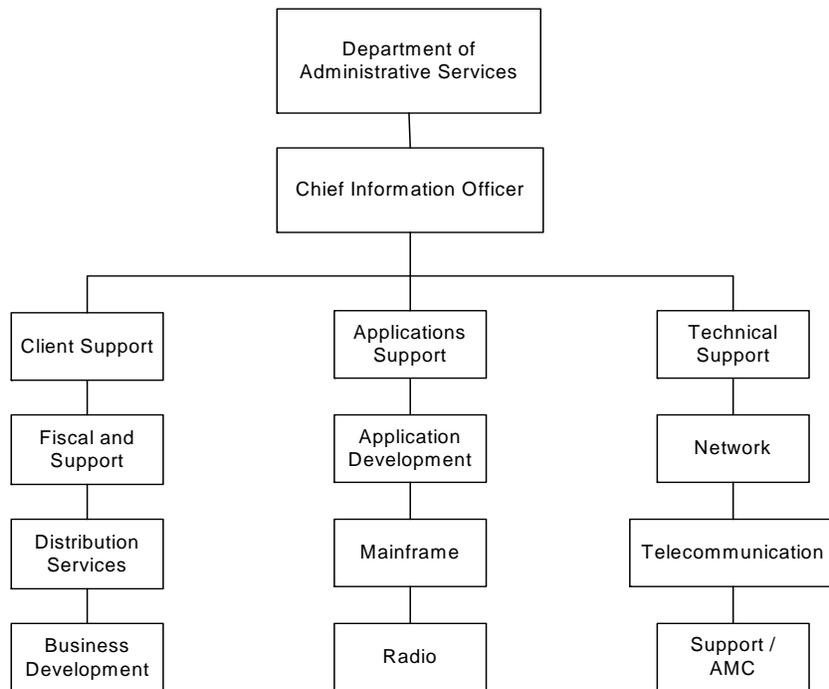


# DAS-INFORMATION MGMT SERV DIV (1160)



## MISSION

It is the mission of the DAS – Information Management Services Division (DAS – IMSD) to exceed user department expectations by providing reliable, timely and innovative information technology (IT) services. DAS - IMSD will achieve its mission through understanding and focusing on user department needs, employing IT best practices and solutions, and effective communication.

## Budget Summary

	2011	2010/2011 Change
<b>Expenditures</b>	16,555,381	256,878
<b>Revenue</b>	16,555,382	1,438,635
<b>Levy</b>	0	(1,181,757)
<b>FTE's</b>	61.1	(1.5)

## OBJECTIVES

- Set priorities based on business drivers of user departments and adapt to changing needs
- Maintain availability of core systems
- Customer service and communication
- Financial stewardship

