

The attached Bulletin 12-08 was not generally distributed to all agencies.

Telecommunications Service Bulletin 12-08, entitled “Blackberry Database Comparison – Are You Paying for Dormant Blackberries?” was delivered **ONLY** to a limited number of agencies.

After an EMS database analysis, CMS targeted specific agencies and emailed the main Telecom Coordinators (with wireless responsibilities) sending Bulletin 12-08 and their agency’s spreadsheets of dormant Blackberry usage.



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

Are you paying for dormant Blackberries? Review the attached document to see if you have unused devices

As part of our continuing effort to identify possible cost savings, CMS has recently completed an in depth comparison between EMS, our inventory and billing database, and the Blackberry BES Server database. The project goal was to ensure the integrity of each database and to identify anomalies that need to be addressed and/or could result in potential savings.

The comparison results are presented in the attached spreadsheet. We have identified active Blackberry lines/devices in EMS that are not in the CMS Blackberry BES server database as a State of Illinois email account user. Since CMS justification for Blackberry activation is the ability to access a State email account from a mobile device, our comparison has led to questions concerning device usage.

Please review the attached list and clarify if each device is still active or how it is currently being used. Some possible explanations are:

1. This is an error and, in fact, the user has an active State of Illinois email account (be sure to identify the account).
2. This is an oversight and you will disconnect the line by submitting a Telecommunications Service Request (TSR). Please include the control number of the TSR so we can monitor this transaction.
3. The line should remain active since it is used for a data application(s). Please provide detailed information on how the device is currently used, including all applications accessed and their functionality, and how each application assists the user in the performance of assigned job duties.

Please take the time to carefully review the spreadsheet and complete the information on the form provided. Return the form to Betty Russell via email at betty.russell@illinois.gov no later than October 25th. If you have any questions regarding this comparison or reporting process, please contact Betty at 217-785-4441.