

Survey of the Management and Organization of Telecommunication Services in California State Agencies

BACKGROUND.

The 2007 State Telecommunications Strategic Plan identified as a strategic goal that “the State will ensure a more effective telecommunications workforce”, and will facilitate this by aligning voice, data, video, and radio services workforce, governance structures, recruitment, and training mechanisms. Until recently, many state agencies segregated the functions of voice, data, video, and radio services into separate organizational units.

The strategic plan calls for the Department of Personnel Administration (DPA) to survey agencies and departments on the management structures used in the acquisitions, deployment, and management of telecommunications solutions, including data networking, voice, cellular telephone, radio, and video.

DEFINITIONS.

For the purposes of this survey, telecommunications is broadly defined to include all hardware, software and service components involved in the secure, efficient and reliable delivery of analog and digital data streams to and/or from government ‘end systems’. Examples of the components that comprise a telecommunications system are communications links, routers, switches, multiplexers, repeaters, firewalls, video control units, PBXs, etc.

For this survey, we have aggregated telecommunications services into seven categories:

- Local Area Network (LAN)
- Radio
- Video
- Call Center*
- Wide Area Network (WAN)
- Voice/Phone
- Personal Digital Assistant (PDA)

**The definition of a “Call Center” is limited to those situations in which there is a permanently staffed unit providing call center services using specialized telephone technologies such as automated call distribution, automated call routing, interactive voice response, etc.*

THE SURVEY ... IN A NUTSHELL.

The survey consists of seventeen questions covering two main areas. The first main group of questions asks you to identify **where within your organization** the seven telecommunications services identified above reside. For example, telephone support services may be provided in the Administration division of one organization, but in the Information Technology division or office of another.

Following this group of questions, the second main group of questions then asks you to **identify the job classifications and number of staff resources** assigned to provide the seven telecommunications services that have been identified.

You are requested to complete the ONLINE survey accessible at <http://www.questionpro.com/akira/TakeSurvey?id=842502> .

However, a Word document version of the survey is also available at: <http://www.cio.ca.gov/msdocs/TelecommSurvey.doc>. This may be helpful for you in collecting together the necessary information before sitting down and completing the ONLINE survey.

Thank you in advance for your cooperation in completing this survey. If you have any questions regarding the survey, please contact Karen Lynch at Klynch@hrmod.dpa.ca.gov . If you have any questions regarding the online survey, contact SurveyAssist@calepa.ca.gov.

Please complete the survey by March 14, 2008.