



Civil Service

HF

3/2

Treasury Chambers, Parliament Street, SW1P 3AG

The Rt Hon The Baroness Young  
Lord Privy Seal  
Management & Personnel Office  
Old Admiralty Building  
LONDON SW1A 2AZ

1/24  
February 1983

*Den Sand.*

#### TELEPHONE EXTENSION LOGGING IN THE CIVIL SERVICE

I am very grateful for the help provided by your officials who have been associated with the study commissioned by the CCTA into the potential for telephone extension logging in departments. The Treasury intend now to publish the results. I enclose a draft of the proposed press notice.

As you know, telephone extension logging uses electronic equipment to register the time, duration, number dialled and cost of calls made from each extension. The data is then processed by computer to provide various analyses of the telephone traffic for purposes of planning and cost control, with the aim of reducing telephone costs.

The study was based on extension logging in four departments from November 1981 to March 1982. It achieved savings of 20-30 per cent in call charge bills and identified potential savings from the elimination of over-provision in exchange lines and extensions of 10 per cent and 20 per cent respectively. Repeated throughout central government this pattern suggests a potential net saving of £15-20 million a year.

The report has already been given to departments, many of which have developed plans to introduce a telephone extension logging scheme.

This is an example of action to improve management in the service which may be helpful also to some in the private sector. I understand that it is the only comprehensive study of extension logging in the United Kingdom.

attached  
S. G. G.





Publication may prompt the civil service unions to express their opposition to extension logging. While supporting methods of improving efficiency, they see this as an invasion of personal privacy and an abuse of work measurement but I doubt if there will be a serious attempt to block the introduction of telephone extension logging, provided that the departments concerned follow the code which CCTA has issued, with the help of your officials. This code has been discussed with, but not approved by, the Council of Civil Service Unions. It gives guidance on the consultation procedures departments should follow when installing extension logging equipment. It emphasises that the purpose is to develop the efficient provision and use of telephone equipment, not to pry into the private lives of staff.

I am sending a copy of this letter, the report and Press Notice to the Prime Minister.

A handwritten signature in black ink, appearing to read 'John Major', written in a cursive style.

BARNEY HAYHOE



**PRESS NOTICE****TELEPHONE LOGGING IN GOVERNMENT OFFICES**

A study published today by the Treasury's Central Computer and Telecommunications Agency (CCTA) shows how computerised systems can be installed to analyse the use actually made of individual telephone extensions in Government offices, and so provide management and staff with information leading to substantial savings.

The study reports on trials of call information logging equipment (CILE) in four departments (Customs & Excise, Department of Employment, Inland Revenue, Scottish Office). The aim was to evaluate the cost-effectiveness of telephone logging to reduce telephone costs by ensuring that the telephone exchanges have the right capacity and equipment (ie. extensions, exchange lines, private circuits, Government Telecommunications Network (GTN) links); and that managers and staff are aware of their telephone costs and how they can use the telephone more efficiently.

In the four departments potential savings were identified of 20-30 per cent in call charges and 10-20 per cent in over provision of exchange lines (10 per cent) and extensions (20 per cent).

After discussion with the Council of Civil Service Unions, the CCTA has issued a code of practice to guide departments in use of CILE. The Code emphasises the need to inform unions and staff about the intention to install this equipment, the information it will produce and how it will be used.

A number of departments have plans well advanced to introduce logging equipment.

The techniques described in the study can be of value in many private sector organisations as well as in Government.

The report "Telephone Extension Logging: an examination of the Technique and its cost effectiveness", is published by HMSO, (price [£4.50]).



**NOTES TO EDITORS**

The CCTA study was launched in November 1981 and completed in March 1982. The results were given to departments in July and guidance on the installation and use of call extension logging equipment was issued in November.

2. Telecommunications costs are an increasingly substantial overhead. For 1982-83 expenditure by central Government departments is expected to exceed £200 million, about half on telephone call charges, just under half on purchase and rental of telephone exchanges, the balance (about 10 per cent) on the rental of private circuits from British Telecom for the GTN which links more than 500 Government offices in the UK.



