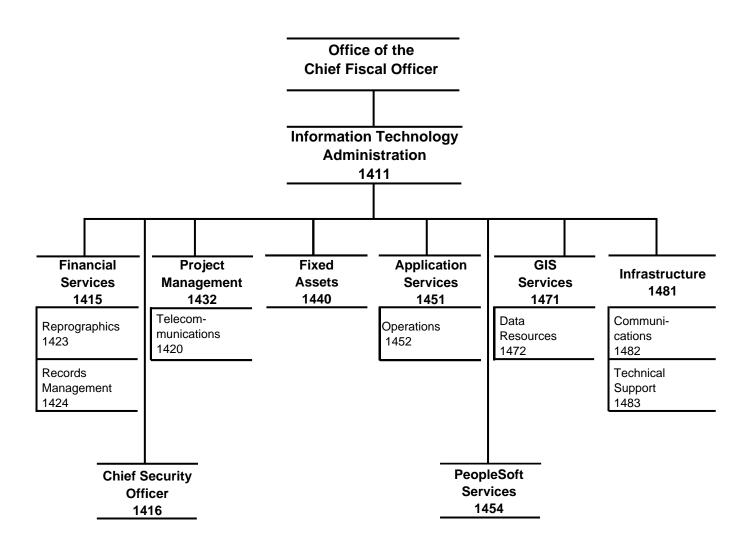
INFORMATION TECHNOLOGY



2005 Resource Plan

Department: Information Technology

	Financial	Summary			Perso	nnel	el Summary				
	2004	2005		2004 Re	vised		2	2005	Approve	ed	
Division	Revised	Approved	FT	PT To	emp To	tal	FT	PT	Temp	Total	
Administration	185,605	571,330	2			2	7			7	
Administration Office Services	222,280	0	3			3	0			0	
Telecommunications	284,220	234,270	0			0	0			0	
Copy Coordination	84,600	0	0			0	0			0	
Reprographics	913,280	886,860	6			6	6			6	
Records Management	122,050	117,400	2			2	2			2	
ITD Project Management	0	339,490	0			0	4			4	
Fixed Assets	0	1,712,000	0			0	0			0	
Customer Support	5,100,490	0	17			17	0			0	
Data Resources	2,518,405	875,480	15			15	8			8	
Applications	1,170,390	3,351,440	14			14	22			22	
e-Government	684,940	0	7			7	0			0	
PeopleSoft	2,084,280	1,911,550	0			0	0			0	
Technical Services	0	2,335,730	0			0	20			20	
Operating Cost	13,370,540	12,335,550	66	0	0	66	69	C	0	69	
Add Debt Service	0	0									
Direct Organization Cost	13,370,540	12,335,550									
Charges From/(To) Others, excluding charges from overhead units	(12,762,470)	(11,921,200)									
Function Cost	608,070	414,350									
Less Program Revenues	(20,000)	(10,000)									
Net Program Cost	588,070	404,350									

2005 Resource Costs by Category

	Personal		Other	Capital	Total
Division	Services	Supplies	Services *	Outlay	Direct Cost
Administration	555,200	5,300	47,930		608,430
Telecommunications			234,270		234,270
Reprographics	376,380	82,300	452,640		911,320
Records Management	106,370	6,150	11,880		124,400
ITD Project Management	338,120	190	23,440		361,750
Fixed Assets			1,712,000		1,712,000
Data Resources	816,370	10,500	104,250		931,120
Applications	2,134,630	22,300	1,331,750		3,488,680
PeopleSoft			1,911,550		1,911,550
Technical Services	1,867,630	21,000	565,800		2,454,430
Operating Cost	6,194,700	147,740	6,395,510	0	12,737,950
Less Vacancy Factor Add Debt Service	(402,400)				(402,400) 0
Total Direct Organization Cost	5,792,300	147,740	6,395,510	0	12,335,550

^{*} Travel budgeted by this department within the Other Services category is \$42,870

RECONCILIATION FROM 2004 REVISED BUDGET TO 2005 APPROVED BUDGET

DEPARTMENT: INFORMATION TECHNOLOGY

	DIR	ECT COSTS		POSITIONS FT PT T		
			<u> </u>	<u>PI</u>		
2004 REVISED BUDGET:	\$	13,370,540	66			
2004 ONE-TIME REQUIREMENTS: - None						
TRANSFERS (TO)/FROM OTHER AGENCIES: - None						
DEBT SERVICE CHANGES:						
 CHANGES IN EXISTING PROGRAMS FOR 2005: Salaries and benefits adjustment Insurance increase Depreciation/interest decrease Department re-org: adds Security Officer, Infrastructure Manager, and a Senior System Analyst 		405,900 820 (1,533,050) 314,850	3			
CONTINUATION LEVEL FOR 2005:	\$	12,559,060	69	0	0	
TRANSFERS (TO)/FROM OTHER AGENCIES: - None						
2005 PROGRAMMATIC CHANGES:Procurement savingsHealth care savings *		(245,870) (77,640)				
2005 PROPOSED BUDGET:	\$	12,235,550	69	0	0	
2005 AMENDMENTS:Adjust vacancy factor to align with vacancy methodology		100,000				
2005 APPROVED BUDGET:	\$	12,335,550	69	0	0	

^{*} Includes effect of AMEA negotiated contract savings and Plumbers & Pipefitters projected contract savings.

