&T and ACS) we feel an RFP might not be able to deliver savings much higher than those available in Option 1 Savings realization (in the near term) will also be impacted due to the longer time required to execute this option 	<ul style="list-style-type: none"> We are estimating an additional 6-8 months to develop and administer an RFP process which would lead to delayed savings realization 	<ul style="list-style-type: none"> The resource requirement from the State for this option is high as the State will need to dedicate the resources to develop an RFP, and to manage and administer a competitive RFP process Typically involvement would be needed from agencies in developing the RFP and also in evaluating the RFP responses and in vendor selection and award. Additional resources will be required for contracting as well 	<ul style="list-style-type: none"> This option will require more involvement from state/agency resources and depending on the final vendor selection may have additional transitions costs as well

Recommendation

Summary Comparison of Options

Option	Description	Estimated Savings	Time to Savings	State Resource Requirements	Business Disruption / Switching Costs
1	Utilize AT&T WSCA Agreement/Rates	✓	✓	✓	✓
2	Conduct Formal Solicitation	✓			

Recommendation

- Given the parameters outlined on pg 47. to compare these two options, we feel that Option 1 is superior for the state as it allows the State to maximize savings while at the same time accelerating time to savings and minimizing effort and resources required from the state, and also minimizing business disruption to end-users
- Option 2 may not lead to materially superior savings results while at the same time requiring more time and investment of resources from the State and different user agencies. Additionally, savings will be delayed to accommodate the time required by the RFP process
- If the State were to pursue Option 1 we would recommend that they consider the implementation considerations that we have outlined on pg. 45

- Survey Responses

Internal Surveys

Name	Victor Appolloni	Steve Davis
Title	Trust Resource Manager	Procurement Agent
Date	26-Mar-09	25-Mar-09
Agency	Mental Health Trust Land Office	Office of the Governor
Phone #	269-8422	465-3898
Email	Victor.appolloni@alaska.gov	Steve.Davis@Alaska.Gov
1. Please provide an estimate of the number of voice, data, and aircard (or similar) users within your agency (<i>we are looking for statistics on cell phones, Blackberrys, iPhones and Microsoft Mobile Devices - pocket PC's</i>)	Five	Voice (cell phone only): 14, Data/voice(Blackberry): 49, Aircard: 5
2. Is there someone in your agency who is responsible for actively managing your wireless spend including such activities as overseeing selection of plans, pooling, and review of invoices from the carriers before payment?	Yes	Steve Davis-Procurement, Lorraine Mitchell-Fiscal, Linda Perez- Admin.Director
3. What policies exist today within your agency to determine which agency employees are eligible for state reimbursed cell phones and which employees are eligible for data plans and/or aircards?	The Trust Land Office only issues cell phones to individuals who travel in the field. The TLO does not issue data plans and/or aircards.	Review of reimbursement requests by Admin. Director for approval, review of approved requests by Personnel for reporting purposes. Review of data plan/aircard requests by Admin. Director for approval based on travel status and usage requirement.
4. Is there a process or policy to determine what type of voice/data plan an employee should select or is that left up to the individual?	The plan is determined by the TLO Business Manager.	Determined by procurement staff based on estimated volume of usage, will consider individual requests on a case by case basis.
5. Has pooling of plans been done for voice plans? If so, who manages the selection of an optimized pooling plan?	No.	During a primary and general election cycle we activate approximately 50 cell phones for election staff usage, and utilize a shared 10,000 minute per month plan for the three month cycle. Selection of plan managed by procurement staff.
6. Overall, are you satisfied with the plans, equipment, and service from the suppliers that are on contract?	Yes	Yes
7. Do your agency users have unique needs when it comes to wireless services needs (such as coverage in outlying areas, hibernating phones seasonally, etc.)? Please provide details.	It has to work in remote areas. If coverage is going to be a problem the TLO rents satellite phones.	50 phone pool activated for 3 month election cycle. We retain the cell phones and program /activate when needed. Overseas usage required from time to time, procurement staff coordinates with providers to ensure coverage.
8. When you have problems with your service or equipment what is the general process to manage these issues? How has that process worked for you?	Have not had any problems with our cells phones yet.	All staff report all problems/issues to procurement staff, procurement staff submits telephone service requests (TSR) to ETS via their USD system. Procurement staff monitors each TSR to completion. This process works well for us.
9. In your estimation what percentage of your agency usage is directly related to State of Alaska business?	90%	Estimate 98%

Internal Surveys, *continued*

Name	Eric DeSentis	Jeremy W. Dodson	Hazel Johnson
Title	Project Manager	Administrative Officer II	Administrative Officer
Date	3/27/2009	3/27/2009	26-Mar-09
Agency	Department of transportation Central Region Construction	Labor	Commissioners Office/Civil Rights
Phone #	907-269-0447	907-465-6053	269-0849
Email	Eric.desentis@alaska.gov	jeremy.dodson@alaska.gov	Hazel.johnson@alaska.gove
1	Approximately 5 aircards. 4-5 Motorola Q PDAs. Approximately 120 cell phones for construction staff. Approximately 50 phones are dormant over winter.	Voice/Data –7 (Blackberries (1), Iphone (1), Motorola Q (1), cell phones (4))	4 cell phones
2	Grace Torio Admin Asst.	I am responsible for my section	Yes, Hazel Johnson
3	We are not currently participating in the State re-imbusement program.	It is determined by need. If the person is frequently away from their desk for business reasons and there is a compelling need to contact them quickly they are provided with a Voice/Data phone or an allowance. If a person travels frequently a similar arrangement is in place. Generally Investigators and senior staff fall into this category.	Each section is eligible for a state reimbursed cell phone
4	Historical usage is used to choose plans. Key project personnel have high minute plans. Others have low minute plans. Everyone has an individual plan.	Unless a strong case in made (none so far) – “in State” unlimited calling is the standard plan. Individual plans on private equipment are determined by the user/owner.	Usually the less expensive plan
5	No.	No	No
6	It is okay. Significant savings could be garnered if we implemented the re-imbusement plan. Otherwise, if we decided we were not going to participate, saving could be achieved by combining plans, etc.	Plans seems fine. Equipment options seem to be ok. Billing management by the phone provider has been a nightmare.	No
7	We hibernate about 50 of our 120 cell phones from November to May. These are not firm dates, and are project dependant. We need service for some phones throughout the region places like Kodiak, Unalaska, Bethel etc. These numbers are usually pre-identified, but may not be necessary from year to year. A small number of our phones should have out of state capabilities.	Not my section	No
8	Normally we deal with our provider directly. We also use the State help desk to coordinate service.	We notify the wireless carrier or the Procurement Staff to make arrangements for repair. The process has worked just fine.	Call the service center
9	It is very hard to guess. I would estimate 90% of our usage is for state business. Many of our employees carry both a state phone and 1 (or in some cases more) personal phones. I believe our people are highly diligent about using state resources for personal business.	6 phone are allowance based and one is state provided. The State Provided phone should be almost exclusively State use.	100

