



# Welcome

**Hershel Becker**  
Chief Procurement Officer



# Introduction of Speakers



**Hershel Becker**  
Chief Procurement Officer



**John Hoffman**  
Chief Technology Officer



**Joy Hall Bryant**  
Program Director, IRM  
Outreach



**Colleen Berkley**  
Director of Procurement  
Services



# Agenda

- Welcome and Introductions
- DIR Offerings
- Best Practices for Remote Meetings
- DIR Use-Cases for Procurements (and Transition)
- Questions and Answers
- Conclusion



# DIR Offerings

**John Hoffman**  
Chief Technology Officer



# COVID-19 Preparedness for Information Technology

The screenshot shows the DIR website interface. At the top, there is a navigation bar with links for News, Career Opportunities, Calendar, and a 'Sign in to My DIR' button. Below this is a secondary navigation bar with links for Skip to Content, All Contracts & Services, Resources, Information for Vendors, About DIR, and Contact DIR. A search bar is present with the text 'Search DIR...' and a magnifying glass icon. To the right of the search bar, there is a prompt 'Can't find what you're looking for?' and a 'Contact DIR' button. The main content area features a breadcrumb trail: Home / Resources / COVID-19 Preparedness for Information Technology. On the left, there is a 'Resources' sidebar with a list of categories, including Document Library, Domain Name Registration, EIR Accessibility, Enterprise Solution Services, Information Resources Managers, Statewide Project Management, Strategic Planning & Reporting, Technology Legislation, Information Security, DIR Glossary of Terms, Event Materials, and Statewide Data Coordination. The main heading is 'COVID-19 Preparedness for Information Technology', followed by social media sharing icons. Below the heading is a large image of a fingerprint on a glowing circuit board.



# Cooperative Contracts for Remote Access

## Cooperative Contracts for Remote Access and Remote Learning Tools, Products and Services

DIR leverages the state's purchasing power to negotiate competitive discounts on information and communications technology products and services. DIR's streamlined cooperative purchasing program allows Texas public entities to purchase through pre-negotiated contracts that meet stringent state procurement requirements. DIR provides the following information for teleconferencing, videoconferencing, meeting tools, and learning and training services to support remote access. This list will be regularly updated.

[Cooperative Contracts for Remote Access](#) (XLSX | 25.53KB)- Last Updated: 3/16/2020

[DIR Exemption Announcement](#) (PDF | 61.15KB) Agencies may use the Emergency Procurement Blanket Exemption throughout the duration of the declared disaster to purchase IT commodities that may otherwise be purchased through a DIR cooperative contract.

[Tips for Conducting Open Meetings Remotely](#) (PDF | 244.32KB) DIR's how-to guide for governing bodies convening in a virtual forum (e.g. webinar, teleconference).

[Best Practices for Virtual Engagements](#)- from the Texas State Agency Coordinating Committee- Training and Development (SACC T&D) Subcommittee, this report displays entries collected from members of Texas government informally sharing reference sources for more effective virtual meetings, webinars, remote training, and telework.



# Cooperative Contracts for Remote Access

Category	Services	Vendors/Keyword Search	Contract Link
Conferencing Services	Audioconferencing, Videoconferencing, Webconferencing and Webcasting	AT&T	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4270">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4270</a>
		Level 3 / CenturyLink	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4271">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4271</a>
		Verizon	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4266">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4266</a>
		All DIR Conferencing Solutions	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=conferencing">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=conferencing</a>
Conferencing Software	Software such as Webex, Skype, Chime, Hangouts, Zoom	Amazon Cloud - Chime, iMeet, Zoom, etc	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4221">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4221</a>
		Cisco - Webex	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4167">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4167</a>
		Google - Hangouts, Classroom, Zoom	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=google%20cloud">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=google%20cloud</a>
		Microsoft Cloud - Skype, Teams, Zoom, etc	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=azure">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=azure</a>
		Zoom	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=zoom">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=zoom</a>
All DIR Conferencing Software Solutions	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=conferencing%20software">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=conferencing%20software</a>		
Telecommunications Services	Wired, Wireless, Satellite Services and Equipment	AT&T	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TEX-AN-NG-CTSA-005">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TEX-AN-NG-CTSA-005</a>
		Level 3 / CenturyLink	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3420">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3420</a>
		Hughes Satellite	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TEX-AN-NG-CTSA-004">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TEX-AN-NG-CTSA-004</a>
		Verizon	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4066">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4066</a>
		All Telecommunications Services	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3985">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3985</a>
		All Telecommunications Services	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3415">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3415</a>
Security Services	Security Services and Equipment: Firewalls, software, monitoring, assessment	AT&T / DIR Managed Security Services	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-MSS-SCP-001">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-MSS-SCP-001</a>
		Cisco	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4167">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4167</a>
		Critical Start	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4321">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4321</a>
		Cyber Watch	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4388">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4388</a>
All Network Security Services	<a href="https://dir.texas.gov/View-Search/Contracts.aspx?keyword=network%20security">https://dir.texas.gov/View-Search/Contracts.aspx?keyword=network%20security</a>		
Remote Learning and Training Services	Technology Based Training Services	Learning Tree International	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4006">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-4006</a>
		MicroAssist, Inc	<a href="https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3982">https://dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3982</a>



