

State of Alaska
FY2011 Governor's Operating Budget

Department of Transportation/Public Facilities
Administrative Services
Results Delivery Unit Budget Summary

Administrative Services Results Delivery Unit

Contribution to Department's Mission

Provide administrative infrastructure to enable the department to meet its mission.

Core Services

- Centralized services in the areas of budget, finance, procurement, information technology standards and policies, cost allocation plans, collection of federal and other revenue, and web site development and maintenance.
- Development of department-wide policies and procedures.
- Oversight of the Highway Working Capital Fund.
- Liaison between the Department of Transportation and Public Facilities (DOT&PF) and the Department of Administration for financial, personnel, payroll, procurement, web page development, and information technology directives.
- Liaison with the Office of Management and Budget and the Legislature relating to operating and capital budget issues.
- Plan, design, implement and maintain information technologies supporting the department's mission.
- Procurement of commodities and services for Southeast Region, Alaska Marine Highway System (AMHS), and Headquarters operations. Conduct commodity procurement activities that are of a statewide nature.

Results at a Glance

(Additional performance information is available on the web at <http://omb.alaska.gov/results>.)

END RESULT A: Increase efficiency of the department.

- There was a 9% decrease in the department's administrative overhead rate between 2009 and 2010.
- The division's customers have not yet been surveyed to determine their level of satisfaction. Complaints seem to be at a minimum.

Status of Strategies to Achieve End Result

- The number of vendor payments that exceeded 30 days to process increased by 2% between 2008 and 2009 bringing the number of those payments to 27,513.
- The number of duplicate payments decreased by 27% between 2008 and 2009.

Major Activities to Advance Strategies

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| <ul style="list-style-type: none"> • Complete implementation of the new electronic timesheet program • Require all new supervisors to attend training • Provide guidance and improve dissemination of information to DOT&PF personnel regarding centralized human resource issues • Automate as much of the AMHS dispatch process as possible | <ul style="list-style-type: none"> • Analyze information technology processes within the department to better serve the agency • Implement e-commerce capabilities for procuring commodities • Implement a performance measurement status reporting system statewide • Develop a user manual and provide training for the Management Reporting System - project status reporting system |
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Key RDU Challenges

The division will continue to analyze services it provides in an effort to find the most efficient and effective methods of service delivery. Time, funding and staffing must be reviewed and analyzed to determine our ability and the cost/benefits of pursuing improving options of service delivery.

The Administrative Services unit endeavors to stay on top of requests for document support associated with American Recovery and Reinvestment Act (ARRA) funded projects as well as special requests submitted by federal entities due in part to federal agencies having increased their financial oversight of state Department of Transportations. The Federal Highway Administration's (FHWA) Financial Integrity Review and Evaluation program requires annual certification of internal and financial controls in all aspects of our surface transportation program. The Federal Aviation Administration

(FAA) has again increased emphasis on audit and financial oversight of airport sponsors to detect and prevent diversion of airport revenues to non-airport purposes. With all this external scrutiny, as well as the annual Statewide Single Audit, it is critical that financial report procedures are well documented and staff are continually educated on federal, state and Governmental Accounting Standards Board (GASB) reporting requirements.

Administrative Services is responsible for providing guidance to Department of Transportation and Public Facilities (DOT&PF) personnel regarding centralized Human Resources, assisting in implementation of personnel directives, coordinating and training staff statewide, promoting and assisting recruitment and succession planning for the department, and fielding questions and concerns from employees. With such a large and diverse work force, this continues to be a daunting task that must be coordinated with administrative staff throughout the department.

The state and those entities and individuals it does business with continue to be more technologically reliant. The whole technology industry is changing so rapidly that opportunities for efficiency in the way we do business continue to increase. With the advent of e-commerce and reliance on the web to provide services and information, a greater reliance is placed upon the Information Systems staff to keep up. The amount of work is enormous and the resources are limited. Priorities must be set and some of the department's technological needs will not be met. Hiring, training and employee retention are key to providing adequate services on a continuing basis.

