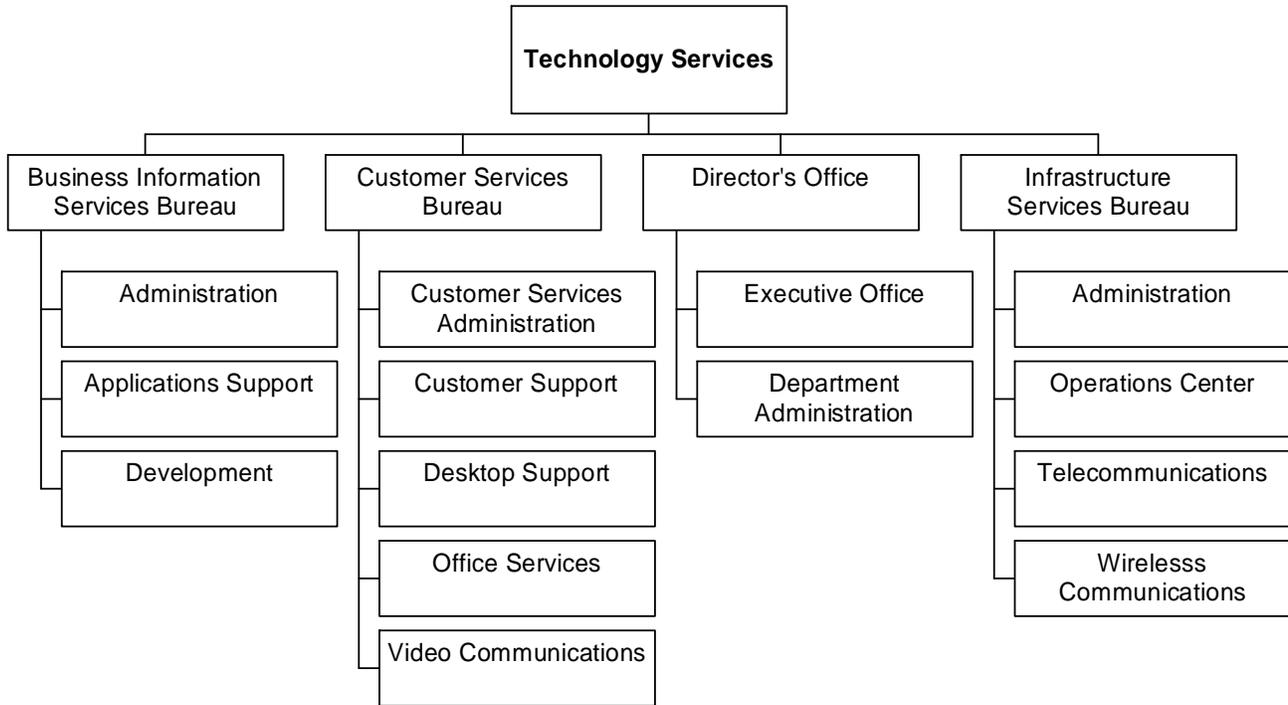


# Technology Services



Curtis Tani, Director of Technology Services

Jack Ciulla, Manager, Business Information Services Bureau

Stephen Scott, Manager, Customer Services Bureau

Sanford Taylor, Manager, Infrastructure Services Bureau

Amy Manning, Administrative Officer

# Department Overview

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## **Mission:**

Provide communication and information systems and technical support services to City government and the public to enhance their ability to provide and receive the highest level of service at the lowest possible cost.

## **Core Services:**

- Enable easy customer access to information and services
- Provide customers with a fast and reliable communications infrastructure
- Enhance workforce productivity by providing cost effective technology tools and training
- Invest in research and development to provide our customers with the best technology to help them achieve their mission

## **FY 12 Focus:**

In FY 12, the Department of Technology Services (TSD) will continue to manage the full range of information technology and related services for all City departments and the public. Twenty-four hours a day, seven days a week, TSD provides service to customers who rely on our extensive information and communications technology infrastructure.

