

## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

October 1, 2013

Mark Trogdon  
Fiscal Research Division  
300 N. Salisbury Street  
Room 619, Legislative Office Building  
Raleigh, NC 27603-5925

Dear Director Trogdon:

Section 7.18.(b) of Session Law 2013-360 entitled "Use of Mobile Electronic Communications Devices" requires the Department of Health and Human Services to report quarterly to the Joint Legislative Oversight Committee on Information Technology, the Fiscal Research Division and the Office of the State Chief Information Officer on the use of mobile electronic communication devices within the agency.

This report includes: the total number of devices issued by the agency; the total cost of mobile devices issued by the agency; the number and cost of new devices issued since the last report; and the contracts used to obtain the devices.

Please direct all questions concerning this report to Jennifer Street at 919-855-3009.

Sincerely,

A handwritten signature in cursive script, appearing to read "Aldona Wos".

Aldona Wos, M.D.

|     |                       |                 |                                   |
|-----|-----------------------|-----------------|-----------------------------------|
| cc: | Karlynn O'Shaughnessy | Brandon Greife  | Senator Ralph Hise                |
|     | Susan Jacobs          | Patricia Porter | Representative Justin Burr        |
|     | Don Natress           | Sarah Riser     | Representative Mark Hollo         |
|     | Pam Kilpatrick        | Joe Cooper      | Legislative Library (1 hard copy) |
|     | Sarah Porper          | Karen Tomczak   | Reports@ncleg.net                 |
|     | Leroy Kodak           | Jim Slate       |                                   |
|     | Pam Kilpatrick        | Adam Sholar     |                                   |
|     | Kristi Huff           |                 |                                   |
|     | Rod Davis             |                 |                                   |

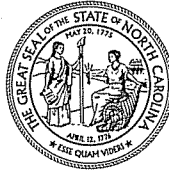
[www.ncdhhs.gov](http://www.ncdhhs.gov)

Telephone 919-855-4800 • Fax 919-715-4645

Location: 101 Blair Drive • Adams Building • Raleigh, NC 27603

Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001

An Equal Opportunity / Affirmative Action Employer



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

October 1, 2013

Chris Estes  
State Chief Information Officer  
Office of Information Technology Services  
PO Box 17209  
Raleigh, NC 27619-7209

Dear Mr. Estes:

Section 7.18.(b) of Session Law 2013-360 entitled "Use of Mobile Electronic Communications Devices" requires the Department of Health and Human Services to report quarterly to the Joint Legislative Oversight Committee on Information Technology, the Fiscal Research Division and the Office of the State Chief Information Officer on the use of mobile electronic communication devices within the agency.

This report includes: the total number of devices issued by the agency; the total cost of mobile devices issued by the agency; the number and cost of new devices issued since the last report; and the contracts used to obtain the devices.

Please direct all questions concerning this report to Jennifer Street at 919-855-3009.

Sincerely,

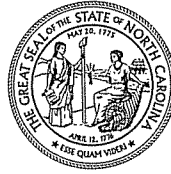
A handwritten signature in cursive script, appearing to read "Wos".

Aldona Wos, M.D.

cc: Karlynn O'Shaughnessy  
Susan Jacobs  
Don Natress  
Pam Kilpatrick  
Sarah Porper  
Leroy Kodak  
Pam Kilpatrick  
Kristi Huff  
Rod Davis

Brandon Greife  
Patricia Porter  
Sarah Riser  
Joe Cooper  
Karen Tomczak  
Jim Slate  
Adam Sholar

Senator Ralph Hise  
Representative Justin Burr  
Representative Mark Hollo  
Legislative Library (1 hard copy)  
Reports@ncleg.net



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

October 1, 2013

The Honorable Jason Saine, Co-Chairman  
North Carolina Joint Legislative Oversight  
Committee on Information Technology  
300 N. Salisbury Street  
Room 402, Legislative Office Building  
Raleigh, NC 27603-5925

The Honorable Andrew C. Brock, Co-Chairman  
North Carolina Joint Legislative Oversight  
Committee on Information Technology  
300 N. Salisbury Street  
Room 521, Legislative Office Building  
Raleigh, NC 27603-5925

Dear Representative Saine and Senator Brock:

Section 7.18.(b) of Session Law 2013-360 entitled "Use of Mobile Electronic Communications Devices" requires the Department of Health and Human Services to report quarterly to the Joint Legislative Oversight Committee on Information Technology, the Fiscal Research Division and the Office of the State Chief Information Officer on the use of mobile electronic communication devices within the agency.

This report includes: the total number of devices issued by the agency; the total cost of mobile devices issued by the agency; the number and cost of new devices issued since the last report; and the contracts used to obtain the devices.

Please direct all questions concerning this report to Jennifer Street at 919-855-3009.

