

**State of Alaska
FY2006 Governor's Operating Budget**

**Department of Revenue
Administrative Services
Component Budget Summary**

Component: Administrative Services

Contribution to Department's Mission

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

Core Services

- Financial accounting
- Budget development
- Certification of financial transactions
- Professional and non-professional services procurement
- Financial management and contract administration of Stranded Gas and Alaska Natural Gas Development Authority projects.
- State property management
- Records management
- Desk top network and other computer services
- IT server administration
- Provide network security
- Departmental web services
- Department IT planning services
- Staff development and structure reorganization support

End Results	Strategies to Achieve Results
<p>A: Increase customer satisfaction.</p> <p><u>Target #1:</u> 90% of respondents rate service 4 out of 5 on a scale of 5.</p> <p><u>Measure #1:</u> Percentage of respondents rating service 4 out of 5 on a scale of 5 in the areas that Administrative Services has purview over: budget, finance/accounting, information technology and procurement.</p>	<p>A1: Ensure federal and state requirements for expenditures are met.</p> <p><u>Target #1:</u> No over-expenditure of budget.</p> <p><u>Measure #1:</u> Percent of funds spent.</p> <p><u>Target #2:</u> Zero audit exceptions.</p> <p><u>Measure #2:</u> Number of audit exceptions.</p> <p>A2: Improve data processing services.</p> <p><u>Target #1:</u> 90% of customers rate Information Technology (IT) help desk response 4 out of 5 on a 5 point scale.</p> <p><u>Measure #1:</u> Percent of customers who rate timely IT help desk response 4 out of 5 on a 5 point scale.</p> <p>A3: Improve procurement services.</p> <p><u>Target #1:</u> Zero procurement violations.</p> <p><u>Measure #1:</u> Number of procurement violations.</p>

FY2006 Resources Allocated to Achieve Results

FY2006 Component Budget: \$1,323,600	Personnel:	
	Full time	11
	Part time	1
	Total	12

Performance Measure Detail

A: Result - Increase customer satisfaction.

Target #1: 90% of respondents rate service 4 out of 5 on a scale of 5.

Measure #1: Percentage of respondents rating service 4 out of 5 on a scale of 5 in the areas that Administrative Services has purview over: budget, finance/accounting, information technology and procurement.

A1: Strategy - Ensure federal and state requirements for expenditures are met.

Target #1: No over-expenditure of budget.

Measure #1: Percent of funds spent.

Target #2: Zero audit exceptions.

Measure #2: Number of audit exceptions.

Audit Findings

Fiscal Year	YTD
FY1999	6
FY2000	5
FY2001	3
FY2002	2
FY2003	0
FY2004	Target: 0

Analysis of results and challenges: The division is using audit findings as a proxy to ensure that federal and state requirements for expenditures are met. There has been improvement in this area as can be seen in the table.

A2: Strategy - Improve data processing services.

Target #1: 90% of customers rate Information Technology (IT) help desk response 4 out of 5 on a 5 point scale.

Measure #1: Percent of customers who rate timely IT help desk response 4 out of 5 on a 5 point scale.

Analysis of results and challenges: The help desk function has the most impact on the daily performance of Department of Revenue's staff and managers' ability to use technology to more effectively accomplish their tasks. The customer's perception of the quality of services will serve to improve the service. The division hopes to conduct a base-line survey in the current fiscal year.

A3: Strategy - Improve procurement services.

Target #1: Zero procurement violations.

Measure #1: Number of procurement violations.

Number of Procurement Violations

Fiscal Year	YTD
FY1999	1
FY2000	1
FY2001	0
FY2002	0
FY2003	0
FY2004	2

Analysis of results and challenges: The Division of Administrative Services plans on monitoring the number of procurement violations to ensure that procurement in the department adheres to state laws, regulations and policies.

Key Component Challenges

- Managing the administrative workload with existing resources.
- Increasing the level of communication between the Division of Administrative Services and divisions and corporations/authorities to ensure excellent customer service is provided.
- Implementation of State Travel Office
- Completion of the MS SQL / Imaging Server. This includes the migration of all databases from Sybase to MS SQL and all PFD Images from Legato to MS SQL.

