

# FedCASIC 2021

## 2020 Census Mobile Device Asset Management

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# Decennial Device as a Service (dDaaS)

## Objective, Scope, and Magnitude

- Objective: Acquire, provision, ship and track all program devices;
- Scope: More than 731,000 devices utilized in multiple field operations, with varying end-user requirements;
- Magnitude: Distribution of devices went to 255 offices throughout the nation and Puerto Rico;
- Asset Management – the Intelligent Tracking and Management System (ITMS) was developed to manage the orders, shipments, delivery and custody transfers of all devices;

# Decennial Device as a Service (dDaaS)

## Property Accountability

<b>Device Receipt</b>	Accountable property begins when it is officially “received” into Government or authorized contract possession. It receives a barcode and is entered into a system of record (SOR).
<b>Custody Transfer</b>	Assets are transferred from the original receiving location to organizations or end-users.
<b>Life-Cycle Custody</b>	A typical accountable property asset has many stops during its life cycle. Every time an asset is transferred or if it has a change in status (lost/missing/stolen), the System of Record must be updated.
<b>Device Return</b>	When an asset is no longer needed, it is returned to an authorized location where it is processed and prepared for decommissioning or final removal. An important part of this life cycle stage includes sanitization of devices that contain data.
<b>Sanitization</b>	When assets have received final processing and have been certified as “sanitized” (where applicable), they are removed from contract program.

# Decennial Device as a Service (dDaaS)

## Device Delivery Strategy

### Device Delivery for NRFU

- Device Provisioning: preferred carrier (AT&T, Verizon, Sprint, T-Mobile, US Cellular, or GCI) at the CFS-zone level.
- Distribution of devices for NRFU production (excluding early NRFU) will offer the regions the opportunity to utilize:
  - ACO delivery,
  - UPS Store delivery

Note: A similar delivery approach was used for Address Canvassing.

### Device Delivery for other Operations:

- Device Provisioning: preferred carrier (AT&T, Verizon, Sprint, T-Mobile, US Cellular, or GCI) at the county level.
- Group Quarters
- ETL Enumeration Transitory Location
- Update Enumerate
- Update Leave
- Early NRFU
- dDaaS device delivery includes all requested devices and spare devices for break/fix 2-4 weeks prior to training.

# Decennial Device as a Service (dDaaS)

## Device Delivery Strategy

### ■ Operation Codes:

- AC = Address Canvassing
- QC = QC Address Canvassing
- NR = Non-Response Follow-Up
- UL = Update Leave
- XX = QA - Update Leave
- GQ = Group Quarters
- ET = Enumeration Transitory Locations
- UE = Update Enumerate
- RE = Remote Alaska
- OF = Office Operations
- PE = Post Enumeration Survey
- PS = Partnership
- RM = Recruiting Manager
- RA = Recruiting Assistant

### ■ End-User Codes:

- CFM = Census Field Manager
- CFS = Census Field Supervisor
- LIS = Lister
- ENM = Enumerator
- EAS = Enumerator Assistant
- MSP = Spare Devices for Managers
- ESP = Spare Devices for Enumerators

### ■ Carrier Codes:

- A = AT&T
- V = Verizon      X = carrier was determined
- S = Sprint                      by the CFM/CFS zone
- T = T-Mobile                      (primarily for NRFU)
- U = US Cellular
- G = GCI

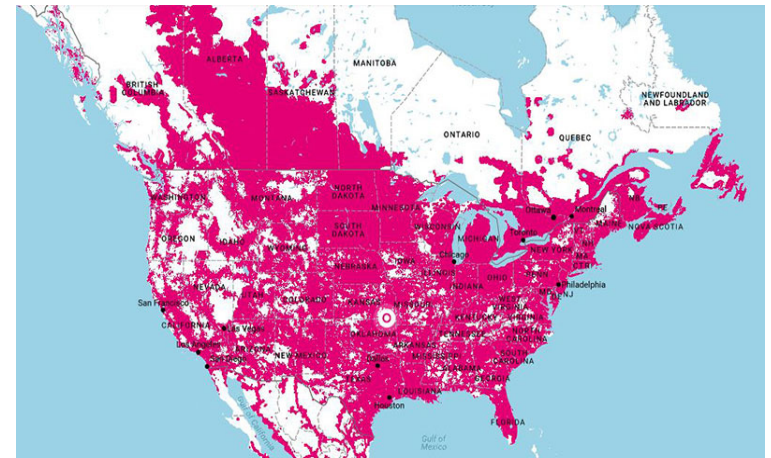
# Decennial Device as a Service (dDaaS)

