State of Alaska
FY2002 Governor's Operating Budget

Department of Revenue
Administrative Services
Component

Component: Administrative Services

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Component Mission

The mission of the Division of Administrative Services is to provide support services for departmental programs.

Component Services Provided

The Administrative Services Division is comprised of three sections. The Human Resource Section provides centralized personnel and payroll services to the line divisions and other agencies organizationally tied to the department for administrative purposes. The Fiscal/Budget/Procurement Section serves as the general accounting section for the Department and is responsible for budget preparation, expenditure projections, accounts payable, travel accounting, records management, contract administration and general accounting transactions. The section also implements the department's purchasing policies and is responsible for general supply support, lease management and property control. The Information Technology Team (ITT) is responsible for programming and maintenance support for department-wide information systems. All data processing equipment and software purchases are reviewed and approved by the data processing manager to ensure conformity with the Department's established standards and long term plans.

Component Goals and Strategies

Ensure that the department is in compliance with all administrative requirements mandated by statutes, regulation, collective bargaining agreements, and administrative policies and procedures.

FISCAL/BUDGET/PROCUREMENT
  Ensure appropriations are not overspent.
  Ensure no supplemental appropriations will be necessary due to financial mismanagement.
  Ensure restricted revenues are posted timely and accurately.
  Ensure expenditures are processed in conformity with statutes, regulations, and the Administrative Manual.

Pay vendors promptly and accurately
  Pay venders within 30 days so there are no interest payments.

Review department contracts to ensure they are processed in conformity with statutes, regulations, and the Administrative Manual.
  Ensure no justifiable protests or audit exceptions will occur.

Ensure that the department budgets are accurate, uniform, and timely.
  Budgets will be submitted by required deadlines.
  No major budget revisions will occur due to technical errors.

Ensure that necessary budget changes are processed throughout the year.
  Review and recommend action on revised program requests within three days of receipt of request.

Expedite the delivery of needed supplies and equipment and maximize purchasing dollars.
  Provide for purchasing of supplies, and negotiating quantity discounts and other discounts to reduce supply/equipment costs.
  Fully implement procurement card program in the department.

Effectively screen procurement requests.
  Ensure adherence to policies on data processing hardware/software standards.
  Ensure no justifiable protests will occur.

Process space requests effectively and assure adherence to State/ADA space standards.
  Centralize information pertaining to departmental space availability and uses of space so better management decisions can be made.
  Maintain file of updated floor plans.

Expedite purchases over $50,000 in accordance with delegated purchasing levels.
  Negotiate terms and conditions for purchases providing maximum benefit to the Department.

PROPERTY
Maintain Revenue's equipment and improve reporting time frames for inventory status in compliance with statutory requirements.
  Update property control listings on a continual basis.
  Complete all inventory status reports by end of fiscal year.
  Conduct and reconcile yearly property inventory.

HUMAN RESOURCES SECTION
Ensure compliance with personnel rules, contractual regulations, and affirmative action measures.
  Enter into Letters of Agreement (LOA) as appropriate under delegated authority.
  Allow no illegal hires or promotions.
  Less than 1/3rd of grievances or complaints will be overturned by the Department of Administration or an arbitrator.

Ensure accurate and timely payroll, personnel and leave processing/accounting.
  Generate personnel action actions within applicable pay period with less than a 2% error rate.
  Process family leave entitlements with a 100% accuracy rate and within two working days of request to invoke.
  Have no penalty pay charges assessed.
  Audit 100% of employee leave and pay records semi-monthly.

Enhance knowledge of human resource topics for departmental employees.
  Administer two (2) supervisory courses.
  Administer one (1) family leave course.
  Develop a minimum of two (2) policies and procedures.

Improve miscellaneous services.
  Process employment verifications within 5 working days.
  Approve non-permanent positions within 3 working days.
  Process all classification requests within 30 days.

Ensure timely employee assessments.
  Notify divisions of impending performance evaluations no later than 30 days in advance of due date.
  Notify divisions of performance evaluations that are due and overdue on a monthly basis.

Participate with the Department of Administration in efforts to improve recruitment and retention issues.
  Attend workshops on workforce planning, succession, and retention.
  Join workgroups or committees to assist in problem resolution.

INFORMATION TECHNOLOGY TEAM (ITT)
Continue to provide secure, reliable, state of the art WAN services within the department.
  Thoroughly evaluate and test all updates prior to implementation.
  Ensure all software and hardware is thoroughly evaluated, tested, installed, and distributed in timely manner.

Maintain maximum continuous unscheduled down downtime of database, web, print, and file servers at less than 2 hours per month during business hours.

Continue to monitor database and user file space requirement growth rates so additional disk drive space can be planned and implemented before requirements become critical.

Continue to enhance our Internet web home page to provide the most commonly requested information to the public.

Continue to monitor usage of the various pages to determine which attributes are most beneficial to users, and make that information available to each division's web designers.

Review on-line and phone recommendations addressed to the web-master.

Encourage efficient resource use and reduce the number of client service requests due to poor client knowledge.

Provide in-house training sessions during the fiscal year.

Key Component Issues for FY2001 – 2002

· The Administrative Services Division continues to implement its cost allocation plan which was designed to accurately charge DOR divisions for their properly allocated share of ASD costs. The advantage to this plan is that all divisions receive a more equitable share of costs in proportion to the services they receive. In doing this allocation, ASD has been able to reduce some general fund expenditures by properly reallocating costs to non-general fund agencies.

· Rental costs for the 11th floor of the State Office Building will increase $21.0 in FY2002.

