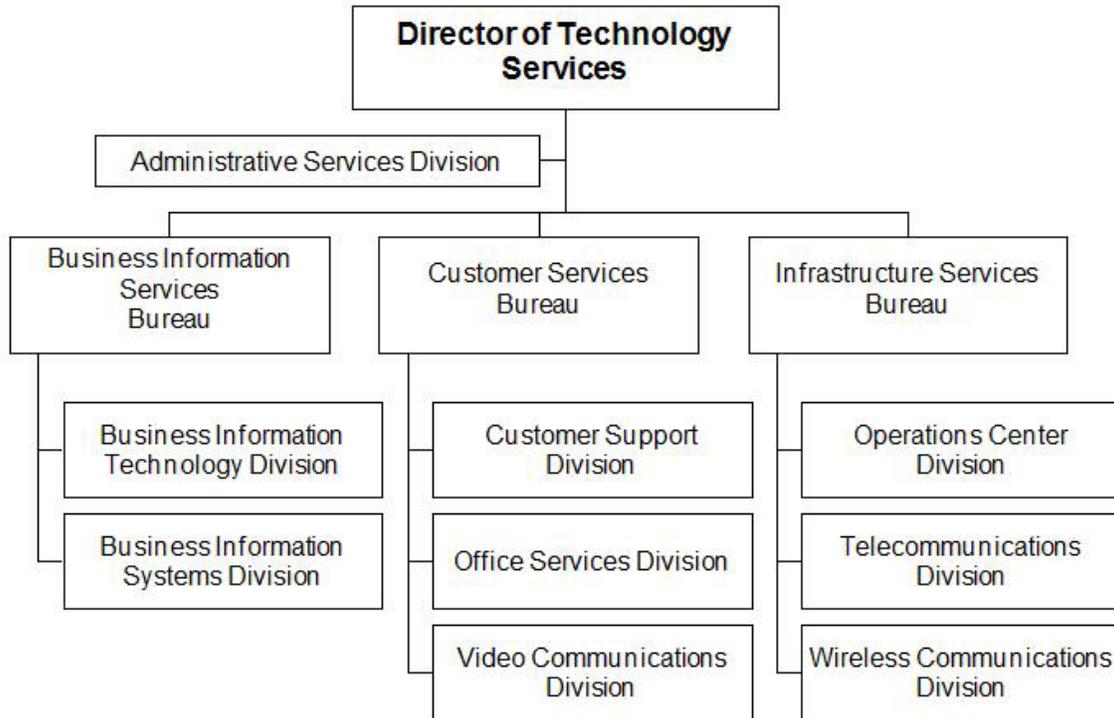


Technology Services



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

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 13 Focus:

In FY 13, 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, video surveillance support, 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 reprographics, and disposal of retired City assets.

Along with maintaining the systems and services noted above, TSD will continue its focus in FY 13 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. TSD is also continuing efforts to replace legacy information systems. Implementation of a new utility customer information system is well underway and expected to be completed in spring 2013. Additionally, TSD will begin a project in FY 13 to replace the billing and collections system, including business license. 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 the migration to an Internet based telephone system and expanding our fiber optic 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 12. These initiatives included further centralizing technology management through consolidation of services and issuing RFPs that included contracting for various support services.

Department Performance Measures

Key Measure	FY 11 Actual	FY 12 Target	FY 12 Estimate	FY 13 Projection
Number of personal computers and laptop computers installed, replaced or upgraded	916	760	780	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. To reduce hardware and support costs related to personal computers, the Bureau has embarked on an exciting project to virtualize personal computers, with approximately 70 users in the pilot program currently.

It is important to note that the number of personal computers has nearly doubled over the last 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 11 Actual	FY 12 Target	FY 12 Estimate	FY 13 Projection
Number of visits to City of Long Beach Websites	6,447,538	6,500,000	3,835,761	4,000,000

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. Prior year counts have included visits to the City's internal websites, which have been excluded this year. The City is also experiencing a significant increase in the popularity of our social media sites, such as Facebook and Twitter, which may be impacting visits to the City's website.