The range of customer needs varies from relatively simple to extremely complex. Specific services include e-mail, Internet/Intranet, business information systems and geographic information system (GIS) support, project management, central data center operations, voice and data network management, wireless communications services, technology help desk, personal computer and printer acquisition and support. TSD also manages Long Beach's government access television channel. In addition to information technology, the Department also oversees mail and messenger services, central printing and reproduction, and disposal of retired City assets.

Along with maintaining the systems and services noted above, TSD will continue its focus in FY 12 on projects that will help modernize the City's technology offerings. From expanding online permitting capabilities and posting GIS information on the web, to delivering timely, informative video segments via the City's social media sites, TSD is working to provide the public with access to important City information and services. Implementation of new utility customer information system and time entry system, human resources, and payroll systems will all enhance the information available to staff. Expanded use of the Laserfische document management system, new collaboration tools, mobile computing, and video surveillance technologies better equip City employees to be more productive and to meet the growing demands of their jobs. Upgrading the City's telecommunications technologies, including a broad fiber network, ensures that City communications traverse a safe and reliable infrastructure.

TSD continues its commitment to ongoing government reform initiatives, such as those completed in FY 11. These initiatives included further centralizing technology management through consolidation of desktop and telecommunications support, issuing RFPs that included contracting for various support services; and, with Human Resources, issuing an RFP for a new automated time entry system and a replacement of the current HR/Payroll system.

## Department Performance Measures

Key Measure	FY 10 Actual	FY 11 Target	FY 11 Year End	FY 12 Projection
Number of personal computers and laptop computers installed, replaced or upgraded	702	600	916	760

The Customer Services Bureau is responsible for the overall management and support of the City's technology assets, such as desktop and laptop computers, multi-function devices, and mobile communications devices (cell phones, PDAs, and pagers). This Bureau is also responsible for the City's four-year personal computer replacement program of nearly 3,200 personal computers and laptops.

It is important to note that the number of personal computers has nearly doubled this decade, while the support staff assigned to support those assets has been reduced. The Technology Equipment Program has made great strides in the area of "Green IT". In fact, all new computers in the City are EnergyStar compliant and are EPEAT Gold certified.

Key Measure	FY 10 Actual	FY 11 Target	FY 11 Year End	FY 12 Projection
Number of visits to City of Long Beach Websites	6,602,343	5,000,000	6,447,538	6,500,000

The Business Information Services Bureau is responsible for the implementation, support, maintenance and replacement of the City's business applications. This responsibility includes the administration of the City's Internet website. This Internet site provides valuable information to the public and is increasingly allowing the public to do business with the City, at their convenience, by using online applications.

TSD encourages increased visits to the City's website and social media sites since they are both a convenient and cost effective way for the City's constituents and business partners to interact with the City.

Key Measure	FY 10 Actual	FY 11 Target	FY 11 Year End	FY 12 Projection
Percentage of time telephone systems are available for communication (as measured by telephone systems uptime)	99.9%	99.9%	99.9%	99.9%

The Infrastructure Services Bureau is responsible for communications links to approximately 140 City facilities, 6,400 telephone instruments, and 3,500 data network connections, ensuring maximum telephone and network uptime.

The Bureau continues to upgrade telephones to Voice Over Internet Protocol (VoIP) technology to reduce repair and support costs and improve reliability. To date, 64 percent of the City's telephone system has been upgraded to VoIP devices, and the upgrade of remaining analog devices in City Hall should be completed during FY 12.