Implementation of a Performance Electronic Tracking System (PETS) is an increased responsibility for IT and our administrative staff. We are assisting and training management and staff on reviewing performance measures, creating metrics and reports, evaluating tolerances and targets, setting internal measures, and automating data collection. The Governor's Office, legislature and federal agencies are requesting more accountability for funding in conjunction with results. Our challenge is to identify owners of measures, analyze and monitor the data, hold staff accountable and communicate our goals and results with staff and stakeholders.

This office must continue to manage resources and staff efficiently to administer the department's e-procurement program and utilize the full-range of functionality. As part of this effort we will improve and update self-paced training material and quick guides for e-procurement department users and vendors, provide web based training via the department's web site, and promote the e-procurement system to the vendor community, encouraging participation through user friendly training.

Significant Changes in Results to be Delivered in FY2011

No significant changes are anticipated.

Major RDU Accomplishments in 2009

- Completed the Indirect Cost Allocation Plan and received FHWA approval of the plan.
- Reduced the backlog of oldest Capital Improvement Projects (CIP) still on our financial 'books' from 126 to 15.
- Implemented a major upgrade of the e-procurement program, including integration of a reporting module. The integration of the reporting module provides reporting functionality to procurement staff, managers, and select administrative users.
- Up time of production computer services was 99%, resulting in the positive integrity and reliability of services, especially in web based services.
- Provided various usability enhancements, technical upgrades, and instruction manuals for the Management Reporting System (MRS).
- Provided technical and programming support for the electronic timesheet system (TEARS), a collaborative effort with the Department of Fish and Game.
- Continued to transition all DOT&PF users/personal computers to a single Active Directory Domain simplifying network support, enhancing security, and allowing users to access statewide resources with single authentication.
- Designed the DOT&PF Economic Stimulus logo which is now used across all department ARRA documents, project signs and websites.
- Redesigned and launched several websites.
- Trained administrative staff department-wide, holding administrative sessions in Anchorage, Fairbanks, Juneau and Ketchikan.

Contact Information

Contact: Laura Baker, Director, Administrative Services
Phone: (907) 465-3911
Fax: (907) 465-3124
E-mail: Laura.Baker@alaska.gov

**Administrative Services
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2009 Actuals				FY2010 Management Plan				FY2011 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
Formula Expenditures None.												
Non-Formula Expenditures												
Statewide Admin Services	1,002.8	0.0	3,753.0	4,755.8	1,083.7	0.0	3,742.0	4,825.7	1,084.1	0.0	3,743.6	4,827.7
Statewide Information Systems	2,580.7	0.0	1,945.9	4,526.6	2,138.4	0.0	1,992.8	4,131.2	2,138.4	0.0	1,992.8	4,131.2
Leased Facilities	1,932.8	0.0	351.0	2,283.8	2,005.1	0.0	351.0	2,356.1	2,005.1	0.0	351.0	2,356.1
Human Resources	1,302.5	0.0	1,619.0	2,921.5	1,206.3	0.0	1,457.6	2,663.9	1,206.3	0.0	1,457.6	2,663.9
Statewide Procurement	384.6	0.0	746.0	1,130.6	571.4	0.0	760.9	1,332.3	571.4	0.0	760.9	1,332.3
Totals	7,203.4	0.0	8,414.9	15,618.3	7,004.9	0.0	8,304.3	15,309.2	7,005.3	0.0	8,305.9	15,311.2

Administrative Services
Summary of RDU Budget Changes by Component
From FY2010 Management Plan to FY2011 Governor

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2010 Management Plan	7,004.9	0.0	8,304.3	15,309.2
Adjustments which will continue current level of service:				
-Statewide Admin Services	0.4	0.0	1.6	2.0
FY2011 Governor	7,005.3	0.0	8,305.9	15,311.2