TSD encourages increased visits to both the City's website and the 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 11 Actual	FY 12 Target	FY 12 Estimate	FY 13 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, approximately 65 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 12 Accomplishments

Enable easy customer access to information and services

- Ranked a top ten “Digital City” by the Center for Digital Government.
- 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 live webcast of the Mayor’s 2012 State of the City address.
- Developed several custom web pages for the State of the City, Centennial Transcontinental Flight, and the TEDx SoCal events.
- Added eCheck option for online payments of utility bills and parking citations.
- Developed election polling location status website.
- Implemented a redesign of the Long Beach Airport’s website.
- Implemented online portal for Code Enforcement service requests.
- Implemented online portal to allow selected building permits to be obtained.
- Created online website for contributions to the Mayor’s Homeless Fund.
- Created online website for Health Department’s Move Long Beach.
- Enabled pilot project to submit outbound calls informing residents of impending turnoff of utilities for non-payment.
- Produced over 280 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 distributed Public, Education and Government (PEG) fees received from cable providers in 2011 to eligible access television providers in Long Beach.
- Selected a day-to-day operator to house and manage Public Access television in Long Beach, with video programming restored in summer 2012.

Provide a fast and reliable communications infrastructure

- Expanded the City fiber optic network to additional facilities.
- Upgraded City VoIP telephone software, migrated additional phones to new system, and transitioned to Internet based service provider to improve reliability and reduce operating costs.
- Completed Federal e-Rate application which would, if approved, substantially reduce telecommunications costs for the Library Department.
- Initiated an expansion of Wi-Fi capabilities and modernization of network infrastructure at City libraries.
- Completed agreement with telecommunications service provider to reduce cost and double bandwidth for the Library Department.
- Installed microwave equipment at the Career Transition Center and at Parks, Recreation, and Marine to improve network bandwidth and response time.
- Completed the narrowbanding of public safety radio equipment for various departments to ensure interoperability and to meet the federal government deadline of January 2013.
- Completed installation of interoperable radio system at the Port.
- Continued to virtualize servers to reduce the overall footprint in the Data Center further reducing overall maintenance costs and increasing performance.
- Completed the North Long Beach video surveillance project and the Promenade video surveillance project as well as added cameras at selected intersections and parks.
- Completed seismic strengthening of equipment racks in the Data Center.

FY 12 Accomplishments

Enhance workforce productivity by providing cost effective technology and training

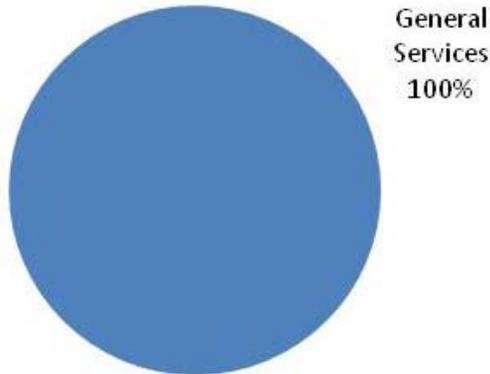
- Achieved a 92 percent customer satisfaction rate for the timeliness and professionalism of services provided.
- Handled approximately 24,800 calls to the Technology Services Help Desk, approximately 70 percent of which were resolved upon initial contact. This “first-call” resolution greatly impacts 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.
- Expanded the City’s “bring your own device” program enabling employees to access City email and other applications using their personal phones and tablets.
- 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.
- Initiated major project to upgrade modems and implement virtual computer technology in public safety vehicles to significantly improve boot-up and response time.
- Upgraded several of the City’s business information systems including land management and revenue system, workers’ compensation system, occupational health system, and document management system to enable enhanced capabilities.
- Initiated project to upgrade Police and Fire computer aided dispatch / records management system to move to the latest version and to support consolidated operations.
- Developed Medicare e-file interface to meet federally mandated requirements.
- Developed new interface to meet CalPERS requirements.
- Developed new interface to Anthem Blue Cross.
- Implemented iNovah central cashiering workstations at Towing to enable payments to be received at the location.
- Earned first place LB SAFE award (formerly Larry Larson Award for Safety) in Office/Mixed Department Category for 2011 and 2009; runner-up in 2010.
- Coordinated over 80 pickups of retired City assets for auction or disposal by PropertyRoom.

