DEPARTMENT OF INFORMATION SYSTEMS

Enabling Laws

Act 1627 of 2003
A.C.A §25-4-101 - §25-4-124

History and Organization

The Department of Computer Services, or DCS, was created in 1977 by Act 884 (Arkansas Code Annotated, Section 25, Chapter 4), as a cabinet-level department reporting to the governor. Its purpose was to provide to state government a central data processing service, a statewide telephone network, and technical guidance and planning for the acquisition of related hardware, software, and training. During the 1997 session, the 81st General Assembly amended certain sections of the Arkansas Code to reestablish the Department of Computer Services as the Department of Information Systems, or DIS, and expanded the department responsibilities. Act 914 of 1997 charged DIS with various duties including providing information technology services to state agencies and other governmental entities; entering into contracts with state agencies and other governmental entities for the purpose of providing information technology services; establishing fair and reasonable schedules of rates or fees to be paid by state agencies and governmental entities provided service to enable the department to defray the cost of providing the services as provided; establishing rates and fees for services provided by the department to assure that the department is self-supporting; a billing rate plan shall be developed for a two-year period to coincide with the budgeting process. The same rate structure will apply to all agencies and entities receiving services; acquiring information technology on behalf of state agencies, the cost of which shall be recovered through customer billings at established rates; promulgating rules and regulations that are necessary for efficient administration and enforcement of the powers, functions, and duties of the department. The 83rd General Assembly further declared its intent to create a state agency to: support the information technology initiatives established by the Executive Chief Information Officer; provide design and management services for the state's core information technology infrastructures; provide information technology services; implement appropriate technologies to exchange and share information; and develop technical standards and provide technical leadership and guidance to support the state's shared technical architecture.

The Department of Information Systems has adopted a vision statement and a mission statement that is the focus of the department statewide service efforts.

Our Vision…is to be a highly respected and premier information technology service - provider - of - choice for Arkansas' Public Sector through our commitment to achieve excellence in our secure cost effective delivery of services.

Our Mission…is to assist customers in accomplishing their IT goals by providing guidance and resources in a reliable, cost effective, and customer oriented manner.

DIS accomplishes its mission through four Program Areas: Administration and Customer Support

Services, Production Services, Consulting Services, and Connectivity and Communication Services.

The **Administration and Customer Services Program** is composed of four (4) divisions, Director's Office, Administration, Human Resources, and Customer Relationship Management.

> **(1) Director's Office** leads the agency in the accomplishment of its vision and mission statements. This office also controls resources and expenditures.

> **(2) Administration Division** plans, develops, implements policy, and provides for the overall management of DIS budgeting and financial activities, cost recovery, general services, procurement service, and agency billing. These are the daily operational programs that enable the Department to run effectively and efficiently.

> **(3) Human Resource Division** plans and implements human resource policies in accordance with DIS guidelines, DFA-Office of Personnel Management, and Federal Employment and Labor Laws. This Division administers payroll, job classification / compensation, employment / recruiting, training, employee benefits enrollment, and general personnel policies.

> **(4) Customer Relationship Management** serves as the customer interface for new and existing clients; it is the link between DIS customers and the services that DIS provides them. Account Representatives maintain customer relationships, and the communications staff helps foster this relationship through publications, a web site, and other publicity. The contracts support staff maintains contracts between DIS and customers as well as outside vendor agreements.

The **Production Services Program** provides support for the public sector products and services utilized for production solutions for Arkansas. This program is composed of two (2) divisions, Enterprise Systems Management, and Enterprise Operations.

> **(1) Enterprise Systems Management** is the host and server support area. It has the responsibility of designing, implementing and maintaining solutions to meet and exceed the State Agencies hosting requirements on the OS/390, UNIX and Windows server platforms. Our support staff provides twenty-four hours a day, seven days a week monitoring, system support and phone support to ensure maximum reliability for our customers.

> **(2) Enterprise Operations** group has the responsibility to respond to customer issues or requests in the most effective manner via 24/7 support. The Call Center provides first level support to all state customers via phone or email during regular business hours. The customer's issues are logged via an incident tracking system (HEAT) for both internal and external customers. Issues that can't be resolved at the first level of support are reassigned to second and third level consolidated Help Desk support teams. The DIS Data Center provides night and weekend support in this same fashion along with providing centralized monitoring; production control and change management of DIS hosted systems. Within the DIS Data Center, the Tape Library functions to track tape media and secure it in offsite storage. State Operators provide voice support for the State of Arkansas directory information and WATS
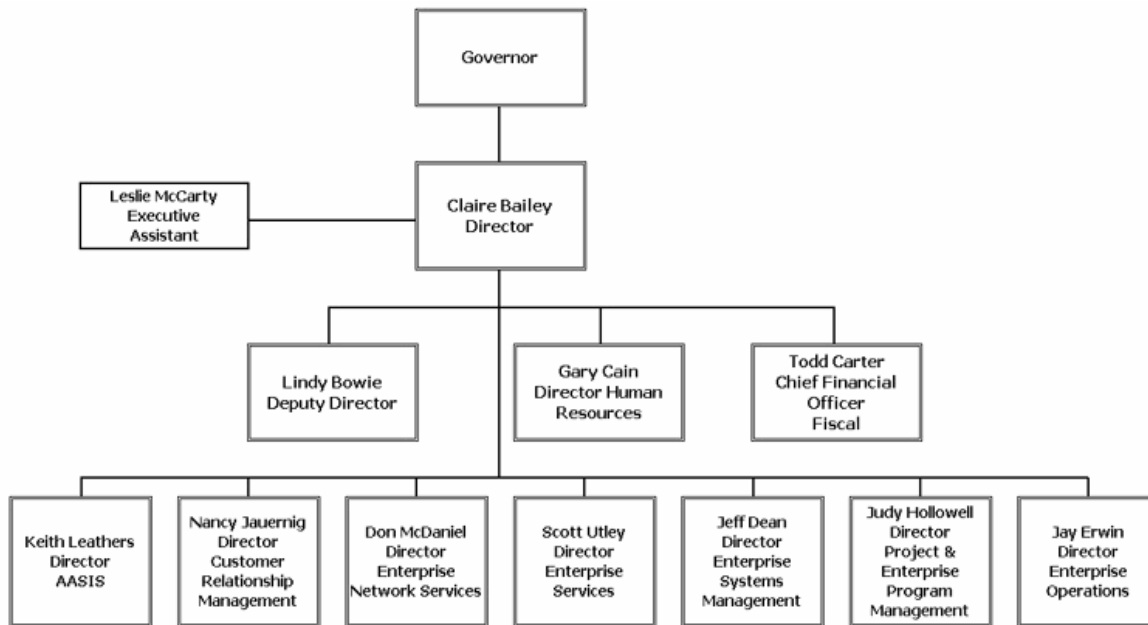
calls. Also provided by this group are onsite services for statewide support of desktop and LAN services at customer sites for any contracted agencies, boards, or commissions in the state.

