

Report on Telecommunications Performance

2016 BIENNIAL PERFORMANCE REPORT

This report addresses Government Code, Sec. 2054.055(b)(10), which requires DIR to “report on the progress of the plan for a state telecommunications network” and Section 2054.055(b-1) of the Texas Government Code, which requires DIR to “address the performance of the statewide telecommunications system and the centralized Capitol Complex Telephone System.”

BACKGROUND

DIR operates and manages the statewide communications infrastructure that provides a wide variety of communications services including voice, video and data; wide area network; virtual private network and internet services. Central to this infrastructure is the Texas Agency Network (TEX-AN), the statewide consolidated telecommunications system, as well as the Capitol Complex Telephone System (CCTS) that delivers voice communications support within the Capitol Complex in Austin, Texas. State agencies are required to use these services and they are made available to other government customers on a voluntary basis.

Table 1. Communications Technology Services Customers

Number of Customers	FY 2015	FY 2016
State Agencies	134	135
Local Government	430	436
Education	324	349*
Other	4	5
TOTAL	892	925

*Education calculations include both K-12 and higher education. In FY 2016, there were 238 K-12 customers and 111 higher education customers.

Progress

TEX-AN

TEX-AN is a portfolio of communications technology contracts with multiple vendor and service options that satisfy the state’s broad public service and business requirements. These contracts offer competitive solutions for statewide, commercially available voice and data services, an enhanced network and security operations center and service delivery functions. The key benefits of these contracts are:

- Competitive pricing
- Multi-vendor options that provide a broader service portfolio
- Service-level agreements for every vendor and service including remediation of issues
- Operational-level agreements for each vendor and service.
- Availability of emerging technologies

Network Enhancements

The Austin Metropolitan Area Network, a DIR managed service for state agency facilities throughout the Austin

area, was upgraded to a Next Generation 100 Gigabit Network in FY 2015. This network provides greater capacity for voice, video and data traffic. Internet capacity has also been enhanced to meet current and future demands. In the process of this upgrade, DIR and its vendor partners migrated agency circuits from aging technology to advanced network technology.

Capitol Complex Telephone System

The Capitol Complex Telephone System manages approximately 20,000 phones supporting 90 agencies in 48 buildings throughout the Capitol Complex, and provides help desk support, move, add and change support, and telephone equipment supplies.

VoIP Platform for CCTS

The PBX in use by CCTS is scheduled to be decommissioned by March 31, 2018. As of the end of FY 2016, DIR had transitioned some or all the phones in 19 agencies to the new Voice over Internet Protocol (VoIP) platform. An additional 62 agencies have been briefed on eminent changes and 23 are actively planning for transition.

Unified Communications and Collaboration

The new VoIP platform will enable unified communications and collaboration services for Capitol Complex customers that allow users to transition seamlessly between email, instant messaging, voice and video and integrate with collaboration software. The platform also provides for anywhere access from mobile devices.

Capitol Complex Telephone Directory

Published every March, the directory contains telephone listings of state offices and CCTS customers located in the Austin area and within the Capitol Complex. The directory is available to state agencies in print and online format.

Network and Security Operations Center (NSOC)

NSOC staff provides network monitoring of state managed and operated data networks and collaborate with a vendor to provide security to all network customers. Advanced security services are available to agencies through an advanced cloud-based platform that provides 24/7 security monitoring, incident alerts and individual incident response plans. In FY 2015 DIR deployed a malware detection system as an enhancement to state security services that will generate alerts of infected assets on the network. In FY 2016 DIR deployed a network forensics tool which enhanced the current security stack.

Performance

Capitol Complex Telephone System

CCTS operations staff are committed to providing exceptional service to system customers. As shown in the table below, DIR has met or exceeded CCTS performance targets set by the Legislative Budget Board (LBB).

Table 2. CCTS – LBB Service Objectives and Performance Measures

Item	FY 2014 Targeted	FY 2014 Actual	Variance	FY 2015 Targeted	FY 2015 Actual	Variance
Percentage of Customers Satisfied with CCTS	99.0%	96.3%	Met	99.0%	95%	Met
Percentage of CCTS Complaints/Problems Resolved in 8 Working Hours or Less	97.0%	97.5%	Met	97.0%	97.25%	Exceeded
CCTS Trouble Tickets as a Percentage of Lines in Service	8.44%	2.0%	Exceeded	8.44%	1.23%	Exceeded

TEX-AN

The Legislative Budget Board has established performance measures for customer satisfaction, number of trouble tickets and the cost of TEX-AN services. DIR continues efforts to meet and exceed these measures.

Table 3. TEX-AN- LBB Service Objectives and Performance Measures

Item	FY 2014 Targeted	FY 2014 Actual	Variance	FY 2015 Targeted	FY 2015 Actual	Variance
Percentage of Customers Satisfied with TEX-AN	96.0%	91.6%	Met	96.0%	84.61%	Not Met
Average Price per Intrastate Minute on TEX-AN	\$0.05	\$.023	Exceeded	\$0.05	\$.02	Exceeded
Average Price per Interstate Minute on TEX-AN	\$0.04	\$.023	Exceeded	\$0.04	\$.02	Exceeded
Average Price per Toll-Free Minute on TEX-AN	\$0.04	\$0.018	Exceeded	\$0.04	\$0.02	Exceeded
TEX-AN Trouble Tickets as a Percentage of Lines in Service	7.0%	1.98%	Exceeded	7.0%	6.0%	Exceeded
Average price of data service on TEX-AN	\$841.50	\$735.70	Exceeded	\$841.50	\$778.71	Exceeded