Multnomah County				
Program #78305 - IT Mo	bile Device Expense Management			6/30/2016
Department:	County Assets	Program Contact:	Tony Dornbusch	
Program Offer Type:	Internal Service	Program Offer Stage:	As Adopted	
<b>Related Programs:</b>				
Program Characteristic	s:			

#### **Executive Summary**

The Mobile Device Expense Management program centralizes the management of all wireless voice and data communications for approximately 4,500 County employees. The services provided by this program facilitate communication with citizens, business partners, and employees. This group contracts, purchases, provisions, tracks, and oversees the usage and payment for wireless (cellular) devices and the related services for the County. This includes cell phones, pagers, tablet computers, smart phones, and aircards.

#### **Program Summary**

The County maintains approximately 1,600 wireless devices. This group works closely with Departments to identify wireless communication needs then set standards for devices and service plans to address these needs. This program coordinates the acquisition of all cellular devices as well as the provisioning of the cellular services for these devices, also known as mobile devices. This group works closely with IT, Desktop and Security, as well as Departments to identify mobile communication needs then sources and/or negotiates the services for delivery to internal County customers.

In addition to managing risk, a primary goal of this program is to reduce the overall cost of mobile devices and services by 10% over similar costs from the prior fiscal year. The initial baseline for this measure was set at the end of fiscal year 2013 and is based upon total overall expenses translated into an average cost per minute metric. The implementation of the Telecom Expense Management system was completed in FY 2015. The average cost per minute metric has been rebaselined to establish the ongoing benchmark for future comparison. The total overall costs include personnel and non-personnel expenses plus the costs for all wireless services.

Performance Measures Measure FY15 FY16 FY16 FY17							
Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer			
% of processed new and replacement mobile device requests including audit of carrier records for exceptions	99%	99%	99%	99%			
Reduce overall cost over prior year	8%	4%	4%	2%			
	Primary Measure % of processed new and replacement mobile device requests including audit of carrier records for exceptions	Primary MeasureFY15 Actual% of processed new and replacement mobile device requests including audit of carrier records for exceptions99%	Primary MeasureFY15 ActualFY16 Purchased% of processed new and replacement mobile device requests including audit of carrier records for exceptions99%99%	Frimary MeasureFY15 ActualFY16 PurchasedFY16 Estimate% of processed new and replacement mobile device 			

Output - Program will process 99% of all new and replacement mobile device requests and will audit carrier records for any exceptions not ordered by program.

Outcome - Reduce overall cost of mobile devices and related services (per device) over similar costs from the prior fiscal vear.

### Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds		
Program Expenses	2016	2016	2017	2017		
Personnel	\$0	\$109,012	\$0	\$132,566		
Materials & Supplies	\$0	\$870,007	\$0	\$925,402		
Total GF/non-GF	\$0	\$979,019	\$0	\$1,057,968		
Program Total:	\$979	\$979,019		\$1,057,968		
Program FTE	0.00	1.00	0.00	1.00		
Program Revenues						
Other / Miscellaneous	\$0	\$979,019	\$0	\$1,057,968		
Total Revenue	\$0	\$979,019	\$0	\$1,057,968		

## **Explanation of Revenues**

This program offer is funded via the collection of a monthly service fee charged to each wireless device holder of record. The service fee is collected through the IT Internal Service Rate collection process.

# Significant Program Changes

Last Year this program was: FY 2016: 78024-16 IT Mobile Device Expense Management

No significant changes.