The **Consulting Services Program** is composed of two (2) areas, Enterprise Services, and Project/Enterprise Program Management.

   (1) Enterprise Services is composed of Application Management, Data Warehouse, Security and Quality Management divisions. Application Management services include the gathering and documentation of requirements; solution based analysis and design, process driven solution development and implementation, system level solution testing and verification, and the maintenance and production support of legacy and previously implemented software solutions. The Data Warehouse makes the organization's information accessible, consistent, and secure. It is the foundation for informed decision making. Security provides management and monitoring services for our customers. Quality Management implements the DIS Quality Policy through design and implementation of the DIS quality system, process documentation and improvement and quality assurance activities.

   (2)   Project / Enterprise Program Management provides overall project management for agencies, boards, commissions and institutes as well as enterprise systems affecting all of state government. Monitoring the project planning, scheduling, lifecycle development, risk management, resource management, cost & budget control, change management, product quality, and customer satisfaction is the main focus for this office.

The **Connectivity and Communications Services Program** has the responsibility to engineer, implement, and operate the State telephone system, the State data center, and the State network. This Enterprise Network Support group provides operational support twenty-four hours a day, three hundred sixty five days a year to ensure uninterrupted services to State Agencies, and the citizens of Arkansas. The Division also provides solutions that comply and support the business and program priorities for state government. It establishes open and common frameworks and processes to enable statewide information sharing and interoperability of services. Connectivity also implements and manages a statewide network infrastructure and develops security management.

Organizational chart:
- Governor
  - Claire Bailey, Director (Leslie McCarty, Executive Assistant)
    - Lindy Bowie, Deputy Director
    - Gary Cain, Director Human Resources
    - Todd Carter, Chief Financial Officer Fiscal
      - Keith Leathers, Director AASIS
      - Nancy Jauernig, Director Customer Relationship Management
      - Don McDaniel, Director Enterprise Network Services
      - Scott Utley, Director Enterprise Services
      - Jeff Dean, Director Enterprise Systems Management
      - Judy Hollowell, Director Project & Enterprise Program Management
      - Jay Erwin, Director Enterprise Operations

Agency Commentary

The Department of Information Systems (DIS) continues to pursue its leadership role in bringing Arkansas agencies and institutions of state government forward in the use of technology. DIS provides planning, design services, and support for information technology and telecommunication services to the public sector of Arkansas in a reliable cost-effective manner. Every day Arkansas state agencies are becoming more involved in using electronic tools to conduct business and deliver service and information to citizens. Public expectations and business necessity are driving this trend. An electronic enterprise environment will meet that need by improving public access to government information and democratic processes, as well as help government become more efficient, effective, and responsible to the public through the use of information technology. Technology is our most valuable tool in eliminating the effects of distance, time and geography in the delivery of government services. The challenges presented during the 2005 - 2007 Biennium in all these areas must be met if the State of Arkansas and the state government of Arkansas are to stay in step with emerging technologies which will aid agencies and institutions in delivering the services demanded by their customers, the citizens of Arkansas.

Beginning with the 1993-1995 Biennium, DIS became 100% funded from NON-REVENUE RECEIPTS. Non Revenue receipts are comprised of moneys received from our customers in payment for services provided. DIS is not directly funded from State General Revenue. Consequently, DIS must stay attuned to the ever-changing needs of the agencies and institutions we serve and be able to respond to those needs.

2005 - 2007 Biennium Requests

A. Reclassification of nineteen existing positions.
B. Retention of the Unanticipated Services Appropriation
C. Increase in Telecommunication Technology Delivery
D. Reallocation of Resources to meet Production Services program needs.

A. Reclassification of Nineteen Positions:

DIS is experiencing the fortunate opportunity of growth in products and services and must meet the challenges of new enterprise efforts. These opportunities play a significant role in providing a direct positive impact to the citizens of Arkansas. To successfully meet our legislative and customers' requirements, DIS identified twenty-four positions and is requesting consideration for reclassification of nineteen (19) selected positions to accommodate new business needs. A Change Level Request of $126,632 for FY06 and $130,334 for FY07 of appropriations funded through NON-RECEIPTS is necessary to support this effort.

No new positions are requested. Only reclassifications of existing vacant positions are included to accommodate the functional requirements for the supported new and increased products and services. DIS is not exceeding the original authorization of 251 positions with this request.

B. Retention of the Unanticipated Services and Increase Appropriations:

This request provides retention of the unanticipated services appropriation from the previous biennial budget. It allows for operating expenses incurred in the provision of unanticipated services to state agencies, unusual growth in applications and / or due to uncontrollable increases in payments to public utilities necessary for the continual provision of services to our customers. An appropriation increase of $10,000,000 of NON-REVENUE RECEIPTS is also requested to allow DIS to continue to save money for agencies (and ultimately the people of Arkansas). DIS is in a unique position to bring together and aggregate procurements and service demands from all agencies and institutions. The significant economies of scale and the ability to have more than one organization served by a single resource is a very cost effective way to implement technology infrastructure and services. Additionally, this aggregation and economy of scale provides the substantial benefit that organizations can have access to technologies, such as distance learning, that would otherwise have been out of their reach. This helps equalize the opportunities available to rural areas and the poorer areas of the state. It can help make government services available in areas and at times where it would not otherwise be cost-effective to provide them. Unanticipated project needs from our customers make this request necessary. DIS will not seek this additional appropriation without necessary supporting documentation, justification, and circumstances that necessitate this action.

C. Increase in Telecommunications Technology Delivery:

DIS purchases communications technology goods and services from the private sector and provides them to Government agencies at cost plus operating overhead. To do this DIS must have appropriation authority in the amount needed to purchase these goods and services on behalf of our State customers. For the past two biennium periods, the appropriation allotted to the Telecommunication Technology service area has remained at the same level. DIS has had to request additional appropriation through the Unanticipated Services Contingency each year to meet normal operating obligations to our customers. An increase of $3,500,000 to the base level will bring this services' appropriation to the necessary amount which will be funded through NON-REVENUE RECEIPTS.

D. Reallocation of Resources - Production Services Program:
The Department is requesting a shift of $2,772,000 of appropriations from the Consulting Services Program to the Production Services Program to centralize responsibilities and operating functions in one program area.

Audit Findings

DIVISION OF LEGISLATIVE AUDIT
AUDIT OF :
DEPARTMENT OF INFORMATION SYSTEMS
FOR THE YEAR ENDED JUNE 30, 2002

Findings	Recommendations
During the observation of equipment, we found that management failed to establish proper controls when fifteen (15) items or nineteen percent (19%) totaling $20,245 from a sample of 78 items could not be located. It is the responsibility of Agency management to establish effective controls and maintain those controls to ensure assets are properly safeguarded.	Establish adequacy procedures to control all fixed assets.