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

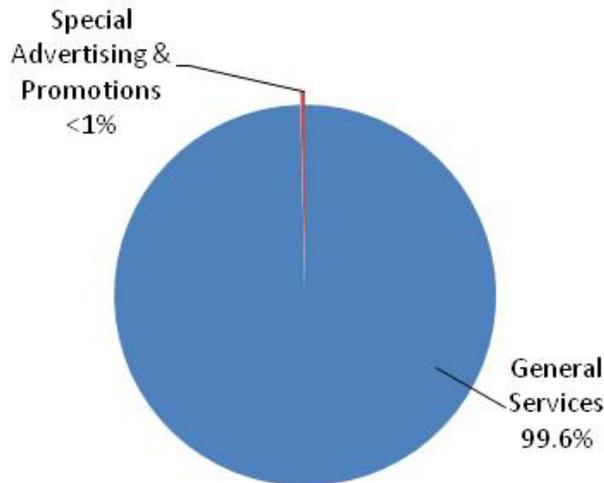
- Continued implementation of a desktop computer virtualization project, which will reduce costs and customer downtime resulting from hardware failures, and will enhance technicians’ efficiency in supporting customers.
- Installed motion sensor power strips in City Hall, in a partnership with Southern California Edison, to help reduce the City’s energy consumption and utility costs.
- Continued *Green IT* efforts by deploying environmentally friendly technology equipment that is EnergyStar compliant and meet EPEAT’s Gold certification criteria.
- Moved several stand-alone database systems to a clustered environment reducing software licensing and hardware costs.
- Migrated iVOS application server from Oracle to the Apache TomCat open sourced software in order to reduce software costs.
- Continued to use environmentally friendly inks and chemicals on printing press.

FY 13 Budget

FY 13 Revenues by Fund



FY 13 Expenditures by Fund



Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General Services	35,828,082	36,531,849	(703,767)
Special Advertising & Promotion	-	142,077	(142,077)
Total	35,828,082	36,673,926	(845,844)

Summary of Adopted Changes

GENERAL SERVICES FUND	Impact on Fund	Positions
Reduce staffing, contractual services, equipment, and materials in the various Technology Services programs. Response times for GIS, document imaging, custom applications, and other client requests will likely increase, as will computer replacement timeframes.	\$(970,782)	(4.00)
Increased budget for contractual services in the Business Information Services Program is offset by equivalent reductions in other programs.	\$175,000	--
Subtotal: General Services Fund	\$(795,782)	(4.00)

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 13 Funding Source: General Services Fund 100%

Business Information Services	Actual FY 11	Adjusted* FY 12	Estimated* FY 12	Adopted** FY 13
Revenues	10,293,233	9,159,711	14,657,910	8,995,206
Expenditures	9,745,833	9,159,112	14,218,848	9,082,140
FTEs	43.00	41.00	41.00	38.00

*Numbers as published in the FY 13 Proposed Budget released August 1, 2012.

**Amounts exclude all-years carryover.

Narrative:

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, workers compensation, occupational health, land management and revenue (LMR), utility billing, billing and collections, email and messaging, streaming video, and web content management, as well as department-specific applications such as ambulance billing, cashiering, parking citations, and parks and recreation. The Bureau also provides central management and administration of the Citywide geographic information system (GIS), Go Long Beach, and work order management system. 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, Financial Management's fees and revenue 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 13 includes a reduction of three FTEs from FY 12 funding levels. These positions reflect reduced technical support in the GIS, application development, and document management areas. In order for materials and supplies budgets to remain flat at FY 12 levels, it was necessary to make further reductions to offset unavoidable increases to vendor software maintenance costs. This was achieved through the consolidation of software licenses.

In spite of reductions over the past several years, the Bureau was able to not only provide ongoing support and maintenance to existing applications, but initiate a major project to replace the City's utility billing system with a new customer information system (CIS). In addition, the Bureau has been able to complete many critical projects including upgrades of the following systems: LMR, occupational health, worker's compensation, and Laserfiche document management. Furthermore, the Bureau has issued an RFP for a new web content management system and is working on an RFP for a new enterprise resource planning 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 13 Funding Sources: General Services Fund 99%, Special Advertising & Promotion Fund 1%

Customer Services	Actual FY 11	Adjusted* FY 12	Estimated* FY 12	Adopted** FY 13
Revenues	13,378,267	13,823,112	13,307,496	13,574,170
Expenditures	10,583,166	16,131,816	14,472,877	14,208,351
FTEs	35.00	35.00	35.00	34.00

*Numbers as published in the FY 13 Proposed Budget released August 1, 2012.