## Planning Device Ordering

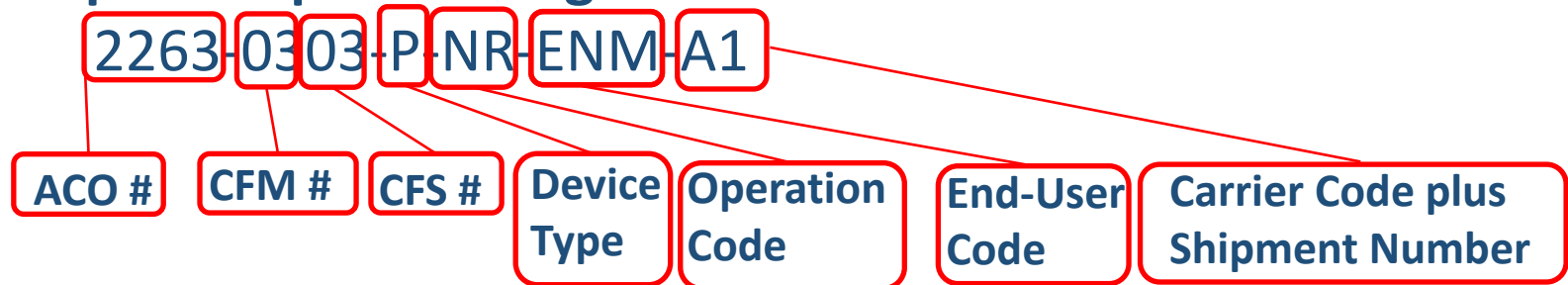
Each unique identifier number provides specific details for tracking a shipment.

### Unique Training Identifier Placed by Training Session

- ACO-CFM-CFS Zone-Equipment Type-Operation-end-user Code-Carrier/Shipping Number
- Equipment Type – Smartphone (P), Tablet (T), and Laptop (L)
- Operation – Non-Response Follow-Up (NR)
- End-User code – Enumerator (ENM), Manager (CFS, CFM), Office (OFF)
- Carrier - AT&T (A), Verizon (V)
- Shipment Number – 1-9