**COUNTY EXECUTIVE'S 2011 BUDGET**

**DEPT: DAS-Information Mgmt Services Div**

**UNIT NO. 1160**  
**FUND: General - 0001**

**DEPARTMENTAL PROGRAM DESCRIPTION**

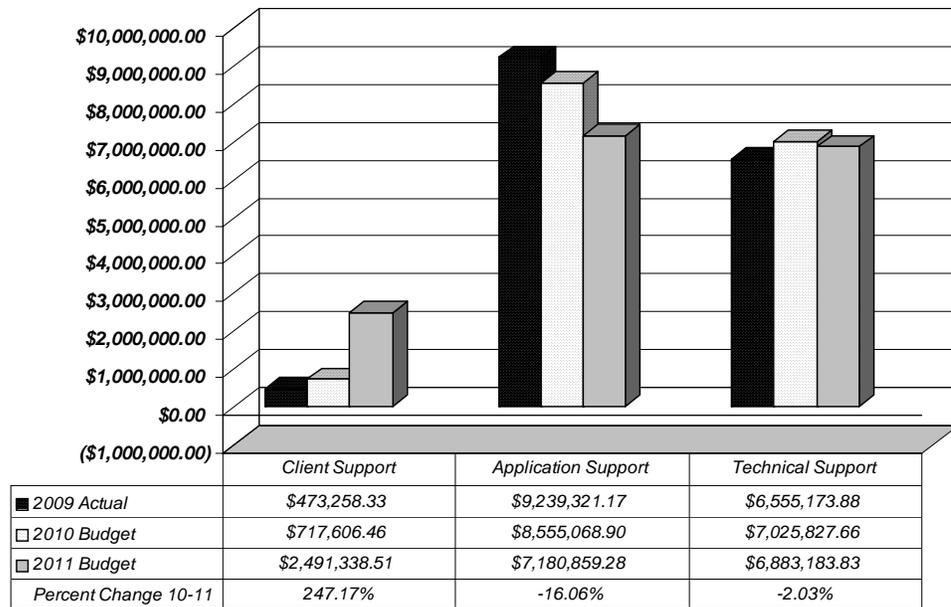
The Information Management Services Division (DAS - IMSD) of the Department of Administrative Services consists of three areas of service: Client Support, Applications Support, and Technical Support.

**Client Support** focuses on the administrative aspect of information technology (IT) services to all Milwaukee County IT users including fiscal and policy compliance, distribution services, and project management.

**Applications Support** focuses on the implementation, management and maintenance of the various Milwaukee County software applications that operate on a variety of information technology (IT) platforms including mainframe, servers, internet, telecommunications and local desktop computers.

**Technical Support** focuses on the implementation, management and maintenance of the Milwaukee County information technology (IT) infrastructure. The IT infrastructure includes the hardware and operating systems for mainframe, servers, internet, telecommunications, and local desktop computers upon which many applications operate.

**Expenditures**



Note: The increase in Client Support Services from 2010 to 2011 relates to a realignment of costs to more accurately reflect the types of services being provided by DAS – IMSD staff.

# COUNTY EXECUTIVE'S 2011 BUDGET

DEPT: DAS-Information Mgmt Services Div

UNIT NO. 1160  
FUND: General - 0001

## 2011 BUDGET

### ***Approach and Priorities***

- Maintain core services to user departments
- Continue to focus on transition away from legacy applications and systems that are highly customized and costly to maintain and support
- Continue to increase collaboration through partnerships with other governmental entities to leverage contractual purchase of services that provide cost savings while maintaining high quality services to County user departments
- Implement best practices to enhance IT services to user departments

### ***Programmatic Impacts***

- The core function of DAS – IMSD is to allow user departments to serve the citizens of Milwaukee County efficiently by offering reliable, timely, and innovative IT services and solutions.

### ***Budget Highlights<sup>1</sup>***

#### ***Wage and Benefit Modifications***

**(\$296,993)**

This budget includes an expenditure reduction of \$296,993 based on the changes described in the non-departmental account for wage and benefit modifications (Org-1972). Because IMSD is an internal service fund, this expenditure reduction is incorporated into IMSD crosscharges to user departments.

#### ***Redistribution of Property Tax Levy and Cost Realignment***

**(\$1,181,756)**

In 2010, the DAS – IMSD budget included \$1,181,756 in levy. In 2011, this levy is removed and DAS – IMSD costs are fully charged out to user departments. This change brings the DAS – IMSD budget into compliance with governmental accounting standards for internal service funds and improves the accuracy of the budget.

Note that this levy is really shifted to the budgets of user departments. Although it represents a reduction in levy in the DAS – IMSD budget, there is no levy savings on a countywide basis.

In addition, for the 2011 budget DAS – IMSD conducted an extensive review of its methodology for calculating crosscharges to user departments. All DAS – IMSD expenses were reviewed and reallocated according to the type of service provided. IT inventory counts were then updated to determine the number of devices in use by each department. Inventory counts are based on the following devices: computers, mainframe IDs, handheld radios and telephone.