*Civil Service*

Treasury Chambers, Parliament Street, SW1P 3AG

The Rt Hon The Baroness Young  
Lord Privy Seal  
Management & Personnel Office  
Old Admiralty Building  
LONDON SW1A 2AZ

*18*  
*16/4*

18 April 1983

*Dear Janet,*

TELEPHONE EXTENSION LOGGING IN THE CIVIL SERVICE

Thank you for your comments on the draft press notice we propose to issue on the publication of the results of the telephone extension logging study.

The point you made about the inability of call logging equipment to listen to or record speech is an excellent one, and has now been incorporated into the revised draft press notice.

... A copy of the revised draft press notice is attached.

I am copying this letter and the revised draft press notice to the Prime Minister.

*Barney*  
*Hayhoe*

BARNEY HAYHOE



## PRESS NOTICE

### TELEPHONE LOGGING IN GOVERNMENT OFFICES

A study published today by the Treasury's Central Computer and Telecommunications Agency (CCTA) shows how computerised systems can be installed to analyse the use actually made of individual telephone extensions in Government offices, and so provide management and staff with information leading to substantial savings.

The study reports on trials of call information logging equipment (CILE) in four departments (Customs & Excise, Department of Employment, Inland Revenue, Scottish Office). The aim was to evaluate the cost-effectiveness of telephone logging to reduce telephone costs by ensuring that the telephone exchanges have the right capacity and equipment (ie extensions, exchange lines, private circuits, Government Telecommunications Network (GTN) links); and that managers and staff are aware of their telephone costs and how they can use the telephone more efficiently.

In four departments potential savings were identified in call charges, at 20-30 per cent, in overprovision of exchange lines, at 10-20 per cent, and in extensions at 20 per cent or more.

After discussion with the Council of Civil Service Unions, the CCTA has issued a code of practice to guide departments in use of CILE. The Code emphasises the need to inform unions and staff about the intention to install this equipment, the information it will produce and how it will be used. Call logging equipment cannot listen to or record speech.

A number of departments have plans well advanced to introduce logging equipment.

The techniques described in the study can be of value in many private sector organisations as well as in Government.

The report "Telephone Extension Logging: an examination of the Technique and its cost effectiveness", is published by HMSO, (price £3.50).

### NOTES TO EDITORS

The CCTA study was launched in November 1981 and completed in March 1982. The results were given to departments in July and guidance on the installation and use of call extension logging equipment was issued in November.



3. Telecommunications costs are an increasingly substantial overhead. For 1982-83 expenditure by central Government departments is expected to exceed £200 million, about half on telephone call charges, just under half on purchase and rental of telephone exchanges, the balance (about 10 per cent) on the rental of private circuits from British Telecom for the GTN which links more than 600 Government offices in the UK.

Civil Service  
Mar '80, New  
Technology 97

16 APR 1983

11 12 1 2 3  
4 5 6 7 8 9





Civ Service

Management and Personnel Office

Whitehall London SW1A 2AZ

Telephone 01-273 } 4400  
GTN 273 }

11 February 1983

Barney Hayhoe Esq MP  
Minister of State (Treasury)  
Treasury Chambers  
Parliament Street  
London SW1P 3AG

DA

14/2

Dear Barney,

TELEPHONE EXTENSION LOGGING IN THE CIVIL SERVICE

Thank you for your letter of 1 February, enclosing a draft press notice which you propose to issue on the results of the CCTA commissioned study on telephone extension logging studies in departments.

I am pleased that my officials were able to contribute to this valuable piece of work. The savings achieved, and the potential for further savings across the Civil Service, underline the importance of this technique to improve cost-effective management of telecommunications services.

I have only one comment to make on the draft press notice. As drafted it does not mention that call logging equipment cannot listen to or record speech. An insertion on this point may help to deflect opposition from the Civil Service unions and may help to promote more general acceptance in the private sector.

I am sending a copy of this letter to the Prime Minister.

Yours ever

Baroness

BARONESS YOUNG



Civil Service : March 80 ;  
New Tech

14 FEB 1983

12 11 10 9  
8 7 6 5 4 3 2 1  
10 11 12