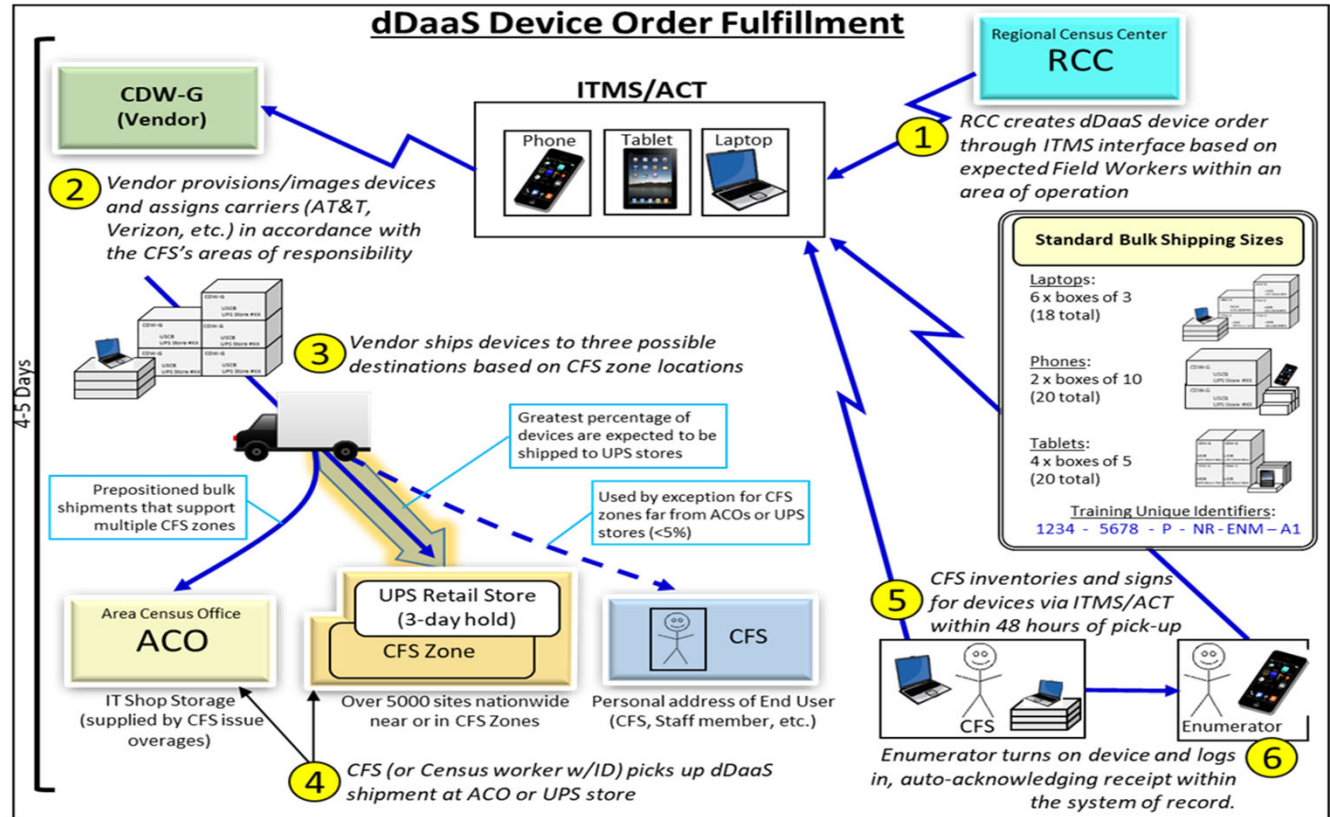


### Sample Unique Training Identifier:



# Decennial Device as a Service (dDaaS) Fulfillment Overview

This diagram shows the typical flow of devices from the initial ordering of the devices until they are delivered to the end-user.



All dDaaS devices are configured with the appropriate applications to support field operations at various levels and the preferred carrier for the corresponding CFS zone. If the end-user is working at the ACO, the device(s) are configured with the preferred carrier for the ACO. When the end-user logs onto the device, custody of the device is updated automatically in the ITMS ACT (system of record).

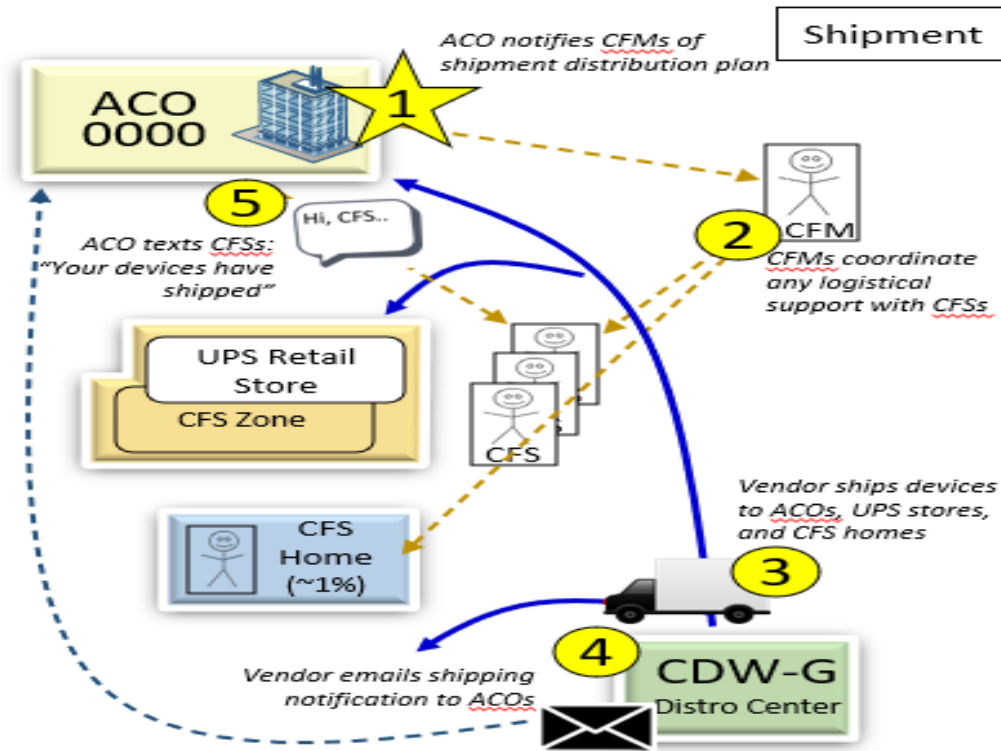
# Decennial Device as a Service (dDaaS)

## Process for Shipment

This graphic describes the shipment portion of the process flow, as well as the corresponding communication.

