

# 2020 Biennial Performance Report

## Summary of Internet-Based Training

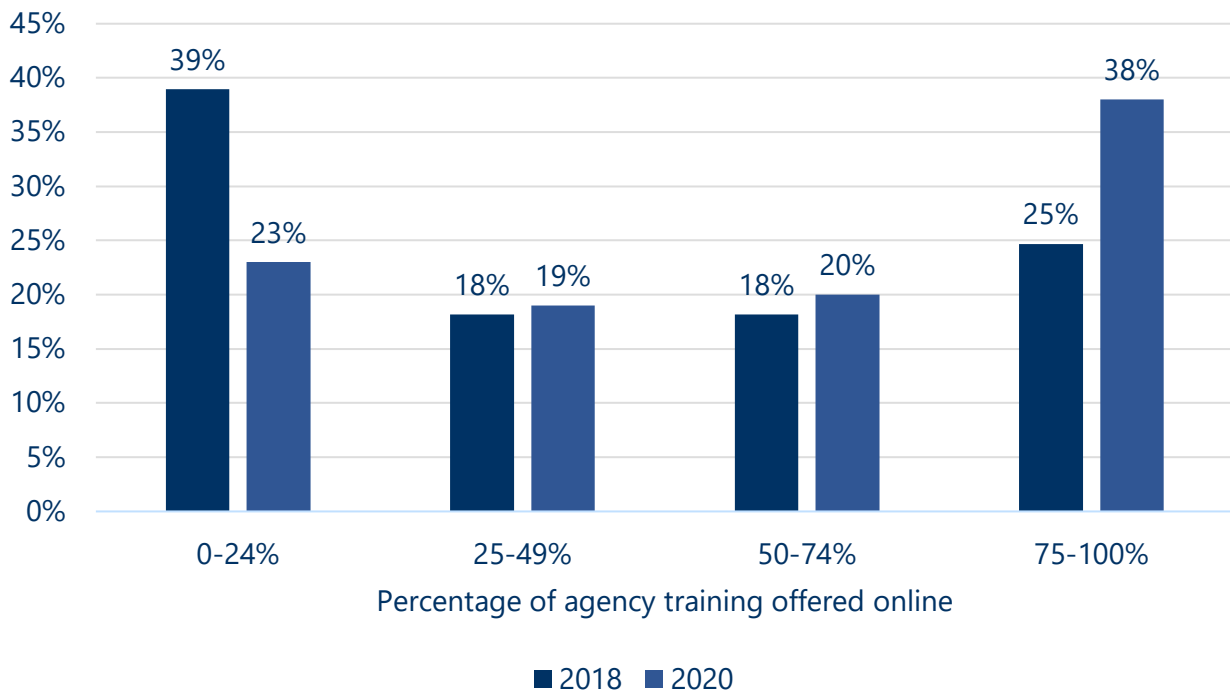
This report addresses section 2054.055(b)(8) of the Government Code which requires the Texas Department of Information Resources (DIR) to report a summary of the amount of internet-based learning and training used by state agencies.

### Background

DIR compiles this report using information from state agencies that respond to the 2020 Information Resources Deployment Review (IRDR) required by Government Code, Section 2054.0965.

Internet-based training is common both in public and private sectors. The COVID-19 pandemic has accelerated this trend. In 2020, 58% of all state agencies reported that at least 50% of training provided by the agency is internet-based. (Online self-paced, online-instructor led, webinars, etc.). This number is up from 43% in 2018.

**Figure 1: Agencies Increase Use of Internet-Based Training**





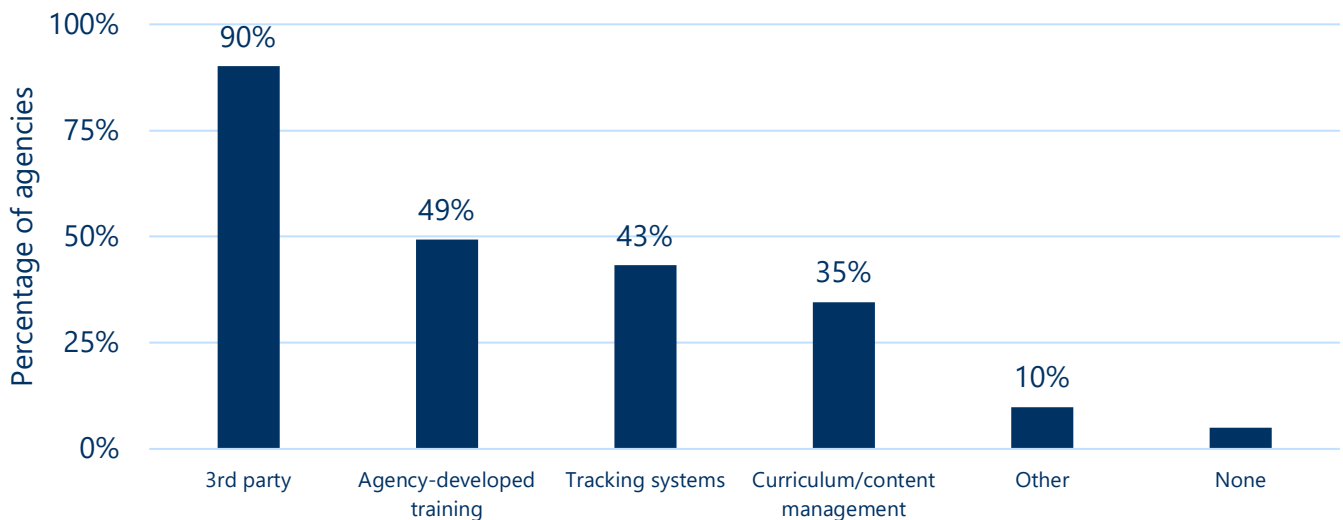
State agencies report that live broadcast and recordings on YouTube or their agency website are frequently used in training programs provided by the agency.

**Figure 2: Types of Technology Used for Training**



On-line training developed by a third party was most frequently reported by agencies when asked what technologies the agency uses for personnel training. This is up from 71% in 2018.

**Figure 3: Agency Personnel Training**



State agencies are increasing their use of learning management systems (LMS). In 2020, 50% of agencies said they were either using, developing, or considering an LMS. This is up from 39% in 2018.



**Figure 4: Agencies Using Learning Management Systems**