# FY 11 Accomplishments

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## **Enable easy customer access to information and services**

- Earned 11 government programming STAR awards for LBTV at the States of California and Nevada Association of Telecommunications Officers and Advisors (SCAN NATOA) video awards competition.
- Produced the City's first-ever live webcast of the Mayor's 2011 State of the City address.
- Developed several custom web pages for the State of the City, Centennial Transcontinental Flight, and the TEDx SoCal events.
- Launched formally the Go Long Beach smartphone application and service request system for the public.
- Implemented a redesign of the Long Beach Airport's website.
- Developed a Redistricting website and maps for the public.
- Created a GIS mapping website that makes GIS maps and data available to the public.
- Completed the selection process to acquire a new utility customer information system.
- Developed a custom web application to facilitate the issuance of temporary preferential parking permits.
- Developed a web-based self-registration system allowing the public to subscribe to Reverse 911 for emergency notification.
- Developed a web application that allows the public to see all City fees and charges.
- Produced over 200 hours of original programming for cablecast on LBTV, highlighting the many positive programs and events occurring in Long Beach.
- Facilitated the development of a policy that equitably distributes Public, Education and Government (PEG) fees received from cable providers to eligible access television providers in Long Beach.
- Collaborated with community stakeholders to submit, and ultimately receive, a two-year, \$325,000 grant application to fund local Public Access television operations.

## **Provide a fast and reliable communications infrastructure**

- Installed fiber equipment to connect several key city facilities including City Hall, ECOC, Harbor Administration building, Water Department Administration building, and Ruth Bach library.
- Increased Internet bandwidth for City network users by 100 percent.
- Continued the modernization of the City's telephone system to Internet-based technology to improve reliability and reduce operating costs.
- Completed the narrowbanding of public safety radio equipment to ensure interoperability and to meet the federal government deadline of January 2013.
- Expanded the radio communications network in the Harbor area to improve coverage for public safety departments.
- Initiated the North Long Beach video surveillance project and continued implementation of the Promenade video surveillance project.
- Completed the installation of the open systems servers and storage array at the ECOC for disaster recovery; established disaster recovery for the email and messaging system providing real-time failover to ECOC.
- Installed equipment to connect Signal Hill Police radio dispatch to the Long Beach dispatch system.
- Completed installation of interoperable radio system at the Port.
- Completed seismic strengthening of equipment and racks in the Data Center.

# FY 11 Accomplishments

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## **Enhance workforce productivity by providing cost effective technology and training**

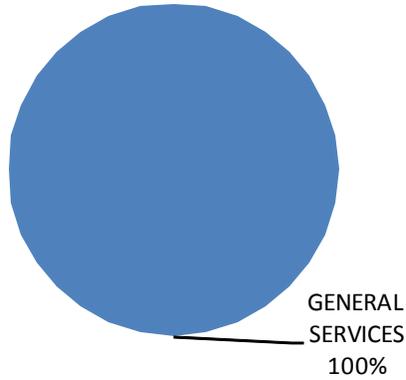
- Achieved a 93 percent customer satisfaction rate for the timeliness and professionalism of services provided.
- Handled approximately 25,100 calls to the Technology Services Help Desk, approximately 70 percent of which were resolved upon initial contact. This “first-call” resolution greatly impacts workforce productivity by getting the customer back to work within minutes.
- Replaced 100 percent of eligible personal computers with newer, faster technology as part of the City’s four-year replacement program.
- Continued offering free Microsoft Office training to City employees to enhance workforce productivity.
- Continued the deployment of networked multi-functional devices (copying, scanning and printing). Assisted with over 20 separate MFD installations in various departments. The migration to MFDs has offered greater functionality while reducing the cost of using standalone equipment on all desktops.
- Completed Laserfiche document management system implementations for several additional departments.
- Upgraded the City’s land management and revenue system to enable enhanced capabilities.
- Upgraded the City’s ambulance billing system to the vendor’s most current release.
- Implemented asset tracking and continuing education systems for the Fire Department.
- Enhanced the human resources system’s self-service portal to allow employees to update their contact information.
- Issued with Human Resources an RFP for a new automated time entry system and a replacement for the current HR/Payroll system.
- Earned first place and runner-up for the Larry C. Larson Award for Safety in Office/Mixed Department Category in 2009 and 2010.
- Coordinated over 70 pickups of retired City assets for auction or disposal by PropertyRoom.
- Continued centralization of technology management by transferring Police and Library desktop support to TSD and assuming responsibility for the support of the Library’s telecommunications network.

