

State of Alaska FY2004 Governor's Operating Budget

Department of Administration Centralized Administrative Services Budget Request Unit Budget Summary

Centralized Administrative Services Budget Request Unit

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BRU Mission

To provide cost effective centralized administrative and management support services for all state agencies, and to work with agencies in all branches of state government to assure the effective, efficient, and economical delivery of public services to Alaskans.

(Mission statement for this BRU was not provided in CH124, SLA2002).

BRU Services Provided

Commissioner's Office

- Management and oversight of DOA services to state agencies and services to the public
- Liaison with the Governor's Office and the Legislature
- Labor relations services

Tax Appeals

- Oil tax administrative appeals
- Procurement administrative appeals
- Longevity Bonus administrative appeals

Administrative Services

- Provide centralized procurement, accounting, personnel, and payroll support to divisions
- Budget development and liaison with Office of Management & Budget and the Legislature
- Oversee department business management practices to assure compliance with state and federal rules; coordinate Legislative and OMB audits of DOA programs
- Provide management of the DOA Information Technology Support program

DOA Information Technology Support

- Comprehensive around-the-clock centralized desktop computer support for the entire department
- Maintenance of the department network
- Analysis of software and hardware product requirements and enhancements
- Liaison with the Information Technology Group

Finance

- Accounting services
- State Annual Financial Report

Personnel

- Recruitment for new employees
- Classification of state jobs
- Training of state employees

General Services

- Purchasing
- Property Management
- Leasing

Retirement & Benefits

- Retirement system administration
- Benefit program administration
- Health and life insurance program administration

BRU Goals and Strategies

CONTINUE TO PURSUE ADDITIONAL OPPORTUNITIES FOR INNOVATIVE, EFFICIENT AND EFFECTIVE DELIVERY OF STATE SERVICES AND PROGRAMS

- Integrate mainframe computing systems and Internet technology

- Implement state purchasing card program and a new improved travel card program
- Design and implement an electronic strategy and standard for statewide procurement and other transactions
- Enable and support state agencies' efforts to conduct state business electronically

Key BRU Issues for FY2003 – 2004

See components

Major BRU Accomplishments in 2002

See components

Key Performance Measures for FY2004

Measure:

Percentage of divisions within the department that require an unanticipated supplemental budget increase.

Sec 4 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The target for this performance measure is that no unanticipated supplemental budget increases be needed.

Benchmark Comparisons:

The Department of Administration has not recently requested a GF supplemental budget increase that was not anticipated prior to the start of the affected fiscal year.

Background and Strategies:

The department will continue to avoid the need for unanticipated supplemental budget increases.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.

Sec 4 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2002 the Commissioner's Office responded to 235 complaints and questions. The average response time was 6.6 days. During the first three months of FY2003 the Commissioner's Office responded to 54 complaints and questions. The average response time was 6.9 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration will continue to respond to complaints and questions in as timely a manner as possible.

Measure:

Number of work initiatives implemented that resulted in more efficient ways to perform the department's mission compared to the prior years.

Sec 4 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

We are currently unable to report on this performance measure.

Benchmark Comparisons:

We are currently unable to report on this performance measure.

Background and Strategies:

We are currently unable to report on this performance measure.

Measure:

Innovative ways the department uses to improve the state's compliance with the merit system requirement while reducing costs.

Sec 4 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

We are currently unable to report on this performance measure.

Benchmark Comparisons:

We are currently unable to report on this performance measure.

Background and Strategies:

We are currently unable to report on this performance measure.

Measure:

The percentage of change when compared to the prior fiscal year in the average cost for each appeal.

Sec 5 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The average cost, as measured by the number of hours of spent on each appeal, of each appeal during the period January 1, 2001 through June 30, 2001 is as follows:

Tax appeals - 30 hours;
Insurance/Securities appeals - 21.5 hours;
Procurement and other DOA appeals - 24 hours.

For the period July 1, 2001 through December 31, 2001 the average cost is as follows:

Tax appeals - 26 hours;
Insurance/Securities - 15 hours;
Procurement and other DOA appeals - 32 hours.

For the period January 1, 2002 through June 30, 2002 the average cost is as follows:

Tax appeals - 85 hours;
Insurance/Securities - No cases closed;
Procurement appeals 24 hours
Other appeals from DOA and DEC - 160 hours.

For the period July 1, 2002 through September 30, 2002 the average cost is as follows:

Tax appeals - 10 hours;
Insurance/Securities - No cases closed;
Procurement appeals 20 hours
Other appeals from DOA and DEC - No cases closed.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Office of Tax Appeals will continue to handle appeals in a timely manner.

Measure:

The percentage of change in the average time for each appeal when compared to the prior fiscal year and for each type of appeal.