Sincerely,

Aldona Wos, M.D.

cc: Karlynn O'Shaughnessy  
Susan Jacobs  
Don Natress  
Pam Kilpatrick  
Sarah Porper  
Leroy Kodak  
Pam Kilpatrick  
Kristi Huff  
Rod Davis

Brandon Greife  
Patricia Porter  
Sarah Riser  
Joe Cooper  
Karen Tomczak  
Jim Slate  
Adam Sholar

Senator Ralph Hise  
Representative Justin Burr  
Representative Mark Hollo  
Legislative Library (1 hard copy)  
Reports@ncleg.net

[www.ncdhhs.gov](http://www.ncdhhs.gov)

Telephone 919-855-4800 • Fax 919-715-4645

Location: 101 Blair Drive • Adams Building • Raleigh, NC 27603

Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001

An Equal Opportunity / Affirmative Action Employer

**NC Department of Health and Human Services Report on Mobile Electronic Communications Devices**  
**10/1/2013**

- (1) The total number of mobile devices issued by agency: DHHS has issued 4,422 mobile electronic communications devices.
- (2) The total cost of mobile devices issued by the agency: Based on June 2013 data for cellular phones, smart phones, air cards, hotspots and connected tablets (see below) obtained via ITS contract and billed by ITS and other devices' cost reported by DHHS' divisions, offices, and facilities, DHHS' total annual cost for mobile electronic communications devices is approximately \$1,452,675.
- (3) The number and types of new devices issued since the last report: DHHS has added 109 Air Cards, 2 Hotspots, 279 Pagers, 58 Cellular Phones, 266 Smart Phones, 17 Tablets with cellular network connectivity and 82 Tablets without cellular network connectivity since the last report. This represents an increased cost of approximately \$236,925 per year.
- (4) The contracts used to obtain the mobile electronic communications devices: All electronic communications devices were procured via State Term Contracts 915A (phones) and 915B (pagers), with the exception of 80 pagers and all tablets. Due to coverage issues and service limitations offered by the vendor selected for the pager contract (915B), DHHS has had to procure pagers from an alternate source for critical medical staff use. Because no contract exists for tablets, procurements have been handled via eProcurement.
- (5) The table below summarizes the number and cost of each mobile device type issued by DHHS.

| Type of Mobile Electronic Communications Device | Number of Mobile Electronic Communications Devices | Total Monthly Fixed Costs for Mobile Electronic Communications Devices | Total Monthly Variable Costs for Usage and Fees for Devices (See Note 1) | Total Monthly Fixed and Variable Costs | Total Annual Fixed Cost for Mobile Electronic Communications Devices (See Note 2) | Total Annual Variable Costs for Usage and Fees for Devices | Total Annual Fixed and Variable Costs |
|---|--|--|--|--|---|--|---------------------------------------|
| Air Card  | 955  | \$ 36,522.06   | \$ 614.49  | \$ 37,136.55                           | \$ 438,264.72   | \$ 7,373.88  | \$ 445,638.60                         |
| Hotspot   | 34   | \$ 1,020.97  | \$ 296.60  | \$ 1,317.57                            | \$ 12,251.64  | \$ 3,559.20  | \$ 15,810.84                          |
| Netbook   | 1  | \$ 44.06   | \$ 0.17  | \$ 44.23                               | \$ 528.72   | \$ 2.04  | \$ 530.76                             |
| Pager   | 1,158  | \$ 9,102.50  | \$ -   | \$ 9,102.50                            | \$ 109,230.00   | \$ -   | \$ 109,230.00                         |
| Cellular Phone                                  | 1,533  | \$ 41,753.42   | \$ 5,712.52  | \$ 47,465.94                           | \$ 501,041.04   | \$ 68,550.24   | \$ 569,591.28                         |
| Smart Phone                                     | 642  | \$ 24,775.52   | \$ 1,213.90  | \$ 25,989.42                           | \$ 297,306.24   | \$ 14,566.80   | \$ 311,873.04                         |
| Tablet (see Note 3)                             | 17   |  |  |  |   |  |                                       |
| Tablet (see Note 4)                             | 82   |  |  |  |   |  |                                       |
| <b>Total</b>                                    | <b>4,422</b>                                       | <b>\$ 113,218.53</b>   | <b>\$ 7,837.68</b>   | <b>\$ 121,056.21</b>                   | <b>\$ 1,358,622.36</b>  | <b>\$ 94,052.16</b>  | <b>\$ 1,452,674.52</b>                |

**Notes:**

- (1) Monthly Usage and Fees vary from month to month for each device. The monthly and annualized costs included in this report are based on June 2013 billing data and other devices' costs reported by DHHS' divisions, offices, and facilities.
- (2) Annual Totals are based on multiplying the pertinent Monthly Totals by twelve months.
- (3) DHHS has performed a separate inventory of Tablet devices in use, and this line represents those Tablet devices with cellular network connectivity. At this time our data sources for billing do not distinguish between cellular network enabled Tablets and Air Cards. The number of Tablets inventoried in this line has been deducted from the total count of Air Cards in the table above, but the costs remain integrated within the Air Card category.
- (4) DHHS has included in this line Tablets in use by the department that do NOT have cellular network connectivity. The number of Tablets on this line has NOT been deducted from the Air Card count above and no monthly costs for these devices appear on this report.