Home / All Contracts & Services / Contract Detail

## AT&T Corp.

<b>Vendor ID</b>	1134924710302	<b>DIR Contract Number</b>	DIR-TSO-4270
<b>URL</b>	<a href="#">Vendor Website</a>	<b>Contract Term End Date</b>	2/15/2021
<b>HUB Type</b>	Non HUB	<b>Contract Exp Date</b>	2/15/2023
<b>Contact AT&amp;T Corp.</b>		<b>Contact DIR</b>	
<b>Contact</b>	<a href="#">Marcus Montemayor</a>	<b>Contact</b>	<a href="#">Tequila Jackson</a>
<b>Phone</b>	(512) 439-9533	<b>Phone</b>	(512) 463-3374
<b>Fax</b>	(512) 870-4388	<b>Fax</b>	(512) 475-4759

### Contract Overview

Technology Based Conferencing Services to include Audioconferencing, Videoconferencing, Webconferencing and Webcasting. Emerging Technology may be added.

### How To Order

1. For product and pricing information, visit the [AT&T Corp.](#) website or contact [Marcus Montemayor](#) at (512)

[Show more](#)

### Available Brands (3 total)

AT&T  
Cisco  
Webex

[Show more](#)

### Available Products & Services (1 total)

Audio Conferencing Services

[Show more](#)

### Commodity Codes (2 total)

915-77 - Telephone Services, Long Distance and Local, Including 800, Telex,

# Vendor Websites linked to Cooperative Contracts

ebiznet.sbc.com/texan/ATTDIR/DIRTSO4270.html

**DIR**  
Dept. of Information Resources

**AT&T**  
**Technology Based Conferencing Services Contract**  
**DIR-TSO-4270**

**Service Offerings**  
Services available under this Contract are limited to Technology Based Conferencing Services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their services offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B of this contract. Vendor may not add services which were not included in the Vendor's response to the solicitation described in Section 1.B of this contract.

**Excluded Telecommunications Service Offerings**  
Any service awarded under the TEX-AN Next Generation Procurement, RFO number DIR-TEX-AN-NG-001. The following services were awarded under the TEX-AN Next Generation Procurement:

- a. Long Distance Services
- b. Internet Services (including SOHO)
- c. Voice over Internet Protocol (VoIP)
- d. Local Voice Service
- e. Wireless Service
- f. Fixed Satellite
- g. Access and Transport

**How to Order**  
For product and pricing information, contact Alan Holland at (512) 840-4827 or (512) 650-7957.  
Generate a purchase order, made payable to AT&T Corporation. You must reference to the DIR Contract Number on your purchase order.  
E-mail or Fax your purchase order and quote form to your AT&T sales representative.

[DIR's Cooperative Contracts Website](#)

[DIR's DIR-TSO-4270 Website](#)

[AT&T Contract with DIR](#)

← **Service Offerings**

← **How to order**

← **Key Links**

# Cybersecurity Hygiene

## Cybersecurity Hygiene

All Texans need to remain vigilant and practice good cyber hygiene, especially during critical incidents. Threat actors often use pressing current events to bait their targets. The current COVID-19 threat is no different. [DIR provides cyber hygiene practices everyone should consider](#) for working remotely.