RECONCILIATION FROM 2004 REVISED BUDGET TO 2005 APPROVED BUDGET

DEPARTMENT: INFORMATION TECHNOLOGY

	RE	EVENUES
2004 REVISED BUDGET:	\$	20,000
CHANGES: - Service contract with ML&P for records shredding		(10,000)
2005 PROPOSED BUDGET:	\$	10,000
2005 AMENDMENTS:		0
2005 APPROVED BUDGET:	\$	10,000

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: COPY COORDINATION

PROGRAM: Copier Coordination

PURPOSE:

Provide centralized contract administration for the rental of five copiers for five general government agencies.

2004 PERFORMANCES:

- Provided efficient and cost effective rental of office copiers for five general government agencies.

2005 PERFORMANCE OBJECTIVES:

- Provide efficient and cost effective rental of office copiers for five general government agencies.

RESOURCES:

	2003 REVISED			2004	REVI	SED	2005	BUDGET	
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	0	0	0
OTHER SERVICES		84,	600		84,	600			0
TOTAL DIRECT COST:	\$	84,	600	\$	84,	600	\$		0
WORK MEASURES:									
- Copier leases managed			5			5			0

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: REPROGRAPHICS

PROGRAM: Courier and Postal System

PURPOSE:

Provide mail distribution and collection services in an effective and efficient manner. This program maintains communications between the public and Municipal offices which enables the Municipality to accomplish its business.

2004 PERFORMANCES:

- Provided mailroom and courier services to 115 mail stops within a radius of 75 miles throughout the Anchorage area on a daily basis.
- Applied postage to approximately 500,000 pieces of outgoing mail.
- Distributed approximately 500,000 pieces of inter-office correspondence.
- Provided weekly delivery of Assembly packets to Assemblymembers' homes within a radius of 75 miles.
- Provided pick-up and delivery of data processing material to include rotation of data tapes and distribution of computer printouts to Muncipal staff.

2005 PERFORMANCE OBJECTIVES:

- Provide mailroom and courier services to 115 mail stops within a radius of 75 miles throughout the Anchorage area on a daily basis.
- Apply postage to approximately 500,000 pieces of outgoing mail.
- Distribute approximately 500,000 pieces of inter-office correspondence.
- Provide weekly delivery of Assembly packets to Assemblymembers' homes within a radius of 75 miles.
- Provide pick-up and delivery of data processing material to include rotation of data tapes and distribution of computer printouts to Municipal staff.

RESOURCES:

	2003	REV]	REVISED		2004 REVISED			BUD	GET
	FT	PT	Т	FT	PT	T	FT	PT	Т
PERSONNEL:	2	0	0	2	0	0	2	0	0
PERSONAL SERVICES SUPPLIES OTHER SERVICES	\$	93, 248,	,000 670 ,350	\$	95, 1, 234,	050	\$	•	860 050 700
TOTAL DIRECT COST:	\$	342,	,020	\$	331,	150	\$	354,	610

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: REPROGRAPHICS

PROGRAM: Reprographics (excluding Courier)

PURPOSE:

Provide computer graphic art design work, high-speed/high-volume copying, offset printing and forms coordination services in order to support Municipal departments with printed material consisting of forms, reports, newsletters, flyers, Assembly packets, budget books, brochures, etc.

2004 PERFORMANCES:

- Provided detailed, final computer graphic art design work and film plate processing for in-house reproduction or contracted printing.
- Provided high speed/high volume production copying, offset printing and bindery services.
- Reviewed and coordinated all requests for reprographic projects.
- Prepared specificiations and requisitions for projects which require contractual printing.
- Received, reviewed and processed all requests for reprographic projects which require contractual printing.
- Maintained inventory and stock levels of general use forms.
- Maintained and controlled files on all active numbered forms used by various Municipal agencies.
- Offered scanning services to include scanning PDF files for on-line purposes for various Municipal agencies.
- Provided digital files (logo's, forms, etc.) for use by various Municipal agencies.

2005 PERFORMANCE OBJECTIVES:

- Provide detailed, final computer graphic art design work and film plate processing for in-house reproduction or contracted printing.
- Provide high speed/high volume production copying, offset printing and bindery services.
- Review and coordinate all requests for reprographic projects.
- Prepare specifications and requisitions for projects which require contractual printing.
- Receive, review and process all requests for projects which require contractual printing.
- Maintain inventory and stock levels of general use forms.
- Maintain and control files on all active numbered forms used by various Municipal agencies.
- Provide scanning services to include scanning documents to PDF for on-line purposes for various Municipal agencies.
- Provide digital files (logos, forms, etc.) for use by various Municipal agencies.

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: REPROGRAPHICS

PROGRAM: Reprographics (excluding Courier)

RESOURCES:

	2003	REVI	REVISED		2004 REVISED		2005	BUI	GET
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	4	0	0	4	0	0	4	0	0
PERSONAL SERVICES	\$	239,	140	\$	245,	460	\$	256,	060
SUPPLIES		65,	890		94,	650		81,	250
OTHER SERVICES		258,	490		242,	020		194,	940
TOTAL DIRECT COST:	\$	563,	520	\$	582,	130	\$	532,	250

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 18, 19, 21

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DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: RECORDS MANAGEMENT

PROGRAM: Records Management

PURPOSE:

Provide the Municipality with efficient and economic management of records to meet legal and business requirements.

2004 PERFORMANCES:

- Managed and operated a repository facility for the storage of inactive Municipal records in accordance with established policies and procedures.
- Provided technical support in the processing and destruction of obsolete records.
- Provided microfilming and duplication services for various Municipal agencies on an as needed/required basis.
- Processed all agency requests for records retrieval, then returned the documents to storage upon return to Records Management from the agency.
- Maintained and safeguarded stored documents transferred to the division from other agencies. Insured that the facility was properly equipped and maintained for long term storage.