## **Invest in research and development to ensure departments have the best technology to achieve their missions**

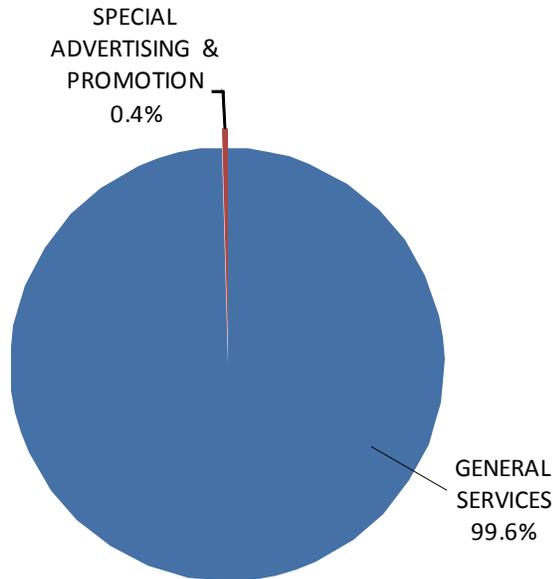
- Initiated a desktop computer virtualization project, which will reduce costs and customer downtime resulting from hardware failures, and will enhance technicians’ efficiency in supporting customers.
- Coordinated testing and deployment of Windows 7 operating system. All new personal computers installed run on Windows 7.
- Deployed a personal computer power management solution, which will reduce PC energy consumption over 20 percent by putting inactive computers in a lower power state.
- Continued *Green IT* efforts by deploying environmentally friendly technology equipment that is EnergyStar compliant and meet EPEAT’s Gold certification criteria.
- Continued to use environmentally friendly inks and chemicals on printing press.
- Moved several stand-alone database systems to a clustered environment reducing software licensing and hardware costs.
- Developed a citizen mobile phone registration tracking system for the Police Department.

# FY 12 Budget

## FY 12 Revenues by Fund



## FY 12 Expenditures by Fund



## Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General Services	36,336,541	36,936,887	(600,346)
Special Advertising & Promotion	-	142,117	(142,117)
<b>Total</b>	<b>36,336,541</b>	<b>37,079,003</b>	<b>(742,462)</b>

## Summary of Adopted Changes

GENERAL SERVICES FUND	Impact on Fund	Positions
Add one System Technician II position to support PD's mobile communications devices and provide as needed support. Police is downgrading and transferring the position to Technology Services, which is recouping the full cost of the position by charging Police.		1.00
Reduce capital expenditures in the Wireless/Radio Communications and Technology Equipment Program.	(300,000)	
Eliminate a Communication Specialist II position, Systems Technician II position, Business Services Specialist II position, Business Services Specialist IV position, and Office Services Assistant I position.	(441,127)	(5.00)
Eliminate an Executive Assistant position (management).	(91,611)	(1.00)
Reduce disaster recovery expenditures in the Data Center program.	(40,000)	
Reduce debt service expenditure in Technology Equipment Program.	(129,000)	
Reduce software maintenance cost in the Technology Equipment Program.	(30,000)	
Reduce training and travel in various programs.	(30,000)	
Reduce expense transfer of the debt service in Data Center Program.	(21,000)	
Increased revenue from fiber optic leases.	(150,232)	
Reduce voice & data network revenue.	150,232	
Increase in franchise fee revenue.	(300,000)	
One-time expenditure transfer increase to the General Fund.	300,000	
<b>Subtotal: General Services Fund</b>	<b>\$(1,082,738)</b>	<b>(5.00)</b>

## Business Information Services Bureau

**Key Services:** Business Systems Implementation and Support, Needs Assessments, Solution Designs, Project Plans, Managed/Coordinated Projects, User Training Classes and Individual Sessions, Instructions, User Manuals, Responses to Client Requests (Question Responses, Analyses, Changes, Adds, Moves, and Fixes), Status Updates/Notifications, Applications Maintenance/System Administration (including security), Security/Compliance Systems/Assurances and Specialty Systems Implementation and Support.

