

INFORMATION SYSTEMS

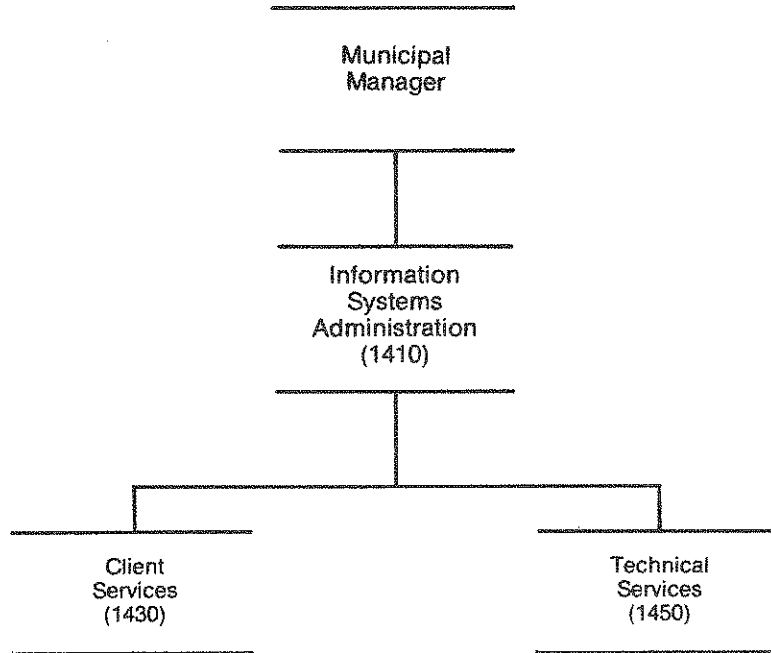
INFORMATION SYSTEMS

**Municipal
Manager**

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**Information
Systems
1420**

INFORMATION SYSTEMS



DEPARTMENT SUMMARY

DEPARTMENT INFORMATION SYSTEMS

MISSION

To provide cost effective quality technological services (computer and telephone) to municipal agencies and to effectively participate in the coordination and planning for those services.

MAJOR PROGRAMMING HIGHLIGHTS

- Coordinate, integrate and provide telephone services and data communication connections for municipal agencies.
- Operate the Data Center in an effective and efficient manner to ensure timely and successful completion of computer processing.
- Provide technical support for the administration, management, access and security of the data maintained on the municipal mainframe computer.
- Operate and maintain computer applications systems on the mainframe computer. Make mandated changes and improvements to existing applications. Develop enhancements or new systems to the extent resources are available.
- Provide Information Center support to municipal agencies including consultation, product evaluation and recommendation, and training; provide support for multiple local area networks.

RESOURCES

	1987	1988
Direct Costs	\$ 6,936,680	\$ 6,184,440
Program Revenues	\$ 78,000	\$ 0
Personnel	63FT 2T	56FT

1988 RESOURCE PLAN

DEPARTMENT: INFORMATION SYSTEMS

DIVISION	FINANCIAL SUMMARY		PERSONNEL SUMMARY						
	1987 REVISED	1988 BUDGET	1987 REVISED			1988 BUDGET			
			FT	PT	T TOTAL	FT	PT	T TOTAL	
INFORMATION SYSTEMS	6,772,670	6,184,440	63		2	65	56		56
OPERATING COST	6,772,670	6,184,440	63		2	65	56		56
ADD DEBT SERVICE	164,010	0							
DIRECT ORGANIZATION COST	6,936,680	6,184,440							
ADD INTRAGOVERNMENTAL CHARGES CHARGES FROM OTHERS	3,778,350	663,040							
TOTAL DEPARTMENT COST	10,715,030	6,847,480							
LESS INTRAGOVERNMENTAL CHARGES TO OTHERS	10,171,590	6,134,740							
FUNCTION COST	543,440	712,740							
LESS PROGRAM REVENUES	78,000	0							
NET PROGRAM COST	465,440	712,740							

1988 RESOURCES BY CATEGORY OF EXPENSE

DIVISION	PERSONAL SERVICES	SUPPLIES	OTHER SERVICES	CAPITAL OUTLAY	TOTAL DIRECT COST
INFORMATION SYSTEMS	3,359,580	263,510	2,320,960	389,230	6,333,280
DEPT. TOTAL WITHOUT DEBT SERVICE	3,359,580	263,510	2,320,960	389,230	6,333,280
LESS VACANCY FACTOR	148,840				148,840
ADD DEBT SERVICE					
TOTAL DIRECT ORGANIZATION COST	3,210,740	263,510	2,320,960	389,230	6,184,440