Internal Surveys, *continued*

Name	Brook Larson	Laura Lawrence
Title	Finance Officer	CR Procurement Manager
Date	3/25/2007	3/26/2009
Agency	Revenue	DOT/PF Supply & Services
Phone #	465-3671	269-0862
Email	Brook.larson@alaska.gov	Laura.lawrence@alaska.gov
1	<u>State-Owned Devices:</u> 11 cell phones (voice/text only), 13 Blackberrys, 10 iPhones, 9 aircards <u>Personal Allowances:</u> 23 Data, 20 Voice	1 (one)
2	No, the plan/phone selection is left to user and their supervisor based on their needs. However, procurement of wireless services is done centrally in ASD by procurement specialist. The Admin Officer in division and user reviews invoices before certifying officer reviews and certifies for payment.	myself
3	Currently, DOR does not have an agency-wide policy; it is left up to each division.	N/A
4	Again, no agency-wide policy. Each division decides what their needs are and sets their own policy.	N/A
5	Yes, but very little. This is also left up to divisions based on their needs.	N/A
6	Yes. There were some glitches when Cellular One was taken over by AT&T but okay now.	Yes
7	No.	N/A
8	Contact department procurement specialist who works with provider to resolve problem.	Through Enterprise Technology
9	Per AAM policy, no less than 95%.	100%

Internal Surveys, *continued*

Name	Laura Lynk	Andrew Hughes
Title	Accountant	Regional Planning Chief
Date	27-Mar-09	26-Mar-09
Agency	Department of Corrections	DOT&PF SE Region Planning/Project Control
Phone #	(907) 465-4641	907-723-5203 / 907-465-1776
Email	Laura.lynk@alaska.gov	Andy.hughes@alaska.gov
1	The Department of Corrections (DOC) currently has approximately 201 misc. cell phones, of which 3 are iPhones and 52 are Blackberry cell phones.	Iphone (Andy) - Andy has had this phone for a very short time and doesn't have the answers to all the questions.
2	The DOC Juneau Central Office Procurement Section is the main contact for the ordering of any Blackberry and iPhones for the Department of Corrections. Although these orders do go through ETS, all requests received for new Blackberry and iPhones are processed by AT&T only if the order comes through the Juneau Office. There are others within the Department that have ETS authorization to order cell phones, set up/change plans, etc. as long as the cell phones are not Blackberry's or iPhones. In addition, those who have authorization are still required to go through ETS for any type of phone services.	Don't Know
3	Policy and Procedures for DOC reflect the Department of Administration's guidelines as well as the internal P&Ps established by the Department of Correction's management.	Don't Know
4	The decision involves the selection of the plan by the Supervisor – in addition the Fiscal Section monitors invoices for potential savings to the department. Each manager is responsible for their section's cell phones, including any cost savings plans. JCO Procurement can suggest plans and specials, however, it is the final decision of the manager to determine what type of plan each employee will have. This is also true for the type of phone each employee is issued.	Don't Know
5	There are a number of DOC Probation officers and generally cell phones are on the 1000 shared minute plan. Kenai Probation has a Shared 1500 minute plan between 4 cell phones. Mat-Su Pretrial has 4 employees on the Shared 500 minute plan. Point MacKenzie has a shared minute plan. All plans are handled and monitored by site management staff	Don't Know
6	Yes	Don't Know
7	Yes, primarily these unique needs relate to requiring cell phone coverage in outlying areas. DOC has numerous 24/7 correctional facilities located in remote areas of the state as well as many probation offices.	Don't Know
8	When a problem occurs with the service or equipment, Procurement is usually contacted. They are able to contact the necessary party (AT&T, ACS, GCI, etc.) often times directly (cell phone defective, activation of cell phone, etc) Frequently they are able to resolve problems the same day. Most of our phones are with AT&T and ACS. Our contacts at AT&T (Ryan Murphy/Nicole Spadaro) are also usually able to resolve problems the same day.	Don't Know
9	Minimum of 95%	Approx. 90%

Internal Surveys, *continued*

Name	Susan Hinshaw	Amanda Ryder
Title	Administrative Assistant II	Director, Division of Administrative Services
Date	3/26/2009	3/24/2009
Agency	DOT/ Statewide Public Facilities	DCCED
Phone #	907-269-0819	465-2506
Email	Susan.hinshaw@alaska.gov	amanda.ryder@alaska.gov
1	Our Section has: 14 ACS cellular users , 10 ATT I phone users, 2 ATT Blackberry users.	14 units of the blackberry with voice and data services, 2 units of the Air card, 23 units of the cell phone services
2	Yes, Susan Hinshaw	The Procurement Section processes and orders the item. The Finance Section pays the invoice. Invoices are reviewed by Admin Services Procurement and Fiscal sections.
3	Approval by Joel St Aubin, Chief Statewide Public Facilities	The policy to determine which agency employees are eligible for state reimbursed cell phones and which employees are eligible for data plans and /or aircards is made by the Director of Administrative Services after a discussion with the Division Director.
4	Yes, 1) Employees approved to receive LST Electronic Device Allowance chose their own plans. 2) Employees not on LST Allowance will have STW /PF Administrative Assistant Susan Hinshaw choose individual plans for State of Alaska ACS wireless services.	The policy to determine what type of voice/data plan an employee needs is made by the Director of Administrative Services after a discussion with the Division Director and a recommendation from the Procurement Manager.
5	Yes, Susan Hinshaw	No
6	Yes	Yes
7	Yes, Trouble with not receiving coverage in rural areas at various Project Field offices.	No
8	Contact ETS services/ Write TSR request - process works well	The individual user contacts the procurement section who tries to resolve the problem. If the problem cannot be resolved by the procurement section it is elevated to the contractor. The above process is working very well for the Department.
9	99%	75 – 80% based on the individuals I contacted and who wanted to share information.