**FY 12 Funding Source:** General Services Fund 100%

<b>Business Information Services</b>	<b>Actual FY 10</b>	<b>Adjusted* FY 11</b>	<b>Estimated* FY 11</b>	<b>Adopted** FY 12</b>
Revenues	8,594,994	9,011,434	9,036,419	9,009,711
Expenditures	8,421,933	8,982,101	8,644,020	9,009,112
FTEs	43.00	43.00	43.00	41.00

\* Numbers as published in the FY 12 Proposed Budget released August 2, 2011.

\*\*Amounts exclude all-years carryover.

**Narrative:**

The budget for this Bureau provides essential support to all City departments for various software applications. Bureau staff members support Citywide applications such as FAMIS, human resources/payroll, land management and revenue (LMR), utility billing, billing and collections, email and messaging, and web content management, as well as department-specific applications such as the parking citation system, cashiering system, and ambulance billing system. The Bureau also provides the central management and administration of the Citywide geographic information system (GIS). In addition to providing support for vendor applications, the Bureau also develops custom specialized business applications for various departments, such as the marina reservation system, the Police court affairs system, and the Budget Office's BEAR tracker system. Finally, the Bureau provides dedicated technology staff members to various departments to help support their information system needs.

The budget in FY 12 includes a reduction of two FTEs from FY 11 funding levels. These positions reflect reduced technical support for various departments. In order for materials and supplies budgets to remain flat to FY 10 levels, it was necessary to make further reductions to offset unavoidable increases to software maintenance costs. Additional reductions were made to travel and training budgets in order to achieve savings targets.

In spite of reductions over the past several years, the bureau staffing provides basic support and maintenance to existing applications. However, the Bureau was able to complete several critical projects including upgrades of the LMR and ambulance billing systems, launched the Go Long Beach smart phone application, developed the online garage sale permit application and the online preferential parking permit system, redesigned the airport website, and implemented the Laserfiche document management system in several departments. Additionally, the Bureau pursued the modernization of legacy systems by issuing an RFP for an automated time entry/human resources/payroll system, an RFQ for a new computer aided dispatch/ records management system for Police and Fire, and managed the selection of a new utility customer information system.

## Customer Services Bureau

**Key Services:** Mobile Communications Equipment and Support (Cell Phones/Radios, Pagers, Blackberrys, Tablets) Desktop and Laptop Computers, Peripherals (Printers, Scanners, Multi-function Devices), Desktop Productivity Software, Accessories (Headsets, Flash Drives, Speakers) and Technical Consultations, Help Desk Operations, Technology Problem Diagnoses and Resolution, Status Updates/Notifications, Instructions, Trouble Tickets (for Technical Problems), Service Requests (Move, Add, Change) Requests, On-site Repairs and Consultations, Citywide Emails/Notifications (General Advisory Announcements), New Employee Setups/Moves, Special Projects (Facility Moves, etc.), Dedicated Technicians (for some departments and functions) and User Training Classes and Individual Sessions; Original Government-access Television Programming, City Council and Department Meeting Coverage/Live Broadcasts, Webcasts and Archives, Video Franchise Compliance, Franchisee Report Reviews, Franchise Fee and Grant Payment Reviews and Deposits, Franchisee Audits, Customer Complaint Responses/Resolutions and Fines and Revocations; U.S. Mail Pickups and Deliveries, Interoffice Mail Pickups and Deliveries, Newspaper Subscriptions and Deliveries, Mail Preparations and Assemblies and Courier Services/Deliveries, Copying Jobs, Printing Jobs, Binding Jobs, Photographic Development Jobs, Citywide Standard Printed Forms, Paper Stocks, Large Scale Outside Printing Contracts/Management and Basic Design Consultations.

**FY 12 Funding Sources:** General Services Fund 99%, Special Advertising & Promotion Fund 1%

Customer Services	Actual FY 10	Adjusted* FY 11	Estimated* FY 11	Adopted** FY 12
Revenues	13,382,747	13,728,027	12,866,252	13,823,112
Expenditures	13,120,842	13,491,140	12,625,533	14,729,177
FTEs	33.00	35.00	35.00	35.00

\* Numbers as published in the FY 12 Proposed Budget released August 2, 2011.

