

# **INFORMATION TECHNOLOGY**

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# INFORMATION TECHNOLOGY

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Office of the  
Chief Fiscal Officer

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Information Technology  
Administration  
1430

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Administration  
Office Services  
1431

Copy  
Coordination  
1422

Reprographics  
1423

Records  
Management  
1424

Customer  
Support  
1440

Telecom-  
munications  
1420

Data  
Resources  
1441

Applications  
Services  
1451

e Government  
Services  
1453

PeopleSoft  
Services  
1454

## 2004 Resource Plan

### Department: Information Technology

Division	<b>Financial Summary</b>		<b>Personnel Summary</b>							
	2003	2004	2003 Revised				2004 Approved			
	Revised	Approved	FT	PT	Temp	Total	FT	PT	Temp	Total
Administration	236,590	185,605	2			2	2			2
Administration Office Services	223,810	222,280	3			3	3			3
Telecommunications	284,220	284,220				0				0
Copy Coordination	84,600	84,600				0				0
Reprographics	914,930	913,280	6			6	6			6
Records Management	124,470	122,050	2			2	2			2
Customer Support	4,543,050	5,100,490	20			20	17			17
Data Resources	3,063,330	2,518,405	17			17	15			15
Applications	603,230	1,170,390	13			13	14			14
e-Government	810,560	684,940	8			8	7			7
PeopleSoft	2,754,850	2,084,280	9			9				0
<b>Operating Cost</b>	<b>13,643,640</b>	<b>13,370,540</b>	<b>80</b>	<b>0</b>	<b>0</b>	<b>80</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>66</b>
Add Debt Service	81,600	0								
<b>Direct Organization Cost</b>	<b>13,725,240</b>	<b>13,370,540</b>								
Charges From/(To) Others	(12,797,360)	(12,807,880)								
<b>Function Cost</b>	<b>927,880</b>	<b>562,660</b>								
Less Program Revenues	(22,970)	(20,000)								
<b>Net Program Cost</b>	<b>904,910</b>	<b>542,660</b>								

### 2004 Resource Costs by Category

Division	Personal Services	Supplies	Other Services *	Capital Outlay	Total Direct Cost
Administration	175,930	4,750	17,046		197,726
Administration Office Services	236,660		2,001		238,661
Telecommunications			284,220		284,220
Copy Coordination			84,600		84,600
Reprographics	366,210	95,697	476,870		938,777
Records Management	108,230	7,301	14,050		129,581
Customer Support	1,440,880	18,690	3,752,316		5,211,886
Data Resources	1,353,610	33,580	1,245,398		2,632,588
Applications	1,268,740	2,500	30,500		1,301,740
e-Government	678,790	3,301	56,356		738,447
PeopleSoft			2,084,280		2,084,280
<b>Operating Cost</b>	<b>5,629,050</b>	<b>165,819</b>	<b>8,047,637</b>	<b>0</b>	<b>13,842,506</b>
Less Vacancy Factor	(471,966)				(471,966)
Add Debt Service					0
<b>Total Direct Organization Cost</b>	<b>5,157,084</b>	<b>165,819</b>	<b>8,047,637</b>	<b>0</b>	<b>13,370,540</b>

\* Travel budgeted by this department within the Other Services category is \$ 0

<b>RECONCILIATION FROM 2003 REVISED BUDGET TO 2004 APPROVED BUDGET</b>
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**DEPARTMENT: INFORMATION TECHNOLOGY**

	<u>DIRECT COSTS</u>	<u>POSITIONS</u>		
		<u>FT</u>	<u>PT</u>	<u>T/Seas</u>
<b>2003 REVISED BUDGET:</b>	\$ 13,725,240	80	0	0
<b>2003 ONE-TIME REQUIREMENTS:</b>				
- GIS E911	(89,210)			
<b>TRANSFERS (TO)/FROM OTHER AGENCIES:</b>				
- None	0			
<b>DEBT SERVICE CHANGES:</b>	0			
<b>CHANGES IN EXISTING PROGRAMS FOR 2004:</b>				
- Salaries and benefits adjustment	398,180			
- Depreciation/Interest	686,570			
<b>CONTINUATION LEVEL FOR 2004:</b>	<u>\$ 14,720,780</u>	<u>80</u>	<u>0</u>	<u>0</u>
<b>TRANSFERS (TO)/FROM OTHER AGENCIES:</b>				
- PeopleSoft staff to PeopleSoft Division in Office of the Chief Fiscal Officer	(883,770)	(9)		
<b>2004 PROGRAMMATIC CHANGES:</b>				
- Eliminate vacant positions	(242,290)	(3)		
- Eliminate help desk position	(88,600)	(1)		
- Eliminate DBA position	(118,700)	(1)		
- Reduce service contracts	(102,500)			
- Reduce tuition and travel	(34,000)			
- Add funding for PeopleSoft Tax Module maintenance	125,000			
- Salaries and benefits adjustment	(5,380)			
<b>2004 PROPOSED BUDGET:</b>	<u>\$ 13,370,540</u>	<u>66</u>	<u>0</u>	<u>0</u>
<b>2004 AMENDMENTS:</b>				
- None				
<b>2004 APPROVED BUDGET:</b>	<u>13,370,540</u>	<u>66</u>	<u>0</u>	<u>0</u>