Employment Summary

	Male	Female	Total	%
White Employees	111	60	171	81%
Black Employees	10	18	28	13%
Other Racial Minorities	6	5	11	6%
Total Minorities			39	19%
Total Employees			210	100%

Publications

A.C.A 25-1-204

Name	Statutory Authorization	Required for		# Of Copies	Reason (s) for Continued Publication and Distribution
		Governor	General Assembly		
None	N/A	N	N	0	N/A

Department Appropriation / Program Summary

	Historical Data						Agency Request and Executive Recommendation							
	2003-2004		2004-2005		2004-2005		2005-2006				2006-2007			
Appropriation / Program	Actual	Pos	Budget	Pos	Authorized	Pos	Agency	Pos	Executive	Pos	Agency	Pos	Executive	Pos
0470P01 DIS-Administration Program	6,331,098	45	9,680,780	73	9,691,180	73	9,954,246	73	9,962,256	73	10,072,445	73	10,080,883	73
0470P02 DIS-Production Services Program	13,766,192	105	18,178,619	100	18,192,719	100	21,189,518	100	21,261,188	100	21,368,999	100	21,442,378	100
0470P03 DIS-Consulting Services	8,774,212	63	12,951,467	62	12,969,467	62	10,342,727	62	10,240,735	61	10,477,886	62	10,373,725	61
0470P04 DIS-Connectivity/Communications	33,585,374	17	31,634,163	16	31,636,863	16	35,174,667	16	35,202,959	16	35,205,735	16	35,234,866	16
288 Unanticipated Services	0	0	0	0	25,000,000	0	35,000,000	0	25,000,000	0	35,000,000	0	25,000,000	0
Total	62,456,876	230	72,445,029	251	97,490,229	251	111,661,158	251	101,667,138	250	112,125,065	251	102,131,852	250

Funding Sources		%		%				%		%		%		%
Fund Balance 4000005	9,127,449	12.1	13,188,501	15.4			13,188,501	10.6	13,188,501	11.5	13,188,501	10.5	13,108,821	11.4
Non-Revenue Receipts 4000040	67,307,081	89.0	72,445,029	84.6			111,661,158	89.4	101,587,458	88.5	112,125,065	89.5	102,050,035	88.6
Information Technology Reserve 4000295	4,305,866	5.7	2,001,161	2.3			2,001,161	1.6	2,001,161	1.7	2,001,161	1.6	2,001,161	1.7
Loan Repayment 4000330	(805,866)	(1.1)	0	0.0			0	0.0	0	0.0	0	0.0	0	0.0
M & R Sales 4000340	16,713	0.0	0	0.0			0	0.0	0	0.0	0	0.0	0	0.0
Transfer to Info Tech Reserve 4000645	(4,305,866)	(5.7)	(2,001,161)	(2.3)			(2,001,161)	(1.6)	(2,001,161)	(1.7)	(2,001,161)	(1.6)	(2,001,161)	(1.7)
Total Funds	75,645,377	100.0	85,633,530	100.0			124,849,659	100.0	114,775,959	100.0	125,313,566	100.0	115,158,856	100.0
Excess Appropriation/(Funding)	(13,188,501)		(13,188,501)				(13,188,501)		(13,108,821)		(13,188,501)		(13,027,004)	
Grand Total	62,456,876		72,445,029				111,661,158		101,667,138		112,125,065		102,131,852	

Analysis of Budget Request

Appropriation / Program: 0470P01 - DIS-Administration Program

Funding Sources: MHC - Department of Information Systems Revolving Fund

The Department of Information Systems (DIS) provides information technology services to state government. These services include a centralized service bureau; a statewide network backbone for data, voice and video; technical guidance and planning for integration with the state architecture; procurement services; and other services for agency and community connectivity.

The Agency has four programs: The Administrative and Support Services Program, the Production Services Program, the Consulting Services Program, and the Connectivity and Communications Program. These programs are funded from the Department of Information Systems Revolving Fund. This fund consists of non-revenue receipts derived from services provided to various agencies of the federal, state, city, and county governments. In the event of unforseen conditions requiring additional appropriation, the Agency may request appropriation transfer from Appropriation 288 - Unanticipated Services; after approval of the Governor and prior review by the Joint Committee on Advanced Communications and Information Technology.

The Administrative and Support Services Program provides centralized administration, planning, billing, and cost recovery services, and provides for the agency's equipment needs through the Equipment Acquisition Reserve Fund.

The Agency's Fiscal Year 2004 Progress Report for this program has 8 performance measures, of which 5 are defined as key measures. Of these five measures, it has met or exceeded two measures and failed to meet 3 measures. The 3 measures the agency failed to meet are listed below:

Measure	Target	Actual
Percent of Agency performance targets met	85%	50%
Percent of Admin budget compared to total agency budget	11.40%	12.30%
Percent of users satisfied with IT services	70%	66.50%

The Agency has indicated it continues to improve processes to meet the target for each measure; has organizationally restructured its staff; and is using results of their survey to modify actions to increase customer satisfaction.

The number of performance measures has been increased from eight to 11 in the Strategic Plan for the period 2005 - 2009. One of the new measures "Percentage of security policies complied with" that are promulgated by the State Executive Chief Information Officer, is defined as a key measure.

Base Level for the Administrative and Support Services Program is $9,827,614 for FY06 and $9,942,111 for FY07. Base Level for this program includes graduated salary increases of 3% to 1.5% each year over FY05 salary levels, along with related Personal Services Matching costs for 73 Base Level positions. This includes a $600 minimum for employees earning $20,000 or below.

Included in Personal Services Matching is a $40 increase in the monthly contribution for State employee's health insurance for a total State match of $320 per month.

In light of the results of the performance measures, the Agency requests reclassification of 19 positions. The reclassifications will increase Regular Salaries and Personal Services Matching $126,632 for FY06 and $130,334 for FY07. The reclassifications will allow the agency greater program and operations support, including 24 hour operations center support, network infrastructure growth, the distance learning project, and other wireless technology projects.

The Executive Recommendation is for the Agency Request; however, it denies the request for the reclassification of 19 positions. After a comprehensive review of all positions by the Office of Personnel Management, the Executive Recommendation reflects various upgrades, downgrades, and CLIP reclassifications.

Appropriation / Program Summary

Appropriation / Program: 0470P01   Administrative and Customer Services Program

Funding Sources: MHC - Department of Information Systems Revolving Fund

Program Description	Program Goals	
This program is for the Administrative and Customer Service portions of our operations. Their role at DIS is to support our technologists with financial tracking and reporting and to provide feedback from the customer on product demands.	1	To provide quality financial services to our technologist, accurate record keeping for our customer and feedback to our agency technologists in order to increase our customer's demand for our products and services.

Objective Code	Name	Description
00FQ	Objective 1	To provide administrative and support services to enable the department to accomplish the mission of the department.
02FQ	Objective 2	To strategically offer DIS products and services to our public sector in Arkansas.