RECONCILIATION FROM 1987 REVISED TO 1988 BUDGET

DEPARTMENT: INFORMATION SYSTEMS

	DIRECT COSTS	POSITIONS
1987 Revised Budget:	\$ 6,936,680	63FT 2T
REDUCTIONS TO EXISTING PROGRAMS:		
- ATU's conversion to DCRIS eliminated the requirement for personnel to do key punch. (No dollars shown because positions were funded by ATU.)		(2T)
- Deferral of hardware acquisitions.	(65,300)	
- Second and third shift computer operations supervisors.	(130,750)	(2FT)
- Second shift computer operator.	(39,280)	(1FT)
- Automation Support Manager.	(91,760)	(1FT)
- Three administrative staff positions: Management Services Officer, Administrative Officer and an Office Associate.	(154,930)	(3FT)
EXPANSIONS IN EXISTING PROGRAMS:		
- None		
NEW PROGRAMS:		
- None		
MISCELLANEOUS INCREASES (DECREASES):		
- Retirement of debt from third party on refinancing of computer hardware.	(89,410)	
- Reduced maintenance costs and annual payments by replacing mainframe computer.	(60,000)	
- Implement System Management System to reduce computer hardware maintenance costs.	(30,000)	
- Change maintenance for peripheral computer hardware from contracted to a "time and materials" basis.	(32,230)	
- Insurance reduction.	(110)	
- 6.6% benefits adjustment	(58,470)	
1988 BUDGET	\$ 6,184,440	56FT

1988 PROGRAM PLAN

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
PROGRAM: Maintain Existing Applications

PURPOSE:

Maintain the continued operational status of currently installed computer applications which are required to support Municipal functions. Coordinate system production activity and resolve production problems as required. Provide technical consultation to clients requesting information.

1987 PERFORMANCES:

- Maintain existing programs, procedures, and documentation:
 - Maintain 1,114 application programs.
 - Maintain 265 systems and user documentation manuals.
- Improve staff productivity by at least 15% by implementing and utilizing new methods and software products.
- Exercise training and education opportunities to bring staff up to the appropriate level of technical expertise.
- Maintain zero defect performance for the following activities:
 - Preserve the integrity of master data files, and protect files against accidental loss of data.
 - Protect confidential data against unauthorized access or disclosure.
 - Comply with all production commitments and schedules.

1988 OBJECTIVES:

- Provide timely response to existing application clients for the resolution of production related problems, to analyze changing business requirements, and to coordinate timely production activity.
- Maintain a technically qualified staff to ensure compliance with application commitments through continued technical training and application cross-training.
- Complete the migration of all Master (VSAM) data files to the Cullinet Data Base facility, to improve data control and access.
- Complete Application Documentation, schedules and control procedures for existing applications in accordance with standards established in 1987.
- Complete a catalog/inventory of all data elements maintained by existing applications to aid in the elimination of redundant data, and to improve responsiveness to requests for data extracts and specialized reporting.
- Improve application operation efficiency through review of production statistics and implementation of performance tuning techniques.

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS

PROGRAM: Maintain Existing Applications

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	14	0	0	15	0	0	14	0	0
PERSONAL SERVICES	\$	868,530		\$	870,580		\$	947,700	
SUPPLIES		2,000			2,150			2,060	
OTHER SERVICES		33,000			28,000			52,330	
TOTAL DIRECT COST:	\$	903,530		\$	900,730		\$	1,002,090	

PERFORMANCE MEASURES:

- Maintain production computer programs	1,114	1,317	1,394
- Maintain operating/computer procedures	265	343	513
- Maintain application master data files	278	299	323

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 18, 20, 21, 24

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Legislative & Mandated Applications

PURPOSE:

Provide technical support for the implementation of changes and additions to existing computer applications, and for the development of new applications, as established by legislative and executive mandate.

1987 PERFORMANCES:

- Provide timely response for the implementation of all requirements for application revision as established by legislative and executive mandate.
- Accomplish the implementation of all mandated application revisions while preserving the integrity of existing application systems, controls, data, and established production requirements.
- Complete the implementation of mandated application revisions as follows:
 - 21 known and scheduled application revisions.
 - 29 estimated/anticipated revisions based on past history.

1988 OBJECTIVES:

- Improve responsiveness to mandated application revisions and ad hoc reporting requirements through the increased use of Data Base and fourth generation programming techniques.
- In cooperation with the Information Center, reduce the volume of ad hoc reporting requirements through the expanded use of end-user data access and reporting facilities.
- Reduce the number of time-critical application revisions, through improved communication with client agencies to identify and schedule anticipated changes in advance.