Sec 5 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During the period January 1, 2001 through June 30, 2001 the average time for each appeal was as follows:

Tax appeals--12.2 months;
Insurance/Securities appeals--2.5 months;
Procurement and other DOA appeals--3.2 months. (Based on appeals that were resolved by decision or final order during this period.)

For the period July 1, 2001 through December 31, 2001 the average time for each appeal was as follows:

Tax appeals--11.5 months;
Insurance/Securities appeals--4.5 months;
Procurement and other DOA appeals--3.6 months. (Based on appeals that were resolved by decision or final order during this period.)

For the period January 1, through June 30, 2002 the average time for each appeal was as follows:

Tax appeals--9.5 months;
Insurance/Securities appeals--no cases closed;
Procurement appeals 1.7 months
Other appeals from DOA and DEC--14.8 months. (Based on appeals that were resolved by decision or final order during this period.)

For the period July 1, through September 30, 2002 the average time for each appeal was as follows:

Tax appeals--4.0 months;
Insurance/Securities appeals--no cases closed;
Procurement appeals 2.6 months
Other appeals from DOA and DEC--no cases closed

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Office of Tax Appeals will continue to handle appeals in a timely manner.

Measure:

The percentage of participants in appeals who, when surveyed, believed they were treated fairly.

Sec 5 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The necessary survey for this performance measure will be conducted for the entire FY2003 at the conclusion of the year.

Benchmark Comparisons:

We have no benchmark information for this performance measure.

Background and Strategies:

The necessary survey for this performance measure will be conducted for the entire FY2003 at the conclusion of the year.

Measure:

The percentage of change when compared to the prior fiscal year of costs for administrative services.

Sec 6 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The actual cost of Administrative Services for FY2001 (not including DOA-IT) was \$1,572.3; total personal services costs for the department for FY2001 was \$78,100.3. The cost of Administrative Services represents 2.01% of the department's personal services costs.

The actual cost of Administrative Services for FY2002 (not including DOA-IT) was \$1,649.1; total personal services costs for the department for FY2002 was 81,059.7. The cost of Administrative Services represents 2.03 % of the department's personal services costs.

When compared to FY2001, the cost of Administrative Services for FY2002 was increased by 5%.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Department of Administration will continue to operate its Administrative Services division as efficiently as possible.

Measure:

The percentage of change when compared to the prior fiscal year in the number of departmental employee grievances compared to all state department grievances;

Sec 6 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The number of employee grievances filed during FY2001 was 367. The total for the Department of Administration (DOA) during that period was 27. DOA's grievances amounted to 7.4% of the overall total.

The number of employee grievances filed during FY2002 was 277. The total for DOA was 14. DOA's grievances amounted to 5.1% of the overall total.

The number of employee grievances filed during the first quarter of FY2003 was 67. The total for DOA was 2. DOA's grievances amounted to 3.0% of the total.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Department of Administration will continue to work to keep employee grievances to a minimum.

Measure:

The percentage of change when compared to the prior fiscal year in the number of late vendor payments compared to the total number of vendor payments.

Sec 6 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2001 DOA took an average of 22.0 days to process vendor payments.

During FY2002 DOA took an average of 22.5 days to process vendor payments.

During the first quarter of FY2003 DOA took an average of 23.3 days to process vendor payments.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Administrative Services will continue to process vendor payments in a timely manner.

Measure:

The average response time for desktop support.

Sec 6 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

We currently has no data for this performance measure.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration Information Technology Support group will continue to respond to requests in as timely a manner as possible.

Measure:

The average length of time to complete the work requested from desktop support.

Sec 6 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the response times for desktop support were as follows: 1,496 work requests were completed. 55% were completed the same day the request was received, 24% were completed in one to five days, and 21% were completed in six days or more.

For the period July 1, 2001 through September 30, 2001 861 work requests were completed. 51% were completed the same day the request was received, 25% were completed in one to five days, and 24% were completed in six days or more.

For the period October 1, through December 31, 2001 677 work requests were completed. 46% were completed the same day, 28% from 1 to 5 days, and 26% 6 days or more.

For the period Jan 1, through March 31, 2002 834 work requests were completed. 42.7% were completed the same day, 29.3% from 1 to 5 days, and 27% 6 days or more.

For the period April 1 through June 30, 2002 655 work requests were completed. 34% were completed the same day, 34.6% from 1 to 5 days, and 30.9% 6 days or more.

For the period July 1, through Sept. 30 of 2002 758 work requests were completed. 46.9% were completed the same day, 26.7% from 1 to 5 days, and 26.4% 6 days or more.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration Information Technology Support group will continue to complete work requests in as timely a manner as possible.

Measure:

The percent of late reimbursement payments made to employees.