Major Component Accomplishments for FY2000

 · Completed full classification revisions for the Tax Technician series and the Permanent Fund Dividend Technician/Specialist series.

· Implemented department wide security policy through the coordination, installation and configuration of four highly sophisticated, state of the art firewall systems located in Fairbanks, Anchorage and Juneau.

· Upgraded data processing equipment and expanded data capacity.

Statutory and Regulatory Authority

AS 36.30
AS 37.05.030
AS 37.05.130-140
AS 37.10
AS 39.20.330
AS 39.25.150(23)
AS 43.05.010(2)
AS 43.23.055
2 AAC 07.930

Key Performance Measures for FY2002

Measure: The percentage of employee grievances that are overturned by a hearing officer from the Department of Administration or by an arbitrator.
(Developed jointly with Legislature in FY2000.)

Current Status:
A log will be maintained to track the number of grievances overturned by an arbitrator.

Measure: The percentage of employee complaints and grievances filed at the department level that are resolved at that level.
(Developed jointly with Legislature in FY2000.)

Current Status:
Log will be kept on grievance filings and their outcome.

Measure: The cost of Administrative Services as compared to total personnel costs for the department.
(Developed jointly with Legislature in FY2000.)

Current Status:
Total FY2001 Admin. Services Budget $1,054.2
Total FY2001 Dept. Personal Service $46,408.6

Admin. Services total budget is 2.28% of total agency personal services.

Measure: The number of late penalties assessed for payroll or vendor payment.
(Developed jointly with Legislature in FY2000.)

Current Status:
A copy of penalty pay documents will be kept on file with notation if penalty pay was issued.

Measure: The number of audit exceptions resolved for the department.
(Developed jointly with Legislature in FY2000.)

Current Status:
A log will be maintained to track the number of audit exceptions resolved for the department.

Status of FY2001 Performance Measures

	Achieved	On track	Too soon to tell	Not likely to achieve	Needs modification
• The percentage of grievances that are overturned by a hearing officer from the Department of Administration or by an arbitrator			X		
• The percentage of employee complaints and grievances filed at the department level that are resolved at that level.			X		
• The cost of Administrative Services as compared to total personnel costs for the department.			X		
• The number of late penalties assessed for payroll or vendor payment.			X		
• The number of audit exceptions resolved for the department.			X		

Administrative Services

Component Financial Summary

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	911.9	959.4	953.3
72000 Travel	5.6	7.5	7.5
73000 Contractual	81.2	94.6	94.6
74000 Supplies	27.9	17.0	17.0
75000 Equipment	1.2	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	**1,027.8**	**1,078.5**	**1,072.4**
Funding Sources:			
1004 General Fund Receipts	416.0	365.0	372.1
1007 Inter-Agency Receipts	312.5	407.5	371.2
1053 Investment Loss Trust Fund	0.0	9.9	0.0
1133 Indirect Cost Reimbursement	299.3	296.1	329.1
Funding Totals	**1,027.8**	**1,078.5**	**1,072.4**

Estimated Revenue Collections

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
Unrestricted Revenues						
None.		0.0	0.0	0.0	0.0	0.0
Unrestricted Total		**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
Restricted Revenues						
Interagency Receipts	51015	312.5	407.5	407.5	371.2	375.0
UA Indirect Cost Recovery	51115	299.3	296.1	296.1	329.1	330.0
Investment Loss Trust Fund	51393	0.0	9.9	9.9	0.0	0.0
Restricted Total		**611.8**	**713.5**	**713.5**	**700.3**	**705.0**
Total Estimated Revenues		**611.8**	**713.5**	**713.5**	**700.3**	**705.0**

Administrative Services

Proposed Changes in Levels of Service for FY2002

No anticipated service changes

Summary of Component Budget Changes

From FY2001 Authorized to FY2002 Governor

All dollars in thousands

	General Funds	Federal Funds	Other Funds	Total Funds
FY2001 Authorized	**374.9**	**296.1**	**407.5**	**1,078.5**
Adjustments which will continue current level of service:				
-Year 2 Labor Costs - Net Change from FY2001	-2.8	-2.2	-1.1	-6.1
-Fund Source Change Due to Cost Allocation Plan	0.0	35.2	-35.2	0.0
FY2002 Governor	**372.1**	**329.1**	**371.2**	**1,072.4**

Administrative Services

Personal Services Information

Authorized Positions			Personal Services Costs	
	FY2001 **Authorized**	**FY2002** **Governor**	Annual Salaries	726,418
Full-time	16	16	COLA	13,434
Part-time	0	0	Premium Pay	3,446
Nonpermanent	0	0	Annual Benefits	239,915
			Less 3.04% Vacancy Factor	(29,913)
			Lump Sum Premium Pay	0
Totals	**16**	**16**	**Total Personal Services**	**953,300**

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant IV	0	0	1	0	1
Accounting Tech III	0	0	2	0	2
Administrative Clerk II	0	0	1	0	1
Administrative Manager I	0	0	1	0	1
Data Processing Mgr I	0	0	1	0	1
Division Director	0	0	1	0	1
Human Resources Mgr II	0	0	1	0	1
Micro/Network Spec I	0	0	1	0	1
Micro/Network Tech II	0	0	1	0	1
Personnel Asst I	0	0	3	0	3
Personnel Asst II	0	0	1	0	1
Personnel Specialist I	0	0	1	0	1
Procurement Spec II	0	0	1	0	1
Totals	**0**	**0**	**16**	**0**	**16**