### Things to Know

- Devices arrive at the ACO packaged (3, 5, or 10) devices per shipping box.
- The only reference point for the training number associated with the devices is the label on the kit box.
- After scanning all the devices, store them in the shipping boxes organized by training number.
- Each Lister/Enumerator training session has (3 or 6) boxes
- **Do not remove the device from the kit box**



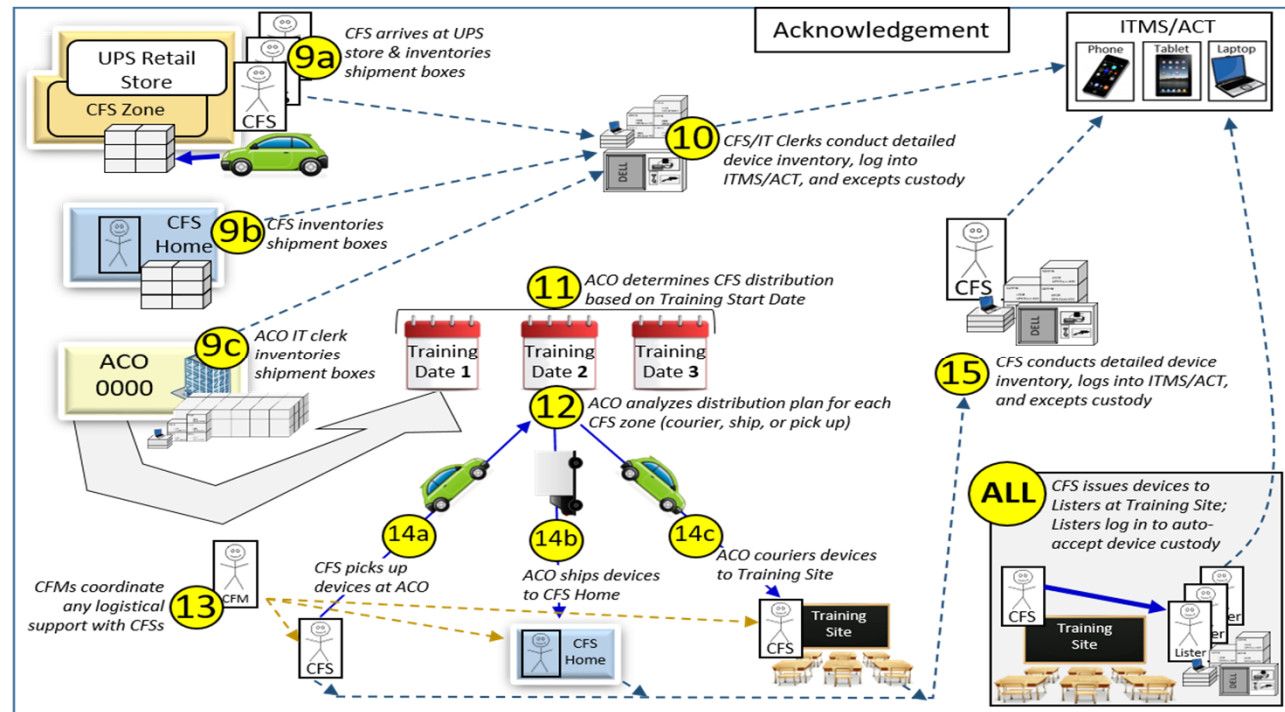
**Be on the Lookout:** Instruct all staff to retain their device kit boxes so that the boxes can be re-utilized for returning the devices to CDW-G at the completion of an operation.