Performance Measures

Objective	Key Measures Exec	Key Measures Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1	X	X	Efficiency	Percentage budget in the Administration Program compared to total agency budget.	11.40%/ 12.30%	11%	10%
1	X	X	Outcome	Number of prior year audit findings repeated in subsequent audit.	0/0	0	0
1	X	X	Efficiency	Percentage of agency staff time reported in specific project objectives other than "General Agency Overhead"	2%/2%	68%	70%
1			Outcome	Number of days to enter all year-end closing entries into AASIS required for CAFR Report.		63 days	63 days
1			Outcome	Instances of non-compliance with legislation or funding requirements where applicable on major technology initiatives.		0	0
1	X	X	Outcome	Percentage of Key Performance Measures of all agency programs for which targeted levels of performance were met or exceeded		92%	95%
1			Outcome	Percentage of Agency Performance Targets met on all programs as a whole	85%/50%	NA	NA
1			Efficiency	% of Agency Staff in the Administration Program compared to total agency positions.	11.40%/ 13.80%	NA	NA

Appropriation / Program Summary

Appropriation / Program: 0470P01   Administrative and Customer Services Program

Funding Sources: MHC - Department of Information Systems Revolving Fund

Performance Measures

Objective	Key Measures Exec	Key Measures Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1			Outcome	Percentage of IT expenditures in $ spent through DIS	30%/30.40%	NA	NA
1			Outcome	Number of new public sector customers not at the State level	20%/17.20%	NA	NA
2	X	X	Outcome	Percentage of users satisfied with IT services.	70%/66.5%	85%	90%
2			Outcome	Number of the following areas with findings or reportable conditions in audits/reviews completed within the fiscal year: general compliance or internal controls affecting financial reporting, federal funds, performance reporting, information technology controls.		0	0
2	X	X	Outcome	Percentage of security policies complied with that are promulgated by the State Executive Chief Information Officer.		100%	100%
2			Outcome	Number of DIS projects, with an expected cost in excess of $1,000,000, that do not complete within budget.		0	0
2			Outcome	Number of DIS projects, with an expected cost in excess of $1,000,000, that do not complete within schedule.		0	0
2			Outcome	Number of Agencies Served.		170	180

Appropriation / Program Summary

Appropriation / Program: 0470P01 DIS-Administration Program

Authorized Program Amount	9,691,180

		Historical Data		Agency Request and Executive Recommendation				
		2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	1,980,420	3,317,407	3,409,674	3,513,667	3,526,470	3,504,075	3,611,108	3,624,369
#Positions		**45**	**73**	**73**	**73**	**73**	**73**	**73**	**73**
Extra Help	5010001	19,830	51,000	51,000	51,000	51,000	51,000	51,000	51,000
#Extra Help		**5**	**10**	**10**	**10**	**10**	**10**	**10**	**10**
Personal Services Matching	5010003	1,079,881	974,884	1,029,451	1,052,090	1,047,297	1,049,547	1,072,848	1,068,025
Overtime	5010006	957	40,000	40,000	40,000	40,000	40,000	40,000	40,000
Operating Expenses	5020002	1,690,003	2,603,888	2,603,888	2,603,888	2,603,888	2,603,888	2,603,888	2,603,888
Travel-Conference Fees	5050009	13,491	152,000	152,000	152,000	152,000	152,000	152,000	152,000
Professional Fees and Services	5060010	156,385	361,000	361,000	361,000	361,000	361,000	361,000	361,000
Data Processing	5090012	1,390,131	2,166,601	2,166,601	2,166,601	2,166,601	2,166,601	2,166,601	2,166,601
Capital Outlay	5120011	0	14,000	14,000	14,000	14,000	14,000	14,000	14,000
Total		6,331,098	9,680,780	9,827,614	9,954,246	9,962,256	9,942,111	10,072,445	10,080,883

Funding Sources									
Fund Balance	4000005	1,208,899	3,740,607	5,741,768	5,741,768	5,741,768	7,742,929	7,742,929	7,734,919
Non-Revenue Receipts	4000040	5,362,806	9,680,780	9,827,614	9,954,246	9,954,246	9,942,111	10,072,445	10,072,445
Information Technology Reserve	4000295	4,305,866	2,001,161	2,001,161	2,001,161	2,001,161	2,001,161	2,001,161	2,001,161
Loan Repayment	4000330	(805,866)	0	0	0	0	0	0	0
Total Funding		10,071,705	15,422,548	17,570,543	17,697,175	17,697,175	19,686,201	19,816,535	19,808,525
Excess Appro/(Funding)		(3,740,607)	(5,741,768)	(7,742,929)	(7,742,929)	(7,734,919)	(9,744,090)	(9,744,090)	(9,727,642)
Grand Total		6,331,098	9,680,780	9,827,614	9,954,246	9,962,256	9,942,111	10,072,445	10,080,883

Loan Repayment to Budget Stabilization Trust Fund: A.C.A. §25-4-122.

Objective Summary

Objective: 00FQ Admin Prgm-Obj 1

Description: To provide administrative and support services to enable the department to accomplish the mission of the department.

| | | Historical Data | | Agency Request and Executive Recommendation | | | | | |
| | | 2003-2004 | 2004-2005 | 2005-2006 | | | 2006-2007 | | |
Commitment Item		Actual	Budget	Base Level	Agency	Executive	Base Level	Agency	Executive
Regular Salaries	5010000	1,389,454	2,705,451	2,781,157	2,885,150	2,892,573	2,858,660	2,965,693	2,973,416
#Positions		**32**	**63**	**63**	**63**	**63**	**63**	**63**	**63**
Extra Help	5010001	9,351	40,000	40,000	40,000	40,000	40,000	40,000	40,000
#Extra Help		**4**	**9**	**9**	**9**	**9**	**9**	**9**	**9**
Personal Services Matching	5010003	975,310	807,841	854,178	876,817	870,852	870,706	894,007	887,978
Overtime	5010006	957	40,000	40,000	40,000	40,000	40,000	40,000	40,000
Operating Expenses	5020002	1,651,433	2,523,320	2,523,320	2,523,320	2,523,320	2,523,320	2,523,320	2,523,320
Travel-Conference Fees	5050009	9,834	113,100	113,100	113,100	113,100	113,100	113,100	113,100
Professional Fees and Services	5060010	153,385	350,000	350,000	350,000	350,000	350,000	350,000	350,000
Data Processing	5090012	1,390,442	2,136,601	2,136,601	2,136,601	2,136,601	2,136,601	2,136,601	2,136,601
Capital Outlay	5120011	0	14,000	14,000	14,000	14,000	14,000	14,000	14,000
Objective Total		5,580,166	8,730,313	8,852,356	8,978,988	8,980,446	8,946,387	9,076,721	9,078,415

Objective Summary

Objective: 02FQ Admin Prgm-Obj 2

Description: To strategically offer DIS products and services to our public sector in Arkansas.