2005 PERFORMANCE OBJECTIVES:

- Manage and operate a repository facility for the storage of inactive Municipal records in accordance with established policies and procedures.
- Provide technical support in the processing and destruction of obsolete records.
- Provide microfilming and duplication services for various Municipal agencies on an as needed/required basis.
- Process all agency requests for records retrieval, then return the documents to storage upon return to Records Management from the agency.
- Maintain and safeguard stored documents transferred to the division from other agencies. Insure that the facility is properly equipped and maintained for long term storage.
- Maintain the bar code system which facilitates the storage and retrieval of stored documents/microfilm.

RESOURCES:

01:025						
	2003	REVISED	200	4 REVISE	D 2005	BUDGET
	FT	PT T	FT	PT	T FT	PT T
PERSONNEL:	2	0 0	2	0	0 2	0 0
PERSONAL SERVICES	\$	98,170	\$	100,70	0 \$	99,370
SUPPLIES		1,030		7,30	0	6,150
OTHER SERVICES		7,150		14,05	0	11,880
TOTAL DIRECT COST:	\$	106,350	\$	122,05	0 \$	117,400
PROGRAM REVENUES:	\$	0	\$	20,00	0 \$	10,000

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: TELECOMMUNICATIONS

PROGRAM: Telecommunications

PURPOSE:

Provide telecommunications and coordinate maintenance and repairs for Municipal general government. Functions include the integration and coordination of both voice and data communications; also assist with information for planning the areawide Municipal communications network.

2004 PERFORMANCES:

- Provided assistance and coordination for the installation of voice and data communications in regards to the areawide Municipal communications network.
- Coordinated with telecommunication's vendors as pertained to various technical information and accounting requirements.
- Provided account and cost control for the voice and data communications network for the Municipality.

2005 PERFORMANCE OBJECTIVES:

- Provide assistance and coordination for the installation of voice and data communications in regards to the areawide Municipal communications network.
- Coordinate with telecommunication's vendors as pertains to various technical information and accounting requirements.
- Provide accounting and cost control for the voice and data communications network for the Municipality.

RESOURCES:

	2003	2003 REVISED		2004	REVI	SED	2005	BUDGET	
	FT	PT	Т	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	0	0	0
OTHER SERVICES		227,	110		284,	220		234,	270
DEBT SERVICE		61,2	200			0			0
TOTAL DIRECT COST:	\$	288,3	310	\$	284,	220	\$	234,	270

22 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 2, 16

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-APPLICATIONS & OPER

PROGRAM: Infocenter - Consulting and Training

PURPOSE:

Provide functions including end user training, consultation, technical assistance, and new product evaluation for all Municipal departments and agencies. Assist end users in the analysis of processing requirements, and achievement of business objectives through technical solutions.

2004 PERFORMANCES:

- Provided technical support to all users on Municipal mainframes or on personal computers.

2005 PERFORMANCE OBJECTIVES:

RESOURCES:

		2003 REVISED		2004 REVISED			2005	BUDGET		
		FT	PT	Т	FT	PT	Т	FT	PT	Т
PERSO	NNEL:	17	0	0	14	0	0	0	0	0
	PERSONAL SERVICES	\$ 1	,351,9	30	\$ 1	.,085,	899	\$		0
	SUPPLIES		18,5	00		18,	500			0
	OTHER SERVICES		509,8	80		667,	736		290,	000
	DEBT SERVICE	2	400,7	50	3	3,084,	580	1	,422,	000
TOTAL	DIRECT COST:	\$ 4	,281,0	60	\$ 4	,856,	715	\$ 1	,712,	000

WORK MEASURES:

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-APPLICATIONS & OPER

PROGRAM: Applications-Operations and Maintenance

PURPOSE:

To monitor and operate the computer systems and attached peripherals, (disk, tape, and printers) at the data center. This section is staffed to provide services on a 24/5 work schedule. They also perform daily system backups and provide after-hours help desk services.

2004 PERFORMANCES:

- Operated and maintained MIS data centers and associated computer and peripherals (disc, tapes & printers) on a 24/5 schedule.
- Maintained availability of processing equipment to support both online and batch processing operations.
- Provided technical support for users of IT computer systems.
- Provided for the integrity of data: ensured adequate backup and recovery facilities to recover from accidental or malicious destruction of data.
- Maintained systems software at current vendor supported release levels.
- Provided access security procedures and tools to prevent unauthorized access, manipulation or destruction of data.
- Produced and distributed paper reports.

2005 PERFORMANCE OBJECTIVES:

- Functional duties have been moved to the Finance Department.
- The objective of this program plan is for the sole purpose of loan payment and recovery for the Peoplesoft acquisition costs.

RESOURCES:

	2003 REVISED		2004	2004 REVISED			BUI	GET	
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	22	0	0	14	0	0	14	0	0
PERSONAL SERVICES	\$ 1	L,404,4	70	\$ 1	1,137,	390	\$ 1	,271,	070
SUPPLIES		3,5	90		2,	500		2,	800
OTHER SERVICES		725,7	70		800,	300		167,	140
DEBT SERVICE	1	L,229,1	.00	1	.,314,	480			0
TOTAL DIRECT COST:	\$ 3	3,362,9	30	\$ 3	3,254,	670	\$ 1	,441,	010

WORK MEASURES:

22 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: $8\,,\ 14\,$

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: IT ADMINISTRATION

PROGRAM: Administration

PURPOSE:

Provide policy guidance, direction and assistance to the Information Technology Department and the Municipal information environment. Manage Reprographics, Courier, Mailroom and Records Management Sections. Provide audit, budget, accounting and administration for Information Technology.

