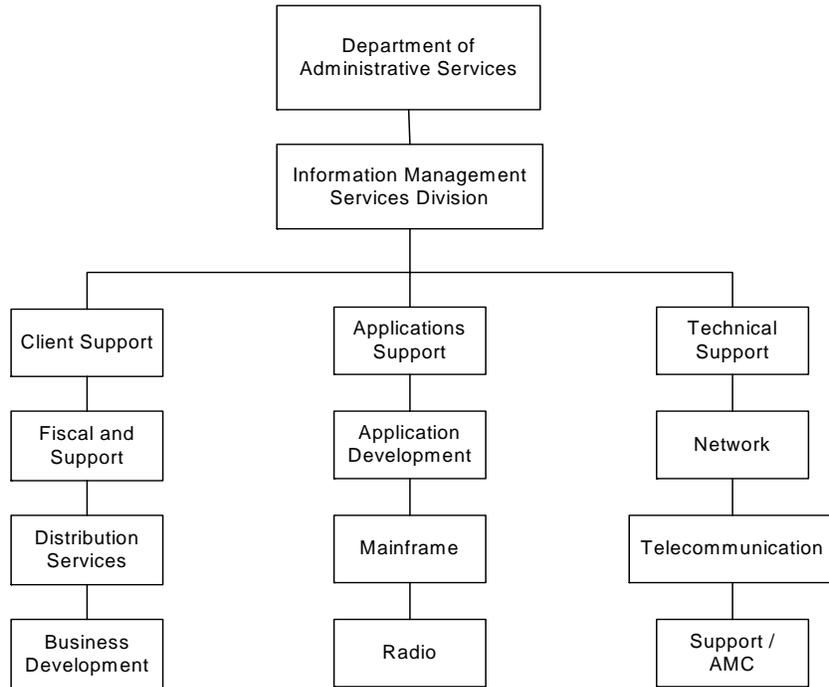


## DAS-INFORMATION MGMT SERV DIV (1160)



### MISSION

It is the mission of the Department of Administrative Services – 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

	2012	2011/2012 Change
<b>Expenditures</b>	15,967,457	(771,527)
<b>Revenue</b>	15,967,457	(771,529)
<b>Levy</b>	0	2
<b>FTE's</b>	58.0	(3.4)

### OBJECTIVES

- Employ innovative technology solutions to reduce cost and drive user department efficiencies
- Responsive customer service and communication
- Financial stewardship

**COUNTY EXECUTIVE'S 2012 BUDGET**

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

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

**DEPARTMENTAL PROGRAM DESCRIPTION**

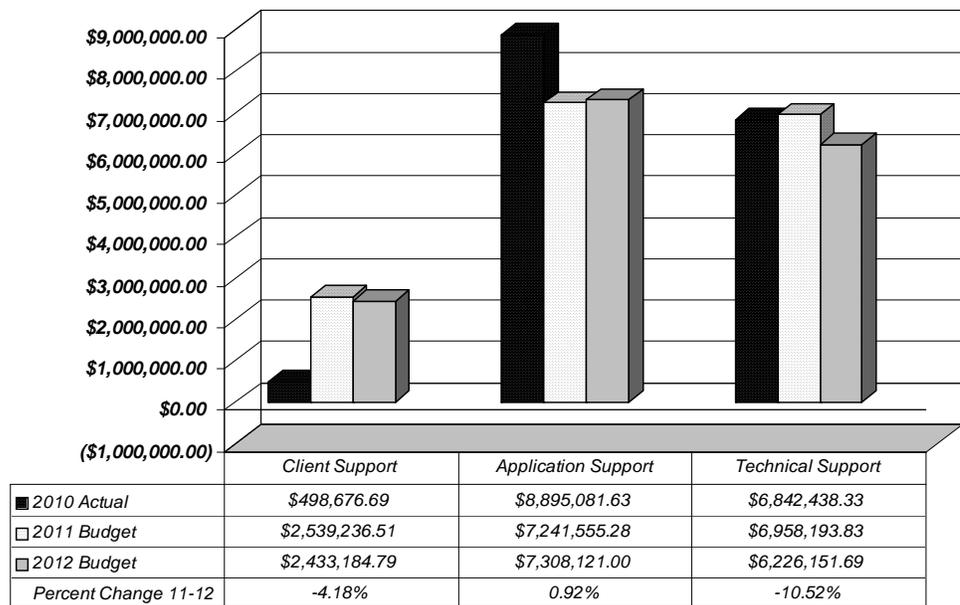
The Information Management Services Division of the Department of Administrative Services consists of three areas of service: Client Support, Applications Support, and Technical Support.