		Historical Data		Agency Request and Executive Recommendation				
		2003-2004	2004-2005	2005-2006			2006-2007		
Commitment Item		Actual	Budget	Base Level	Agency	Executive	Base Level	Agency	Executive
Regular Salaries	5010000	590,966	611,956	628,517	628,517	633,897	645,415	645,415	650,953
#Positions		13	10	10	10	10	10	10	10
Extra Help	5010001	10,479	11,000	11,000	11,000	11,000	11,000	11,000	11,000
#Extra Help		1	1	1	1	1	1	1	1
Personal Services Matching	5010003	104,571	167,043	175,273	175,273	176,445	178,841	178,841	180,047
Operating Expenses	5020002	38,570	80,568	80,568	80,568	80,568	80,568	80,568	80,568
Travel-Conference Fees	5050009	3,657	38,900	38,900	38,900	38,900	38,900	38,900	38,900
Professional Fees and Services	5060010	3,000	11,000	11,000	11,000	11,000	11,000	11,000	11,000
Data Processing	5090012	(311)	30,000	30,000	30,000	30,000	30,000	30,000	30,000
Objective Total		750,932	950,467	975,258	975,258	981,810	995,724	995,724	1,002,468

Analysis of Budget Request

Appropriation / Program: 0470P02 - DIS-Production Services Program

Funding Sources: MHC - Department of Information Systems Revolving Fund

The Production Services Program provides secure, cost effective products and services to the public sector of Arkansas.

The Agency's Fiscal Year 2004 Progress Report for this program has 8 performance measures. Of these measures, three targets were met, 3 were not met,and 2 were not applicable. When the Strategic Plan for the period 2003 - 2007 was developed, DIS was responsible for the AASIS Support Center, and there was a measure comparing training costs per employee to outsourced costs. DIS is no longer responsible for the AASIS Support Center, nor were there any outsourced costs associated with this program. The three targets the agency failed to meet are listed below:

Measure	Target	Actual
Number of agencies served	≥ 222	148
Overhead Labor as a percentage of Total Labor	≤ 5.50%	14.80%
Net Income/Losses from Production Services	= $0	$15,040,784

The target number of 222 agencies was derived in anticipation of serving state, city, local, and municipal agencies. The Agency indicates it continues to contact agencies that do not use DIS' services to inform them of their competitive rates and commitment to quality service. DIS' was organizationally restructured since the Overhead Labor to Total Labor ratio was set, resulting in the higher rate.   The agency will request a change to establish a more appropriate target.   Net Income/Losses do not reflect over/(under) recoveries for federal reporting or cost recovery purposes. The agency is in the process of adjusting rates to bring areas of over/(under) recovery closer to zero.

In view of these performance results, the agency has replaced six measures with 6 new measures in the Strategic Plan for the period 2005 - 2009. Of these new measures, 3 are key measures. The measures are: "Percentage of normal business hours each hosted system is available", "Number of times Disaster Recovery/Continuity plan is reviewed/updated", and "Number of Hosted Systems".

Base Level for the Production Services Program is $18,417,518 for FY06 and $18,596,999 for FY07. It includes graduated salary increases of 3% to 1.5% each year over FY05 salary levels, along with related Personal Services Matching costs for 100 Base Level positions.   This includes a $600 minimum increase for employees earning $20,000 or below. Included in Personal Services Matching is a $40 increase in the monthly contribution for State employee's health insurance for a total State match of $320 per month.

The Agency requests a reallocation of resources from the Consulting Program to the Production Services Program of $2,772,000 each year of the biennium. The agency is centralizing software

maintenance and licensing functions under one program for better tracking and reporting.

The Executive Recommendation is for the Agency Request. After a comprehensive review by the Office of Personnel Management, the Executive Recommendation reflects various upgrades, downgrades, and CLIP reclassifications.

Appropriation / Program Summary

Appropriation / Program: 0470P02 Production Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Program Description		Program Goals
This program provides support for the public sector products and services utilized for production solutions for Arkansas.	1	To provide secure, cost effective, products and services to the public sector of Arkansas.

Objective Code	Name	Description
03FQ	Objective 1	To provide reliable processing of applications operated for the benefit of the state's public sector.

Performance Measures

Objective	Key Measures Exec	Key Measures Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1			Efficiency	Maintenance costs as a percentage of net assets	23%/11.60%	22%	22%
1			Efficiency	Total program labor as a percentage of program Revenue.	16%/8.60%	16%	16%
1			Outcome	Net income/loss from Production Services operations	$0/ $15,010,784	0	0
1			Efficiency	Percentage income/loss for production services		0%	0%
1			Outcome	Training costs as a percentage of total program labor		10%	10%
1	X	X	Output	Percentage of normal business hours each hosted system is available		98%	98%
1	X	X	Output	Number of times DIS Disaster Recovery / Continuity of Operations plan is reviewed/updated annually		4	4
1			Outcome	Number of times DIS Disaster Recovery / Continuity of Operations plan is exercised annually		2	2
1	X	X	Output	Number of Hosted Systems		26	28
1			Output	Number of agencies served	222/148	NA	NA
1			Efficiency	Percentage of Training Costs Per Employee compared to Outsourced costs.	24%/NA	NA	NA
1			Efficiency	Overhead not including labor as a percentage of Revenue	9%/0.60%	NA	NA
1			Efficiency	Overhead labor as a percentage of Total Labor	5.50%/ 14.80%	NA	NA

Appropriation / Program Summary

Appropriation / Program: 0470P02   Production Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Performance Measures

Objective	Key Measures		Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
	Exec	Leg					
1			Effort	AASIS Support Center Costs	$11,000,000/ NA	NA	NA

Appropriation / Program Summary

Appropriation / Program: 0470P02 DIS-Production Services Program

Authorized Program Amount	18,192,719

		Historical Data		Agency Request and Executive Recommendation				
		2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	4,994,782	5,217,527	5,374,731	5,374,731	5,432,911	5,522,611	5,522,611	5,582,185
#Positions			**105**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
Extra Help	5010001	38,901	71,000	71,000	71,000	71,000	71,000	71,000	71,000
#Extra Help		**7**	**7**	**7**	**7**	**7**	**7**	**7**	**7**
Personal Services Matching	5010003	846,851	1,479,703	1,561,398	1,561,398	1,574,888	1,592,999	1,592,999	1,606,804
Overtime	5010006	12,138	26,000	26,000	26,000	26,000	26,000	26,000	26,000
Operating Expenses	5020002	2,867,832	4,808,170	4,808,170	5,808,170	5,808,170	4,808,170	5,808,170	5,808,170
Travel-Conference Fees	5050009	96,218	154,200	154,200	154,200	154,200	154,200	154,200	154,200
Professional Fees and Services	5060010	166,278	3,500	3,500	3,500	3,500	3,500	3,500	3,500
Data Processing	5090012	4,743,192	6,418,519	6,418,519	8,190,519	8,190,519	6,418,519	8,190,519	8,190,519
Total		13,766,192	18,178,619	18,417,518	21,189,518	21,261,188	18,596,999	21,368,999	21,442,378