2004 PERFORMANCES:

2005 PERFORMANCE OBJECTIVES:

RESOURCES:

	2003 REVISED		2004 REVISED		2005	BUDGET			
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	5	0	0	5	0	0	0	0	0
PERSONAL SERVICES	\$	387,	250	\$	384,	088	\$		0
SUPPLIES		8,	750		4,	750			0
OTHER SERVICES		62,	750		19,	047			0
TOTAL DIRECT COST:	\$	458,	750	\$	407,	885	\$		0
WORK MEASURES:									
See Strategic Framework			0			0			0

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: DATA RESOURCES

PROGRAM: GIS Information

PURPOSE:

Provide computer processing capability for mapping and geographic analysis for the Municipality in a centralized IBM computer center. Support implementation of Public Safety Computer Aided Dispatch/Records Management System and APD Mobile Data Communications Systems.

2004 PERFORMANCES:

2005 PERFORMANCE OBJECTIVES:

RESOURCES:

	2003 REVISED		2004 REVISED		2005	BUD	GET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	8	0	0	7	0	0	0	0	0
PERSONAL SERVICES	\$	747,	960	\$	566,	254	\$		0
SUPPLIES		10,	500		10,	500			0
OTHER SERVICES		188,	270		90,	499			0
TOTAL DIRECT COST:	\$	946,	730	\$	667,	253	\$		0
WORK MEASURES:									
See Strategic Framework			0			0			0

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-ADMINISTRATION

PROGRAM: IT Administration

PURPOSE:

Provide policy guidance, direction and assistance to the Information Technology Department and the Municipal information environment.

2004 PERFORMANCES:

- Provided effective and efficient government to the citizens of Anchorage through the administration and applications of information systems technology for the Municipality.
- Provided strategic long range systems planning.
- Provided Municipal-wide systems standards and procedures.
- Provided direction to Municipal departments on acquisitions of computer equipment and related products and services.
- Provided technical support and computer operation services for centralized Municipal-wide and distributed data centers.
- Monitored the department's budget and accounting services.

2005 PERFORMANCE OBJECTIVES:

- Provide effective and efficient government to the citizens of Anchorage through the administration and applications of information systems technology for the Municipality.
- Provide strategic long-range systems planning.
- Provide Municipal-wide systems standards and procedures.
- Provide direction to Municipal departments on acquisitions of computer equipment and related products and services.
- Provide technical support and computer operation services for centralized Municipal-wide and distributed data centers.
- Monitor the department's budget and accounting services.

RESOURCES:

	2003	REV:	REVISED		2004 REVISED		2005	BUDGET	
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	3	0	0
PERSONAL SERVICES SUPPLIES OTHER SERVICES	\$	6	,580 ,890 ,940	\$		810 750 050	\$		260 750 150
TOTAL DIRECT COST:	\$	200	,410	\$	185,	610	\$	252,	160

22 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: $4.\ 5$

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-TECHNICAL SERVICES

PROGRAM: ITD Technical Services

PURPOSE:

To deliver technology resources and support for desktop technology used by MOA enterprise and agency staff. Maintain and deploy desktop standards for OS and application configurations. Also provide a Municipal-wide single point of contact for requesting centralized computing services.

2004 PERFORMANCES:

- Provided technical support to all users on Municipal mainframes and personal computers.
- Performed systems evaluations and made recommendations to user for mainframe, PC, WAN and LAN installations.
- Reduced data redundancy at the PC level through improved connectivity and data interface techniques.
- Increased technical support to local area and wide area networks.
- Tested hardware and software products and made evaluations on products.
- Resolved trouble calls as quickly as possible to maintain agency uptime at the highest levels possible.
- Reduced the volume of personal resources allocated to user requirement studies and accommodated technical support for an increased user base.

2005 PERFORMANCE OBJECTIVES:

- Provide technical support to all users on Municipal mainframes or on personal computers.
- Perform systems evaluations and make recommendations to users for mainframe, PC, WAN and LAN installations.
- Reduce data redundancy at the PC level through improved connectivity and data interface techniques.
- Increase technical support to local area and wide area networks.
- Test hardware and software products and make evaluations on products.
- Resolve trouble calls as quickly as possible to maintain agency uptime at the highest levels possible.
- Reduce the volume of personal resources allocated to user requirement studies and accommodate technical support for an increased user base.

RESOURCES:

	2003	REVISED		2004	2004 REVISED		2005	BUDGET	
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	10	0	0
PERSONAL SERVICES	\$	772,	463	\$	757,	943	\$	828,	840
SUPPLIES		1,	715	3,000		000		3,000	
OTHER SERVICES			165		11,	200		144,	340
TOTAL DIRECT COST:	\$	774,	343	\$	772,	143	\$	976,	180

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-TECHNICAL SERVICES

PROGRAM: ITD COMMUNICATIONS

PURPOSE:

To plan, upgrade and maintain Municipal voice systems, including processing requests for moves, additions and changes to voice network communications (voice lines, voice mail, long distance services and PIN administration, and cellular services).

2004 PERFORMANCES:

- Provided assistance and coordination for the installation of voice and data communications as regards to the areawide Municipal communications network (ANCHORNET).
- Coordinated with telecommunication vendors as to various technical information and accounting requirements.
- Provided accounting and cost control for the voice and data communication network for the Municipality.

2005 PERFORMANCE OBJECTIVES:

- Provide assistance and coordination for the installation of voice and data communications to the areawide Municipal communications network.
- Coordinate with telecommunication vendors as to various technical information and accounting requirements.
- Provide accounting and cost control for the voice and data communication network for the Municipality.