Internal Surveys, *continued*

Name	Tom Lawson	Stacy Turner	Charlene Morrison
Title	Director		CFO
Date	3/23/2009	3/31/2009	3/31/2009
Agency	Department of Fish and Game	DOT - Airport Director's Office	Department of Education and Early Development – Alaska Commission on Postsecondary Education
Phone #	465-5999		465-6757
Email	tom.lawson@alaska.gov		Charlene.Morrison@alaska.gov
1	Approximately 423 wireless voice, data and aircard devices.	Cell phones, ACS, currently 63. Blackberrys, AT&T, currently 21.	4 cell phones, 4 blackberry's
2	Each division is responsible for determining cell phone plans needed for each employee and approving which devices to be purchased, i.e.Blackberry or aircards.	Yes, Mike Hamilton, Utility Manager.	Yes
3	Each division is responsible for determining who in their division needs a cell phone, what type of plan is needed, and if aircards are allowed.	Needs are determined by the section managers for employee cell phones and by the Airport Director for a Blackberry. No employees reimbursement plans are utilized.	Executive Director approves any changes to existing services.
4	Each division determines what cell phone plan is necessary for that individual to have to carry out state calls.	Plan is estimated initially by section manager, then monitored for over/under usage and plan adjusted for most effective cost.	Is approved by the Executive Director so needs to be reasonable based on business use of the plan.
5	DFG uses the State's electronic device contract.	Yes. Mike Hamilton, Utility Manager	Yes
6	Yes	Yes	IT Network Administrator
7	DFG has the following issues: 1. Coverage in outlying areas . we have to use SAT phones in many of our field camps. 2. Seasonal use of phones. We have approximately 100 phones for seasonal use. 3. Minute to minute plans are needed for those employees where the minimum cell phone plan is too many minutes. They do not need to contact the office often or it is a safety issue for them to carry a phonewhile out in the field. 4. Preurchased minute cell phones. DFG would like the ability to purchase cell phones with preurchased set number of minutes.	No. State wide plans area used, except when traveling out of state on business.	Yes
8	Employee contacts ACS. If problems arise, employee can contact their regional procurement office for assistance. Problems are usually resolved at the employee level with ACS.	All problems, orders, etc., are run through Help Desk via ETS on-line forms. Overall, process is acceptable.	No. Our IT Network Administrator takes care of problems by working with the vendor. Yes, that is working for us.
9	85% - 90% are state business calls.	95%	At least 95% if not higher.

Internal Surveys, *continued*

Name	Laura Beason	Wendy Stallings	Kimberly Hays
Title	Division Operations Manager	Procurement Specialist I	Office Manager
Date	3/31/2009	3/31/2009	3/31/2009
Agency	Environmental Conservation	AVTEC	DOT&PF, D&ES, Statewide Materials
Phone #	465-5273	907-224-6164	907-269-6212
Email	Laura.beason@alaska.gov	Wendy.stallings@avtec.edu	Kimberly.hays@alaska.gov
1	10 Blackberrys, 8 iPhones, 74 cell phones	9 cell phones: 6 maintenance positions / 1 custodian / 1 counselors (shared) / 1 dorm attendants (shared), 2 pagers: Allied Health instructors (shared) in Anchorage for clinicals in medical facilities, 2 with PDA Allowances: Director and Deputy Director	State owned 8 phones & 1 PDA, Reimbursed to Employee: 3 phones & 4 PDAs
2	Yes all purchases and plans are reviewed and approved by individual supervisors and then Division of Information & Administrative Services staff.	Mary E. Sutton	Kimberly Hays, Office Manager 269-6212
3	Review and approval is required at the division level and then the department level, the Division of Information & Administrative Services	We currently purchase cell phones and pagers. Cell phone purchases are requested by department heads and approved by AVTEC Administration.	Supervisor Approval
4	Primarily left up to the individual along with their supervisor or the division approver.	Administration determines the cell phone usage plan assigned to a position.	Basic service is selected unless the user travels out of State or has a PDA
5	No	No	No
6	Yes	Yes	ACS reception is spotty out of urban areas. Most reimbursed employees use AT&T for better functionality.
7	Not at this time.	No	Phones are often used in rural areas where ACS is not available.
8	A service request is processed. The process works fine.	End user notifies me (Wendy Stallings), I create a service order through ETS. This process has worked effectively.	Employees who have problems have switched to AT&T & received reimbursement.
9	90%	100%	For State paid phones +/- 90% is business related.

Internal Surveys, *continued*

Name	Bejean Page	Curt Sandvik	Angie Webb
Title	Administrative Assistant	Administrative Officer	Administrative Officer I
Date	4/1/2009	3/25/2009	3/26/2009
Agency	DOLWD/AWIB	Dept. of Natural Resources - Division of Agriculture	Department of Natural Resources - Division of Coastal & Ocean Management
Phone #	269-7327	907-761-3866	907-465-3564
Email	Bejean.page@alaska.gov	curt.sandvik@alaska.gov	angie.webb@alaska.gov
1	1 – blackberry	1 blackberry dedicated to 1 employee 2 cell, phones Fairbanks shared, 3 cell phones Palmer dedicated to 3 employees, 2 cell phones Palmer Plant Materials Center shared, 1 employee is reimbursed for use of personal cell phone	Two Blackberries - Director and Deputy Director
2	No	Administrative Officer and section managers determine need. Administrative Assistants approve and review invoices.	Yes - Administrative Officer
3	Approval by Executive Director	Follow state/DNR policy - 1 employee is reimbursed monthly for personal cell phone use as approved by DNR.	No policies in place - Only Division Director and Deputy Director have phones or blackberries.
4	No	Employees receive state standard equipment and plans.	It is left up to the individual which is just the Director and Deputy Director in our division.
5	N/A	Equipment and plans come from state standard.	No
6	Yes	Yes	Yes
7	Yes, needs to have coverage in all of Alaska.	No - Plans seem to cover the areas we work in.	The main reason for the blackberries is to be able to receive and answer emails while away from computer and/or office.
8	N/A	TSR Process - it works but at times is cumbersome and since it is needed infrequently, the process has to be reinvented or learned each time.	Contact AT&T directly with issue. Issues have always been dealt with in a timely and efficient manner and resolved quickly.
9	100%. He only uses it for State of Alaska Business	95%	All usage is for State Business only. Each user has personal cell phone or blackberry for personal use.