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DEPT	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL
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1	1454-PEOPLESOFT SERVICES	CB	1	Responsible for multi-platform systems programming and administration; which
	0542-Applications-Operations a		OF	
	SOURCE OF FUNDS, THIS SVC LEVEL:		2	includes design, development, installation, configuration testing, and maintenance of PeopleSoft software tools used throughout the Municipality.
	IGC SUPPORT			

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	125,430	0	0	125,430

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2	1451-IT APPL - MOA	CB	1	Responsible for multi-platform systems programming and administration for
	0542-Applications-Operations a		OF	
	SOURCE OF FUNDS, THIS SVC LEVEL:		2	Enterprise Server and Legacy applications. Includes hardware/software implementation and project management for all projects that involve electronic processing for software tools used throughout the Municipality.
	IGC SUPPORT			

7	0	0	582,360	1,250	30,000	0	0	613,610
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3	1451-IT APPL - MOA	CB	2	Responsible for multi-platform systems programming and administration for PC, N-Tier and Network Applications. Includes design, development, installation, configuration, testing, maintenance, hardware/software implementation and project management.
	0542-Applications-Operations a		OF	
	SOURCE OF FUNDS, THIS SVC LEVEL:		2	
	IGC SUPPORT			

7	0	0	555,030	1,250	500	0	0	556,780
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DEPT	BUDGET UNIT/ RANK	PROGRAM	SL CODE	SVC LVL
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4	1441-DATA RESOURCES	CB	1	Operation and administration of the
	0524-Computer Processing - Bat		OF	Dimond Data Center, the Enterprise
	SOURCE OF FUNDS, THIS SVC LEVEL:		5	Server, and data backup and operations
	IGC SUPPORT			support for all Municipal Enterprise
				Resource applications.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
8	0	0	673,173	23,080	1,146,961	0	0	1,843,214

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5	1441-DATA RESOURCES	CB	2	The Database Administration Section is
	0587-GIS Information		OF	responsible for multi-platform database
	SOURCE OF FUNDS, THIS SVC LEVEL:		5	management systems programming and
	IGC SUPPORT			administration. This includes design,
				development, installation, configuration
				testing, and maintenance of databases &
				database software tools used throughout
				the Municipality.

3	0	0	216,363	5,200	68,637	0	0	290,200
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6	1453-E-GOVERNMENT	CB	1	Responsible for design and evolution of
	0525-Computer Processing - Onl		OF	Information Technology infrastructure
	SOURCE OF FUNDS, THIS SVC LEVEL:		3	to meet business needs. This includes
	IGC SUPPORT			installation of components to continue
				to meet overall security and health of
				network as well as installation,
				configuration, and maintenance of data
				switches, routers, servers and other
				related services.

5	0	0	455,554	3,000	23,356	0	0	481,910
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7	1420-TELECOMMUNICATIONS 0539-Telecommunications SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT	CB	1 OF 2	Systems maintenance contract for PBX/ telephone switch.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
0	0	0	0	0	73,330	0	0	73,330

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8	1440-IT OPERATIONS 0541-Infocenter - Consulting a SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	CB	1 OF 6	Responsible for planning, upgrading, and maintaining telephone/voice systems. Includes processing requests for moves, adds, and changes to voice network communications and inter-facing with communications contractors and utilities.
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4	0	0	327,956	15,500	100	0	0	343,556
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9	1454-PEOPLESFT SERVICES 0542-Applications-Operations a SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT		2 OF 2	PFISHR/YR2000 loan depreciation and interest
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0	0	0	0	0	644,370	1,314,480	0	1,958,850
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10	1440-IT OPERATIONS 0541-Infocenter - Consulting a SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	CB	2 OF 6	Responsible for support of centralized services for desktop-computing systems to include hardware, software, network access, troubleshooting, moves, adds and changes. This section provides customers with strategy development services, customer troubleshooting and issues identification and resolution for applications.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
10	0	0	757,943	3,000	11,195	0	0	772,138