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	2	0	0	2	0	0	2	0	0
PERSONAL SERVICES	\$	223,020		\$	226,620		\$	114,780	
SUPPLIES		280			300			440	
OTHER SERVICES		280			300			440	
TOTAL DIRECT COST:	\$	223,580		\$	227,220		\$	115,660	

PERFORMANCE MEASURES:

- Mandated application revisions implemented 46 50 51

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 25, 26, 27, 28, 29, 30, 31, 32, 33

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Application Enhancement & Development

PURPOSE:

To implement enhancements to existing applications and install new computer applications, when feasible, cost effective, and consistent with budgetary guidelines. This activity will be conducted in accordance with priorities established by the Information Systems Policy and Review Committee.

1987 PERFORMANCES:

- Complete 12 projects identified by Department Directors and the Business Systems Plan (BSP), as assigned and prioritized by the Information Systems Policy and Review Committee (ISPRC).
- Apply enhancement revisions to 154 existing Computer Programs.
- Develop/acquire, test and install 206 new Computer Programs, and related Procedures and Documentation.

1988 OBJECTIVES:

- Broaden the search for public domain applications that may be adaptable to Anchorage requirements to expand the effective use of computer technology and reduce costs associated with new application development.
- Expand the use of application data base concepts, prototyping, and the use of fourth generation development tools to improve the efficiency of application development, and ensure a quality product.
- Maintain close communication with client agencies to assist in the identification and analysis of application requirements, and to assist in preliminary planning and cost analysis activity.
- Provide greater assistance to client agencies pursuant to distribution of processing, and in planning for system data interfaces, focusing on greater information access by all agencies.
- Complete new application development initiated during 1987 for:
 - A Real Property Tax Billing and Accounts Receivable System
 - A Personal Property Inventory/Accountability System
 - A Personnel System (new Payroll System implemented in 1987)

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	6	0	0	5	0	0	4	0	0
PERSONAL SERVICES	\$	369,590		\$	352,760		\$	267,220	
SUPPLIES		830			860			1,440	
OTHER SERVICES		25,000			25,000			28,940	
TOTAL DIRECT COST:	\$	395,420		\$	378,620		\$	297,600	

PERFORMANCE MEASURES:

- Complete implementation of new computer applications 2 2 3
- Complete implementation of enhancements to existing applications 34 27 74

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 54, 55, 56, 57, 58, 59, 60, 61, 63, 64

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
PROGRAM: Mainframe Computer Processing - Batch

PURPOSE:

Provide mainframe computer processing capability for use within the Municipality. To operate the Data Center in an effective and efficient manner to ensure timely accomplishment of computer processing.

1987 PERFORMANCES:

- Operate and maintain computer and peripheral equipment such as tape drives and high speed printers; also maintain availability of computer information systems, whether accessed on-line or processed as individual units of work.
- Provide support to clients through a single point of contact (Help Desk) for telephones, computers, systems, printers, data lines, network and/or anything related to equipment, software, or services provided by the Information Systems Department.
- Provide for integrity of data through the use of an automated magnetic tape management system; ensure adequate offsite tape backup for the purpose of recovery from malicious or accidental destruction of data.
- Provide problem resolution and job recovery.
- Provide technical support for user of the mainframe computer.
- Provide support for development of database systems.
- Develop and implement information security review procedures that will support data sharing both within the Municipality and with the public.

1988 OBJECTIVES:

- Operate and maintain computer and peripheral equipment such as tape drives and high speed printers; also maintain availability of computer information systems, whether accessed on-line or processed as individual units of work.
- Provide support to clients through a single point of contact (Help Desk) for telephones, computers, systems, printers, data lines, network and/or anything related to equipment, software, or services provided by the Information Systems Department.
- Provide for integrity of data; ensure adequate offsite tape backup for the purpose of recovery from malicious or accidental destruction of data.
- Provide technical support for users of the mainframe computer.
- Perform computer/network capacity planning.
- Maintain system software at current vendor release levels.
- Maintain information security review procedures that will support increased data sharing both within the Municipality and with the public.