RESOURCES:

	2003 REVISED 2		2004	2004 REVISED		2005	BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	4	0	0
PERSONAL SERVICES	\$		0	\$	327,	956	\$	342,	590
SUPPLIES			0		15,	500		15,	500
OTHER SERVICES			0			100		18,	960
TOTAL DIRECT COST:	Ś		0	Ś	343.	556	Ś	377.	050

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-TECHNICAL SERVICES

PROGRAM: Infrastructure

PURPOSE:

To provide data communication services (online computer access) to all general government agencies within the Municipality. Services include the integration and coordination of technical systems.

2004 PERFORMANCES:

- Established and maintained information technology standards.
- Developed, coordinated and implemented information technology strategies for the departments and Municipal government.
- Improved public electronic access to Municipal information and services.

2005 PERFORMANCE OBJECTIVES:

- Establish and maintain information technology standards.
- Develop, coordinate and implement information technology strategies for the departments and Municipal government.
- Improve public electronic access to Municipal information and services.

RESOURCES:

	2003	003 REVISED		2004	2004 REVISED		2005	BUDGET	
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	6	0	0
PERSONAL SERVICES	\$		0	\$	455,	550	\$	577,	500
SUPPLIES			0		3,	000		2,	500
OTHER SERVICES			0		23,	360		402,	500
TOTAL DIRECT COST:	\$		0	\$	481,	910	\$	982,	500

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-ADMINISTRATION

PROGRAM: IT Financial Services

PURPOSE:

Provide audit, budget, accounting and administration for Information Technology. Manage Reprographics, Courier, Mailroom and Records Management Sections.

2004 PERFORMANCES:

- Prepared, modified, and implemented the IT department budget.
- Performed department billing to other agencies and modified rates as required to insure cost recovery.
- Responsible for department's vendor payables.
- Managed contracts inclusive of hardware/software maintenance, software licenses, professional services, communication and other IT requirements.
- Encumbered funds for the IT Department's purchases, processing purchase orders and requistions.
- Assisted all departmental organizations with accounting, budget or administrative requirements.
- Managed and recorded all fixed assets into PeopleSoft Asset Management.
- Provided department key security control.
- Managed Procurement Card Program for the IT department, ensuring compliance with MOA policy.
- Prepared audit workpapers and financial statements.
- Monitored & tracked operating & capital expenditures for the department.

2005 PERFORMANCE OBJECTIVES:

- Prepare, modify, and implement the IT department budget.
- Perform department billing to other agencies and modify rates as required to insure cost recovery.
- Responsible for department's vendor payables.
- Manage contracts inclusive of hardware/software maintenance, software licenses, professional services, communication and other IT requirements.
- Encumber funds for the IT Department's purchases, processing purchase orders and requisitions.
- Assist all departmental organizations with accounting, budget, or administrative requirements.
- Manage and record all fixed assets into PeopleSoft Asset Mangement.
- Provide department key security control.
- Manage Procurement Card Program for the IT department, ensuring compliance with MOA policy.
- Prepare audit workpapers and financial statements.
- Monitor and track operating and capital expenditures for the department.

RESOURCES:

	2003	REV]	REVISED		2004 REVISED		2005	BUDGET	
	FT	PT	T	FT	PT	Т	FT	PT	T
PERSONNEL:	0	0	0	0	0	0	3	0	0
PERSONAL SERVICES	\$	181,		\$	220,		\$	220,	
SUPPLIES OTHER SERVICES			430 360		2,	0 0 0		1,	0 780
TOTAL DIRECT COST:	\$	181,	,980	\$	222,	280	\$	222,	580

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DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-DATA RESOURCES

PROGRAM: GIS Services

PURPOSE:

Provide computer processing capability for mapping and geographic analysis for the Municipality in a centralized IBM computer center. Support implementation of Public Safety Computer Aided Dispatch/Records Management System and APD Mobile Data Communications Systems.

2004 PERFORMANCES:

- Provided online access to GIS (Geographical Information System) on IBM Computer systems.
- Provided online GIS problem identification and resolution.
- Maintained systems software that provided for communications and data transfer between GIS database, department computers, personal computers and terminals.
- Maintained systems software that supports Municipal GIS database.

2005 PERFORMANCE OBJECTIVES:

- Provide online access to GIS (Geographical Information System) on IBM computer systems.
- Provide online GIS problem identification and resolution.
- Maintain systems software that provides for communications and data transfer between GIS database, department computers, personal computers and terminals.
- Maintain systems software that supports Municipal GIS database.
- Provide technical support in the areas of GIS, mapping and GPS (global positioning satellite) for new AFD (Anchorage Fire Department) computer aided dispatch, and APD (Anchorage Police Department) mobile data communications systems.

RESOURCES:

	2003	REVISED		2004	2004 REVISED		2005	BUDGET	
	FT	PT	T	FT	PT	Т	FT	PT	Т
PERSONNEL:	0 0		0 0		0 0		4	0	0
PERSONAL SERVICES	\$		0	\$		0	\$	350,	790
SUPPLIES			0			0		5,3	300
OTHER SERVICES			0			0		32,5	530
TOTAL DIRECT COST:	\$		0	\$		0	\$	388,6	520

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-DATA RESOURCES

PROGRAM: Data Resources

PURPOSE:

Provide the database infrastructure and tools to serve accurate and complete core Municpal information to Municpal clients and the external public via the Municipal network and the internet.

2004 PERFORMANCES:

- Maintained systems software to support Municipal databases.
- Provided technical support in designing, implementing and operating database applications.

2005 PERFORMANCE OBJECTIVES:

- Maintain systems software to support Municipal databases.
- Provide technical support in designing, implementing and operating database applications.

