

Report on Telecommunications Performance



2018 BIENNIAL PERFORMANCE REPORT

This report addresses Section 2054.055(b) (10) of the Texas 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) of the Texas Government Code, which requires DIR to address the performance of the statewide telecommunications system and the centralized Capitol Complex Telephone System.

The statewide communications infrastructure is operated and managed by DIR to provide a wide variety of

communications services including voice, video, and data, wide area network, virtual private network, and Internet services. DIR supports 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 TEX-AN and CCTS unless DIR grants a waiver. Communications technology services are available to other government customers on a voluntary basis.

Table 1. Communications Technology Services Customers

NUMBER OF CUSTOMERS	FY 2017	FY 2018
State Agencies	131	130
Local Government	444	456
Education	365	378*
Other	6	6
TOTAL	892	890

*Education calculations include both K-12 and higher education. In fiscal 2018, there were 268 K-12 customers and 100 higher education customers.

PROGRESS

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 statewide, commercially available voice and data services, an enhanced network and security 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, which provides 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
- Availability of emerging technologies

NETWORK ENHANCEMENTS

The DIR-managed Austin Metropolitan Area Network (AMAN), which serves state agency facilities throughout Austin, was upgraded to a Next Generation 100 Gigabit Network in fiscal 2015. The network provides enhanced bandwidth to increase capacity for voice, video, and data traffic. Internet capacity has also been enhanced to meet the demands of increasing Internet traffic among state agencies within the city. DIR continues to work with its vendor partners to migrate agencies’ network circuits from aging technology to advanced multiprotocol label switching (MPLS) network technology. As of the end of FY18 120 agencies had been migrated to the MPLS network. The remaining 30 agencies will be migrated by

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the end of the 2nd quarter of FY19.

CAPITOL COMPLEX TELEPHONE SYSTEM

The Capitol Complex Telephone System manages approximately 18,000 phones supporting 95 agencies in 48 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 are transitioning to the new Voice over IP (VoIP) system. The current PBX is end-of-life, end-of-support and will be decommissioned. DIR contracted with a third-party maintenance provider to support the PBX until all agencies can be migrated to the VoIP system. As of the end of fiscal 2018, DIR transitioned some or all the phones of 55 agencies in the Capitol Complex to the new VoIP (Voice over Internet Protocol) platform. Face-to-face meetings have been held with all agencies and 14 agencies are actively planning their transition.

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; as well as to integrate with collaboration software. The platform also provides the capacity 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)

DIR NSOC provides internet service for more than 150 State Agencies and 24X7X365 monitoring and alerting services for these customers as well as incident response. In defending this network's perimeter NSOC employs on-going monitoring tools and strategic cyber threat intelligence sharing with a variety of industry partners and national-level resources such as DHS and the MS-ISAC for information on cyber threats and incidents. Texas Government Code 2059 established the NSOC in 2007 to provide perimeter security to State Agencies. Current high-level services provided by the NSOC include:

1. 24X7X365 DDoS monitoring and mitigation
2. Enterprise Intrusion Prevention Services blocking 30 Billion Monthly as of August 2018
3. 24X7X365 real-time monitoring and alerting for all NSOC customers with all suspected and or confirmed incidents detected by the NSOC recorded and reported into SPECTRIM for statewide incident IOC sharing and awareness.
4. NSOC provides incident handling services to its customers as needed

PERFORMANCE

CAPITOL COMPLEX TELEPHONE SYSTEM

CCTS customers consistently receive timely, superior service from CCTS operations staff who are committed to providing exceptional services. The table below shows DIR's progress against the CCTS performance targets set by the Legislative Budget Board (LBB).

Table 2. CCTS – LBB Service Objectives and Performance Measures

Item	FY 2017	FY 2017	Variance	FY 2018	FY 2018	Variance
	Targeted	Actual		Targeted	Estimated	
Percentage of Customers Satisfied with CCTS	99.0%	97.98%	Met	99.0%	90.0%	Not Met
Percentage of CCTS Complaints/Problems Resolved in 8 Working Hours or Less	97.0%	97.0%	Met	97.0%	97.23%	Met
CCTS Trouble Tickets as a Percentage of Lines in Service	8.44%	.21%	Exceeded	2.00%	1.00%	Exceeded

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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 its efforts to meet all TEX-AN performance measure targets established by the LBB.

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

<i>Item</i>	FY 2017 Targeted	FY 2017 Actual	Variance	FY 2018 Targeted	FY 2018 Estimated	Variance
<i>Percentage of Customers Satisfied with TEX-AN</i>	90.0%	90.63%	Met	90.0%	80.0%	Not Met
<i>Average Price per Intrastate Minute on TEX-AN</i>	\$0.02	\$0.02	Met	\$0.02	\$0.02	Met
<i>Average Price per Interstate Minute on TEX-AN</i>	\$0.02	\$0.02	Met	\$0.02	\$0.02	Met
<i>Average Price per Toll-Free Minute on TEX-AN</i>	\$0.02	\$0.018	Exceeded	\$0.02	\$0.02	Met
<i>TEX-AN Trouble Tickets as a Percentage of Circuits</i>	7.0%	6.15%	Exceeded	6.0%	7.0%	Not Met
<i>Average Price of Data Service on TEX-AN</i>	\$841.50	\$821.38	Exceeded	\$820.00	\$830.00	Not Met

TEX-AN ANNUAL BENCHMARKING

DIR engages an independent vendor to perform an annual benchmark 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.