\*\*Amounts exclude all-years carryover.

**Narrative:**

The budget for this Bureau enables the provision of a wide-array of services to customer departments and the public. Services provided to internal customers include: the provision and support of personal computing equipment (desktop, laptop, and virtual computers, printers, monitors, and AV equipment), mobile communications devices, and software; help desk support to resolve technology issues; copy and printing services in a full-service reprographics shop, and mailroom and messenger operations. The City's government access television operations and video programming for Long Beach's social media sites help to keep the Long Beach community informed and engaged.

In FY 12, the Bureau will continue efforts to reduce costs and improve productivity through modernization projects, such as desktop virtualization and upgrading collaboration tools. The Bureau will also continue to pursue "Green IT" strategies that help reduce waste and energy consumption.

The FY 12 budget reflects reductions in the areas of personal computer procurement financing, software licensing and maintenance, training, travel, and one FTE in the City's mailroom. It also reflects the addition of one technology position transferred from the Police Department to support their mobile communications devices. This transfer adheres to the City Manager's IT consolidation directive. This budget also includes an increase in the City's cable franchise fee transfer to the General Fund.

## Director's Office

**Key Services:** Executive Leadership, Human Resources, Training, Risk Management, Employee Safety, Workers' Compensation, Budget and Accounting, Procurement, Billing and Collections, Contract Management, Public Information and Communications, Records Management, and Retired City Asset Pick-ups, Sales and Disposals.

**FY 12 Funding Source:** General Services Fund 100%

Director's Office	Actual FY 10	Adjusted* FY 11	Estimated* FY 11	Adopted** FY 12***
Revenues	24,112	35,000	20,000	35,000
Expenditures	19,943	21,491	21,026	22,740
FTEs	10.00	11.00	11.00	10.00

\* Numbers as published in the FY 12 Proposed Budget released August 2, 2011.

\*\*Amounts exclude all-years carryover.

\*\*\*FY 12 Administration Program budget of \$1,264,300 is allocated to all department programs.  
Above amounts reflect Property Sales Program.

**Narrative:**

The budget for the Director's Office provides leadership for the Technology Services Department (TSD) and ensures the completion of day-to-day administrative activities such as budget preparation, purchasing, and personnel administration. The Office also develops the TSD Memorandum of Understanding (MOU) that defines services, and their associated costs, provided by the Department to all City departments. In addition, it facilitates the disposal of retired City property (such as computer equipment and furniture).

The Director's Office moved forward with the government reform initiatives included in the FY 11 budget by further centralizing technology management through consolidation of desktop and telecommunications support, issuing a number of RFPs that included contracting for various support services, and, with Human Resources, issuing an RFP for a new automated time entry system and a replacement for the current HR/Payroll system.

The budget reflects a decrease of one FTE in FY 12. Technology Services uses a centralized support model to carry out administrative duties. The Department has leveraged this model over the past year and did not replace the Executive Assistant after the incumbent retired in 2010. Reductions were made to travel and training budgets in order to achieve overall department savings targets.

The FY 12 budget allocates Director's Office expenditures across all TSD programs, based on FTE counts. As such, savings from reductions in the Director's Office ultimately result in lower TSD MOU allocations to departments for TSD services.

## Infrastructure Services Bureau

**Key Services:** Telecommunications System Access, Voice Mail Services, Telephone Systems (PBX, VoIP, KEY, CENTRANET), Wiring Infrastructure Support/Maintenance, User IDs (Access Rights), Call Center/Interactive Voice Response (IVR), Network Infrastructure Support (Routers, Switches, DNS/DHCP Servers, Network Management Tools, Wi-Fi, Cellular Wireless), Network Security (Intrusion Detection, Firewall, Proxy, DNS, etc.), Repairs, Change Orders, and Installations, Projects (Facility Moves, Phone System Upgrades, Network Upgrades), Needs Assessments and Call Center Reports; Radio Infrastructure Management, Equipment Repairs, Licenses, Consultations, End-User Devices (Mobile Data Terminals (MDTs), Mobile Radios, Hand-held Radios), Microwave System Management (Bandwidth for Voice and Data), Audio Visual Equipment (Setups, Installations, and Repairs), Video Equipment Installations and Repairs; Server Management, Operating Systems Support, Reports, Bill and Check Printing, 24/7 Computer Operations Support, Applications Support, Data and Network Security, Data Back-up, Disk Management and Systems/Network Monitoring.