Internal Surveys, *continued*

Name	Karen Gordon
Title	Administrative Officer
Date	3/27/2009
Agency	Department of Natural Resources, Division of Forestry
Phone #	451-2662
Email	Karen.gordon@alaska.gov
1	The Division has approximately 211 cell phones that are assigned to employees and to our warehouses for emergency use on incidents or for use when firefighters and managers are assigned to work on fires or disasters in the Lower-48. We have 15 Blackberrys, 3 iPhones, and 1 Pocket Pc. We have two data cards and one wireless card.
2	Generally the local Area Forester and the Administrative Assistant determine plans that work best for their employees, and the latter monitors expenditures on invoices. Sometimes the employee determines the plan based on their own need. Also, some phones are put on one plan during the summer season and put on another for the winter to save money. This is fairly common for seasonal employee phones. Division of Forestry policy forbids state-reimbursed cell phones.
3	Eligibility for air cards is employee-driven based on technical need, and generally approved by the supervisor.
4	The Division does not have a specific policy about who gets what kind of plan. Generally, but certainly not all the time, the supervisor makes the decision about plans for their employees, mostly commonly in the Area offices. For the rest of the Division, decisions about plans are made based on technical and travel needs of the individual employees, sometimes by the supervisor and sometimes by the employee themselves.
5	Some pooling has been done, namely by three Area offices, one of which does not use ACS, but rather uses AT&T. I believe in all cases of pooling, the Area Forester in conjunction with the Administrative Assistant determines the plans based on Area need. One Area noted that it felt pooling was less cost-effective than individual plans and has avoided pooling.
6	Generally speaking, while most were satisfied, some thought there could be a wider array of plan and equipment choices. Some folks specifically noted they would like to see the contractor offer phones more suited to today's technology (Le., smart phones) that is offered by other vendors. ACS has no service in an area (Clear and Anderson) which fairly regularly has wildland fires. This compromises life and safety response there, so to counter that, that particular Area uses AT&T phones.
7	Yes. We do have a unique life and safety issue in regard to our cell phone use. In particular, nearly every summer and fall a good portion of our employees are assigned to work on wildland fires in the Lower-48, and they are often on an airplane with less than 24 hours notice. And since nearly none of them are on a nationwide plan because there is no way to predict if, who, or when someone might be assigned to go to the Lower-48, there is no way we can plan ahead. And we cannot afford to keep so many phones on a Nationwide plan. So, when someone is assigned to a wildland fire or disaster outside, a chaotic rush ensues to get their phones reprogrammed for use outside before they are scheduled to fly. Sometimes we are lucky to have a 48 hour lead time, but mostly it is 24 hours or less. Counter to that, ACS says in order to change the programming in these phones before they leave the Alaska, they need 72 hours to accomplish the programming. We simply do not have 72 hours. We need some mechanism whereby we have the ability to change the programming in our phones without the time constraints ACS demands. Having said that, they have been fairly good to help us out in a crunch, pressing even their own deadlines to serve us, but they have not always been able to meet our deadlines and our staff ends up going outside with a "worthless" phone that has to be Fedexed back to Alaska to be programmed and re-Fedexed back outside. We certainly cannot depend on ACS being able to program our employee phones given the short deadlines we face, especially when weekends are involved. We are talking about over 100 people who need their phones for life and safety issues who fall into this category.
8	Most go directly to the vendor. For the most part this has worked well. In general, the staff are helpful. However, the Wireless Service Order is inappropriately technical, and written more for the ACS technicians than the users who fill out the form. It is easier simply to fill in the comments box at the bottom to say what work is requested. When ETS is involved, orders for phones aren't always as efficient as they could be when immediate help is needed when we are trying to support wildland fires.
9	On average, the estimate is 93%.

Internal Surveys, *continued*

Name	Mary Kay Ryckman	Vickie Butherus	Brenda Muller
Title	Executive Secretary	Administrative Officer	Administrative Officer II
Date	4.1.09	3/23/2009	3/25/2009
Agency	Department of Natural Resources - Commissioner's Office	Department of Natural Resources/Division of Geological & Geophysical Surveys	Department of Natural Resources-Division of Mining, Land & Water
Phone #	269-8426	451-5002	907-269-8627
Email	Marykay.rvckman@alaska.gov	Vickie.butherus@alaska.gov	Brenda.muller@alaska.gov
1	3 blackberries, 2 iphones, 1 cell, 3 wireless aircards, LOTS of data usage on the iphones.	1 Blackberry, 1 iPhone, 1 cell phone for Admin (anyone's use), 3 cell phones in the Alaska Volcano Observatory (AVO)	Overall-17 cell phones: South Central Regional Office-7 cell phones, Water Section -1 cell phone, Contracts Section -1 cell phone, Surveys Section -1 cell phone, Resource Assessment & Development Section -1 cell phone Fairbanks Northern Regional Office - 5 cell phones, Juneau Southeast Regional Office - 1 cell phone, Each Region/section manages their own plan. Each Region/section reviews their own invoices.
2	The Executive Secretary	Yes, the Division's Administrative Assistant.	Director's Office oversees payment for section reviewed invoices in Anchorage offices. Regional Offices oversee payment of their respective invoices.
3	The Commissioner and Deputy Commissioners carry a data and phone device. Special Assistants and Project Assistants carry data and phone devices as well.	No policy, done on a case by case basis.	Determination is made through ETS and DOA policies. Supervisors confirm business needs.
4	We like to keep it all in one company. If the individual has special requests we encourage them to ask for a monthly reimbursement.	We typically go with the basic nationwide.	Section plan selections are made by using the ETS and DOA policy determinations.
5	Yes, we've pooled plans Exec Secretary does selections.	No. Didn't realize this was an option.	Each Section determines best plan for their needs with the guidelines set forth by DOA and ETS.
6	An is okay Could be better. They sure like to charge you for any little item.	Yes.	No complaints at this time.
7	YES, we sometimes need to turn on a data plan that will work internationally.	Yes, depending on the area will depend on whether we use AT&T or ACS.	No unique needs at this time.
8	Call the company and fuss till you get a breakthrough.	We send in an ETS report. Seems to work fine.	Each Section follows standard guidelines for repairs.
9	97%	100%	100%

Internal Surveys, *continued*

Name	Charity Reeves	Karlyn Herrera
Title	Accounting Technician I	Administrative Officer II
Date	3/26/2009	3/26/2009
Agency	Department of Natural Resources - Division of Oil & Gas	Department of Natural Resources/Division of Parks
Phone #	907-269-5725	269-8627
Email	Charity.reeves@alaska.gov	Karlyn.herrera@alaska.gov
1	Currently we have 10 blackberry users, 1 i-Phone, 1 cellular phone. We have 15 aircards (5 with AT&T and 10 with ACS).	We currently have agreements for 80 cell phones and 3 Blackberry's
2	The Division Accounting Technician is the responsible party for new purchases, activations, cancellations, plan selection and payment of invoices.	Each section chief works with the admin staff to select appropriate cell phone plans based on regional needs.
3	Individuals in the division that travel regularly and with a laptop are provided aircards. People who travel regularly and are needed by phone during travel and off hours are provided with a state issued cell phone. Individuals that may be contacted during off hours for technical assistance will be reimbursed for time spent on personal cell devices for state business.	There is no written policy concerning who can have cell phones. Needs are determined by section chiefs.
4	The Division Accounting Technician selects the plan. Plan determination is made based on typical minutes used in the past. Most are on a pooling plan. Two are not because they use more minutes than the rest.	For state reimbursed personal phones we do not limit or suggest plans. For phones paid directly by the state we stick to the cheapest plan unless special needs are required.
5	The Division of Oil & Gas has a pooling plan set up for all the blackberry users. The plan determination was based on minutes typically used.	There are no pooling plans at this time for Parks.
6	The Division is pleased with the plan for the most part, however we have spent time on the phone due to error in billing. When we switched from one provider to the other we received free blackberry's. Although they did not cost us anything for the device they cost us time because they malfunction or break often.	Yes
7	Our users travel frequently and require reliable service to much of Alaska and the lower 48.	We have need for coverage in outlying areas (Specifically for Park Rangers), and we use hibernating phone plans for seasonal employees.
8	The process is the user brings all equipment issues (except voicemail) to the Accounting Technician who works to resolve it. Usually it works however there was a long period of time where the cell phone customer service would not answer questions or give this person any support because they claimed she was not authorized to ask/although the authorization has been submitted numerous times.	We work with the servicing vendor (i.e. ACS) to correct problems. This works well for us.
9	100%	98% or better. Our employees are required to report personal use of state cell phones and PDA's.

