

# 2020 Biennial Performance Report

## Telecommunications Performance

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

### Background

The statewide communications infrastructure is operated and managed by DIR to provide a wide variety of communications services. These services include voice, video, data, wide area network, virtual private network, and Internet. DIR supports the Texas Agency Network (TEX-AN), the statewide consolidated telecommunications system, as well as the CCTS, which delivers voice communications support within the Capitol Complex in Austin, Texas. State agencies are required to use TEX-AN and CCTS, unless DIR grants a waiver. Communications technology services are available to other government customers on a voluntary basis.

<b>Number of Customers</b>	<b>FY 2019</b>	<b>FY 2020</b>
State Agencies	131	133
Local Government	446	455
Education <sup>1</sup>	383	390
Other	5	6
Total	965	984

### Progress

#### COVID-19 Response

DIR assisted state agencies in their transformation to remote work and with their response to the COVID-19 problems specifically. This included the publication of guidance on networking requirements and capabilities, processing 2,447 Voicemail-to-Email orders for agencies, and activating 1,338 Jabber accounts.

#### TEX-AN

TEX-AN consists of a portfolio of communications technology contracts with multiple service options that satisfies the state's broad public service and business requirements. The contracts offer competitive solutions for commercially-available voice and data services, an enhanced network and security

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<sup>1</sup> Education calculations include both K-12 and higher education. In fiscal year 2019, there were 268 K-12 customers and 115 higher education customers. In FY 2020, there were 272 K-12 customers and 118 higher education customers.



operations center, and service delivery functions that support end-to-end delivery and management of services to the state.

Key Benefits of TEX-AN Contracts:

- 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.

### **Network Enhancements**

DIR continually works with vendor partners to migrate agencies' network circuits from aging technology to advanced, efficient platforms, most recently multiprotocol label switching (MPLS) network technology. As of the end of fiscal year 2019, all 150 agencies planned for cutover have been migrated to the MPLS network.

### **CCTS**

The CCTS manages approximately 16,000 or more 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**

Agencies have been actively transitioning to the new Voice over IP (VoIP) system. The current Private Branch Exchange (PBX) will no longer be supported and will be decommissioned once all agencies have migrated to the VoIP system. DIR contracted with a third-party maintenance provider to support the PBX until that time. At the end of FY 2020, DIR transitioned most or all telephones of 71 agencies in the Capitol Complex to the new VoIP platform. DIR met with all agencies affected by the transition. DIR plans to migrate the House and Senate phones after the 2021 legislative session. DIR has recently expanded VoIP service outside of Austin to several state agencies with remote locations. This includes 15 Texas Division of Emergency Management (TDEM) offices across Texas.

### **Unified Communications and Collaboration**

The VoIP platform will enable Unified Communications and Collaboration (UCC) services for Capitol Complex customers. UCC allows users to transition seamlessly among email, instant messaging, voice, and video. It also enables integration with collaboration software and provides the capacity for "anywhere access" from mobile devices.

### **Capitol Complex Telephone Directory**

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 online.

### **Network and Security Operations Center (NSOC)**

DIR provides Internet service for more than 150 state agencies and over 147,000 state employees. In 2007, Chapter 2059 of the Government Code established the NSOC with the mission of providing



perimeter security for state agencies receiving their internet service from DIR. In defending the state’s perimeter, the NSOC maintains around the clock Denial of Service (DoS) monitoring and mitigation services 365 days a year. The NSOC has established a strategy of blocking known bad actors at the perimeter and focusing on detecting suspicious or malicious outbound traffic. The NSOC employs the latest technologies to achieve these goals. To maximize the effectiveness of the strategy, the NSOC actively participates in intelligence sharing with federal, state, and local partners.

Current high-level services provided by the NSOC include:

- 24x365 DoS/DDoS Distributed Denial of Service monitoring and mitigation,
- perimeter blocking of known bad actors and traffic patterns,
- monitoring and alerting of malicious or suspicious internet traffic for all NSOC customers,
- incident handling and investigative support to customers as needed, and
- intelligence gathering and sharing.

## Performance

### CCTS

CCTS customers consistently receive timely, superior service from CCTS operations staff. The table below shows DIR’s progress against the CCTS performance targets set by the Legislative Budget Board (LBB).

<b>Item</b>	<b>FY 2019 Targeted</b>	<b>FY 2019 Actual</b>	<b>Variance</b>	<b>FY 2020 Targeted</b>	<b>FY 2020 Actual</b>	<b>Variance</b>
Percentage of Customers Satisfied with CCTS	99.0%	88.2%	Not Met	99.0%	91.9%	Not Met
Percentage of CCTS Complaints/Problems Resolved in 8 Working Hours or Less	97.0%	96.8%	Not Met	97.0%	87.9%	Not Met
CCTS Trouble Tickets as a Percentage of Lines in Service	6.0%	4.49%	Exceeded	2%	1.8%	Exceeded

## TEX-AN

Through this network, DIR provides statewide communications technology services to state agencies, institutions of higher education, public education, local government, and other publicly-funded customers. DIR continues efforts to meet TEX-AN performance measure targets established by the LBB.

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

Item	FY 2019 Targeted	FY 2019 Actual	Variance	FY 2020 Targeted	FY 2020 Estimated	Variance
Percentage of Customers Satisfied with TEX-AN	90.0%	77.8%	Not Met	90.0%	88.0%	Not Met
Average Price per Intrastate Minute on TEX-AN	\$0.02	\$0.02	Met	\$0.02	\$0.02	Met
Average Price per Interstate Minute on TEX-AN	\$0.02	\$0.02	Met	\$0.02	\$0.02	Met
Average Price per Toll-Free Minute on TEX-AN	\$0.02	\$0.02	Met	\$0.02	\$0.02	Met
TEX-AN Trouble Tickets as a Percentage of Circuits	7.0%	9.8%	Not Met	7.0%	8.4%	Not Met
Average Price of Data Service on TEX-AN	\$820.00	\$830.16	Not Met	\$820.00	\$829.05	Not Met

## TEX-AN Benchmarking

DIR engages an independent vendor to perform benchmarking of rates contained in the TEX-AN contracts. As part of the benchmarking research, DIR rates are compared with the pricing and service levels among both commercial and government contracts. DIR uses the information to conduct negotiations with vendors on the service elements that are deemed not competitive in terms of average price or service levels.