



Office, Chief Information Officer/G-6

**DEPARTMENT OF THE ARMY
OFFICE OF THE SECRETARY OF THE ARMY
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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commercial Mobile Wireless Device Efficiencies

1. References.

a. Memorandum, Chief Information Officer (CIO)/G-6, 8 March 2013, subject: Zero-Use and Underutilized Wireless Device Reporting (hereby superseded).

b. U.S. Army Audit Agency Report A-2015-0049-IET, Management of Computing Devices and Wireless Services: Chief Information Officer/G-6 and Deputy Chief of Staff, G-4, 31 March 2015.

c. Army Regulation (AR) 25-13, Telecommunications and Unified Capabilities, 25 March 2013.

d. Department of the Army Pamphlet (DA Pam) 25-1-1, Army Information Technology Implementation Instructions, 24 September 2014.

e. AR 25-1, Army Information Technology, 25 June 2013.

2. Purpose. To provide guidance for cost-efficient management of commercial mobile wireless devices. The guidance in this memorandum supersedes that of reference 1a.

3. Background.

a. On 8 March 2013, CIO/G-6 issued guidance requiring the Army to disconnect unused commercial mobile wireless devices that are not under a blanket purchase agreement (BPA) or a flat-rate service plan (reference 1a).

b. At the request of CIO/G-6, the U.S. Army Audit Agency (AAA) performed an audit in 2014 to verify that Army activities were reducing the number of unused or underutilized wireless devices (reference 1b).

c. AAA found that the Army continued to pay for unused and underutilized wireless services at four units for an estimated \$2 million annually in excess costs.

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4. Scope. For the purpose of this memorandum, a wireless device is a commercial mobile wireless device operating on a service plan paid for with Army appropriated funds. Wireless devices include smartphones, cell phones, electronic tablets with cell service capability, air cards, MiFi hotspots and push-to-talk (or press-to-transmit) enabled devices. These devices fall into four non-overlapping usage categories.

a. Zero use. The wireless device meets both of the following conditions.

(1) The wireless device transmits and receives no voice information, no data (including email) and no text messages for a period of 60 days or more.

(2) The wireless device is not under a BPA suspension and not on a flat-rate plan.

b. Low use. The wireless device meets both of the following conditions.

(1) The device is used (voice, data and text combined) for only 1-19 percent of the monthly wireless service plan for a period of 60 days or more.

(2) The device is not under a BPA suspension and not on a flat-rate plan.

c. Active use. The wireless device meets both of the following conditions.

(1) The device is used for voice, data or text for 20-100 percent of a monthly wireless service plan.

(2) The device is not under a BPA suspension and not on a flat-rate plan.

d. Flat-rate plan use. The wireless device meets both of the following conditions.

(1) The device is on a flat-rate plan regardless of how often the device is used.

(2) The device is not under BPA suspension.

5. Guidance.

a. Commands should take the following actions.

(1) Ensure that wireless device managers (typically, the telecommunications officer or TCO) obtain commercial mobile wireless device usage reports from the wireless service vendor or from Network Enterprise Technology Command (NETCOM). NETCOM provides mobile wireless device usage reports via the Wireless Expense Management (WEM) portal at <https://portal.netcom.army.mil/apps/wem/default.aspx>.

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(2) Ensure that the contracting officer representative coordinates with the wireless service carrier to establish the following requirements for any new wireless device service contracts or blanket purchase agreements for wireless device services:

(a) Ensure that the contracting officer representative negotiates with the wireless service carrier to allow suspension of service for at least 180 days with no surcharge or monthly fee. (Suspending service renders the wireless device inoperable for communicating, but the wireless number is retained and service can be reactivated as the need arises. Disconnecting service renders the wireless device inoperable for communication and recycles the wireless number to another user; disconnection cancels the service to the device and could require modification of the contract.) For a device thereafter automatically taken off of suspension, the contract should require the carrier to place the device on a flat-rate plan until the wireless device manager requests that the carrier place the device on a different plan or the device is used beyond the limits of flat-rate service.

(b) For each wireless device that shows low use or zero use for 60 days: Wireless service carriers are to notify the Army wireless device point of contact (POC) via email that the device has not been sufficiently used for at least 60 days and the device will be automatically suspended 30 days later, unless the Command's wireless device POC requests that the device be placed on a flat-rate plan or the device has been added to the exemption list by the Command.

(c) Wireless service carriers are to automatically suspend service (rather than disconnect/cancel service) for wireless devices that are not on the Command's wireless device exemption list and that show low use or zero use for 90 consecutive days.

(3) Establish a single, consolidated wireless device exemption list as soon as possible but no later than 1 July 2016. The list will designate personnel (for example, essential Command staff, emergency/first responder personnel, etc.) whose commercial mobile wireless devices are to be excluded from the contract's requirement to be suspended during periods of low use and/or zero use. The exemption list will not exceed 10 percent of the total wireless device user population for an Army unit.

(4) Ensure that wireless device managers provide a copy of the exemption list to NETCOM as soon as possible but no later than 1 August 2016.

(5) Review the exemption list quarterly and provide updates to NETCOM as appropriate.

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(6) Ensure that the names and contact information for wireless device managers are provided to NETCOM and that the list of names and contact information are kept up to date.

b. Second Army will ensure that NETCOM:

(1) Provides wireless service carriers access to the Command's exemption list and notifies the carriers of any updates to that list for wireless services procured via the WEM portal.

(2) Includes in the WEM portal an updated listing of the names and contact information for wireless device managers once provided by each Command.

(3) Incorporates this guidance into respective wireless device blanket purchase agreements.

(4) Reports the number of noncompliant devices, by Command, to the CIO/G-6 Policy & Resources Directorate no later than the last business day of each quarter for analysis and potential reporting to the Army CIO.

6. Intended Effect. To reduce considerably unnecessary Army expenditures for unused wireless devices.

7. Policy Review. No later than 1 June 2016, the CIO/G-6 Policy and Governance Division will review this guidance for inclusion of content in the next version of AR 25-13 and DA Pam 25-1-1.

8. Point of contact. Mr. Kip K. Sewell: (703) 545-1538 or usarmy.pentagon.hqda-cio-g-6.mbx.policy-inbox@mail.mil.

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