



2022 Biennial Performance Report

Telecommunications Performance

This report addresses Section 2054.055(b)(10) of the Government Code requiring the Texas Department of Information Resources (DIR) to report on the progress of the plan for a state telecommunications network and the development of a system of telecommunications services as provided by Government Code Chapter 2054, Subchapter H. It also reports on the performance of the statewide consolidated telecommunications system and the centralized Capitol Complex Telephone System (CCTS), as required by Section 2054.055(b-1).

Background

Government Code Chapter 2170 requires DIR to provide state agencies with telecommunication services and allows DIR to contract with other entities to deliver those services.¹ DIR operates and manages the statewide communications infrastructure, which provides a wide variety of communications services including voice, video, data, wide area network, virtual private network, and internet.

DIR supports the Texas Agency Network (TEX-AN) and 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. Government Code Section 2170.051(c) requires state agencies² to use TEX-AN and CCTS unless DIR grants a waiver.³ Communications technology services are available to other government customers voluntarily.⁴

| Number of Customers | As of 9/1/2020 | As of 9/1/2021 |
|------------------------|----------------|----------------|
| State Agencies | 132 | 129 |
| Local Government | 416 | 405 |
| Education ⁵ | 364 | 343 |
| Other | 5 | 7 |
| Total | 917 | 884 |

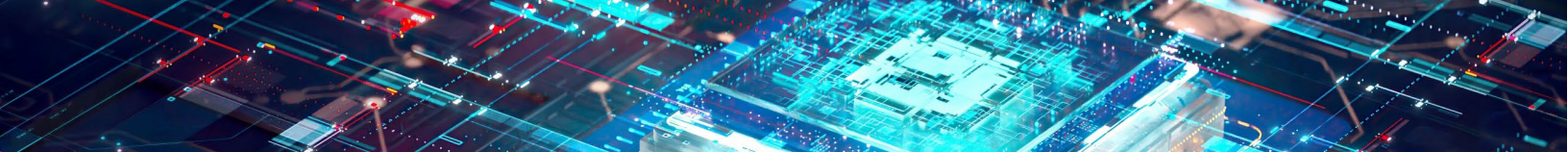
¹ Government Code Section 2170.051.

² Institutions of higher education are not required to use the telecommunications system established pursuant to the department's authority granted by Government Code Chapter 2170 unless they do not comply with Texas Education Code requirements. Education Code § 51.9337(a).

³ Government Code Section 2170.051(d).

⁴ Government Code Section 2170.004.

⁵ Education calculations include both K-12 and higher education. In FY 2020, there were 272 K-12 customers and 118 higher education customers. In FY21 there were 259 K-12 customers and 119 higher education customers.



Progress

TEX-AN

The TEX-AN portfolio consists of communications technology contracts with multiple service options satisfying the state's broad public service and business requirements. The contracts offer competitive solutions for commercial voice and data services, an enhanced network and security operations center, and service delivery functions that support end-to-end delivery and management of communications services to the state.

For state agencies and other entities that use TEX-AN contracts, the key benefits are:

- competitive pricing;
- multi-vendor environment, providing a broader service portfolio;
- service-level agreements for each vendor and each service, including remediation of service issues;
- operational-level agreements for each vendor and each service; and
- availability of developing and emerging technologies.

DIR successfully negotiated and activated new TEX-AN vendor contracts in April 2022 as the previous contracts ended after their designated 10-year term. This significantly increased the number of TEX-AN vendors from 5 to 23, providing greater purchasing options and a range of broadband selections for agencies and other entities.

Network Enhancements

DIR continually works with vendor partners to migrate agencies' network circuits from aging technology to advanced, efficient platform capabilities with greater security protections. Agencies are required to access the internet via DIR-managed routers on the state data network. Because the previous infrastructure was approaching the end of its useful life, DIR upgraded the two major internet routers that provide internet access to state agencies. The new platform enables more capacity as needed and provides the latest router technology.