RESOURCES:

		2003 REVISED		2004	2004 REVISED		2005	BUDGET		
		FT	PT	T	FT	PT	Т	FT	PT	Т
PEF	RSONNEL:	0 0		0 0		0	0	4 0		0
	PERSONAL SERVICES	\$		0	\$		0	\$	409,	940
	SUPPLIES			0			0		5,	200
	OTHER SERVICES			0			0		71,	720
TOT	TAL DIRECT COST:	\$		0	\$		0	\$	486,	860

22 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: $10\,$

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-ADMINISTRATION

PROGRAM: ITD Chief Security

PURPOSE:

Incorporate the design and evolution of robust information security systems and principles into the Municipal information technology infrastructure. This includes development and enforcement of security procedures and standards and a pro-active defense in depth for all IT systems.

2004 PERFORMANCES:

- This program did not exist in 2004.

2005 PERFORMANCE OBJECTIVES:

- Ensure that the Municipality's information technology assets are protected from internal/external threats.
- Provide direction and oversight for security, disaster planning, and business continuity.

RESOURCES:

		2003 REVISED		2004 REVISED		2005	BUDGET			
		FT	PT	Т	FT	PT	T	FT	PT	Т
PERSON	NNEL:	0 0		0	0	0 0		1	0	0
	PERSONAL SERVICES	\$		0	\$		0	\$	89,	040
	SUPPLIES			0			0		!	550
	OTHER SERVICES			0			0		7,	000
TOTAL	DIRECT COST:	\$		0	\$		0	\$	96,	590

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-PROJECT MANAGEMENT

PROGRAM: Program and Contract Management

PURPOSE:

To provide guidance and leadership to project managers in the use of project management tools and methodologies. Also to assist other Municipal agencies in project management, contract administration and strategic planning.

2004 PERFORMANCES:

2005 PERFORMANCE OBJECTIVES:

RESOURCES:

		2003 REVISED		2004 REVISED		2005	BUDGET			
		FT	PT	Т	FT	PT	T	FT	PT	Т
PERSON	NNEL:	0	0	0	0	0	0	4	0	0
	PERSONAL SERVICES	\$		0	\$		0	\$	315,8	360
	SUPPLIES			0			0		-	190
	OTHER SERVICES			0			0		23,4	440
TOTAL	DIRECT COST:	\$		0	\$		0	\$	339,4	190

²² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: $22\,$

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DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: ITD-APPLICATIONS & OPER

PROGRAM: Operations

PURPOSE:

To provide computer processing capability for users within the general government departments of the Municipality. Operate Data Centers in an effective and efficient manner thus ensuring timely accomplishment of computer processing.

2004 PERFORMANCES:

- Operated and maintained ITD data centers and associated computer and peripherals (disc, tapes and printers).
- Maintained availability of processing equipment to support both online and batch processing operations.
- Provided technical support for users of ITD computer systems.
- Maintained systems software at current vendor supported release levels.
- Provided access security procedures and tools to prevent unauthorized access, manipulation or destruction of data.
- Produced and distributed paper reports.

2005 PERFORMANCE OBJECTIVES:

- Operate and maintain ITD data centers and associated computer systems and peripherals (disc, tapes and printers)
- Maintain availability of processing equipment to support both online and and batch processing operations.
- Provide technical support for users of ITD computer systems.
- Provide for the integrity of data: ensure adequate backup and recovery facilities to recover from accidental or malicious destruction of data.
- Maintain systems software at current vendor supported release levels.
- Provide access security procedures and tools to prevent unauthorized access, manipulation or destruction of data.
- Produce and distribute reports.

RESOURCES:

	2003 REVISED		2004	2004 REVISED		2005	BUI	GET	
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	8	0	0
PERSONAL SERVICES	\$		0	\$		0	\$	726,	320
SUPPLIES			0			0		19,	500
OTHER SERVICES			0			0	1	,265,	040
TOTAL DIRECT COST:	\$		0	\$		0	\$ 2	,010,	860

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

DEPARTMENT: INFORMATION TECHNOLOGY DIVISION: PEOPLESOFT SERVICES

PROGRAM: PeopleSoft Loans

PURPOSE:

To provide for PeopleSoft loan payments and recovery for the PeopleSoft acquisition costs

2004 PERFORMANCES:

- Provided regular loan payments and regular recovery of principal and interest based on current schedules.

2005 PERFORMANCE OBJECTIVES:

- Provide regular loan payments and regular recovery of principal and interest. Review payment schedule and depreciation schedule.

RESOURCES:

	2003 REVISED			2004 REVISED			2005 BUDG		
	FT	PT	T	FT	PT	T	FT	PT	Т
PERSONNEL:	0	0	0	0	0	0	0	0	0
OTHER SERVICES DEBT SERVICE	1	124, ,396,		1	644, L,314,		1	329, .,481,	
TOTAL DIRECT COST:	\$ 1	,521,	100	\$ 1	L,958,	850	\$ 1	,811,	120

22 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 12

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DEPT: 13 -INFORMATION TECHNOLOGY

BUDGET UNIT/ DEPT RANK PROGRAM

SVC ST CODE LVL

1 1452-ITD OPERATIONS

0917-Operations

SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

1 Provide computer processing capability OF for users within the general government

1 departments of the Municipality and AWWU. Operate Data Centers in an effective and efficient manner, thus ensuring timely accomplishment of

computer processing.

PERSONAL DEBT PERSONNEL OTHER CAPITAL DEBT SERVICE SERVICES OUTLAY

FT PT T 8 0 0 SERVICE SUPPLIES TOTAL 19,500 1,265,040 0 0 2,010,860 726,320

CB

2 1420-TELECOMMUNICATIONS 0539-Telecommunications

SOURCE OF FUNDS, THIS SVC LEVEL:

TAX SUPPORT

1 Systems maintenance contract for PBX/

OF telephone switch.