**FY 12 Funding Source:** General Services Fund 100%

Infrastructure Services	Actual FY 10	Adjusted* FY 11	Estimated* FY 11	Adopted** FY 12
Revenues	14,381,026	13,649,241	14,181,900	13,468,718
Expenditures	12,353,108	13,354,370	13,077,116	13,317,975
FTEs	51.00	48.00	48.00	46.00

\* Numbers as published in the FY 12 Proposed Budget released August 2, 2011.

\*\*Amounts exclude all-years carryover.

**Narrative:**

The budget for this Bureau provides a wide variety of technical services to customer departments and the public. Bureau staff supports voice and network connections to approximately 140 City facilities, 6,400 telephone instruments, and 3,500 data network devices. Staff also delivers wireless communications services for Police Officers, Firefighters and utility field crews to enable them to communicate efficiently, reliably and securely via radio and mobile data computers. Bureau staff also provide data center operations, ensuring continuous access to the central mainframe computer and over 300 servers that run the majority of the City's systems, including e-mail, finance, human resources, utility billing, billing and collections, GIS and the City website.

Revenue from non-City sources is generated by leasing space on our communications tower and from contracting-in radio installation and maintenance services from other local governments and education organizations.

In FY 12, it is anticipated that upgrades to the remaining analog devices in City Hall will be completed to Voice Over Internet Protocol (VoIP) technology, which reduces repair and support costs and improves reliability. To date, 60 percent of the City's telephone system has been upgraded to VoIP devices. It is also expected that video surveillance projects in the North Long Beach and the Promenade will be completed.

The FY 12 budget reflects a reduction of 2 FTEs. These reductions result in fewer technical support positions in the Wireless Communications and Data Center Divisions.

## Financial Summary by Category

	Actual FY 10	Adopted* FY 11	Adjusted** FY 11	Estimated** FY 11	Adopted* FY 12
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	3,816,251	3,563,976	3,563,976	3,960,000	-
Franchise Fees					3,900,000
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	1,476	-	-	1,000	-
Revenue from Other Agencies	1,014,415	913,244	913,244	1,479,963	913,244
Charges for Services	1,260	-	-	-	-
Other Revenues	437,327	69,500	69,500	54,587	69,500
Interfund Services - Charges	31,112,151	31,876,982	31,876,982	30,609,021	31,453,797
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
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<b>Total Revenues</b>	<b>36,382,879</b>	<b>36,423,702</b>	<b>36,423,702</b>	<b>36,104,571</b>	<b>36,336,541</b>
<b>Expenditures:</b>					
Salaries, Wages and Benefits	15,087,866	15,973,350	15,973,350	15,206,500	16,458,182
Overtime	305,542	294,008	294,008	312,146	294,008
Materials, Supplies and Services	12,047,130	12,010,672	12,013,096	12,077,093	11,947,777
Internal Support	431,402	482,055	482,055	411,150	466,995
Capital Purchases	531,350	1,289,695	1,289,695	812,055	949,695
Debt Service	1,924,909	2,339,393	2,339,393	1,817,962	2,210,393
Transfers to Other Funds	3,587,627	3,457,505	3,457,505	3,730,789	4,751,953
Prior Year Encumbrance	-	-	-	-	-
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<b>Total Expenditures</b>	<b>33,915,827</b>	<b>35,846,678</b>	<b>35,849,102</b>	<b>34,367,695</b>	<b>37,079,003</b>
<b>Personnel (Full-time Equivalents)</b>	<b>137.00</b>	<b>137.00</b>	<b>137.00</b>	<b>137.00</b>	<b>132.00</b>

\* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

\*\* Numbers as published in the FY 12 Proposed Budget released August 2, 2011.