# Decennial Device as a Service (dDaaS)

## Staging/Logistics of Devices

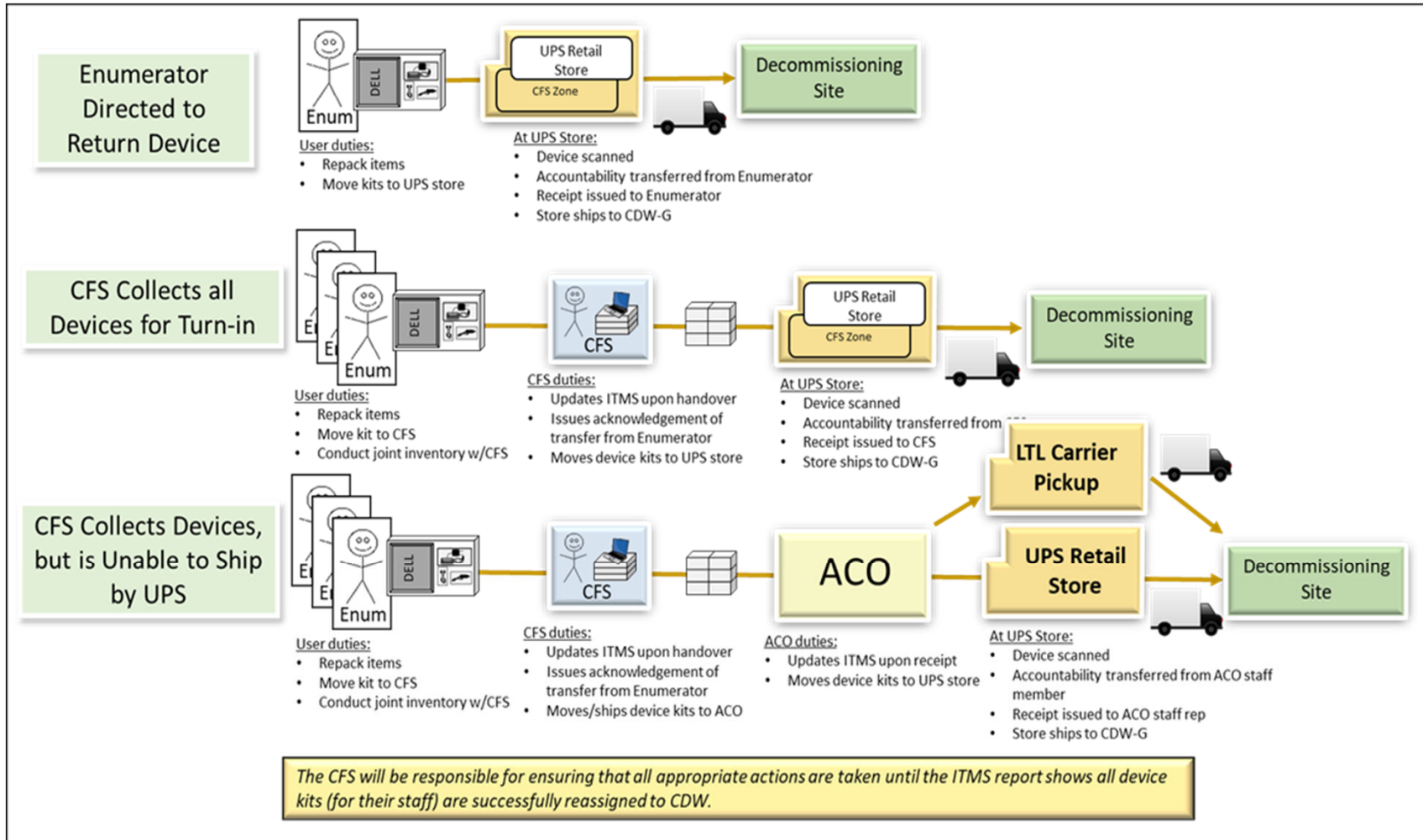
Prior to performing any staging activities in the office, devices must be accepted by the initial custodian in the office. Once an initial custodian is established, staging of the devices for distribution to field staff can begin.



The entire process flow beginning with shipment, executing an arrival, and continuing through the staging/logistics of devices provides the entire flow of devices from the vendor to the office and ultimately through acceptance of custody to Lister/Enumerator at the training site.

