



EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

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MEMORANDUM

TO: Representative Aaron M. Michlewitz - Chair, House Committee on Ways & Means
Senator Michael J. Rodrigues - Chair, Senate Committee on Ways & Means

FROM: Curtis M. Wood, Secretary and Chief Information Officer, Executive Office of Technology Services & Security

DATE: May 29, 2020

SUBJECT: **FY20 Legislative Report on the Status of Telecommunication Audits**

This FY20 Legislative Report on the Status of Telecommunication Audits, as mandated by Chapter 41 of the Acts of 2019, provides information on efforts undertaken by the Executive Office of Technology Services and Security (EOTSS) in coordination with our partners throughout the Executive Branch to identify and realize savings by performing an audit of the Executive Branch's telecommunications network and assets.

EOTSS was established in 2017 through an Article 87 Reorganization thanks to the careful consideration of the Legislature. In its enabling statute, EOTSS was granted the authority to "oversee, coordinate with and provide assistance, advice, and expertise in connection with business relationships between state agencies and private sector providers of information technology."

As mentioned in the FY19 Legislative Report on the Status of Telecommunications, EOTSS contracted with Shaheen & Associates (Shaheen), a telecommunications auditing and cost recovery specialist to optimize the Commonwealth's telecommunications assets through a 'Telecom Modernization Program.'

The Telecom Modernization Program consisted of two primary phases:

- **Phase 1** audited telephone lines and data circuits across the entire Executive Branch, identified and shut down under-utilized and unused services, and corrected billing inaccuracies.
- **Phase 2** focused on consolidating Commonwealth accounts and streamlining billing processes.

In December 2019, the Telecom Modernization Program came to an end following the completion of its intended goals. The Program has yielded the following successes:

- A complete accounting of Executive Branch telecommunications assets and spending
- **\$7.3 million** in annual telecommunications savings

- **10% reduction** in annual telecommunications spending
- **20% reduction** in total telecommunications accounts for a more streamlined billing process

In order to best empower our partners to monitor their respective telecommunications network, EOTSS held closeout meetings with secretariats in the Executive Branch. These secretariats now have a complete inventory of their respective telecommunications network and related spending. This will allow secretariats the opportunity to self-audit on a go-forward basis to ensure they maintain efficient and cost-effective telecommunications networks.