Internal Surveys, *continued*

Name	April Andrews	Robert Meiners	Gary L Davis
Title	SPCO Administrative Officer II	Dep. Director, Administrative Services Division	Regional Director
Date	3/31/2009	4/2/2009	4/3/2009
Agency	DNR / State Pipeline Coordinator's Office	Department of Law	DOT&PF-SE Region
Phone #	907-257-1313	465-5427	907-465-1762
Email	April.andrews@alaska.gov	Bob.Meiners@alaska.gov	gary.davis@alaska.gov
1	Nine (9) cellular phone plans - Motorola Q's & Motorola V323i's - paid by SPCO & Four (4) Electronic Device Allowances.	~46 devices. Most devices have multiple users, i.e., an entire office of 3 to 20 or more people may share a single cell-phone.	SE Support Services Section
2	Yes, the Administrative Section for SPCO is responsible for actively managing the wireless spend. Account activity and review of invoices are monitored by the Accounting Tech. Oversight of plan selection is managed by the Administrative Officer	Yes – the ASD Deputy Director	No
3	Determination for eligibility is based on the critical nature of the position and on the amount of travel the position is required to do	All requests for new cell-phones or mobile devices must be approved at the deputy commissioner level (i.e., Deputy Attorney General)	None
4	Voice/data plans are determined by the agency.	Yes, the ASD Deputy Director makes a determination based on estimated usage and likely calling areas.	No
5	Plans are pooled.	No, I am unfamiliar with this concept.	No
6	Other than battery issues, equipment and plans have been good.	Yes, generally speaking.	Yes
7	Users feel coverage in rural areas (I.E.: Arctic Region, Haul Road) could be improved.	Lack of ACS cell coverage in Bethel has been problematic for Rural Prosecution Task Force attorneys and paralegals regularly traveling from Anchorage to handle cases in this community. We currently have a separate cell phone they carry to Bethel procured from the local (Bethel) provider. Similarly coverage in rural villages has been problematic for traveling DA's.	Yes, need nationwide email and phone access
8	Telephone Service Requests are generated through the SPCO Administrative Officer. The process works	Submit a TSR to ETS. This process can be problematic at times as it is time consuming and response times seem to be inconsistent.	Provider
9	100%	100%	

Internal Surveys, *continued*

Name	Deela Domorod	Lonnie L Leibbrand
Title	Administrative Assistant II	Data Processing Manager
Date	3/25/2009	3/31/2009
Agency	AMHS	Department of Military and Veteran's Affairs
Phone #	2287260	428-6866
Email	deela.domorod@alaska.gov	Lonnie.leibbrand@alaska.gov
1	I currently manage approximately 120 users.	70-devices
2	Yes - Deela Domorod	Currently this is left up to the divisions but we are working on an overall department process.
3	To obtain a phone: End user's supervisor make's the request through Deela Domorod. Deela then seeks the final approval of that unit's department head. Supervisors decide if a genuine need is there. Our agency does not allow state reimbursed phones.	We have a draft operating procedure but it is not approved and finalized at this time. However, our division directors have authority to determine who is to receive devices and their level of service. This authority was granted by memorandum from the Deputy Commissioner.
4	Our users are initially set up on a pooled plan, when possible. Their plans are adjusted based on their calling habits, travel etc. Individual users are not permitted to adjust their accounts.	Each division director has this authority.
5	-Yes – Deela Domorod in conjunction with AT&T's Government Rep, Ryan Murphy and AT&T's Government Bus. Mgr., Phoebe Mauer. They also alert me to changes in plans, devices, etc. All of our users are on a pooled plan. Because of this I was able to save our organization approximately \$38,000.00 annually.	No.
6	I'm completely happy with AT&T!! They've been able to give me tools to help me manage all of my users!	Yes.
7	Yes – I have users in remote areas all over the state. I also have vessels that travel between AK and the lower 48. I keep a fleet of "yard phones" that are loaned out to vessels when they are in the yard. These phones are kept on a suspense account when not in use.	Yes. Emergency management has needs during disasters to check out and use phones in urban and remote areas. Our facility management personnel often go to remote areas to conduct business.
8	The user reports to myself and I work with ETS and/or the vendor directly. This works pretty well, as ETS and our wireless vendors usually only have one point of contact, so it's easy for them to be overwhelmed with the support AMHS requires.	Each individual contacts the provider directly. If problems persist they return to our contracting section for assistance.
9	I'm confident saying that approximately 97% of AMHS cellular use is work related. We do audit users bills for that very thing.	Estimate: 98%

Internal Surveys, *continued*

Name	Nancy Wojnowski	Alison M. Elgee
Title	Administrative Officer II	Assistant Commissioner, Finance and Management Services
Date	4/1/2009	4/7/2009
Agency	Department of Public Safety	Health and Social Services
Phone #	269-5705	465-1630
Email	nancy.wojnowski@alaska.gov	Alison.elgee@alaska.gov
1	Blackberry = 119, Cell Phones = 300, AirCards = 6, Total = 425	Cell phones: 660 Blackberrys: 84 iPhones: 3 Aircard/wireless keys: 14
2	Each division has one or two administrative staff that is authorized to create the Telephone Service Requests (TSRs) to request new phones. Every detachment or area office is responsible for reviewing the invoices and making decisions on rate plans once the phone is initially set up.	Responsibilities reside at the division level for management. Each division has at least one individual, if not more, to review billings, assure that use is appropriate and identify appropriate plans for locations.
3	No written policies. Cell phone use is authorized by supervisors in each division and lower organizational unit.	See attached policy and procedure for the department. Decisions about whether or not business needs require a state reimbursed phone/smart phone are made at the division level.
4	This is left up to each Detachment/Unit as all locations are different.	Plans are reviewed by each division to assure that the division needs are met and that individual employee utilization can be met by the plan
5	Statewide Services has started using pooling of minutes. Fire Prevention is reviewing their usage and will probably switch to pooling of minutes. Some Trooper detachments have multiple phones on a pooled plan. Each section manages their own plans, and requests are funneled through the division headquarters Authorized Contact to create a TSR.	Pooled plans have limited utilization within the department. Regional offices of OCS have utilized pooled plans in two regions.
6	Yes.	Yes
7	Yes, we need coverage in outlying areas; however, some areas do not have reception at this time. For remote use, satellite phones are assigned.	We have many locations throughout the state with limited or no cell phone coverage. This becomes an increasing problem as people rely more and more on this method of communication.
8	We contact ETS through the Service Center and put in a phone request for fixing the problem. The problems have been resolved satisfactorily.	Help desk tickets are generated with the Finance and Management IT help desk, or with ETS help desk. Response has been good under both circumstances. Occasionally, staff must work directly with vendors. Other than the odd circumstance, vendors have been responsive.
9	95% approximately.	95%