Sec Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

All employee reimbursement payments are made timely.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration Division of Administrative Services will continue to make reimbursement payments in as timely a manner as possible.

Measure:

The change in the amount and percentages of penalty pay for the state's central payroll.

Sec 7 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The penalty pay for the period January 1, 2001 through June 30, 2001 was \$400.00.

No penalty payments were incurred or made during FY2002.

During the first three months of FY2003 no penalty payments were incurred or made.

Benchmark Comparisons:

We have no benchmark information for this performance measure.

Background and Strategies:

The Department of Administration will continue to work to processing payroll timely.

Measure:

The change in the number of audit exceptions.

Sec 7 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

The number of audit exceptions for FY2001 was 3.

The number of audit exceptions for FY2002 was 2.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Finance will continue to work to minimize audit exceptions.

Measure:

The change in the down time for the Alaska Statewide Accounting System and the Alaska Statewide Payroll System.

Sec 7 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001, the down time for the Alaska Statewide Accounting System (AKSAS) and the Alaska Statewide Payroll System (AKPAY) was as follows:

AKSAS - less than 1%;

AKPAY - 1.1%.

For FY2002, the down time for AKSAS and AKPAY was as follows:

AKSAS - less than 1%

AKPAY - less than 1%

For the first quarter the down time for each system is less than 1%.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Finance will continue to work to minimize down time for both AKSAS and AKPAY.

Measure:

The percentage of change when compared to the prior fiscal year in the grievance arbitrations won.

Sec 8 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

Grievance arbitration statistics for FY2001 are as follows:

Total Cases	Won	Lost	Split	Percent Won
11	7	2	2	72%

Grievance arbitration statistics for FY2002 are as follows:

Total Cases	Won	Lost	Split	Percent Won
14	9	3	2	71

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Personnel will continue to work to provide excellent representation for the State in grievance arbitrations.

Measure:

The number of employment discrimination complaints from state employees received by the State Commission for Human Rights as a percentage of the total number of state employees and the percentage of complaints of employment discrimination filed with the commission that allege discrimination by the state.

Sec 8 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2002 41 employment discrimination complaints were received from state employees. During that time, 375 complaints in total were received by the Human Rights Commission. The total number of full time state employees in FY2002 of agencies from whom complaints are received is 16,282.

During the first quarter of FY2003 8 employment discrimination complaints were received from state employees. During that time 123 complaints in total were received by the Human Rights Commission. The total number of full time state employees in FY2003 of agencies from whom complaints are received is 16,820.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The percentage of change when compared to the prior fiscal year in the down time in the availability of Workplace Alaska.

Sec 8 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2001, Workplace Alaska experienced unscheduled downtime of 1,841 minutes.

During FY2002 Workplace Alaska experienced unscheduled downtime of 2,477 minutes.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

Workplace Alaska is the State's online recruiting tool for all State of Alaska employment opportunities. It is important that the system be available at all times for the use of potential employees. Unscheduled downtime is defined as when the system is unavailable due to unforeseen problems and technical difficulties.

The Division of Personnel will continue to work to minimize down time of the Workplace Alaska system.

Measure:

The percentage of change in the length of time taken to settle disputed classification actions compared to the time required in previous years.

Sec 8 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2001, 25 requests to resolve disputed classification actions were received from the General Government Unit (GGU). During that time, four were received from the Supervisory Unit (SU). The average response time was 23 days.

During FY2002, 35 requests to resolve disputed classification actions were received from the GGU. During that time, 7 were received from the SU. The average response time was approximately 40 days.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Personnel will continue to work to respond to disputed classification actions in as timely a manner as possible.

Measure:

The percentage of change when compared to the prior fiscal year in the number of violations of procurement codes.

Sec 9 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2001 13 violations occurred.

During FY2002, 17 violations occurred.

During the first quarter of FY2003 nine violations have occurred.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of General Services will continue to provide procurement training to state agencies.

Measure:

The money saved through the use of master contracts.

Sec 9 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

During FY2001 the amount of money saved through the use of master contracts was \$8,440,846. For FY2002 the amount saved was \$8,321,044. During the first quarter of FY2003 the amount saved was \$2,849,337.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of General Services will continue to use master contracts to achieve the maximum savings possible.

Measure:

The length of time taken to process appointments to retirement.

Sec 10 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 (second half of FY2001) the average length of time taken to process appointments to retirement was 21.7 days.

For FY2002 the processing of retirement appointments averaged 30.6 days.

For the first quarter of FY2003 the processing of retirement appointments averaged 24.6 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to process appointments to retirement in a timely manner.

Measure:

The number of health insurance reimbursement complaints.

Sec 10 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 (second half of FY2001) the number of health insurance reimbursement complaints was 25.