Funding Sources									
Fund Balance	4000005	7,918,550	9,447,894	7,446,733	7,446,733	7,446,733	5,445,572	5,445,572	5,373,902
Non-Revenue Receipts	4000040	19,584,689	18,178,619	18,417,518	21,189,518	21,189,518	18,596,999	21,368,999	21,368,999
M & R Sales	4000340	16,713	0	0	0	0	0	0	0
Transfer to Info Tech Reserve	4000645	(4,305,866)	(2,001,161)	(2,001,161)	(2,001,161)	(2,001,161)	(2,001,161)	(2,001,161)	(2,001,161)
Total Funding		23,214,086	25,625,352	23,863,090	26,635,090	26,635,090	22,041,410	24,813,410	24,741,740
Excess Appro/(Funding)		(9,447,894)	(7,446,733)	(5,445,572)	(5,445,572)	(5,373,902)	(3,444,411)	(3,444,411)	(3,299,362)
Grand Total		13,766,192	18,178,619	18,417,518	21,189,518	21,261,188	18,596,999	21,368,999	21,442,378

Objective Summary

Objective: 03FQ Prod Srvs-Obj 1

Description: To provide reliable processing of applications operated for the benefit of the state's public sector.

		Historical Data		Agency Request and Executive Recommendation				
		2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	4,994,782	5,217,527	5,374,731	5,374,731	5,432,911	5,522,611	5,522,611	5,582,185
#Positions		**105**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
Extra Help	5010001	38,901	71,000	71,000	71,000	71,000	71,000	71,000	71,000
#Extra Help		**7**	**7**	**7**	**7**	**7**	**7**	**7**	**7**
Personal Services Matching	5010003	846,851	1,479,703	1,561,398	1,561,398	1,574,888	1,592,999	1,592,999	1,606,804
Overtime	5010006	12,138	26,000	26,000	26,000	26,000	26,000	26,000	26,000
Operating Expenses	5020002	2,867,832	4,808,170	4,808,170	5,808,170	5,808,170	4,808,170	5,808,170	5,808,170
Travel-Conference Fees	5050009	96,218	154,200	154,200	154,200	154,200	154,200	154,200	154,200
Professional Fees and Services	5060010	166,278	3,500	3,500	3,500	3,500	3,500	3,500	3,500
Data Processing	5090012	4,743,192	6,418,519	6,418,519	8,190,519	8,190,519	6,418,519	8,190,519	8,190,519
Objective Total		13,766,192	18,178,619	18,417,518	21,189,518	21,261,188	18,596,999	21,368,999	21,442,378

Analysis of Budget Request

Appropriation / Program: 0470P03 - DIS-Consulting Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

The Consulting Services Program implements integrated, secure, cost effective solutions for each policy area using enterprise architecture. Enterprise architecture is the framework of products, policies, and standards used to implement and manage the business of DIS. This architecture allows the insertion of new technology and the exiting of obsolete technology within the infrastructure, leverage the use of technology, and contain costs. The policy areas are: 1) Administration; 2) City/County Government; 3) Education; 4) Environmental/Regulatory; 5) Health & Human Services; and 6) Justice/Law Enforcement.

The Agency's Fiscal Year 2004 Progress Report for this program has eleven performance measures, of which one is defined as a key measure. The agency exceeded the target for this measure.

The number of performance measures has been increased from eleven to 13 in the Strategic Plan for the period 2005 -2009. This was accomplished by replacing six measures with 6 new measures and adding two additional measures. Of these new measures, two are key measures: "Percentage of Project/Enterprise Program Management Office managed projects completed on schedule", and Percentage of Project/Enterprise Program Management Office managed projects completed within budget".

Base Level for the Consulting Services Program is $13,114,727 for FY06 and $13,249,886 for FY07. Base Level for this program includes graduated salary increases of 3% to 1.5% each year over FY05 salary levels, along with related Personal Services Matching costs for 62 Base Level positions. This includes a $600 minimum increase for employees earning $20,000 or below. Included in Personal Serivces Matching is a $40 increase in the monthly contribution for State employee's health insurance for a total State match of $320 per month.

The Agency requests a reallocation of resources from the Consulting Services Program of $2,772,000 to the Production Services Program each year of the biennium. The agency is centralizing software maintenance and licensing functions under one program for better tracking and reporting.

The Executive Recommendation provides for the Agency Request. After a comprehensive review of all positions by the Office of Personnel Management, the Executive Recommendation reflects various upgrades, doewngrades, and CLIP reclassifications. Due to duplication with the Office of Information Technology, the Executive Recommendation denies the request for the position of a Chief Security Director.

Appropriation / Program Summary

Appropriation / Program: 0470P03 Consulting Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Program Description	Program Goals	
This program is designed for the benefit of customer innovation and technology development.	1	To implement integrated, secure, cost effective IT solutions for each of our six policy areas of Arkansas Government using our principles and a consistent enterprise architecture. The six policy areas are 1) Administration; 2) City/County Government; 3) Education; 4) Environmental / Regulatory; 5) Health & Human Services; and 6) Justice/Law Enforcement

Objective Code	Name	Description
07FQ	Objective 1	To provide quality and innovative solutions for the Information Technology needs of our customers.
12FQ	Objective 2	To provide expanded field support to our customers while also managing their technical infrastructure with remote capabilities securely and accurately.

Performance Measures

Objective	Key Measures Exec	Key Measures Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1			Output	Percentage of DIS managed projects successfully completed on schedule and within budget	75%/86.00%	90%	90%
1			Efficiency	Overhead not including labor as a percentage of revenue	9%/2.50%	9%	9%
1	X	X	Efficiency	Billable time as a percentage of total department time each month	60%/71.72%	60%	60%
1			Efficiency	Total labor costs as a percentage of revenue		6%	6%
1			Efficiency	Net income/loss from Consulting Services	$0/ ($4,752,380)	0	0
1			Output	Percentage of PEPMO project team who hold certification	100%/100%	90%	90%
1	X	X	Efficiency	Percentage of PEPMO managed projects completed on schedule		72%	77%
1	X	X	Efficiency	Percentage of PEPMO managed projects completed within budget.		72%	77%
1			Outcome	Percentage of projects considered to be successful by the customer.		80%	85%

Appropriation / Program Summary

Appropriation / Program: 0470P03   Consulting Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Performance Measures