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Mainframe Computer Processing - Batch
 RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	27	2	0	25	2	0	20	0	0
PERSONAL SERVICES			\$ 1,315,980			\$ 1,186,850			\$ 993,580
SUPPLIES			290,370			278,270			254,610
OTHER SERVICES			1,571,720			1,594,450			1,168,620
CAPITAL OUTLAY			200,000			10,520			349,230
TOTAL DIRECT COST:			\$ 3,378,070			\$ 3,070,090			\$ 2,766,040
PERFORMANCE MEASURES:									
- Microfiche originals produced			50,069			67,000			67,000
- Microfiche copies produced			320,000			2,718,000			2,718,000
- Batch jobs processed			95,010			12,115,139			12,115,139
- Number of system software PTF's processed			700			800			950
- Number of system software releases installed			12			21			24
- Number of User ID's processed			800			1,200			1,500
- Number of technical personnel supervised			11			11			11

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 3, 16, 17, 19, 22, 34, 35

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Mainframe Computer Processing - Online

PURPOSE:

Provide data communication services (online computer access) to all agencies within the municipality. Services include the integration and coordination of technical systems.

1987 PERFORMANCES:

- Provide computer usage information used to bill online clients.
- Provide online access to information on the mainframe computer.
- Provide for online processing of transactions.
- Provide for online problem identification and resolution.
- Maintain system software that supports computer terminals and printers.
- Maintain system software that allows access to the mainframe computer through data communication lines.

1988 OBJECTIVES:

- Provide online access to information maintained on the mainframe computer.
- Provide for online access to the mainframe computer by municipal personnel and by the public.
- Provide for online processing of transactions.
- Provide for online problem identification and resolution.
- Maintain system software that supports computer terminals and printers.
- Maintain system software that allows access to the mainframe computer through data communication lines.
- Provide computer usage information used to bill online clients.

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	6	0	0	6	0	0	7	0	0
PERSONAL SERVICES	\$	520,010		\$	515,240		\$	442,210	
SUPPLIES		2,480			2,550			3,080	
OTHER SERVICES		205,600			207,410			212,130	
DEBT SERVICE		129,680			98,010			0	
CAPITAL OUTLAY		291,230			80,000			0	
TOTAL DIRECT COST:	\$	1,149,000		\$	903,210		\$	657,420	

PERFORMANCE MEASURES:

- Online problems resolved		2,600		2,850		2,950
- Online transactions	14,806,916		19,317,624		21,000,000	
- Terminal requests; i.e. installations and relocations.		450		500		600
- Online clients supported		700		800		950

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 4, 5, 23, 62, 65

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Muni-Wide Computer Coord,Review,Support

PURPOSE:

To provide the technical and administrative support required to facilitate the decision making processes of the Information Systems Policy and Review Committee (ISPRC).

1987 PERFORMANCES:

- Coordinate the preparation of the Municipal Information Systems Plan.
- Prepare municipal policies and procedures for information resource management, information systems planning, requests for information system acquisitions and utility information system autonomy.
- Coordinate the activities of the ISPRC including meeting preparation, scheduling, agenda and minutes.
- Coordinate the processing of ISPRC requests to insure compliance with applicable policies and procedures.
- Act as the focal point for municipal information systems activities.

1988 OBJECTIVES:

- Coordinate the review and revision of the Municipal Information Systems Plan.
- Coordinate the review and revision of municipal policies and procedures for information resource management, information systems planning, requests for information system acquisitions and utility information system autonomy.
- Prepare new municipal information systems policies and procedures as directed by the ISPRC.
- Coordinate the activities of the ISPRC including meeting preparation, scheduling, agenda and minutes.
- Act as focal point for municipal information systems activities.

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	0	0	0	1	0	0	1	0	0
PERSONAL SERVICES	\$	26,550		\$	45,680		\$	33,890	
SUPPLIES		90			90			90	
OTHER SERVICES		90			90			90	
TOTAL DIRECT COST:	\$	26,730		\$	45,860		\$	34,070	

PERFORMANCE MEASURES:

- ISPRC requests processed	160	140	140
- Meetings coordinated and sets of minutes produced	19	12	16

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
PROGRAM: End User Processing/Consulting/Training

PURPOSE:

Provide those functions including consultation, product evaluation and recommendation, and product training and education to all municipal departments and agencies. Stay current and informed on hardware and software to insure the lowest costs and largest returns on computing investments.

1987 PERFORMANCES:

- Maintain and support a complete set of user oriented products to meet client requirements for office support and information center functions in both the mainframe and personal computer environments.
- Maintain a comprehensive training program for all supported products.
- Provide assistance in planning, ordering, installing and testing of new workstations.
- Monitor and assist in the upgrade of installed software and hardware to effect more efficient computing.
- Evaluate the efficiency and economic impact of newly announced computer hardware and software.
- Respond to computer related problems and questions, performing any necessary research.