**Client Support** focuses on the administrative aspect of information technology 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 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 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 2012 BUDGET

DEPT: DAS-Information Mgmt Serv Div

UNIT NO. 1160  
FUND: General - 0001

## 2012 BUDGET

### *Approach and Priorities*

- Maintain Core Services: Continuation of core IT services to user departments
- Regional Collaboration: Partner with municipal, state and other government agencies through shared services model
- Business Continuity Framework: Leverage technologies and processes that provide a greater return for systems availability and recovery
- Innovative Solutions: Align IT with business needs to gain overall efficiencies by focusing on innovative, shareable enterprise-class solutions to replace proprietary costly customized applications
- Best Practices: Build an organizational culture where repeatable standards and processes can be applied to continuous service delivery improvements

### *Programmatic Impacts*

- The core function of DAS – IMSD is to deliver reliable, timely, and innovative IT services and solutions to County departments and its citizens.

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

#### ***Services Provided to the State of Wisconsin*** **(\$596,395)**

This budget includes \$596,395 in revenue for the provision of IT related services to the State of Wisconsin provided to the Department of Health Services (DHS) and the Department of Children & Families for State administered economic support programs and the continuation of all IT services for these programs.

#### ***Microsoft Settlement Agreement*** **\$159,199**

Revenue from Microsoft settlement decreases from \$159,199 to zero. This was a revenue source in the 2011 budget reflecting settlement of a class action lawsuit.

#### ***Personnel Changes*** **(\$305,576)**

The following positions are unfunded: 1.0 FTE Network Technical Specialist 4 (\$120,126), 1.0 FTE Communications Spec 3 (\$99,670), 1.0 FTE Accountant IV position (\$83,986) and a vacant 1.0 FTE Network Applications Spec 3 position (\$98,358) for a savings of \$402,140. The following position is created and replaces current contracted personnel in CSS: 1.0 FTE Network Tech CSE, 64 percent of which will cross charge to the Department of Child Support Services (\$73,788 salary & benefit costs, (\$47,224) cross charge). , offset by the addition of \$70,000 in contracted services for a contracted position.

#### ***Maintenance and Software Licensing Expense*** **(\$393,308)**

Total expenditures for long-term software license and maintenance agreements and other services in 2012 increases by \$393,308 due to annual licensing agreement increases involving over 80 applications.

#### ***Facilities Rewiring Project*** **75,242**

Internal Service Revenue is increased by \$75,242 for charges to the capital project W0606 County Rewiring Project for 64 percent of staff time for project implementation.

#### ***Investments in Technology*** **(\$123,558)**

Due to the following changes, expenditures are reduced by \$123,558: Move to a native TCIP/IP environment and eliminating the OSA Adapter (\$20,000); a reduction in licensing costs associated with Milwaukee County's virtual server architecture (\$50,000); and migrating the remaining 4 Oracle databases to SQL server or decommissioning the databases once they are no longer utilized (\$53,558).

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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 2012 BUDGET**

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

**UNIT NO. 1160**  
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**Eliminate Training Funds** **(\$32,500)**

Services expense is reduced by \$32,500 by eliminating department training funds.

**PC Replacement Program** **(\$105,000)**

Commodities expense is reduced by \$85,000 by suspending hardware purchases for the Scheduled PC Replacement Program. Services expense is reduced by \$20,000 by eliminating the contract labor portion of the program. The division will evaluate the use of various technologies to determine the most efficient and economical use of computers at the County.

**Elimination of Step Increases for 2012 for Employees in Certain Pay Grades** **(\$68,819)**

This budget includes an expenditure reduction of \$68,819 based on the elimination of step increases for 2012, as provided for in Chapter 17 of the Milwaukee County General Ordinances, for employees in certain pay grades. (See Appendix B for pay grades affected.)