Internal Surveys, *continued*

Name	Jessica L. Hollis	Rox Ann Dowd
Title	Administrative Assistant III	Secretary
Date		
Agency	DOT CR D&ES	DOT CR Regional Director's Office
Phone #		
Email		
1	We have 37 regular cell phones that are used within the division. We currently are providing a cell phone allowance to one employee. We also have one Pocket PC and 3 PDA's that are used in different sections.	3 cell phones, 2 car phones
2	My position monitors, manages, and recommends action after review of billings on a yearly basis. Day to day management is handled by section administrative staff and monthly approvals of invoices and purchases are made by each section Group Chief.	Yes, Rox Ann Dowd
3	This is determined by our Preconstruction Engineer on a case by case basis. Consideration is given to how often the employee is in the field and the amount of responsibility the individual has within the work unit.	At this time these issues must be approved by the Regional Director before acquisition.
4	This is determined by each section Group Chief and is measured by historical usage by the employee. Depending on the time of the year the call plan will be changed to either increase minutes or decrease depending on the amount of time an employee will spend in the field. During summer months minute usage is always high.	Left up to individual.
5	This has not been done but merits investigation. My position makes recommendations for cost cutting, but the final decision is made by the section group chief and the monthly invoices are managed by the section administrative personnel.	Yes, Rox Ann Dowd
6	Yes, though we would like to have a bigger calling area available due to the locations that many of our employees travel to in the course of state business.	Yes
7	Yes, Many of our employees travel and conduct field work in communities that do not have available cell phone reception; this makes it difficult for employees to remain in contact with the office in cases of emergency. Being able to hibernate some phones during the winter months would also be useful to cut down costs.	No
8	The division administrative staff will either contact the cell phone carrier directly or process a request through the ETS service request system. This process seems to work fine and we have not run into any major problems.	I just call or stop by the service center. This method works well.
9	I would say 99% of our cell phone usage is related to State of Alaska business - any personal calls made are usually negligible.	All

Internal Surveys, *continued*

Name	Amanda True	Debra Landry	Michelle Zenor
Title	Admin Clerk	Accounting Tech II	Statistical Tech I
Date			
Agency	DOT KABATA (Anchorage)	DOT CR Highways & Aviation	DOT SW Internal Review
Phone #			
Email			
1	We have 4 blackberries and 1 cell phone actively used.	1 - Blackberry, 3 - cell phones	We have no cell phones N/A.
2	Yes, I take care of that.	Yes	We have no cell phones N/A.
3	Our Executive Director makes that decision.	At this time, issues must be signed by the Regional Director before acquisition.	We have no cell phones N/A.
4	It is up to the Executive Director.	Left up to individual.	We have no cell phones N/A.
5	As far as I know, the SOA has a contract with a Wireless Provider that has provided the state overall at specific rate. ETS set up the contract with our current provider.	No	We have no cell phones N/A.
6	I am satisfied with the overall operation on the devices. Customer service could be worked on.	Yes	We have no cell phones N/A.
7	The blackberry users travel throughout the year, and require nationwide coverage. The devices are used year round by all employees they have been assigned to.	No	We have no cell phones N/A.
8	I call AT&T business and deal directly with them on any problems. It has worked for us so far.	Call service center.	We have no cell phones N/A.
9	97% of our usage is related to SOA business.	All	We have no cell phones N/A.

Internal Surveys, *continued*

Name	Sharon Smith	Amy Kosydar	Wanda Faber
Title	Engineer/Architect III	Accounting Tech II	Admin Clerk II
Date			
Agency	DOT CR Contracts	DOT CR Highways & Aviation (Kodiak to Peninsula, Homer to Seward)	DOT CR Highways & Aviation (Southwest District)
Phone #			
Email			
1	Because our Contracts Section wireless needs are so minor (only 2 cell phones) and we are so busy right now, lets not worry about responding to this questionnaire for Kristi. I think the other components will be able to provide more accurate/meaningful responses and information for Kristi and the ETS folks.	8 Cellular phones, 1 PDA device with e-mail and text messaging.	7
2	N/A	Carl High, Peninsula District Superintendent; Amy Kosydar, Accounting Tech II	Yes, Troy Larue, Superintendent
3	N/A	Currently the only District Superintendent and Station foremen are eligible for state cellular phones. Summer crew foremen are able to apply for a \$40.00 phone allowance for use of their personal phones during the months they are actively using their personal phones for State business.	Airport Managers, Safety Officer, Superintendent; Any cell users obtain their phones thru the Superintendent only.
4	N/A	Our District Superintendent, acting under supervision of the M&O Chief, determines the type of voice/data plan an employee can receive.	It is up to the Superintendent what phone is needed for the job. The type of plan is the decision of the Superintendent.
5	N/A	The accounting tech works with ACS to determine the most cost efficient plans on an individual basis.	No. Many outlying airports do not have cell phone service.
6	N/A	Yes	We are satisfied with the ones who have the service available.
7	N/A	No	All ours are for outlying areas.
8	N/A	We submit a trouble ticket via ETS. The process has been working quite well. Issues are responded to within hours and resolved quickly.	We have had no problems with the cell phones we have.
9	N/A	100%	90%