#### ***Economic Support Division – State Takeover***

**\$328,318**

IT related services provided to the Department of Health and Human Services (DHHS) for State of Wisconsin administered Economic Support programs are discontinued based upon initial indications from the State Department of Human Services that they will not utilize IMSD services in 2011. Revenue from the State of Wisconsin is reduced \$328,318 to reflect the discontinuation of all IT services for these programs.

#### ***Unfund Two Vacant Positions***

**(\$251,956)**

Personal services expenses are reduced due to the unfunding of two vacant positions: 1.0 FTE of Business Analyst 4 (\$125,978 in salary and active fringe) and 1.0 FTE of Network Applications Specialist 4 (\$125,978 in salary and active fringe).

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<sup>1</sup> For purposes of presentation, a change in levy is identified for each budget highlight, however IMSD's actual levy is \$0 because IMSD's net expense is crosscharged to user departments.

**COUNTY EXECUTIVE'S 2011 BUDGET**

**DEPT: DAS-Information Mgmt Services Div**

**UNIT NO. 1160**  
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**Create 1.0 FTE IT Coordinator – Zoo**

**\$58,480**

One position of IT Coordinator – Zoo is created at a cost of \$58,480 for nine months, including salary and active fringe benefits. Although housed in IMSD, this position will be dedicated exclusively to the Zoo, and will provide primary technical support and training for the Zoo's Point of Sale (POS) system. This position will troubleshoot issues involving wireless connectivity, support file servers and assist in supporting radio devices and frequencies at the Zoo among other duties. All costs related to this position are crosscharged to the Zoo.

**Microsoft Settlement Agreement**

**(\$159,199)**

Revenue of \$159,199 is included in the DAS – IMSD budget to reflect settlement of a class action lawsuit. On March 30, 2007, a settlement was reached in a class action lawsuit that stated Microsoft violated Wisconsin's antitrust and unfair competition laws by overcharging customers for some of its operating systems, word processing, and spreadsheet software.

**Radio Rebanding**

**\$93,100**

The 800 MHz radio rebanding project, mandated by the Federal Communications Commission (FCC), is anticipated to conclude during 2011. This project required that radios be reprogrammed or replaced to eliminate cellular telephone interference with critical public safety communications. Revenue from Sprint/Nextel decreases \$93,100 from the 2010 level to \$30,000 in recognition of the project conclusion.

**Increase in Maintenance and Software Licensing Expense**

**\$322,076**

Total expense for long-term software license and maintenance agreements and other services in 2011 increases by \$322,076 from \$5,074,833 to \$5,396,909. DAS - IMSD will work to reduce these increases through re-negotiation and re-bidding whenever possible.

**Debt and Depreciation**

**\$526,664**

The estimated cost for depreciation included in the DAS – IMSD budget has increased by \$526,664. The depreciation schedule is based on capital expenses, including PC replacement, in prior years and on the useful life of each asset.

<b>BUDGET SUMMARY</b>				
<b>Account Summary</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2011 Budget</b>	<b>2010/2011 Change</b>
Personal Services (w/o EFB)	\$ 5,194,755	\$ 4,555,484	\$ 4,491,015	\$ (64,469)
Employee Fringe Benefits (EFB)	3,311,732	3,727,647	3,272,699	(454,948)
Services	4,122,921	5,074,833	5,396,909	322,076
Commodities	233,295	318,875	281,771	(37,104)
Other Charges	0	0	0	0
Debt & Depreciation	2,476,703	1,815,336	2,342,000	526,664
Capital Outlay	26,674	0	0	0
Capital Contra	(24,351)	0	0	0
County Service Charges	3,846,393	3,484,642	1,254,468	(2,230,174)
Abatements	(2,920,391)	(2,678,314)	(483,481)	2,194,833
<b>Total Expenditures</b>	<b>\$ 16,267,731</b>	<b>\$ 16,298,503</b>	<b>\$ 16,555,381</b>	<b>\$ 256,878</b>
Direct Revenue	371,980	519,820	259,199	(260,621)
State & Federal Revenue	24,450	328,318	246,720	(81,598)
Indirect Revenue	15,978,545	14,268,609	16,049,463	1,780,854
<b>Total Revenue</b>	<b>\$ 16,374,975</b>	<b>\$ 15,116,747</b>	<b>\$ 16,555,382</b>	<b>\$ 1,438,635</b>
<b>Direct Total Tax Levy</b>	<b>(107,244)</b>	<b>1,181,756</b>	<b>(1)</b>	<b>(1,181,757)</b>

