



Telecommunications Preferences Survey Guidance

Issued: May 2020 – Due: September 1, 2020

Background

House Bill 1, Article IX, Section 9.11 requires each state agency to: 1) survey employees on telecommunication preferences, 2) analyze potential cost savings that may result from implementing the preferences, and 3) report the results to the Department of Information Resources (DIR) by September 1, 2020, in a format prescribed by the department.

To help agencies meet these requirements, DIR is providing the following guidance and a [form](#) for reporting the overall agency results to DIR.

Employee Survey

House Bill 1, Article IX, Section 9.11 requires state agencies to survey employees about their telecommunications preferences. Agencies may design their own survey and select their own tool to conduct the survey.

Required Survey Questions

The survey must include a minimum of the following questions. (See definitions on page 2.)

a) What telecommunications are currently provided to you by your agency? (Select all that apply.)

- Desktop telephone
- Mobile or cellular telephone
- Softphone

Agencies must survey employees using a survey tool of their choice.

b) Which means of telecommunications do you prefer? (Select one.)

- Desktop telephone
- Mobile or cellular telephone
- Softphone

Agencies must report results to DIR by September 1, 2020.

Executive Director Input

To be answered by the agency's executive director or agency head. Which means of telecommunications could your agency do without and still conduct business in a substantially consistent manner? (Select one.)

- Desktop telephone
- Mobile or cellular telephone
- Softphone

Definitions for Survey Questions

Desktop telephone - a stationary telephone for use at an employee's workstation.

Softphone - software program for making telephone calls over the internet using a desktop computer, mobile device, or other computer without requiring an actual telephone. For purposes of this survey, this includes, Avaya one-X, Avaya one-X Agent. applications such as Skype, Jabber.

When surveying employees, state agencies may want to include the specific names of softphones used at the agency, such as Skype or Avaya one-X.

Potential Cost Savings Analysis

House Bill 1, Article IX, Section 9.11 requires state agencies to analyze the potential monthly cost savings that is projected as result of implementing the preferences expressed in the survey.

Like all state agencies, DIR is required to survey agency employees and analyze the potential cost savings. To do so, DIR developed a cost analysis methodology included in the attached [Excel workbook](#) template.

State agencies may use DIR's cost estimates included in the template as a proxy to analyze potential cost savings for their agency or they may develop and document their own methodology for the estimated savings projections.

Agencies must analyze potential cost savings and may use the [Excel workbook](#) provided for the cost analysis.

Be sure to report results to DIR using the prescribed [form](#).

Reporting Results of Telecommunications Survey and Cost Analysis

State agencies shall report to DIR, no later than September 1, 2020, using the online reporting form found [here](#).

Contact Information

For questions about these instructions, please contact DIR at: policy@dir.texas.gov.