

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

Category	Chapter Title	Chapter Number
Telecommunications Management	Telecommunications State Vision and Strategy	0200.0

INTRODUCTION

The Department of Technology has the lead role for telecommunications vision, strategy and policy as authorized in [California Government Code section 11541](#). *Government Code (GC) Section 11541 requires the Department of Technology to develop strategic and tactical policies and plans for business telecommunications with consideration for the systems and requirements of public agencies.* Operational policies and processes are continuously updated in the State Telecommunications Management Manual (STMM).

The vision, strategy and policy for procuring and implementing telecommunications and network services on a statewide basis are through the four modules of the CALNET Master Services Agreement (MSA) awarded on January 30, 2007.

The CALNET MSA is easy to use by both state and local government agencies because the mandatory services were competitively bid, allowing customer agencies to avoid individual and lengthy procurement processes. Other contract vehicles may be utilized as resources for state and local agencies to purchase and implement telecommunications services not available on the CALNET MSA.

Note: The word **agency** refers to any state or local government agency, department, office, board, commission, district, or similar entity, unless otherwise indicated.

VISION

- The State's telecommunications network(s) will continue to be procured from and operated by private contractor(s).
- Scalable, secure, survivable, cost-effective telecommunications infrastructure with seamless end-to-end interoperability shall be the goal, whether deployed separately or as part of converged services.

- To help meet changing governmental business needs, multiple contractors will provide increased product diversity and on-going competition that should lead to lower prices, a wide variety of service choices, and the capability to obtain and rapidly deploy alternate technologies.
- Provide for ease of procurement and leverage California government's purchasing power through economies of scale.

STRATEGY

For both state and local government agencies, the state will continue to develop and implement strategies and policies that will satisfy the state vision, including:

- Incorporate statewide strategies such as network based solutions, instead of Customer Premise Equipment (CPE) based solutions;
- Take advantage of technology improvements (i.e., refreshing of technology and provide a path to converged voice, video and data networks and applications where applicable);
- Develop policy and acquisition strategies that encourage vendor participation and create competition, so that more diverse and best value product and service choices will benefit the State as a whole; pursue other related actions that will effectively meet the telecommunications needs of government;
- Provide for effective Service Level Agreements (SLAs) that are industry standard or better, and pursue other related efficiencies and protections; and,
- Maintain the ability to substitute or discontinue using contracted services that do not meet government customer needs and/or MSA requirements under prescribed circumstances.

POLICY

The CALNET services are comprehensive and designed to meet the majority of the State's telecommunications service requirements. State agencies under the jurisdiction of the Executive Branch shall obtain mandatory services from one or more of the CALNET modules, unless an exemption is granted as described in [STMM Chapter 3-501.0](#).

All California government agencies are highly encouraged to utilize the CALNET MSA because they provide ease of procurement, economic benefits, interoperability and convenience of a single point of contact for provisioning and maintenance, and other benefits.

AUTHORITY AND REFERENCES

[Government Code Sections 11534-11543](#)

¹ Effective July 1, 2013 Office of Technology changed its name to Department of Technology