**Amounts exclude all-years carryover.

Narrative:

This Bureau provides 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, virtual computers, printers, monitors, and AV equipment), mobile communications devices, and software, such as cell phones, PDAs, and tablet computers; 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.

The FY 13 budget reflects reductions in the areas of personal computer procurement costs, software licensing and maintenance, mobile communications service agreements, end-user software training, and one FTE in the Department's asset management operation.

The Bureau will continue to explore opportunities to reduce costs and improve workforce productivity through modernization projects such as virtual computers. The Bureau will also continue to pursue "Green IT" strategies that help reduce waste and energy consumption.

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 Surveillance 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 13 Funding Source: General Services Fund 100%

Infrastructure Services	Actual FY 11	Adjusted* FY 12	Estimated* FY 12	Adopted** FY 13
Revenues	14,223,548	13,468,718	13,488,573	13,223,706
Expenditures	13,421,161	13,329,505	12,908,020	13,359,566
FTEs	48.00	46.00	46.00	46.00

*Numbers as published in the FY 13 Proposed Budget released August 1, 2012.

**Amounts exclude all-years carryover.

Narrative:

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 provides data center operations, ensuring continuous access to the central mainframe computer and over 300 servers that run the majority of City 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 government 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, 65 percent of the City's telephone system has been upgraded to VoIP devices. The video surveillance projects in the North Long Beach and the Promenade have been completed, which greatly increases video surveillance coverage on the North side of the City and in high pedestrian traffic areas downtown.

The FY 13 proposed budget reflects reductions in supplies, services, and capital expenditures in the Wireless Radio Frequency and Data Center programs. The reduction in capital expenditures will reduce our ability to invest in wireless infrastructure maintenance and improvements (e.g., microwave technology to increase network bandwidth to remote City facilities); however the reduction in services and supply budgets will have minimal impact on service levels.

Administrative Services Division

Key Services: Human Resources, Finance, Budget, Accounting, Procurement, Technology Services MOU Preparation and Billing, Contract Management, Training, Risk Management, Employee Safety, Workers' Compensation, Records Management, and Retired City Asset Pick-ups, Sales and Disposals.

FY 13 Funding Source: General Services Fund 100%

Administrative Services Division	Actual FY 11	Adjusted* FY 12	Estimated* FY 12	Adopted** FY 13
Revenues	17,158	35,000	20,000	35,000
Expenditures	22,847	22,740	22,504	23,870
FTEs	11.00	10.00	10.00	10.00

*Numbers as published in the FY 13 Proposed Budget released August 1, 2012.

**Amounts exclude all-years carryover.

Narrative:

The Administrative Services Division ensures the completion of day-to-day administrative activities such as budget preparation, financial services, purchasing, and personnel administration. Division staff 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, the office facilitates the disposal of retired City property (such as computer equipment and furniture).

There is no change proposed to budgeted FTEs in this division for FY 13. Technology Services uses a centralized support model to carry out administrative duties. The Department has leveraged this model since FY 11 using a minimal level of administrative resources.

The FY 13 budget allocates Administrative Services Division expenditures across all TSD programs, based on FTE counts.