## Personal Services

Classification	FY 10 Adopt FTE	FY 11 Adopt FTE	FY 12 Adopt FTE	FY 11 Adopted Budget	FY 12 Adopted Budget
Director-Technology Services	1.00	1.00	1.00	162,737	162,737
Administrative Analyst III	2.00	2.00	2.00	165,887	170,849
Administrative Officer	-	1.00	1.00	89,719	89,719
Business Information Systems Officer	1.00	1.00	1.00	115,732	115,732
Business Information Technology Officer	1.00	1.00	1.00	115,615	115,615
Business Systems Specialist I	1.00	1.00	1.00	54,598	54,826
Business Systems Specialist II	3.00	3.00	2.00	208,221	146,794
Business Systems Specialist III	12.00	11.00	11.00	856,196	885,754
Business Systems Specialist IV	9.00	9.00	8.00	763,125	689,431
Business Systems Specialist V	11.00	11.00	11.00	1,039,700	1,079,468
Business Systems Specialist VI	8.00	8.00	8.00	846,212	875,136
Business Systems Specialist V-Confidential	1.00	1.00	1.00	95,912	98,799
Business Systems Specialist VI - Confidential	1.00	1.00	1.00	106,196	109,392
Clerk Typist II	1.00	1.00	1.00	40,548	41,769
Clerk Typist III	5.00	5.00	5.00	222,209	228,830
Community Information Specialist II	-	1.00	-	46,063	-
Communication Specialist I	5.00	3.00	3.00	187,161	192,795
Communication Specialist II	7.00	7.00	6.00	483,074	426,525
Communication Specialist III	3.00	3.00	3.00	228,953	235,847
Communication Specialist IV	1.00	-	-	-	-
Communication Specialist V	1.00	1.00	1.00	95,912	98,799
Communication Specialist VI	4.00	4.00	4.00	424,785	437,568
Data Center Officer	-	1.00	1.00	115,732	115,732
Executive Assistant	1.00	1.00	-	60,097	-
Manager-Business Information Services	1.00	1.00	1.00	137,960	137,960
Manager-Customer Service-Tech Services	1.00	1.00	1.00	115,732	115,732
Manager-Technology Infrastructure Services	1.00	1.00	1.00	134,196	134,196
Manager-Operations Support	1.00	-	-	-	-
Office Services Assistant I	1.00	1.00	-	30,181	-
Office Services Assistant II	2.00	2.00	2.00	71,916	75,753
Office Services Assistant III	1.00	1.00	1.00	43,995	37,765
Office Services Supervisor	1.00	1.00	1.00	59,359	61,144
Offset Press Operator II	1.00	1.00	1.00	48,507	49,968
Secretary	1.00	1.00	1.00	48,397	49,823
Systems Analyst I	-	3.00	3.00	179,120	185,521
Systems Analyst II	1.00	1.00	1.00	69,011	71,088
Systems Support Specialist I	2.00	2.00	2.00	127,884	131,731
Systems Support Specialist II	6.00	5.00	5.00	353,732	364,375
Systems Support Specialist III	4.00	4.00	4.00	313,228	322,653
Systems Support Specialist IV	1.00	1.00	1.00	86,711	87,569
Systems Support Specialist V	3.00	3.00	3.00	288,779	297,441
Systems Support Specialist VI	3.00	3.00	3.00	318,187	328,176
Systems Technician I	5.00	4.00	4.00	207,035	213,175
Systems Technician II	11.00	11.00	11.00	61,1553	623,157
Systems Technician III	6.00	8.00	9.00	469,775	560,012
Systems Technician IV	1.00	1.00	1.00	70,746	72,875
<b>Subtotal Page 1</b>	133.00	134.00	129.00	10,310,384	10,292,228