[Coronavirus Map Theme Used to Disguise and Deliver AZORult Infostealer](#) (PDF | 210.02KB) DIR's Office of the Chief Information Security Officer warns against malicious website pretending to be the live map for COVID-19.

[Voice to Email Messaging Security Awareness](#) (PDF | 56.03KB) DIR urges caution for voice to email messaging.



# Best Practices for Remote Meetings

Joy Hall Bryant

Program Director, IRM Outreach



# The Basics

## Devote Time to Advance Planning

- Determine the purpose, audience, size, formality of your meetings
- Explore possible tools, features needed and select those that best fit
  - When considering features, don't forget accessibility compliance
- Assemble and test resources (mics, camera, conference phone, laptop, cables, internet)
- Become an experienced user of the meeting tool (training, practice, test meetings)

## Determine the Level of Professionalism and Polish

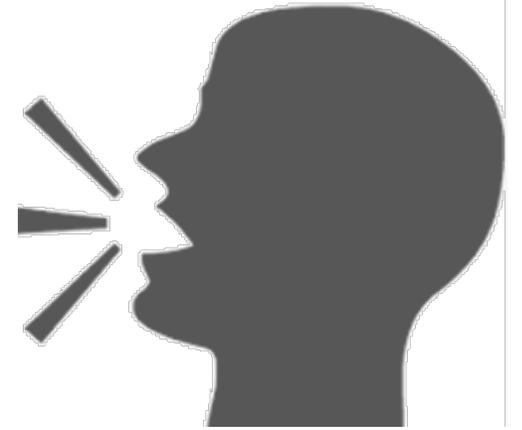
- Do materials need to be vetted by communications professionals?
- If using video, what shows in the presenter's background?
- Should you include headshots of your presenters?



# Fine-Tuning for the Specific Meeting

## Build In Attendee Interaction

- Voice? (How will you control who talks when?)
- Formal online Q&A
- Informal text chat
- Polls
- Embedded features like “raise hand”, Yes/No, approval indicators
- External tools for voting, questions, word clouds



## Pre-Meeting Tasks

- Plan the meeting flow, level of formality, if it will be recorded
- Assign roles (presenter, facilitator, meeting administrator, note taker, SMEs)
- Prepare agenda and meeting materials; share with participants
- Conduct a practice run with same equipment, room, people



# Running Your Meeting

## During the meeting

- Start on time
- State the purpose, any ground rules, how participants will interact
- Utilize the agenda and stay on track
- Self-identify before speaking; speak clearly and at a reasonable pace
- Verbally communicate what should be showing on screen
- Leverage interactivity features to engage attendees
- Provide a solid summary at the end, including action items

## After the meeting

- If appropriate, ask for attendee feedback
- Share materials promised (files, minutes, recording)
- Evaluate what went well; what might be improved



# A Few Favorite Tips

- Key equipment should be plugged in; don't rely on battery power
- Use wired connection if possible
- Turn off webcams if bandwidth seems to be an issue
- Audio over phone may be more stable in some cases
- If using a technology solution, subscribe to service alerts for known issues
- Headset with mic makes for clearer audio than webcam mic
  - Read up on tips for proper positioning of mic boom
- Let the presenters focus on presenting; use other staff to administer the meeting
- For presenter visuals, consider the options and the optics



# Resources

- Most tools have extensive resource libraries
- [Tips for Conducting Open Meetings Remotely](#)  
DIR's how-to guide for governing bodies convening in a virtual forum
- [Best Practices for Virtual Engagements](#)  
SACC Training and Development (SACC T&D) Subcommittee has created an online repository where public sector staff can share reference sources for more effective virtual meetings, webinars, remote training, and telework.
- General web search using common terms, not only pages but IMAGES.



State Agency Coordinating Committee (SACC)  
Training and Development (T&D) Subcommittee

### Best Practices for Virtual Engagements

This report displays entries collected in the "Best Practices for Virtual Engagements" form where members of Texas government are informally sharing reference sources for more effective virtual meetings, webinars, remote training, and telework.

Click on column heading to sort by that label. You may also export the data. (This online report will not print well.)