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11	1441-DATA RESOURCES	CB	3	Responsible for enterprise wide graphic and land information systems, information systems programming and administration. Includes design, development, installation, configuration testing and maintenance of databases and database software tools used throughout the Municipality.
	0587-GIS Information		5	
	SOURCE OF FUNDS, THIS SVC LEVEL:			
	IGC SUPPORT			

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
4	0	0	349,891	5,300	21,862	0	0	377,053

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12	1430-IT ADMINISTRATION	CB	1	Provide policy guidance, direction and assistance to the IT department.
	0555-Administration		2	
	SOURCE OF FUNDS, THIS SVC LEVEL:			
	IGC SUPPORT			

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
1	0	0	107,849	750	17,046	0	0	125,645

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13	1431-IT ADMIN SUPPORT	CO	2	Prepare, modify and implement the IT departmental budget. Perform department billing to other agencies and modify rates as required to insure cost recovery. Supervise clerks and control vendor payables, vendor hardware and software maintenance contracts. Assist all departmental organizations with accounting, budget or administrative requirements.
	0555-Administration		3	
	SOURCE OF FUNDS, THIS SVC LEVEL:			
	IGC SUPPORT			

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
1	0	0	68,051	0	2,001	0	0	70,052

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14	1431-IT ADMIN SUPPORT 0555-Administration SOURCE OF FUNDS, THIS SVC LEVEL:  IGC SUPPORT	CO	3 OF 3	Provide administrative support to the IT Department; including purchase requisitions through the purchase order cycle to the final vendor bill payment authorization. Also provide payroll distribution and department key security control. Control of inter- departmental IT department requests.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	56,238	0	0	0	0	56,238

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15	1440-IT OPERATIONS 0525-Computer Processing - Onl SOURCE OF FUNDS, THIS SVC LEVEL:	CB	4 OF 6	Responsible for approval and endorsement of computer purchases, maintenance and updating of the computer standards policy, as well as assisting agencies with procurement, receiving, invoice approval, and coordination of installation and initial configuration for computer related purchases.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	151,516	90	0	0	0	151,606

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16	1440-IT OPERATIONS 0525-Computer Processing - Onl SOURCE OF FUNDS, THIS SVC LEVEL:	CB	5 OF 6	Responsible for the development and coordination of computer based standards and Service Level Agreements between IT and other agencies. Responsible for contract administration for IT based contracts.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	92,069	100	0	0	0	92,169

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17	1430-IT ADMINISTRATION 0555-Administration SOURCE OF FUNDS, THIS SVC LEVEL:  IGC SUPPORT	CO	2 OF 2 Provide secretarial support for department manager. Provide backup secretarial support for other managers on an as-needed basis. Provide other office associated with assistance as required. Interface with vendor and client representatives.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
1	0	0	55,960	4,000	0	0	0	59,960

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18	1424-RECORDS MANAGEMENT 0437-Records Management SOURCE OF FUNDS, THIS SVC LEVEL:  IGC SUPPORT PROGRAM REVENUES	CB	1 OF 1 Provide efficient and economical management of records to meet legal and business requirements. Safeguard and archive written historic documentation of Anchorage's local government.	20,000
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
2	0	0	100,699	7,301	14,050	0	0	122,050

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19	1453-E-GOVERNMENT 0525-Computer Processing - Onl SOURCE OF FUNDS, THIS SVC LEVEL:  IGC SUPPORT	CB	2 OF 3 Responsible for development and oversight of the Municipal web site. Includes design and maintenance of the intranet and is part of the Web IT Committee providing services for the intranet web site.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
2	0	0	169,729	301	33,000	0	0	203,030

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20	1420-TELECOMMUNICATIONS 0539-Telecommunications SOURCE OF FUNDS, THIS SVC LEVEL:  IGC SUPPORT	CB	2 OF 2 Fund recurring communications costs for networked data and voice systems.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
0	0	0	0	0	210,890	0	0	210,890

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21	1440-IT OPERATIONS	cb	3	Fund communications equipment/hardware
	0541-Infocenter - Consulting a		OF	for maintenance of data network.
	SOURCE OF FUNDS, THIS SVC LEVEL:		6	

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
0	0	0	0	0	656,441	3,084,580	0	3,741,021

