

# PROGRAM FACT SHEET

## Department of Administration

### Telecommunications Program Office

#### Services:

The Telecommunications Program Office (TPO) was created by the Legislature in 2005 to enter into a contract with a contractor to provide for the telecommunications needs for each state office, department, or agency. The contractor will manage telecommunications services for all executive branch state agencies, including obtaining local and long-distance telephone calling service and building a state-wide telecommunications network.

#### Funding:

Although the Department of Administration (Department) organized the TPO in fiscal year 2005 and funded it with part of the Information Services Division appropriation, the TPO did not receive its initial appropriation of nearly \$2.2 million until fiscal year 2006. This includes \$350,000 in a one-time appropriation for professional and outside services, and a \$9,000 one-time appropriation for equipment.

#### Facilities:

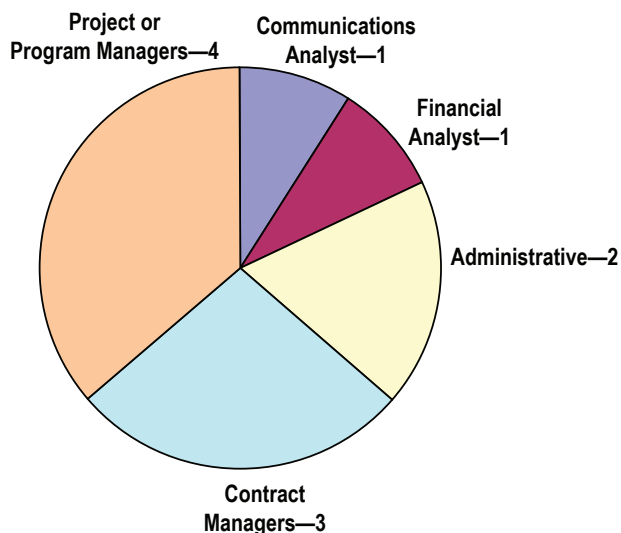
The TPO uses approximately 3,000 square feet of the Department of Administration facilities at 100 N. 15th Avenue in Phoenix, Arizona. In addition, the telecommunications contractor uses approximately 12,000 square feet at two department buildings in Phoenix, and a third in Tucson. To reimburse the Department for the approximately \$200,000 in costs associated with the use of these facilities, the Department plans to add a surcharge to agency telecommunications bills in fiscal year 2006.

#### Equipment:

The TPO owns common office equipment, but is also charged with administering a contract that develops a unified state voice and data network for executive branch agencies.

#### Program staffing:

11 FTE (fiscal year 2006)<sup>1</sup>



<sup>1</sup> Eleven FTEs who assist with network security, switchboard, and helpdesk are housed in the Information Services Division.

## Mission:

The TPO has adopted the Department's mission:

To provide effective and efficient support services to enable government agencies, state employees, and the public to achieve their goals.

## Goals:

The TPO has adopted the Department's three goals:

1. To deliver customer service second to none.
2. To attract and retain a high-performance team of employees.
3. To aggressively pursue innovative solutions and/or opportunities.

## Adequacy of performance measures:

The TPO was formally created in statute as of June 30, 2005, and at the time of this audit had not developed performance measures to meet its goals. According to a department official, the TPO plans to create these performance measures by the end of October 2005 and is currently in the process of developing customer service questions evaluating agency satisfaction with various aspects of state-wide telecommunications services.

Therefore, the TPO should ensure it develops appropriate measures such as those evaluating agency satisfaction with the contractor's telecommunications service and the contractor-managed state-wide privatized network, and the effective use of a state-wide investment pool to purchase telecommunications equipment.

Source: Auditor General staff compilation of unaudited information obtained from the *State of Arizona, FY 2006 Appropriations Report*; Arizona Revised Statutes; contracting documents; and other information provided by the Department.