# Decennial Device as a Service (dDaaS)

## Device Return Protocol



# Decennial Device as a Service (dDaaS)

## Device Return Protocol

At the UPS Store:

- Return all contents of the kit (device and accessories);
- Device(s) must be scanned to indicate that the custodian of the device kit received is now the property of CDW (via the UPS store).
- Once scanned, UPS will produce a return label & package the kit for shipment;
- Upon completion of the transaction, the individual returning the equipment will receive a receipt from UPS as a record of the transaction;

Note: Accountability officially transfers from the individual to CDW at the time UPS receives the device kit and scans the barcode of the device at the store.

# Decennial Device as a Service (dDaaS)

## Process for Replacing Broken Devices

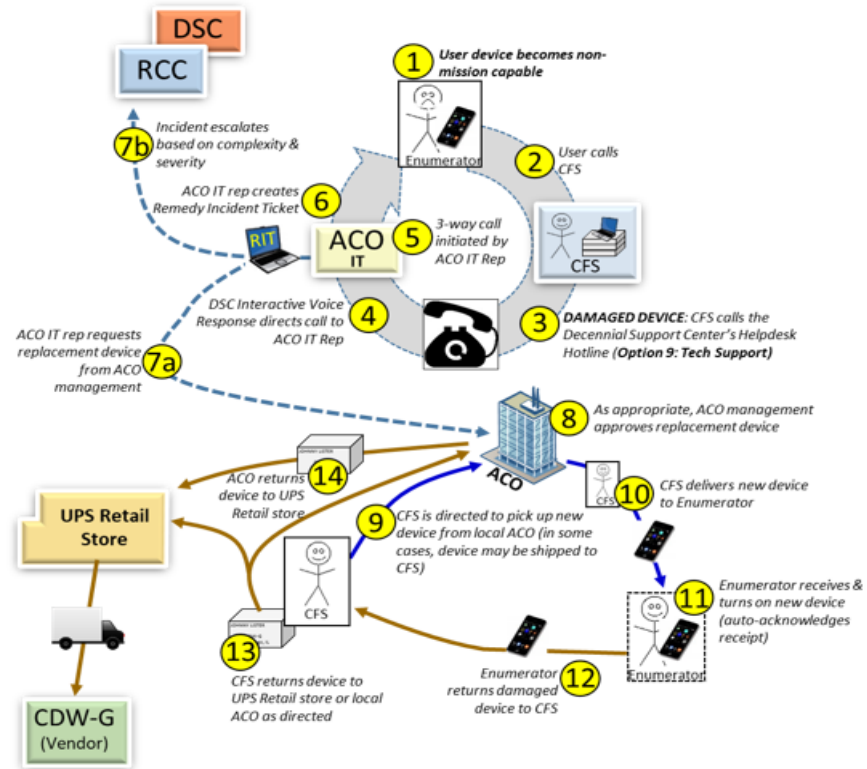
Damaged Device Replacement Process

This diagram explains the process flow for replacing broken devices.

Activity is routed through the CFS, and a key determination lies between whether the issue is procedural or technical.

If it is determined to be procedural, the issue is handled directly.

If it is determined to be technical, it is routed to IT staff.



Upon completion of training, there are approximately 200 spare laptops per ACO to help facilitate a fast replacement process.

# Decennial Device as a Service (dDaaS) Break/Fix – Broken Device

If a CFS and/or a Lister/Enumerator needs a new device from the ACO because their device is not working properly or is damaged, they must report the break/fix situation to their ACO.

## Initial Troubleshooting/ Device Transfer

ACO

- Each ACO has an average of 200 spare devices on site.
- If an ACO happens to be out of devices for replacement, the incident is to be escalated to the RCC.

## Escalate If Device is Unavailable

RCC

- The RCC is to look at the inventory of ACOs within their network and transfer the device to the ACO that needs the replacement device.
- If a replacement device is not available within their network, the incident is to be escalated to the DSC HQ.