<b>BUDGET SUMMARY</b>				
<b>Account Summary</b>	<b>2010 Actual</b>	<b>2011 Budget</b>	<b>2012 Budget</b>	<b>2011/2012 Change</b>
Personal Services (w/o EFB)	\$ 3,639,256	\$ 4,512,912	\$ 4,321,678	\$ (191,234)
Employee Fringe Benefits (EFB)	3,967,194	3,434,221	2,816,829	(617,392)
Services	4,948,888	5,396,909	5,610,371	213,462
Commodities	432,415	281,771	234,599	(47,171)
Other Charges	0	0	0	0
Debt & Depreciation	2,339,337	2,342,000	2,342,000	0
Capital Outlay	84,483	0	0	0
Capital Contra	(68,839)	0	0	0
County Service Charges	3,523,218	1,254,653	1,291,539	36,886
Abatements	(2,629,755)	(483,481)	(649,559)	(166,078)
<b>Total Expenditures</b>	<b>\$ 16,236,179</b>	<b>\$ 16,738,986</b>	<b>\$ 15,967,457</b>	<b>\$ (771,527)</b>
Direct Revenue	333,997	259,199	50,000	(209,199)
State & Federal Revenue	1,272,893	246,720	833,795	587,075
Indirect Revenue	14,608,522	16,233,067	15,083,662	(1,149,405)
<b>Total Revenue</b>	<b>\$ 16,215,412</b>	<b>\$ 16,738,986</b>	<b>\$ 15,967,457</b>	<b>\$ (771,529)</b>
<b>Direct Total Tax Levy</b>	<b>20,785</b>	<b>0</b>	<b>0</b>	<b>2</b>

<b>PERSONNEL SUMMARY</b>				
	<b>2010 Actual</b>	<b>2011 Budget</b>	<b>2012 Budget</b>	<b>2011/2012 Change</b>
<b>Position Equivalent (Funded)*</b>	<b>62.6</b>	<b>61.3</b>	<b>58.0</b>	<b>(3.3)</b>
<b>% of Gross Wages Funded</b>	<b>95.5</b>	<b>97.0</b>	<b>96.8</b>	<b>0.0</b>
<b>Overtime (Dollars)</b>	<b>\$ 16,364</b>	<b>\$ 62,352</b>	<b>\$ 28,644</b>	<b>\$ (33,708)</b>
<b>Overtime (Equivalent to Position)</b>	<b>0.2</b>	<b>0.9</b>	<b>0.4</b>	<b>(0.5)</b>

\* For 2010 Actuals, the Position Equivalent is the budgeted amount.

**COUNTY EXECUTIVE'S 2012 BUDGET**

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

**UNIT NO. 1160**  
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<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>
Accountant 4 - NR	4350	Unfund	(1.0)	(1.0)	Fiscal & Support	\$ (55,466)
Network Appls Spec 3	65591	Unfund	(1.0)	(1.0)	Network Apps	(67,104)
Network Tech Spec 2 CSE	65621	Add	1.0	1.0	Applications Support	47,720
Communications Spec 3	65671	Unfund	(1.0)	(1.0)	Telecommunications	(68,168)
Network Tech Spec 4	65641	Unfund	(1.0)	(1.0)	Applications Support	(84,714)
					<b>TOTAL</b>	<b>\$ (227,732)</b>

<b>ORGANIZATIONAL COST SUMMARY</b>					
<b>DIVISION</b>		<b>2010 Actual</b>	<b>2011 Budget</b>	<b>2012 Budget</b>	<b>2011/2012 Change</b>
Client Support	Expenditure	\$ 498,677	\$ 2,539,237	\$ 2,433,185	\$ (106,052)
	Revenue	470,741	2,539,236	2,433,185	(106,051)
	Tax Levy	\$ 27,936	\$ 1	\$ 0	\$ (1)
Application Support	Expenditure	\$ 8,895,082	\$ 7,241,555	\$ 7,308,121	\$ 66,566
	Revenue	7,973,968	7,241,555	7,308,121	66,566
	Tax Levy	\$ 921,114	\$ 0	\$ 0	\$ 0
Technical Support	Expenditure	\$ 6,842,438	\$ 6,958,194	\$ 6,226,152	\$ (732,042)
	Revenue	7,770,702	6,958,195	6,226,152	(732,044)
	Tax Levy	\$ (928,264)	\$ (1)	\$ 0	\$ 1

*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."*