1988 OBJECTIVES:

- Maintain and support a complete set of user oriented products to meet client requirements for office support and information center functions in both the mainframe and personal computer environments.
- Maintain a comprehensive training program for all supported products.
- Provide assistance in planning, ordering, installing, testing and maintaining new workstations, attached devices and supporting software.
- Provide minor and intermediate repair, cleaning and maintenance for computers and related equipment.
- Monitor and assist in the upgrade of hardware and software to effect more efficient computing.
- Evaluate the efficiency and economic impact of newly announced computer hardware and software.
- Respond to computer related problems and questions for all supported clients.

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: End User Processing/Consulting/Training
 RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	5	0	0	5	0	0	5	0	0
PERSONAL SERVICES	\$	301,840		\$	304,040		\$	280,950	
SUPPLIES		1,070			1,100			1,160	
OTHER SERVICES		0			27,500			68,550	
TOTAL DIRECT COST:	\$	302,910		\$	332,640		\$	350,660	
PERFORMANCE MEASURES:									
- Users trained on host based systems			320			450			500
- Info Center products (SAS,TIF,PCs,Cullinet) hours of user training			580			875			1,000
- Training classes offered, Instructed - Maintained			19			22			25
- IC and Office Support products maintained			12			16			20

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
PROGRAM: Access to Info by MOA Agencies & Public

PURPOSE:

Perform all services necessary to insure access is provided to all authorized users. Assist in the identification of hardware, software and services required to perfect this access. Provide those services wherever it is shown to be most economically viable.

1987 PERFORMANCES:

- Provide initial contact and consultation to all requesters.
- Provide training on software used to access the host system.
- Provide training on the systems for which the end user has access authority.
- Respond to request for assistance in resolving hardware and software problems.
- Provide all necessary consultation, planning, installation, set-up and maintenance of Local Area and Token Ring Networks.
- Inform existing users of changes to software that will affect their environments.

1988 OBJECTIVES:

- Provide initial contact and consultation to all requesters.
- Provide training on software used to access the host system.
- Provide training on the systems for which the end user has access authority.
- Respond to request for assistance in resolving hardware and software problems.
- Provide all necessary consultation, planning, installation, set-up and maintenance of Local Area and Token Ring Networks.
- Inform existing users of changes to software that will affect their environments.

1988 P R O G R A M P L A N

DEPARTMENT: INFORMATION SYSTEMS DIVISION: INFORMATION SYSTEMS
 PROGRAM: Access to Info by MOA Agencies & Public
 RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	1	0	0	1	0	0	1	0	0
PERSONAL SERVICES	\$		38,900	\$		41,680	\$		45,370
SUPPLIES			60			70			110
OTHER SERVICES			60			70			110
TOTAL DIRECT COST:	\$		39,020	\$		41,820	\$		45,590
PERFORMANCE MEASURES:									
- Number of Token Rings installed and maintained			0			3			7
- Requests for additional computer access			57			85			100
- Requests for PC hardware or software assistance			275			360			450
- Number of PC information requests			140			190			230
- Number of PC products upgraded or enhanced			8			14			20

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 50, 51, 52

1988 PROGRAM PLAN

DEPARTMENT: INFORMATION SYSTEMS
PROGRAM: Voice Communications

DIVISION: INFORMATION SYSTEMS

PURPOSE:

Provide and coordinate telephone services for all general government agencies within the Municipality. Functions will include the integration and coordination of telephone systems.

1987 PERFORMANCES:

- Provide coordination for telephone lines, installations and changes for approximately 1800 telephone instruments within the Municipality.
- Coordinate municipal telephone billing, including long distance calls.
- Compose and distribute the municipal telephone directory.
- Coordinate with vendor agencies (ATU, ALASCOM, GCI, etc.).
- Provide assistance in the coordination for and the installation of the Integrated Business Services Network telephone system.

1988 OBJECTIVES:

- Provide continued assistance in the coordination and installation of the Integrated Business Network (IBN) telephone system.
- Coordinate municipal telephone billing, including long distance calls.
- Compose and distribute the municipal telephone directory.
- Coordinate with vendor agencies (ATU, ALASCOM, GCI, etc.).
- Provide coordination for telephone lines, installations and changes for approximately 1800 telephone instruments within the municipality.

RESOURCES:

	1986 REVISED			1987 REVISED			1988 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	2	0	0
PERSONAL SERVICES	\$	147,290		\$	156,610		\$	85,040	
SUPPLIES		500			510			520	
OTHER SERVICES		966,500			813,370			789,750	
DEBT SERVICE		0			66,000			0	
CAPITAL OUTLAY		0			0			40,000	
TOTAL DIRECT COST:	\$	1,114,290		\$	1,036,490		\$	915,310	

PERFORMANCE MEASURES:

- Telephone request (installations, etc.) 367 450 450
- Telephone trouble calls 752 800 1,200

65 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
1, 2