Click on the white + (plus) in the green box to display additional columns. (Scroll to bottom of box for the DONE button or click on box border to turn off.)

Visit the [Best Practices for Virtual Engagements FORM](#) to submit an entry or to see more information about what type of information is being collected.

Contact [Jay Hall](mailto:jay.hall@svartof.dib) at [svartof.dib](mailto:jay.hall@svartof.dib) with any questions.

This effort is hosted by the SACC Training and Development Subcommittee and the Texas Department of Information Resources (DIR).

3/18/20 Update: Resource Type of "Personal Tips" has been added for those who wish to share ad hoc information that is not a formatted document or web page.

**NOTE**  
Check with your IT department before using any software, app, cloud solution for work situations (even if free). Items not eligible for you to use at work may still be useful for personal or volunteer projects.

Entries	Topic Area	Resource Type	Short Description	Website	Creator/Provider	Detail Information	Why You Would Share	Atts
1	Training/Education	Online Article	7 Tips For Being A Successful Distance Learning Student	<a href="https://www.iaceti.org/news/learn-how-to-be-a-successful-distance-learning-student/">https://www.iaceti.org/news/learn-how-to-be-a-successful-distance-learning-student/</a>	IACET	Blog article from International Association for Continuing Education and Training (IACET) with tips to ensure the success of distance learning.	Concise, practical. Respected source.	
2	Virtual Mtg/Product Specific	Attached File	A Crash Course in Running Productive Meetings: The Before-During-After Guide					

# DIR Use-Cases for Procurements (and Transition)

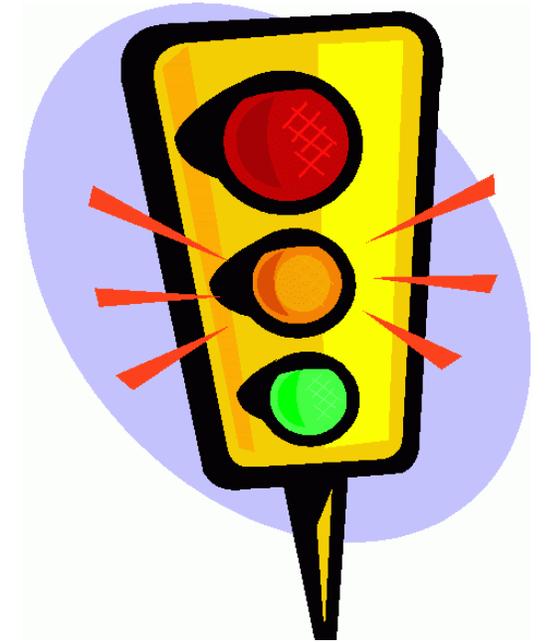
**Colleen Berkley**

Director of Procurement Services



# Basic Rules

- Establish Guideline – Someone needs to be the leader;
- Orchestrate hand-offs and clearly signal when they are happening
- If commenting, announce yourself;
- Stay on topic!
- Mute PCs if on a conference call;
- If using a chat program for internal communications, use it in moderation;
- Most importantly – BE PATIENT.



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# Tools

- Audio/video tools
  - GoToMeeting;
  - Zoom;
  - Skype;
  - Teams.
- Have a back-up audio/dial-in option
- Consider a chat tool/chat functionality



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# Considerations

- Time of Day/Network Traffic
  - Earlier is better – network usage peaks between 11:00 a.m. and 2:00 p.m.
- Not everyone who attends will understand ground rules – review them at the beginning of the meeting
- Remote meetings are exhausting – break frequently



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# What We Do

- Host webinars for pre-solicitation conferences;
- When necessary, use secondary tools (i.e.,  
Mentimeter, Wufoo)
  - Allows for participants to remain anonymous;
  - Increases participation;
- Host remote negotiations sessions
  - Use internal Skype communication and external webinar tool
  - All day sessions with breaks every hour



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# Questions



**Hershel Becker**  
Chief Procurement Officer



**John Hoffman**  
Chief Technology Officer



**Joy Hall Bryant**  
Program Director, IRM Outreach



**Colleen Berkley**  
Director of Procurement Services

Please direct additional questions to [AskDIR@dir.Texas.gov](mailto:AskDIR@dir.Texas.gov).



