



Service Announcement

May7, 2012

TO: CTS BlackBerry Customers
Other Interested Parties

FROM: Lance Calisch, Manager
Messaging Services

SUBJECT: BlackBerry usage report helps achieve savings

Periodically, CTS runs a “Last Contact Time” report on BlackBerry accounts. This generates a list of BlackBerry customers who have not used their devices within a certain length of time for any variety of reasons.

Identifying BlackBerry devices that are not used regularly provides an agency the opportunity to:

- Redeploy the device to someone else
- Cancel the CTS BlackBerry account and the associated cost
- Cancel the wireless carrier and the associated cost
- Identify staff who may have left your agency for which CTS has not received a cancellation request
- Improve the BlackBerry server health by deleting accounts that are not using the service (an active account uses the same amount of resources whether you use the device or not)

This is also consistent with Gov. Gregoire’s recent directive for state agencies to reduce the cost of mobile device use.

CTS plans to run this report each month starting May 25, 2012. Starting with the May report, any customers with a last contact time of greater than two months will be deleted from CTS’ BlackBerry service.

(Cancelling a BlackBerry account with CTS does not automatically cancel the wireless carrier service.)

After reviewing the report, customers may exercise the following options:

1. Submit a service change or Blackberry cancellation request. The forms are available on the cts.wa.gov website under the Products and Services tab. (<http://cts.wa.gov/products/Communications/blackberry.aspx>)
2. Take no action, in which case the account will be cancelled. Cancelled accounts can always be reactivated using an “add” form from the website above.

CTS will notify the agency’s technical support contact of the cancellation. If customer agencies wish to add back the user or add another user, simply submit the appropriate request form to the CTS Service Desk and it will be processed right away.

CTS contacts:

Lance Calisch, 360-407-8914 or lance.calisch@cts.wa.gov
CTS Service Desk: 360-753-2454 or servicedesk@cts.wa.gov