## Escalate for further Troubleshooting

DSC HQ

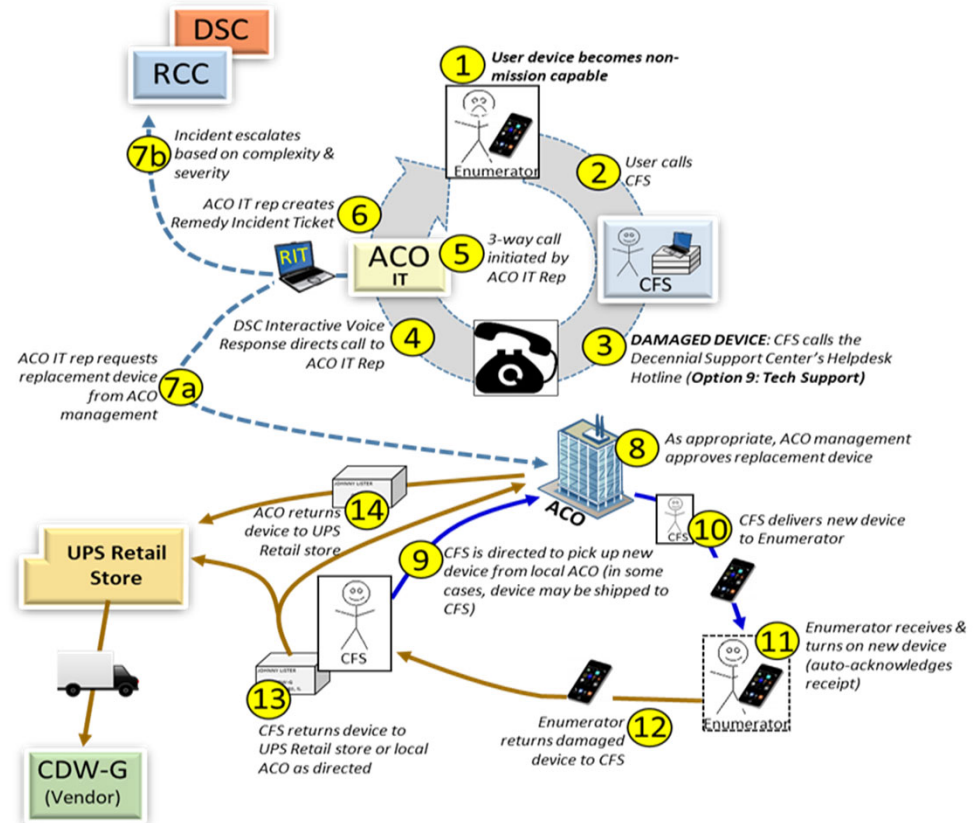
- DSC HQ assigns the incident to the dDaaS Government Program Management Office (GPMO).

## Troubleshooting and Approval

dDaaS GPMO

- dDaaS GPMO is the only group with the ability to order additional devices to be shipped by the vendor.

Damaged Device Replacement Process



# Decennial Device as a Service (dDaaS)

## Training

- Developed an Asset Management Office Manual
- Conducted Train-the-Trainer Asset Management Training (in person)
- Conducted RCC-level ITMS training sessions (in person)
- Conducted ACO-level ITMS training sessions (via Skype)
- Developed job-specific “how to” videos & pushed them to CFS devices
- Conducted “refresher” ITMS training sessions for ACOs (via Skype)
- Conducted multiple Lesson’s Learned sessions with the regions

# Decennial Device as a Service (dDaaS)

## Lost, Missing, or Stolen Devices

- If a Census employee has discovered that Census/Vendor owned equipment are Lost, Missing, or Stolen (LMS) the employee must:
- Call the Decennial BOC CIRT within one hour of discovery of the missing device(s) to report the incident.
- Record the Case Number provided. If the device was stolen, the employee must contact the local police/sheriff to file a report.
- Contact their Supervisor and inform them of the incident.
- Investigation -- Once the BOC CIRT has been notified of LMS equipment a remote wipe of the device and an investigation is triggered.
- IT Manager consults with the ACOM to determine if another device needs to be re-issued to the employee.
- CFS picks up the new device from the local ACO, or the device may be shipped to the CFS from another ACO.



# Decennial Device as a Service (dDaaS)

## Lessons Learned

- Asset management is everyone's responsibility – need a Property Custodian position in each office to track custody duties (including lost/stolen devices)
  - Staff believed asset management was an IT function since it was an IT device.
  - IT staff had no authority to direct non-IT staff with respect to tracking a device.
- One Asset Management system for all equipment
- Lost and missing device activity should be more interactive and on-line for the field staff and should not be managed in a separate reporting system
- Reserve devices held by CDW-G allowed needed flexibility to support new device requirements during the pandemic
- The addition of FSL Carrier pick-ups at the ACOs was a critical benefit



# Decennial Device as a Service (dDaaS)

## Questions

Q & A