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22	1423-REPROGRAPHICS	CB	2	Provide high speed/high volume
	0436-Reprographics (excluding		OF	photocopying and offset printing service
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	in conducting Municipal business and
	TAX SUPPORT			services to the public. Provide
	IGC SUPPORT			contracted printing and binding.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
3	0	0	189,297	92,650	242,020	0	0	523,967

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23	1423-REPROGRAPHICS	CO	3	Coordinate all service requests for
	0436-Reprographics (excluding		OF	forms to be designed and printed
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	in-house. Perform vendor contracts and
	TAX SUPPORT			contracting for printing. Additional
	IGC SUPPORT			services include re-order, coordination
				and distribution of all printed material
				and inventory and stock control of
				general use forms.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
1	0	0	56,167	549	0	0	0	56,716

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24	1423-REPROGRAPHICS 0435-Courier and Postal System SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 0	CB	1 OF 4	Provide mail distribution and collection services in an effective and efficient manner to maintain communications between the public and Municipal offices. Provide postage, metering and mail sorting for general government agencies.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
2	0	0	95,249	1,049	234,850	0	0	331,148

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25	1422-COPY COORDINATION 0434-Copier Coordination SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	CB	1 OF 1	Provide economic and efficient rental of high volume photocopiers for six general government agencies. Provide centralized copier supply purchasing, warehousing and department distribution.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
0	0	0	0	0	84,600	0	0	84,600

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26	1441-DATA RESOURCES 0524-Computer Processing - Bat SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	cb	4 OF 5	Funds DEC system hardware and software services for Fleet Services and Library.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER SERVICES	DEBT SERVICE	CAPITAL OUTLAY	TOTAL
FT	PT	T	SERVICE					
0	0	0	0	0	7,938	0	0	7,938

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27	1431-IT ADMIN SUPPORT 0555-Administration SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	CB	1 OF 3	Contract management for all departmental hardware and software maintenance. Management of department administrative functions for the Records Management, Reprographics and Mail/Courier Services divisions. Seek, review and negotiate IT lease/purchase rates for IT financed assets.
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PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
1	0	0	95,990	0	0	0	0	95,990

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28	1423-REPROGRAPHICS	CO	4	Provide materials for design, layout,
	0436-Reprographics (excluding		OF	typesetting, and photographic processing
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	of all materials produced at the
	TAX SUPPORT			Municipality Print Shop.
	IGC SUPPORT			

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
0	0	0	0	1,449	0	0	0	1,449

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SUBTOTAL OF FUNDED SERVICE LEVELS, INFORMATION TECHNOLOGY . . . . .

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
66	0	0	5,157,084	165,819	3,648,577	4,399,060	0	13,370,540

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							13,370,540	

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29	1440-IT OPERATIONS	6	6	PCN 1440-1358 \$73,300 Unfunded-2004
	0541-Infocenter - Consulting a		OF	PCN 1440-1351 \$88,600 Unfunded-2004
	SOURCE OF FUNDS, THIS SVC LEVEL:		6	This is 17% of Help Desk support of
				centralized services for desktop-comput-
				ing systems to include hardware, soft-
				ware, network access, troubleshooting,
				moves, adds and changes. Part of the
				section that provides customers with
				strategy development services and reso-
				lution for applications.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
2	0	0	156,490	0	0	0	0	156,490

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30	1441-DATA RESOURCES	6	5	PCN 1441-1299 \$118,730 Unfunded-2004
	0587-GIS Information		OF	1 of 3 Database administrators responsi-
	SOURCE OF FUNDS, THIS SVC LEVEL:		5	ble for multi-platform database manage-
				ment systems, programming and
				administration. PCN 1441-1327 \$78,810
				Unfunded-2004 25% of GIS Technicians
				responsible for design, development,
				installation, configuration testing and
				maintenance of graphic and land
				information systems.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	194,040	0	0	0	0	194,040

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31	1453-E-GOVERNMENT	3	3	PCN 1453-1328 \$90,180 Unfunded-2004
	0525-Computer Processing - Onl		OF	Responsible for development and oversigh
	SOURCE OF FUNDS, THIS SVC LEVEL:		3	t of the Municipal website. Includes des
				ign and maintenance of the Intranet and
				is part of the Web IT Committee providin
				g services for the intranet website.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	90,180	0	0	0	0	90,180

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TOTALS FOR DEPARTMENT OF INFORMATION TECHNOLOGY , FUNDED AND UNFUNDED . . . . .

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
71	0	0	5,597,794	165,819	3,648,577	4,399,060	0	13,811,250