PERSONNEL DEBT PERSONAL OTHER CAPITAL FT PT T SERVICE SUPPLIES SERVICES SERVICE OUTLAY 0 0 0 0 0 94,470

3 1483-TECHNICAL SUPPORT 0908-ITD Technical Services SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

1 Responsible for support of centralized OF services for desktop-computing systems 1 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.

TOTAL

94,470

CAPITAL OUTLAY PERSONNEL PERSONAL OTHER DEBT DEBT SERVICE PT T 0 0 SUPPLIES TOTAL SERVICE SERVICES 0 828,840 3,000 144,340 0 976,180

001

4 1411-ITD-ADMINISTRATION 0907-IT Administration

SOURCE OF FUNDS, THIS SVC LEVEL:

1 Provide policy guidance, direction and

OF assitance to the IT department.

IGC SUPPORT

2

DEPT: 13 -INFORMATION TECHNOLOGY

DEPT BUDGET UNIT/ RANK PROGRAM

SL SVC CODE LVL

PE FT 1	RSONNE PT 0	EL T O	PERSONAL SERVICE 97,180	SUPPLIES 0	OTHER SERVICES 37,250		DEBT SERVICE 0	CAPITAL OUTLAY 0	TOTAL 134,430	
5	0907- SOUR	IT A	ADMINISTRATI dministratio FUNDS, THIS PORT	n	002	OF	departmen secretari on an as- office as required.	al support for sup	Provide backup or other managers . Provide other h assistance as with vendor and	
PE FT 2	RSONNE PT 0	EL T O	PERSONAL SERVICE 111,080	SUPPLIES 4,750	OTHER SERVICES 1,900		DEBT SERVICE 0	CAPITAL OUTLAY 0	TOTAL 117,730	
6 1482-COMMUNICATIONS 0909-ITD COMMUNICATIONS SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT						OF	maintaini Includes adds and communica	ng telephone processing re changes to ve tions and in	ing, upgrading and /voice systems. equests for moves, oice network ter-facing with tors and utilities	
PE FT 4	RSONNE PT 0	T O	PERSONAL SERVICE 342,590	SUPPLIES 15,500	OTHER SERVICES 18,960		DEBT SERVICE 0	CAPITAL OUTLAY 0	TOTAL 377,050	
7	0910- SOURC	Infr	ASTRUCTURE astructure FUNDS, THIS	SVC LEVEL:		OF	Informati meet busi installat to meet o network a configura	on Technolog ness needs. ' ion of compo verall secur s well as in tion and mai routers, se	n and evolution of y infrastructure to This includes nents to continue ity and health of stallation, ntenance of data rvers and other	0
PE FT 6	RSONNE PT 0	EL T O	PERSONAL SERVICE 577,500	SUPPLIES 2,500	OTHER SERVICES 402,500		DEBT SERVICE 0	CAPITAL OUTLAY 0	TOTAL 982,500	

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DEPT: 13 -INFORMATION TECHNOLOGY

DEPT BUDGET UNIT/ RANK PROGRAM SL SVC CODE LVL

СВ

8 1454-PEOPLESOFT SERVICES 0542-Applications-Operations a

1 Responsible for multi-platform systems OF programming and administration; which

SOURCE OF FUNDS, THIS SVC LEVEL:

includes design, development, installation, configuration testing, and maintenance of PeopleSoft software tools used throughout the Municipality.

IGC SUPPORT

DEBT PERSONNEL PERSONAL OTHER CAPITAL PT T SERVICES SERVICE SERVICE SUPPLIES OUTLAY TOTAL FТ 0 0 0 0 0 100,430 0 0 100,430

9 1471-GIS SERVICES 0912-GIS Services SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

- 1 Responsible for enterprise wide graphic
- OF and land information systems,
 1 information systems programming and

1 information systems programming and administration. Includes design, development, installation, configuration testing and maintenance of databases and database software tools used throughout the Municipality.

PERSONNEL		PERSONAL		OTHER	DEBT	CAPITAL		
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	0	350,790	5,300	32,530	0	0	388,620

10 1472-DATA RESOURCES 0913-Data Resources SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

1 Responsible for multi-platform database

OF management systems programming and

1 administration. This includes design, development, installation, configuration testing and maintenance of databases and database software tools used throughout the Municipality.

	CAPITAL	DEBT	OTHER	PERSONAL		PERSONNEL		
TOTAL	OUTLAY	SERVICE	SERVICES	SUPPLIES	SERVICE	T	PT	FT
486,860	0	0	71,720	5,200	409,940	0	0	4

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DEPT: 13 -INFORMATION TECHNOLOGY

BUDGET UNIT/ DEPT RANK PROGRAM

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11 1415-ITD-FINANCIAL SERVICES 0911-IT Financial Services SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

1 Prepare, modify, and implement the IT OF departmental budget. Perform department 1 billing to other agencies and modify rates to insure cost recovery. Process purchase requisitions through the purchasing cycle to the final vendor bill payment authorization. Provide department key security control. Contract management for all departmental obligations.

PERSONNEL PERSONAL OTHER DEBT CAPITAL FT PT T 3 0 0 OUTLAY SERVICES SERVICE SUPPLIES SERVICE TOTAL 0 1,780 0 0 222,580 220,800

12 1454-PEOPLESOFT SERVICES 0918-PeopleSoft Loans SOURCE OF FUNDS, THIS SVC LEVEL: $_{\rm 2}$ PFISHR/YR2000 loan depreciation and OF interest

IGC SUPPORT

DEBT SERVICE PERSONNEL PERSONAL OTHER CAPITAL OUTLAY PT T 0 0 SERVICE SERVICES TOTAL SUPPLIES FТ 329,930 1,481,190 1,811,120 0 0 0

13 1416-CHIEF SECURITY 0914-ITD Chief Security
SOURCE OF FUNDS, THIS SVC LEVEL:

- 1 Ensure that the Municipality's OF information technology related assets
- 1 are protected from internal/external threats.