For FY2002 the number was 34.

For the first quarter of FY2003 the number was 7.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to work to keep health insurance complaints to a minimum.

Measure:

The average length of time taken to process health care claims.

Sec 10 Ch 124 SLA 2002(HB 515)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 (second half of FY2001) the average length of time taken to process health care claims was 11.6 days.

For FY2002 the average length of time was 9.5 days.

For the first quarter of FY2003 the average time was 9.0 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to work to ensure that health care claims are processed in as timely a manner as possible.

Centralized Administrative Services
BRU Financial Summary by Component

All dollars in thousands

	FY2002 Actuals				FY2003 Authorized				FY2004 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
<u>Formula Expenditures</u>	None.											
<u>Non-Formula Expenditures</u>												
Office of the Commissioner	132.8	0.0	473.5	606.3	0.0	0.0	0.0	0.0	232.8	0.0	356.7	589.5
Tax Appeals	200.5	0.0	27.0	227.5	183.2	0.0	41.0	224.2	183.9	0.0	41.3	225.2
Administrative Services	101.6	0.0	1,547.5	1,649.1	75.0	0.0	1,502.4	1,577.4	0.0	0.0	1,057.8	1,057.8
DOA Info Tech Support	2.9	0.0	1,120.8	1,123.7	0.0	0.0	1,163.2	1,163.2	0.0	0.0	925.5	925.5
Finance	4,661.2	0.0	1,251.5	5,912.7	4,661.9	0.0	1,376.7	6,038.6	4,665.3	0.0	1,514.9	6,180.2
Personnel	2,054.4	0.0	364.2	2,418.6	1,876.6	0.0	587.2	2,463.8	1,815.6	0.0	827.0	2,642.6
Labor Relations	863.0	0.0	0.0	863.0	1,339.1	0.0	0.0	1,339.1	953.1	0.0	130.0	1,083.1
Purchasing	999.7	0.0	76.6	1,076.3	1,003.0	0.0	0.0	1,003.0	1,004.2	0.0	0.0	1,004.2
Property Management	422.1	282.8	0.0	704.9	411.7	409.5	0.0	821.2	411.7	475.7	0.0	887.4
Central Mail	0.0	0.0	1,073.1	1,073.1	0.0	0.0	1,139.5	1,139.5	0.0	0.0	1,348.1	1,348.1
Retirement and Benefits	0.0	0.0	10,109.8	10,109.8	0.0	0.0	11,263.8	11,263.8	0.0	0.0	11,339.6	11,339.6
Group Health Insurance	0.0	0.0	11,099.0	11,099.0	0.0	0.0	14,371.6	14,371.6	0.0	0.0	14,371.6	14,371.6
Labor Agreements	50.0	0.0	0.0	50.0	50.0	0.0	0.0	50.0	50.0	0.0	0.0	50.0
Misc Items												
Totals	9,488.2	282.8	27,143.0	36,914.0	9,600.5	409.5	31,445.4	41,455.4	9,316.6	475.7	31,912.5	41,704.8

Centralized Administrative Services
Proposed Changes in Levels of Service for FY2004

See components.

Centralized Administrative Services
Summary of BRU Budget Changes by Component
From FY2003 Authorized to FY2004 Governor

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2003 Authorized	9,600.5	409.5	31,445.4	41,455.4
Adjustments which will continue current level of service:				
-Office of the Commissioner	113.1	0.0	2.7	115.8
-Tax Appeals	0.7	0.0	0.3	1.0
-Administrative Services	0.0	0.0	-444.6	-444.6
-DOA Info Tech Support	0.0	0.0	-237.7	-237.7
-Finance	3.4	0.0	0.0	3.4
-Personnel	189.0	0.0	0.9	189.9
-Labor Relations	-336.0	0.0	0.0	-336.0
-Purchasing	1.2	0.0	0.0	1.2
-Property Management	0.0	1.2	0.0	1.2
-Central Mail	0.0	0.0	3.6	3.6
-Retirement and Benefits	0.0	0.0	75.8	75.8
Proposed budget decreases:				
-Office of the Commissioner	-13.3	0.0	0.0	-13.3
-Administrative Services	-75.0	0.0	0.0	-75.0
-Personnel	-250.0	0.0	0.0	-250.0
-Labor Relations	-50.0	0.0	0.0	-50.0
Proposed budget increases:				
-Finance	0.0	0.0	138.2	138.2
-Personnel	0.0	0.0	238.9	238.9
-Labor Relations	0.0	0.0	130.0	130.0
-Property Management	0.0	65.0	0.0	65.0
-Central Mail	0.0	0.0	205.0	205.0
FY2004 Governor	9,316.6	475.7	31,912.5	41,704.8