



North Carolina Department of Health and Human Services

Pat McCrory  
Governor

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

Adam Sholar  
Legislative Counsel  
Director of Government Affairs

December 23, 2013

**SENT VIA ELECTRONIC MAIL**

The Honorable Jason Saine, Co-Chairman  
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  
Joint Legislative Oversight  
Committee on Information Technology  
300 N. Salisbury Street  
Room 521, Legislative Office Building  
Raleigh, NC 27603-5925

Dear Senator Brock and Representative Saine:

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 for the second quarter of SFY 13-14 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,

Adam Sholar

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

Brandon Greife  
Patricia Porter  
Sarah Riser  
Joe Cooper  
Karen Tomczak  
Jim Slate  
Rod Davis  
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[www.ncdhhs.gov](http://www.ncdhhs.gov)

Tel 919-855-4800 • Fax 919-715-4645

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

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**SENT VIA ELECTRONIC MAIL**

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

Dear Director Trogon:

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.

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**SENT VIA ELECTRONIC MAIL**

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.

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# **NC Department of Health and Human Services Report on Mobile Electronic Communications Devices** **12/23/2013**

(1) The total number of mobile devices issued by agency: DHHS has issued 4,533 mobile electronic communications devices.

(2) The total cost of mobile devices issued by the agency: Based on October 2013 data for cellular phones and air cards 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 \$1,515,210.24.

(3) The number and types of new devices issued since the last report: DHHS has added 281 Air Cards, 20 Tablets with cellular network connectivity, 36 Tablets without cellular network connectivity and three Telemetry devices since the last report. DHHS has reduced the number of issued Cellular Phones by 113, the number of Smartphones by 114 and the number of Pagers by one. This represents an increased cost of approximately \$62,535 per year.

(4) The contracts used to obtain the mobile electronic communications devices: All electronic communications devices were procured via State Term Contracts 915A (cellular service and equipment) and 915B (pagers), with the exception of 80 pagers and tablets without cellular network connectivity. 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. Tablets without connectivity were acquired via the open market or through 204N (Apple Computer Equipment).

(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 2)	Total Monthly Fixed and Variable Costs	Total Annual Fixed Cost for Mobile Electronic Communications Devices (See Note 3)	Total Annual Variable Costs for Usage and Fees for Devices	Total Annual Fixed and Variable Costs
Air Card (see Note 1)	1,270	\$ 47,611.57	\$ 588.98	\$ 48,200.55	\$ 571,338.84	\$ 7,067.76	\$ 578,406.60
Pager	1,157	\$ 9,092.97	\$ -	\$ 9,092.97	\$ 109,115.64	\$ -	\$ 109,115.64
Cellular Phone	1,420	\$ 33,337.83	\$ 8,848.85	\$ 42,186.68	\$ 400,053.96	\$ 106,186.20	\$ 506,240.16
Smart Phone	528	\$ 23,078.27	\$ 2,564.62	\$ 25,642.89	\$ 276,939.24	\$ 30,775.44	\$ 307,714.68
Tablet with cellular connection	37	\$ 1,012.44	\$ 38.94	\$ 1,051.38	\$ 12,149.28	\$ 467.28	\$ 12,616.56
Tablet without cellular connection	118						\$ -
Other (see Note 4)	3	\$ 77.88	\$ 15.17	\$ 93.05	\$ 934.56	\$ 182.04	\$ 1,116.60
<b>Total</b>	<b>4,533</b>	<b>\$ 114,210.96</b>	<b>\$ 12,056.56</b>	<b>\$ 126,267.52</b>	<b>\$ 1,370,531.52</b>	<b>\$ 144,678.72</b>	<b>\$ 1,515,210.24</b>

**Notes:**

- (1) Current data sources no longer distinguish between traditional Air Cards and Hot Spot devices.
- (2) Monthly Usage and Fees vary from month to month for each device. The monthly and annualized costs included in this report are based on October 2013 billing data and other devices' costs reported by DHHS' divisions, offices, and facilities.
- (3) Annual Totals are based on multiplying the pertinent Monthly Totals by twelve months.
- (4) DHHS identified a number of devices that are deployed for telemetry/monitoring purposes that do not fall into one of the established categories of devices.