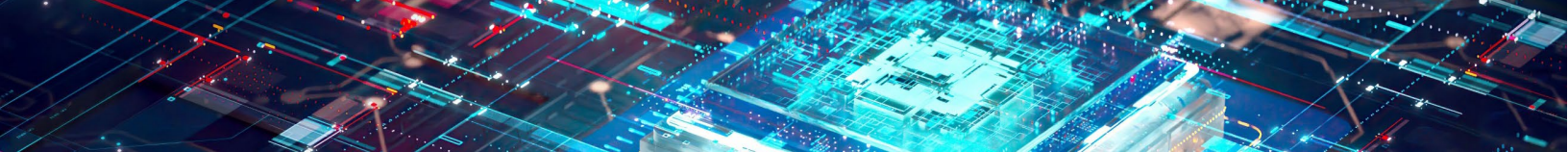
CCTS

The CCTS manages approximately 16,000 phones, supporting state agencies in over 40 buildings throughout the Capitol Complex. CCTS operations include help desk support; move, add, and change support; and telephone equipment supplies.

VoIP Platform for CCTS

DIR is in the process of transitioning state agencies to the new Voice over IP (VoIP) system, enabling Unified Communications and Collaboration (UCC) services for Capitol Complex customers. UCC allows users to transition seamlessly between email, instant messaging, voice, and video. It also enables integration with collaboration software and provides the capacity for "anywhere access" from mobile devices.

The VoIP system replaces the Private Branch Exchange (PBX), which will be decommissioned after migration to the VoIP system is complete. DIR transitioned all telephones for 71 agencies in the Capitol Complex to the new VoIP platform and plans to migrate the Texas Legislature's phones in 2023. DIR has



recently expanded VoIP service outside of Austin to several state agencies with remote locations, including 15 Texas Division of Emergency Management (TDEM) regional offices.

Capitol Complex Telephone Directory

Government Code Section 2170.059(d) requires DIR to annually prepare and issue the Capitol Complex Telephone directory, which contains a centralized directory of telephone listings for state offices and CCTS customers, including each house of the legislature and legislative agencies, within the Capitol Complex. The directory is available online at <https://dirpub.dir.texas.gov/> and is reviewed annually in compliance with the statute.

Performance

CCTS

The CCTS program annually surveys customers to gauge satisfaction rates and measures DIR’s progress against the CCTS performance targets set by the Legislative Budget Board (LBB). In FY 2021, nearly 85 percent of CCTS customers reported satisfaction with the program. In FY 2022, DIR estimates that 89.7 percent are satisfied with the CCTS program. DIR is currently revising the survey and exploring options to increase response rates.

TEX-AN

Through this network, DIR provides statewide communications technology services to state agencies, institutions of higher education, public education, local government, and other public entities. DIR also surveys TEX-AN customers annually to compare progress with performance measure targets established by the LBB.

Table 2. TEX-AN – LBB Service Objectives and Performance Measures

| Item | FY 2021 Targeted | FY 2021 Actual | Variance | FY 2022 Targeted | FY 2022 Estimated | Variance |
|--|------------------|----------------|----------|------------------|-------------------|-----------------|
| Percentage of Customers Satisfied with TEX-AN | 90% | 88.6% | Not Met | 84% | 80% | Predict Not Met |
| Average Price per Intrastate Minute on TEX-AN | \$0.02 | \$0.02 | Met | \$0.02 | \$.02 | Predict Met |
| Average Price per Interstate Minute on TEX-AN | \$0.02 | \$0.02 | Met | \$0.02 | \$.02 | Predict Met |
| Average Price per Toll-Free Minute on TEX-AN | \$0.02 | \$0.02 | Met | \$0.02 | \$.02 | Predict Met |
| TEX-AN Trouble Tickets as a Percentage of Circuits | 7.0% | 6.4% | Met | 7.0% | 5.6% | Predict Met |
| Average Price of Data Service on TEX-AN | \$820.00 | \$830.00 | Not Met | \$820.00 | \$830.40 | Predict Not Met |



Future Needs and Recommendations

DIR values customer feedback and works diligently to address issues and resolve complaints. DIR reviews survey results and uses the information to improve customer satisfaction.

DIR's telecommunications team regularly assesses system needs by working closely with state agencies and other related entities, as well as vendors, to identify and implement changes that enhance system capabilities and cost-effectiveness. Government Code Chapter 2170 provides DIR with all necessary and appropriate authority to address telecommunications needs and the authorization to create rules necessary to implement the telecommunications systems program. As such, DIR does not recommend any changes to the statute.