



COMMUNICATIONS

Emergency Communications

Information technology can build special networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism. Following Hurricane Wilma, accessing and re-allocating roadway fiber optic strands resulted in networking two Department of Transportation districts together via a dedicated VLAN (virtual local area network). This makeshift arrangement provided users in two buildings in Ft. Lauderdale with full access to all information technology needed at this critical time to support the recovery effort. For more information, please contact Gayle Malone at (954) 777-4123 or email gayle.malone@dot.state.fl.us. 2006-DOT-048

Access Response Unit

An automatic voice response system, referred to as an access response unit (ARU), was created by a partnership of state agencies and private companies in response to reduced staffing and growing demand, saving more than \$2 million. The ARU provides immediate and self-directed access to specific information for an agency's clients and community partners. This innovation uses technology to serve more customers with fewer staff and provide 24/7 answers to client questions. For more information, please contact LaQuetta Anderson at (850) 414-5942 or email LaQuetta.Anderson@dcf.state.fl.us. 2006-DCF-069

Reduced Costs through Automated Telephone Plan

Analysis of a auto attendant telephone system used by Department of Children and Families staff in Broward County improves customer service. Identifying a more direct method to route consumers to their end destination reduces the time that switch board operators (senior clerks) answer phones for annual added value of \$79,500. For more information, please contact Ismael Martinez at (954) 762-3806 or email Ismael.Martinez@dcf.state.fl.us. 2006-DCF-074

Improved Help Desk Assistance at a Reduced Cost

Helping users help themselves is key to improving the efficiency of support delivery and user satisfaction. With real-time information, customers can make informed decisions on when best to call the help desk to receive prompt service.

Two tools for increasing customer self-help are referred to as "reported active help desk issues" and "help desk call queue". Available on the Department of Children and Families' web site, if 10% of monthly customer problems are solved by using reported active issues, the annual cost avoidance is more than \$200,000. Help desk call queue reduces average daily abandon call rates by 18%. For more information, please contact Nancy Kenyon at (850) 410-2727 or email nancy_kenyon@dcf.state.fl.us. 2006-DCF-095

Processing Work Requests

Using Blackberrys with an email-based system to receive and track work requests replaced a cumbersome forms-based system, producing an estimated annual \$165,000 productivity increase at the Department of Juvenile Justice. For more information, please contact Jan Wright at (850) 921-7288 or email Jan.Wright@djj.state.fl.us. 2006-DJJ-004

Wireless Aircards for Construction Inspection

Using wireless aircards to eliminate hard copies of inspection reports, expedite data collection and resolve field conflicts more expeditiously saved \$118,333 on two transportation projects in Broward County. For more information, please contact Tony Piedra (954) 958-7632 or email Antonio.Piedra@dot.state.fl.us. 2006-DOT-014

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Cellular Telephone Management and Verification System

Eliminating tedious manual processes required for management of cell phones - including telephone assignment, review and verification processes - and reimbursement for personal calls, is saving the Department of Law Enforcement approximately \$125,000 annually. For more information, please contact Lisa Hopkins at (850) 410-8513 or email lisahopkins@fdle.state.fl.us. 2006-FDLE-013

Reduced Cellular Phone Costs

A cost analysis system in spreadsheet format is a management tool for identifying cell phone waste and abuse, saving the Broward County district of the Department of Children and Families \$24,000 annually. For more information, please contact Gary Blavat at (954) 762-3813 or email [Gary Blavat@dcf.state.fl.us](mailto:Gary.Blavat@dcf.state.fl.us). 2006-DCF-072

Reduced Costs by Consolidating Cellular Phone Accounts

A master umbrella cellular telephone account reduces costs, standardizes telephones, improves productivity and simplifies management. The cost per telephone in three Department of Children and Families districts was reduced from \$51 to \$37, saving nearly \$90,000 annually. Per minute overage costs were eliminated because of the large pooled plan of cellular and direct connect minutes. For more information, please contact Frank Kerwick at (772) 467-4155 or email frank_kerwick@dcf.state.fl.us. 2006-DCF-075

For a list of adaptable achievements in the field of Communications from the 2003-2005 awards competitions, please click [here](#).