Objective	Key Measures Exec	Key Measures Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1			Outcome	Savings and revenue generated by the Continuous Improvement Deployment compared to the cost of the Continuous Improvement Deployment.		10%	10%
1			Output	Key value added and support processes fully documented and posted.		100%	100%
1			Output	Non-key standards and processes fully documented and posted.		90%	95%
1			Efficiency	Overhead labor as a percentage of Total Labor	14%/29.30%	15%	15%
1			Efficiency	Training costs per employee compared to outsourced costs per employee	5%/16.60%	NA	NA
1			Efficiency	Average Length of Work in Process in Days	270/346	NA	NA
1			Efficiency	Total Labor costs as a percentage of total billed	25%/6.40%	NA	NA
1			Efficiency	Percentage of PEPMO staff time spent on projects/programs	60%/56.90%	NA	NA
1			Efficiency	Outsource Costs as a percentage of total Labor costs	25%/33.60%	NA	NA
2	X	X	Efficiency	Billable time as a percentage of total department time each month		60%	60%
2			Efficiency	Net income/loss from Consulting Services		0	0
2			Outcome	Amount of downtime hours of IT Service per customer security incidents for DIS customers using DIS security services.		2.2	2.2

Appropriation / Program Summary

Appropriation / Program: 0470P03   DIS-Consulting Services

Authorized Program Amount	12,969,467

		Historical Data		Agency Request and Executive Recommendation				
		2003-2004	**2004-2005**	**2005-2006**			**2006-2007**	
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	3,753,539	4,032,411	4,142,951	4,142,951	4,059,028	4,254,252	4,254,252	4,168,465
#Positions		**63**	**62**	**62**	**62**	**61**	**62**	**62**	**61**
Extra Help	5010001	728	0	0	0	0	0	0	0
#Extra Help		**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Personal Services Matching	5010003	630,164	1,083,010	1,135,730	1,135,730	1,117,661	1,159,588	1,159,588	1,141,214
Operating Expenses	5020002	314,933	1,648,700	1,648,700	648,700	648,700	1,648,700	648,700	648,700
Travel-Conference Fees	5050009	45,238	102,600	102,600	102,600	102,600	102,600	102,600	102,600
Professional Fees and Services	5060010	41,562	263,000	263,000	263,000	263,000	263,000	263,000	263,000
Data Processing	5090012	3,988,048	5,821,746	5,821,746	4,049,746	4,049,746	5,821,746	4,049,746	4,049,746
Total		8,774,212	12,951,467	13,114,727	10,342,727	10,240,735	13,249,886	10,477,886	10,373,725

Funding Sources									
Non-Revenue Receipts	4000040	8,774,212	12,951,467	13,114,727	10,342,727	10,240,735	13,249,886	10,477,886	10,373,725
Total Funding		8,774,212	12,951,467	13,114,727	10,342,727	10,240,735	13,249,886	10,477,886	10,373,725
Excess Appro/(Funding)		0	0	0	0	0	0	0	0
Grand Total		8,774,212	12,951,467	13,114,727	10,342,727	10,240,735	13,249,886	10,477,886	10,373,725

Objective Summary

Objective: 07FQ Consulting Srvs-Obj 1

Description: To provide quality and innovative solutions for the Information Technology needs of our customers.

	Historical Data		Agency Request and Executive Recommendation					
	2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item	**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries 5010000	3,753,539	3,133,035	3,217,453	3,217,453	3,134,409	3,303,494	3,303,494	3,218,562
#Positions	**63**	**47**	**47**	**47**	**46**	**47**	**47**	**46**
Extra Help 5010001	728	0	0	0	0	0	0	0
#Extra Help	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Personal Services Matching 5010003	630,164	836,843	876,945	876,945	859,065	895,338	895,338	877,147
Operating Expenses 5020002	314,933	1,648,700	1,648,700	648,700	648,700	1,648,700	648,700	648,700
Travel-Conference Fees 5050009	45,238	102,600	102,600	102,600	102,600	102,600	102,600	102,600
Professional Fees and Services 5060010	41,562	263,000	263,000	263,000	263,000	263,000	263,000	263,000
Data Processing 5090012	3,988,048	5,821,746	5,821,746	4,049,746	4,049,746	5,821,746	4,049,746	4,049,746
Objective Total	8,774,212	11,805,924	11,930,444	9,158,444	9,057,520	12,034,878	9,262,878	9,159,755

Objective Summary

Objective: 12FQ Consulting Srvs-Obj 2

Description: To provide expanded field support to our customers while also managing their technical infrastructure with remote capabilities securely and accurately.

	Historical Data		Agency Request and Executive Recommendation					
	2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item	**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries 5010000	0	899,376	925,498	925,498	924,619	950,758	950,758	949,903
#Positions	**0**	**15**	**15**	**15**	**15**	**15**	**15**	**15**
Personal Services Matching 5010003	0	246,167	258,785	258,785	258,596	264,250	264,250	264,067
Objective Total	0	1,145,543	1,184,283	1,184,283	1,183,215	1,215,008	1,215,008	1,213,970

Analysis of Budget Request

Appropriation / Program: 0470P04 - DIS-Connectivity/Communications Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

The Connectivity and Communications Services Program provides secure and cost effective network services using wire and wireless systems for data, voice, and video.

The Agency's Fiscal Year 2004 Progress Report has five performance measures, of which 3 are key measures. One measure is not applicable, and only 2 of the remaining were met. The two targets the agency did not meet are listed below:

Measure	Target	Actual
Average cost per minute to customers for long distance	≤ $0.075	$0.080
Net Income/Losses from Communication Services	= $0	($3,178,534)

Net Income/losses do not reflect over/(under) recoveries for federal reporting or cost recovery purposes. The agency is in the process of adjusting rates to bring areas of over/(under) recovery closer to zero.

The number of measures has decreased by one to 4 measures in the Strategic Plan for the period 2005 -2009. No new measures were added or replaced.

Base Level for the Connectivity and Communications Program is $31,674,667 for FY06 and $31,705,735 for FY07. Base Level for this porgram includes graduated salary increases of 3.5% to 1.5% each year over FY05 salary levels, along with related Personal Services Matching costs for 16 Base Level positions. This includes a $600 minimum increase for employees earning $20,000 or below. Included in Personal Services Matching is a $40 increase in the monthly contribution for State employee's health insurance for a total State match of $320 per month.

The agency requests an increase of $3,500,000 in Operating Expenses for each year of the biennium, to meet current demand for customer services. Customer requested services have exceeded budget for the last three fiscal years necessitating a request for Unanticipated Services appropriation transfer each fiscal year.

Executive Recommendation provides for the Agency Request. After comprehensive review of all positions by the Office of Personnel Management, the Executive Recommendation reflects various upgrades, downgrades, and CLIP reclassifications.

Appropriation / Program Summary

Appropriation / Program: 0470P04   Connectivity and Communications Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Program Description	Program Goals	
This program is for the connectivity portion of our services. We connect the customer to DIS and DIS to our vendors. Connectivity is wire, wireless, data, voice, and video.	1	To provide secure and cost effective quality connections and highly reliable network services using wire and wireless systems for data, voice, and video.

Objective Code	Name	Description
09FQ	Objective 1	To provide quality connection to the DIS.
11FQ	Objective 2	To provide quality communications to the Internet and other end users.