Internal Surveys, *continued*

Name	Joy Lynn McCavit	Diana Sanders
Title	Accounting Tech II	Administrative Assistant
Date		
Agency	DOT CR Highways & Aviation (Cascade to Palmer, Palmer to Chulitna)	DOT CR Highways & Aviation (Anchorage District Hwys)
Phone #		
Email		
1	14 Cell phones	22 cell phones
2	In this component it would be: Neal Henslee as Superintendent approving whom is to carry the cell phones. Joy Lynn McCavit is the one whom reviews cell phone invoices and codes it for payment. We have saved money by establishing our personal agreement for our components particular needs with our own local company.	Diana Sanders
3	In this component we give the foreman in each station a cell phone to use for State business and the others are handed out depending on who is out on the road working with them. All State employees are able to have a cell phone for State business at each of our stations if needed to have contact while working on the road in areas where they need contact with their foreman, etc.	We only have cell phones. Superintendent, Station Manager, Electricians, Highway Foremen, Acting Foremen, Striping Crew, Bridge Crew, and two Seward Highway camps have cell phones.
4	N/A	The Anchorage District Highways has a plan in place chosen three years ago per instructions by ETS. We have a 'shared 10,000 minute plan'.
5	N/A	Yes. We selected this from a choice of plans provided to us.
6	Yes, but we do not have a contract in our MatSu District. The contracts are in the Anchorage area outside of our Service Suppliers areas.	Overall; yes.
7	We have areas where the operators need to contact foreman for emergency issues. Or we need to contact foreman while they are on the road with situation updates such as road hazards, i.e. rock slides, floods, avalanches, etc.	No.
8	The office staff calls the carrier and requests repairs and/or replacement of equipment.	I submit a wireless service order through ETS online. ACS is then notified by ETS. ACS has been quick and efficient when replacing cell phones. The cost per phone (even under contract) is higher than if we purchased open market.
9	100%	99%

Internal Surveys, *continued*

Name	Shannon Morgan	Elizabeth Miller-Chapman
Title	Administrative Officer	Admin Assistant II
Date		
Agency	DOT Statewide D&ES	DOT NR D&ES
Phone #		
Email		
1	1 blackberry, 2 iPhones, 4 cell phones.	Cell Phones - 6; Blackberrys - 6
2	Shannon Morgan, Administrative Officer	Me, Vicki Spear-Shipley, Debbie Simonar
3	Supervisor approval	Our Group/Section Chief levels are approved for data plans (Blackberrys). Cell phones are given to the crews that are out in the field to use for communication with Fairbanks office and for emergencies. For Reimbursed-our Division Chief approves-they must use the cell phone significantly for work outside of the Peger Road complex.
4	Basic service is selected unless the employee travels out of state frequently.	Admin Assistant and Group/Section Chief determine the most economical plan based on the user and the user's needs.
5	No	For our Blackberrys-our contact in Vicki Spear Shipley.
6	Yes	The only concern we consistently have is unreliable coverage in outlying areas.
7	Satellite phones are needed for use in very rural areas, they are hibernated seasonally. They are used during the summer bridge inspection season.	Coverage in outlying areas-crews need for emergency purposes (as well as routine work phone calls) so this is very important.
8	Contact the state ETS group or service provider directly. Process has worked well.	The problems are called into me, then relayed to Debbie Simonar who prepares TSRs. I can also fill out the TSRs. This process has been working well. Debbie also sends out mass emails when there are outages.
9	Approximately 95%	90%

Internal Surveys, *continued*

Name	Kristi Peel	Susan Ault
Title	Admin Ops Mgr	Administrative Officer
Date		
Agency	DOT ASD - SW ASD/SW Procurement/SW Info Systems (Juneau, Anchorage, Fairbanks)	DOT State Equipment Fleet (all regions)
Phone #		
Email		
1	11 - 5 blackberries & 6 regular cell phones	34 cell phones; 2 Blackberrys with data package; 1 iPhone with data package
2	Kristi Peel	For Central, Northwest, Northeast, and Southwest Districts and the Headquarters division, the District Administrative Assistant is responsible for managing the various wireless accounts. In Southeast District, the District Manager is responsible for managing the wireless account.
3	None, The first line of approval is the employee's supervisor, and then the completed form is submitted to Division Director for final approval.	The Division Director makes the final approval for State Equipment Fleet regarding reimbursements. Data plans are approved by the District Managers. In the Headquarters division, the Division Director make the final approval.
4	We ask the employee how often they feel they would use their cell phone and start off with a base plan around the estimated minutes and employee gives. After that we monitor how many minutes are actually used on average and adjust the plan accordingly. We almost always use statewide plans only. Very little out of state travel is done.	In Central, Northeast, Northwest, and Southwest Districts, the Administrative Assistants make the determination of the type of plan with approval from the District Manager. In Southeast District, the District Manager make determination and approval. In the Headquarters division, the Division Director makes determination and approval.
5	Yes, we have a pooled plan for our Warehouse Section. We have 300 minutes shared between 3 phones.	In Central, Northeast, Northwest, and Southwest Districts and in the Headquarters division, the District Administrative Assistants make that determination. In Southeast District, it is the District Manager.
6	Yes.	Yes.
7	No	Northeast and Northwest Districts and Headquarters division require statewide coverage. Central and Southwest Districts' needs are based on the individual and job duties to determine needs for voice, data, and minutes required. Southeast obtained a waiver in order to purchase cell phones and plans thorough AT&T, which provided better coverage for that area.
8	We solve problems by placing a TSR, but I have also called the SOA service center phone number to place service orders. This process works fine for tracking a service order. Some service orders cannot be verified without a good deal of work, thereby leaving the closing of a service order to ETS.	In Central, Northeast, Northwest, and Southwest Districts and the Headquarters division, the user notifies the District Administrative Assistant, who issues a TSR or contacts the provider directly. Process works fine but the emails for every step made via ISD are annoying but not an issue. In Southeast District, the District Manager speaks directly with the sales representative and has had great luck.
9	All - we monitor calls placed on each bill and question employees about calls placed to ensure that they are using their State provided phone for only State business.	In Central and Southwest Districts - 80-85%; In Northeast and Southwest Districts - 95%; In Southeast - 100%; Headquarters - 80-85%