Financial Summary by Category

	Actual FY 11	Adopted* FY 12	Adjusted** FY 12	Estimated** FY 12	Adopted* FY 13
Revenues:					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Franchise Fees	4,222,265	3,900,000	3,900,000	4,175,000	3,900,000
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	2,400	-	-	750	-
Revenue from Other Agencies	1,550,211	913,244	913,244	1,047,300	913,244
Charges for Services	-	-	-	-	-
Other Revenues	77,615	69,500	69,500	45,636	69,500
Interfund Services - Charges	32,043,059	31,453,797	31,453,797	36,055,293	30,945,338
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	16,656	-	150,000	150,000	-
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Total Revenues	37,912,206	36,336,541	36,486,541	41,473,979	35,828,082
Expenditures:					
Salaries, Wages and Benefits	15,562,249	16,458,182	16,458,182	16,512,310	16,766,660
Overtime	324,253	294,008	294,008	335,509	294,398
Materials, Supplies and Services	12,460,513	11,947,777	13,511,946	16,978,012	11,762,777
Internal Support	401,021	466,995	466,995	425,711	480,602
Capital Purchases	1,643,060	949,695	738,968	527,389	708,968
Debt Service	1,800,558	2,210,393	2,421,120	2,091,365	2,321,120
Transfers to Other Funds	1,581,353	4,751,953	4,751,953	4,751,953	4,339,400
Prior Year Encumbrance	-	-	-	-	-
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Total Expenditures	33,773,008	37,079,003	38,643,172	41,622,249	36,673,926
Personnel (Full-time Equivalents)	137.00	132.00	132.00	132.00	128.00

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

**Numbers as published in the FY 13 Proposed Budget released August 1, 2012.

Personal Services

Classification	FY 11 Adopt FTE	FY 12 Adopt FTE	FY 13 Adopt FTE	FY 12 Adopted Budget	FY 13 Adopted Budget
Director-Technology Services	1.00	1.00	1.00	162,737	162,737
Administrative Analyst III	2.00	2.00	2.00	170,849	182,955
Administrative Officer	1.00	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	54,826	61,758
Business Systems Specialist II	3.00	2.00	1.00	146,794	78,072
Business Systems Specialist III	11.00	11.00	10.00	885,754	865,192
Business Systems Specialist IV	9.00	8.00	7.00	689,431	662,866
Business Systems Specialist V	11.00	11.00	11.00	1,079,468	1,164,292
Business Systems Specialist VI	8.00	8.00	8.00	875,136	937,535
Business Systems Specialist V-Confidential	1.00	1.00	1.00	98,799	105,845
Business Systems Specialist VI - Confidential	1.00	1.00	1.00	109,392	117,192
Clerk Typist II	1.00	1.00	1.00	41,769	44,747
Clerk Typist III	5.00	5.00	5.00	228,830	245,002
Community Information Specialist II	1.00	-	-	-	-
Communication Specialist I	3.00	3.00	3.00	192,795	206,546
Communication Specialist II	7.00	6.00	6.00	426,525	456,939
Communication Specialist III	3.00	3.00	3.00	235,847	252,664
Communication Specialist V	1.00	1.00	1.00	98,799	105,845
Communication Specialist VI	4.00	4.00	4.00	437,568	468,767
Data Center Officer	1.00	1.00	1.00	115,732	115,732
Executive Assistant	1.00	-	-	-	-
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
Office Services Assistant I	1.00	-	-	-	-
Office Services Assistant II	2.00	2.00	2.00	75,753	81,153
Office Services Assistant III	1.00	1.00	1.00	37,765	40,457
Office Services Supervisor	1.00	1.00	1.00	61,144	65,505
Offset Press Operator II	1.00	1.00	1.00	49,968	53,532
Secretary	1.00	1.00	1.00	49,823	53,302
Systems Analyst I	3.00	3.00	3.00	185,521	198,603
Systems Analyst II	1.00	1.00	1.00	71,088	76,157
Systems Support Specialist I	2.00	2.00	2.00	131,731	141,122
Systems Support Specialist II	5.00	5.00	5.00	364,375	390,361
Systems Support Specialist III	4.00	4.00	4.00	322,653	345,659
Systems Support Specialist IV	1.00	1.00	1.00	87,569	95,690
Systems Support Specialist V	3.00	3.00	3.00	297,441	318,578
Systems Support Specialist VI	3.00	3.00	3.00	328,176	351,575
Systems Technician I	4.00	4.00	4.00	213,175	228,150
Systems Technician II	11.00	11.00	11.00	623,157	637,333
Systems Technician III	8.00	9.00	8.00	560,012	538,962
Systems Technician IV	1.00	1.00	1.00	72,875	78,072
Subtotal Page 1	----- 134.00	----- 129.00	----- 125.00	----- 10,292,228	----- 10,637,848