Performance Measures

Objective	Key Measures Exec	Leg	Type	Description	2004 Target Authorized / Actual	2006 Target	2007 Target
1	X	X	Efficiency	Percentage of time network connectivity is functional and available per 24 hour day.	99%/99.92%	99%	99%
1	X	X	Efficiency	Average cost per minute to customers for long distance	$0.075/$0.08	0.07	0.07
1	X	X	Efficiency	Average cost per megabyte to customers for network services	$273.77/ $210.10	$260	$260
1			Output	Number of agency master agreements for services per year	199/N/A	NA	NA
2			Efficiency	Net income/loss from Communication Services	$0/ ($3,178,534)	0	0

Appropriation / Program Summary

Appropriation / Program:　　0470P04　　DIS-Connectivity/Communications Services

Authorized Program Amount	31,636,863

		Historical Data		Agency Request and Executive Recommendation					
		2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	886,581	890,955	917,946	917,946	941,180	943,487	943,487	967,410
#Positions		**17**	**16**	**16**	**16**	**16**	**16**	**16**	**16**
Extra Help	5010001	0	42,000	42,000	42,000	42,000	42,000	42,000	42,000
#Extra Help		**0**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
Personal Services Matching	5010003	153,732	252,132	265,645	265,645	270,703	271,172	271,172	276,380
Overtime	5010006	5,190	0	0	0	0	0	0	0
Operating Expenses	5020002	31,428,531	28,410,076	28,410,076	31,910,076	31,910,076	28,410,076	31,910,076	31,910,076
Travel-Conference Fees	5050009	31,596	35,000	35,000	35,000	35,000	35,000	35,000	35,000
Professional Fees and Services	5060010	0	4,000	4,000	4,000	4,000	4,000	4,000	4,000
Data Processing	5090012	1,079,744	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000
Total		33,585,374	31,634,163	31,674,667	35,174,667	35,202,959	31,705,735	35,205,735	35,234,866

Funding Sources									
Non-Revenue Receipts	4000040	33,585,374	31,634,163	31,674,667	35,174,667	35,202,959	31,705,735	35,205,735	35,234,866
Total Funding		33,585,374	31,634,163	31,674,667	35,174,667	35,202,959	31,705,735	35,205,735	35,234,866
Excess Appro/(Funding)		0	0	0	0	0	0	0	0
Grand Total		33,585,374	31,634,163	31,674,667	35,174,667	35,202,959	31,705,735	35,205,735	35,234,866

Objective Summary

Objective: 09FQ Conn/Comm-Obj 1

Description: To provide quality connection to the DIS.

	Historical Data		Agency Request and Executive Recommendation					
	2003-2004	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item	**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries 5010000	886,581	890,955	917,946	917,946	941,180	943,487	943,487	967,410
#Positions	**17**	**16**	**16**	**16**	**16**	**16**	**16**	**16**
Extra Help 5010001	0	42,000	42,000	42,000	42,000	42,000	42,000	42,000
#Extra Help	**0**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
Personal Services Matching 5010003	153,732	252,132	265,645	265,645	270,703	271,172	271,172	276,380
Overtime 5010006	5,190	0	0	0	0	0	0	0
Operating Expenses 5020002	100,219	1,459,147	1,459,147	1,459,147	1,459,147	1,459,147	1,459,147	1,459,147
Travel-Conference Fees 5050009	11,992	35,000	35,000	35,000	35,000	35,000	35,000	35,000
Professional Fees and Services 5060010	0	4,000	4,000	4,000	4,000	4,000	4,000	4,000
Data Processing 5090012	17,628	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Objective Total	1,175,342	3,683,234	3,723,738	3,723,738	3,752,030	3,754,806	3,754,806	3,783,937

Objective Summary

Objective: 11FQ Conn/Comm-Obj 2

Description: To provide quality communications to the Internet and other end users.

		Historical Data		Agency Request and Executive Recommendation					
		2003-2004	2004-2005	2005-2006			2006-2007		
Commitment Item		**Actual**	**Budget**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Operating Expenses	5020002	31,328,312	26,950,929	26,950,929	30,450,929	30,450,929	26,950,929	30,450,929	30,450,929
Travel-Conference Fees	5050009	19,604	0	0	0	0	0	0	0
Data Processing	5090012	1,062,116	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Objective Total		32,410,032	27,950,929	27,950,929	31,450,929	31,450,929	27,950,929	31,450,929	31,450,929

Analysis of Budget Request

Appropriation / Program: 288 - Unanticipated Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

This appropriation was established for the Department of Information Systems for the provision of unanticipated services to State Agencies, unusual growth in applications, or uncontrollable increases in payments to public utilities necessary for the continuous provision of services. Special language authorizes an appropriation transfer and requires identification of those performance-based programs for which the additional appropriation will be utilized, upon approval of the Governor and prior review by the Joint Committee on Advanced Communications and Information Technology.

The Agency requests continuation of this appropriation at $35,000,000 each year of the biennium.

Executive Recommendation provides for appropriation in the authorized amount of $25,000,000 each year.

Appropriation / Program Summary

Appropriation / Program: 288   Unanticipated Services
Funding Sources: MHC - Department of Information Systems Revolving Fund

	Historical Data			Agency Request and Executive Recommendation					
	2003-2004	**2004-2005**	**2004-2005**	**2005-2006**			**2006-2007**		
Commitment Item	**Actual**	**Budget**	**Authorized**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Contingency 5130018	0	0	25,000,000	0	35,000,000	25,000,000	0	35,000,000	25,000,000
Total	0	0	25,000,000	0	35,000,000	25,000,000	0	35,000,000	25,000,000
Funding Sources									
Non-Revenue Receipts 4000040	0	0		0	35,000,000	25,000,000	0	35,000,000	25,000,000
Total Funding	0	0		0	35,000,000	25,000,000	0	35,000,000	25,000,000
Excess Appropriation/(Funding)	0	0		0	0	0	0	0	0
Grand Total	0	0		0	35,000,000	25,000,000	0	35,000,000	25,000,000

Change Level by Appropriation

Appropriation / Program: 288-Unanticipated Services

Funding Sources: MHC - Department of Information Systems Revolving Fund

Agency Request

Change Level	2005-2006	Pos	Cumulative	% of BL	2006-2007	Pos	Cumulative	% of BL
C01 Existing Program	35,000,000	0	35,000,000	100.0	35,000,000	0	35,000,000	100.0

Executive Recommendation

Change Level	2005-2006	Pos	Cumulative	% of BL	2006-2007	Pos	Cumulative	% of BL
C01 Existing Program	25,000,000	0	25,000,000	100.0	25,000,000	0	25,000,000	100.0

Justification
C01 The agency requests retention of the unanticipated services appropriation. It allows for operating expenses incurred in the provision of unanticipated services to state agencies, unusual growth in application and or due to uncontrollable increases in payments to public utilities necessary for the continual provision of services.