Internal Surveys, *continued*

Name	Catherine Dallaire	Kerry Saveriede
Title	Administrative Officer	Administrative Clerk III
Date		
Agency	DOT NR Construction	DOT Fairbanks International Airport
Phone #		
Email		
1	100 cell phones; 8 blackberrys; 10 other PDAs	We have 26 state cell phones - these are current users and activated back up phones. We also have 7 employees using personal cell phones and getting the reimbursement from the State.
2	Yes.	Yes, wireless plans are reviewed annually by the Airport Manager.
3	All construction staff is eligible for cell phones. Field engineers/employees have the option to use their own cell phones/PDAs and be reimbursed a monthly allowance for state usage. It remains the discretion of the employee and the supervisor.	The Airport Manager makes the decision as to which employees need or are required to have a state issued cell phone. If any of those employees don't want to carry the state phone and a personal phone, they then put in a request for personal cell phone reimbursement. If an employee is not otherwise required to have a state cell phone, the request would not be approved.
4	The division manager determines the phone and plan that is used. All state issued devices are the similar. If an employee uses their personal device and receives an allowance than the device and plan is up to the employee.	We keep all employees with State cell phones on a bulk plan - all phones draw from one large pool of minutes.
5	Pooling of plans is used in construction. A group chief has been assigned the management of optimizing the plan based on projected staffing. He works in conjunction with the Admin Asst to move phones between multiple pool plans in order to optimize minutes.	Yes - our accounting/administrative staff manage the plan and evaluate optimizing selections.
6	No, the plans do not allow enough flexibility for seasonal use - it currently requires a great deal of plan and device management, adequate pooling of minutes, they are too expensive and cumbersome to maintain for seasonal staff. There are usually complaints about the quality and durability of the basic equipment provided.	Yes
7	Many construction projects are in remote areas. This is our main complaint, that many areas are not covered by the contracted carrier or reception is intermittent/nonexistent. Construction is seasonally staffed, which means that some cell phones receive intermittent use with each season or during the duration of a project. This causes difficulties in optimizing multiple pooled accounts and can cause inflated costs during the off season when phones are not being used.	Yes, we have some managers that work on an on-call basis and need coverage at personal residences - some of which are beyond the ACS coverage areas.
8	Issues are related to our phone coordinator who initiates a TSR. The coordinator then acts liaison between the user and the contractor. Currently the process is working fine and response is adequate.	Users call the Administrative staff to report problems; troubles are called in from there if necessary to the service center. Process seems to be working.
9	90%	95% - Employees are required to reimburse the state for any personal calls.

Internal Surveys, *continued*

Name	Elaine Presler	Miriha Scalf	Ruth Carter
Title	Administrative Officer I	Admin Officer	Admin Clerk
Date			
Agency	DOT Measurement Standards & Commercial Vehicle Enforcement (Anchorage and other areas)	DOT Southeast Design & Engineering Services	DOT Southeast Region Highways & Aviation
Phone #			
Email			
1	19 cell phones; 21 PC; 13 EVDO cards	4	25 active cell phones; 15 cell phones have recently been dropped because they are not needed at this time and due to lack of available service area.
2	Vicky McDonnell oversees the usage of the phones/cards and makes suggestions on the plans based on prior and anticipated usage. She also reviews all invoices prior to payment. Elaine Presler also reviews all invoices prior to payment.	None	Suzi Dennis; Acct Clerk
3	No set policy. Each employee is considered on a case by case basis, based on the type of work they perform and how essential contact is when not in the office. Many employees in the division perform extensive field work.	None	
4	The plan is selected with input from the supervisor, and looking at what the specific needs of the individual employee to perform their job duties.	No	
5	Cell phone usage varies, as do the plans. Vicky McDonnell advises supervisors when cell phone usage is up/down and makes suggestions on the plans.	No	
6	The majority of the employees are dissatisfied with the service. Mainly this is due to connectivity issues. Some employees have requested and been approved to use their own personal devices for this reason.	Yes	No. With the ACS contract new phones were issued that did not work in the stations, in the areas needed. Calls were dropped; voice mail was lost; even line of site with person you are calling would not work. Phones did not have sim cards.
7	MSCVE does have some unique needs. We need coverage in outlying areas as employees travel throughout the State, much of the time to remote locations that are not covered by the current provider. Cell phones are placed on a minute usage charge instead of a plan for some employees during the winter months, when usage declines.	One seasonal	Yes. At the Certified Airports (Gustavus, Wrangell, Petersburg, Sitka and Yakutat) must be in available to FAA, TSA, and for emergencies. This is a Federal requirement. This contact is by cell phone. Also stations personal need to be able to contact each other, the station, Juneau M&O, local or state police, or other emergency personal from anywhere within the station, or other southeast locations.
8	First point of contact is either Vicky McDonnell or an Information Technology staff member to trouble shoot the problem. If it is not able to be resolved at that level, either the carrier is called for assistance or a TSR is submitted.	Call provider. Process has worked.	Call ACS and wait for call back; only to be told that everything is working OK; only no one can call the cell phone.
9	99% of the usage is business related.	99%	100%

Internal Surveys, *continued*

Name	Barbara Maillelle	Tammy Kramer	Jody Thomas
Title	Administrative Officer II	Admin Asst. III	Northern Region Budget Analyst
Date			
Agency	DOT NR Highway & Aviation (Fairbanks & Interior)	DOT Commissioner's office (Juneau)	DOT NR Planning
Phone #			
Email			
1	61 cell phones; 5 Blackberries; 2 iPhones; 1 air cards	1- cell phone; 7- Blackberries	10
2	Northern Region M&O Director oversees the plans, M&O Admin Clerk reviews the invoices and the Admin Officer approves payment.	Yes	Northern Region Budget Analyst with Planning Chief. Administrative Clerk reviews and processes invoices for payment.
3	M&O Director with input from the Admin Clerk and Admin Officer.	Final decision is made by Commissioner or Deputy Commissioner.	Needs determined by Planning Chief and Budget Analyst.
4	M&O Director in concert with requestor.	Research plans and talk with employee as to which plan works best for them and is best for our component.	Budget Analyst works with requestor.
5	Yes, M&O Director with AT&T representative.	No	Yes, M&O Director with AT&T representative
6	Yes, AT&T has been great to work with.	Yes	Yes.
7	We have a lot of remote sites. We have approximately 6 phones that we hibernate seasonally for seasonal employees in remote locations.	No	Yes, we have some remote sites that are used for data collection.
8	Admin Clerk is notified by user who puts in a service request to AT&T or DOA. Process is working.	Working directly with the local AT&T rep has worked great. They are always accommodating and timely.	Admin Clerk is notified by user who puts in a service request to AT&T, ACS, or DOA. Process is working.
9	95-98%	99%	98%

Internal Surveys, *continued*

Name	Guy Crockroft
Title	Contracting Officer
Date	4/15/2009
Agency	DOA/ETS
Phone #	465-5758
Email	Guy.crockroft@alaska.gov
1	Cell Phones – 43, Blackberrys – 24, Aircards – 2, PPC’s - 15, iPhones – 1
2	There is no dedicated resource but the DAS accounting section provides usage info to the end users and their supervisors. Based on these exchanges, some changes to existing plans are made.
3	ETS follows the “State Policy for Electronic Equipment” issued by DOF in March 2008.
4	Employee/Supervisors select initial plan. Changes may be made based on actual usage.
5	Not to any significant extent. See previous answer.
6	Yes.
7	ETS Electronics Technician often travel to remote SATS and ALMR sites. They have P-25 compatible two way radios to supplement their wireless devices.
8	Open a USD trouble ticket or call the Help Center
9	Over 95%