Significant Changes in Results to be Delivered in FY2006

The Division will continue to support the Department of Revenue divisions, boards, and authorities to assist them in providing the best possible service and end results.

Major Component Accomplishments in 2004

- The Fiscal Section provided extensive training on State travel policy and procedures for department travelers and for those processing travel reimbursements.
- The 2003 State Single Audit was completed with no audit findings for the Department of Revenue.
- Reorganized the fiscal office to provide a higher level of service.
- Reviewed cost allocation plan and made changes to reflect more accurately the budgets and spending levels.
- Upgraded file servers in Anchorage Tax and Commissioner's Office to Active Directory.
- Provided IT services and upgrades with minimal downtime.
- Installed SQL Imaging System.
- Implemented the PFD online filing application.
- Implemented a patch management system for all workstations in ASD, OOC, PFD and Tax Divisions.
- Completed upgrading all workstations in ASD, OOC, PFD and Tax divisions to MS Office XP and MS Outlook mail client.
- Upgraded tape backup hardware and software to accommodate upcoming MS SQL and Imaging systems.
- Completed a Department-wide Controlled Property Inventory.
- Implemented a remote patching software to improve efficiency.
- Eliminated a server in Anchorage and Fairbanks. Staff in these areas now use Terminal server to connect to the server in Juneau.
- Created accounting structures to track and account for Stranded Gas and Alaska Natural Gas Development contract expenditures and third party reimbursements.
- Completed central mail consolidation project.

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

Contact Information
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Administrative Services Component Financial Summary

All dollars shown in thousands

	FY2004 Actuals	FY2005 Management Plan	FY2006 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	799.9	798.0	894.3
72000 Travel	8.8	7.5	7.5
73000 Services	382.3	459.8	404.8
74000 Commodities	10.4	17.0	17.0
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	1,201.4	1,282.3	1,323.6
Funding Sources:			
1004 General Fund Receipts	347.1	134.5	164.2
1007 Inter-Agency Receipts	514.0	488.0	497.5
1133 CSSD Administrative Cost Reimbursement	340.3	659.8	661.9
Funding Totals	1,201.4	1,282.3	1,323.6

Estimated Revenue Collections

Description	Master Revenue Account	FY2004 Actuals	FY2005 Management Plan	FY2006 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	514.0	488.0	497.5
Indirect Cost Reimbursement	51115	340.3	659.8	661.9
Restricted Total		854.3	1,147.8	1,159.4
Total Estimated Revenues		854.3	1,147.8	1,159.4

**Summary of Component Budget Changes
From FY2005 Management Plan to FY2006 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2005 Management Plan	134.5	659.8	488.0	1,282.3
Adjustments which will continue current level of service:				
-FY 05 Bargaining Unit Contract Terms: GGU	0.5	2.1	1.5	4.1
-FY06 Cost Increases for Bargaining Units and Non-Covered Employees	14.3	0.0	8.0	22.3
Proposed budget increases:				
-Human Resources consolidation increased costs	14.9	0.0	0.0	14.9
FY2006 Governor	164.2	661.9	497.5	1,323.6

**Administrative Services
Personal Services Information**

Authorized Positions		Personal Services Costs		
	<u>FY2005</u> <u>Management</u> <u>Plan</u>	<u>FY2006</u> <u>Governor</u>		
Full-time	11	11	Annual Salaries	627,928
Part-time	0	1	COLA	5,244
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	300,010
			<i>Less 2.61% Vacancy Factor</i>	<i>(24,382)</i>
			Lump Sum Premium Pay	0
Totals	11	12	Total Personal Services	908,800

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant III	0	0	1	0	1
Accountant IV	0	0	1	0	1
Accounting Tech II	0	0	1	0	1
Accounting Tech III	0	0	1	0	1
Administrative Clerk III	0	0	1	0	1
Administrative Manager III	0	0	1	0	1
Data Processing Mgr I	0	0	1	0	1
Division Director	0	0	1	0	1
Micro/Network Spec I	0	0	1	0	1
Micro/Network Tech II	1	0	1	0	2
Procurement Spec II	0	0	1	0	1
Totals	1	0	11	0	12