PERSONNEL		EL	PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	89,040	550	7,000	0	0	96,590

14 1451-APPLICATION SERVICES SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

- 1 Responsible for multi-platform systems
- OF programming and administration for
 - 1 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.

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PERSONNEL PERSONAL FT PT T SERVICE SUPPLIES 14 0 0 1,271,070 2,800	OTHER SERVICES 66,710	DEBT CAPITAL SERVICE OUTLAY TOTAL 0 0 1,340,580
15 1424-RECORDS MANAGEMENT 0437-Records Management SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT PROGRAM REVENUES 10,000	OF	Provide efficient and economical management of records to meet legal and business requirements. Safeguard and archive written historic documentation of Anchorage's local government.
PERSONNEL PERSONAL FT PT T SERVICE SUPPLIES 2 0 0 99,370 6,150	OTHER SERVICES 11,880	DEBT CAPITAL SERVICE OUTLAY TOTAL 0 0 117,400
16 1420-TELECOMMUNICATIONS 0539-Telecommunications SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT	OF	Fund recurring communications costs for networked data and voice systems.
PERSONNEL PERSONAL FT PT T SERVICE SUPPLIES 0 0 0 0 0	OTHER SERVICES 139,800	DEBT CAPITAL SERVICE OUTLAY TOTAL 0 0 139,800
17 1440-FIXED ASSETS 0541-Infocenter - Consulting a SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT		Fund communications equipment/hardware for maintenance of data network.
PERSONNEL PERSONAL FT PT T SERVICE SUPPLIES 0 0 0 0 0	OTHER SERVICES 290,000 1	DEBT CAPITAL SERVICE OUTLAY TOTAL ,422,000 0 1,712,000

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DEPT: 13 -INFORMATION TECHNOLOGY

BUDGET UNIT/ SVC ST DEPT RANK PROGRAM CODE LVL

18 1423-REPROGRAPHICS

0436-Reprographics (excluding SOURCE OF FUNDS, THIS SVC LEVEL:

TAX SUPPORT IGC SUPPORT

2 Provide high speed/high volume

OF photocopying and offset printing service

4 in conducting Municipal business and services to the public. Provide contracted printing and binding.

PERSONNEL		ΞL	PERSONAL	PERSONAL		DEBT	CAPITAL
יחית	חת	т-	CEDITTOE	CIIDDI TEC	CEDITTOEC	CEDVITCE	OTTENT AND

SUPPLIES 79,250 TOTAL PT T 0 0 196,950 194,940 471,140

CO

19 1423-REPROGRAPHICS 0436-Reprographics (excluding SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT

3 Coordinate all service requests for OF forms to be designed and printed

4 in-house. Perform vendor contracts and contracting for printing. Additional services include re-order, coordination and distribution of all printed material and inventory and stock control of general use forms.

> TOTAL 59,660

PEI	RSONNI	ΞL	PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	
1	Λ	0	EO 110	EEO	0	0	0	

20 1423-REPROGRAPHICS 0435-Courier and Postal System SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT TGC SUPPORT PROGRAM REVENUES 0

 $\ 1$ $\$ Provide mail distribution and collection OF services in an effective and efficient

4 manner to maintain communications between the public and Municipal offices. Provide postage, metering and mail sorting for general government agencies.

CAPITAL PERSONNEL PERSONAL OTHER DEBT SERVICES SERVICE FT PT T 2 0 0 TOTAL SERVICE SUPPLIES OUTLAY 1,050 0 0 95,860 257,700 354,610

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DEPT: 13 -INFORMATION TECHNOLOGY

DEPT BUDGET UNIT/ SL SVC RANK PROGRAM CODE LVL

21 1423-REPROGRAPHICS 0436-Reprographics (excluding

SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT

SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

CO 4 Provide materials for design, layout,

OF typesetting, and photographic processing

4 of all materials produced at the

Municipal Print Shop.

PEI	RSONNI	ΞL	PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	Т	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	1,450	0	0	0	1,450

22 1432-ITD-PROJECT MANAGEMENT 1 Manage Information Technology projects. 0915-Program and Contract Mana 0F

IGC SUPPORT

	CAPITAL	DEBT	OTHER		PERSONNEL PERSONAL		PERSO			
TOTAL	OUTLAY	SERVICE	SERVICES	SUPPLIES	SERVICE	Т	PT	FT		
339,490	0	0	23,440	190	315,860	0	0	4		

SUBTOTAL	OF	FUNDED	SERVICE	LEVELS,	INFORMATION	TECHNOLOGY					

PERSONNEL PERSONA					OTHER	DEBT	CAPITAL	
FT	PT	Т	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
69	0	0	5,792,300	147,740	3,492,320	2,903,190	0	12,335,550
		D	EPARTMENT OF	INFORMATION	TECHNOLOGY	FUNDING LINE		

TOTALS FOR DEPARTMENT OF INFORMATION TECHNOLOGY , FUNDED AND UNFUNDED

DEBT PERSONNEL PERSONAL OTHER CAPITAL FT PT T 69 0 0 SERVICE SUPPLIES SERVICES SERVICE TOTAL 5,792,300 147,740 3,492,320 2,903,190 0 12,335,550 69