**COUNTY EXECUTIVE'S 2011 BUDGET**

**DEPT: DAS-Information Mgmt Services Div**

**UNIT NO. 1160**  
**FUND: General - 0001**

<b>PERSONNEL SUMMARY</b>				
	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2011 Budget</b>	<b>2010/2011 Change</b>
<b>Position Equivalent (Funded)*</b>	81.3	62.6	61.1	(1.5)
<b>% of Gross Wages Funded</b>	95.5	97.0	96.6	(0.4)
<b>Overtime (Dollars)**</b>	\$ 60,022	\$ 73,980	\$ 62,352	\$ (11,628)
<b>Overtime (Equivalent to Position)</b>	0.9	1.1	0.9	(0.2)

\* For 2009 Actuals, the Position Equivalent is the budgeted amount.

\*\* For 2010 and 2011, overtime figures do not include reductions described in Org. Unit 1972. In 2011, this amount equals (\$3,758).

<b>PERSONNEL CHANGES</b>						
<b>Job Title/Classification</b>	<b>Title Code</b>	<b>Action</b>	<b># of Positions</b>	<b>Total FTE</b>	<b>Division</b>	<b>Cost of Positions (Salary Only)</b>
Business Analyst 4	02745	Unfund	0	(1.00)	Client Support	\$ (82,740)
IT Coordinator - Zoo *	Z0009	Create	1	1.00	Personal Computer	46,116
Network Applications Spec 4	65601	Unfund	0	(1.00)	Technical Support	(82,740)
<b>TOTAL</b>						<b>\$ (119,364)</b>

\* This position is funded for nine months only.

<b>ORGANIZATIONAL COST SUMMARY</b>					
<b>DIVISION</b>		<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2011 Budget</b>	<b>2010/2011 Change</b>
Client Support	Expenditure	\$ 473,258	\$ 717,606	\$ 2,491,339	\$ 1,773,732
	Revenue	424,242	436,249	2,491,338	2,055,089
	Tax Levy	\$ 49,016	\$ 281,357	\$ 1	\$ (281,357)
Application Support	Expenditure	\$ 9,239,321	\$ 8,555,069	\$ 7,180,859	\$ (1,374,210)
	Revenue	8,790,262	7,872,572	7,180,859	(691,713)
	Tax Levy	\$ 449,059	\$ 682,497	\$ 0	\$ (682,497)
Technical Support	Expenditure	\$ 6,555,174	\$ 7,025,828	\$ 6,883,184	\$ (142,644)
	Revenue	7,160,475	6,807,926	6,883,185	75,259
	Tax Levy	\$ (605,301)	\$ 217,902	\$ (1)	\$ (217,903)

*All departments are required to operate within their expenditure appropriations and their overall budgets. Pursuant to Section 59.60(12), Wisconsin Statutes, "No payment may be authorized or made and no obligation incurred against the county unless the county has sufficient appropriations for payment. No payment may be made or obligation incurred against an appropriation unless the director first certifies that a sufficient unencumbered balance is or will be available in the appropriation to make the payment or to meet the obligation when it becomes due and payable. An obligation incurred and an authorization of payment in violation of this subsection is void. A county officer who knowingly violates this subsection is jointly and severally liable to the county for the full amount paid. A county employee who knowingly violates this subsection may be removed for cause."*