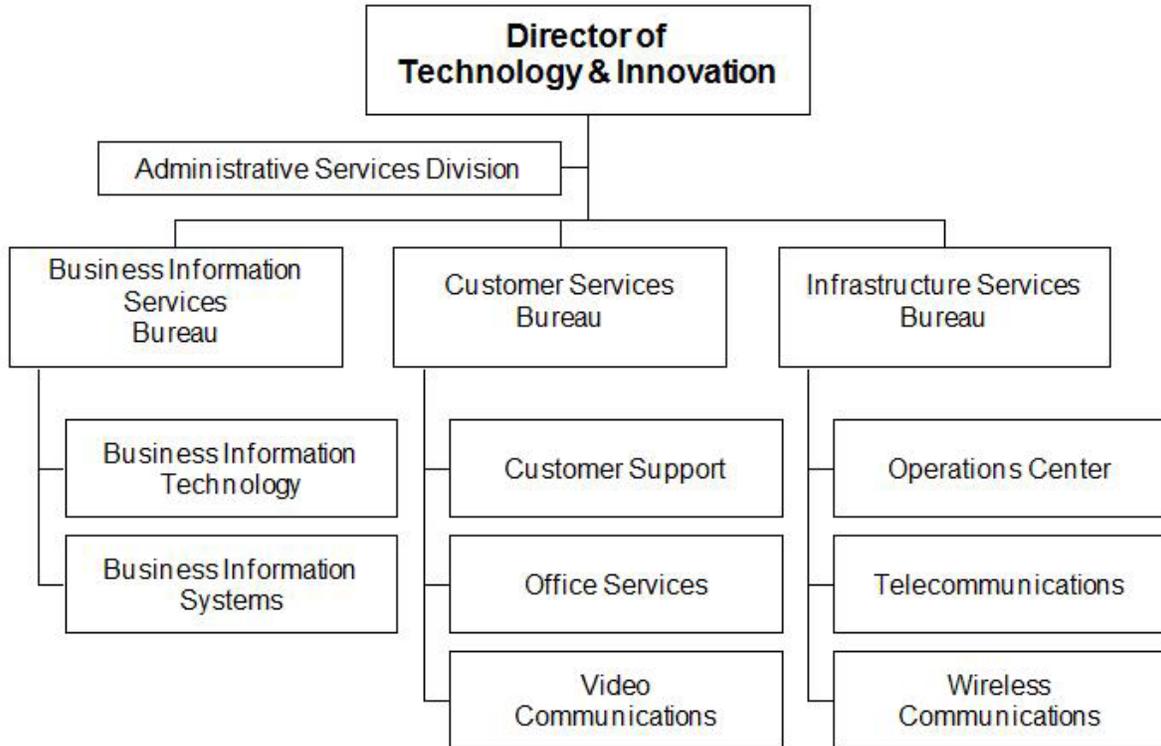


Technology & Innovation



Curtis Tani, Director of Technology & Innovation

Christopher Wilding, Interim Director of Technology & Innovation

Jack Ciulla, Manager, Business Information Services Bureau

Vacant, Manager, Customer Services Bureau

Sanford Taylor, Manager, Infrastructure Services Bureau

Danielle Mitchell, 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 15 Focus:

In FY 15, the Department of Technology & Innovation (TI) 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, TI 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, radio communications services, video surveillance support, technology help desk, personal computer and printer acquisition and support. TI also manages non-traditional information technology (IT) services including Long Beach's government access television channel (LBTv), mail and messenger services, central printing and reprographics, and disposal of retired City assets.

Along with maintaining the systems and services noted above, TI will continue its focus on projects to help modernize the City's technology offerings. From implementing a new web content management system and expanding the Go Long Beach family of smartphone apps, to delivering timely, informative video segments via the City's social media sites and continuing to expand Wi-Fi access at City facilities, TI is working to provide the public with access to important City information and services. TI is also continuing efforts to replace legacy information systems to increase workforce efficiencies. For example, TI is currently replacing the City's legacy business licensing system, as well as developing an RFP for a new enterprise financial and human resource management system. Expanded use of mobile computing in public safety, utilities and other field departments and the implementation of a new e-mail and office collaboration solution, better equip City employees to be more productive and to meet the growing demands of their jobs. Upgrading the City's telecommunications technologies, including migrating to an Internet based telephone system to eliminate existing PBX systems and converting phones to voice over internet protocol (VoIP) technology, deploying 4G cellular wi-fi modems, expanding our fiber optic network, and increasing our internet bandwidth capacity ensures that City communications traverse a safe, fast, and reliable infrastructure. Completion of initiatives like those highlighted is the primary reason the City has been named as a top ten digital city for the past three years.

TI remains committed to pursuing government reform initiatives. This includes further centralizing technology management by consolidating services and contracting for various support services. Through these and other efforts, TI has been able to reduce costs while maintaining a high level of customer service. In fact, last year TI compared its costs to several similar jurisdictions and found that TI's budgeted IT-related costs fell below the average of central IT costs in the survey organizations, demonstrating the results of these cost reduction efforts.

Department Performance Measures

Key Measure	FY 13 Actual	FY 14 Target	FY 14 Estimate	FY 15 Projection
Number of personal computers and laptop computers installed, replaced or upgraded	718	860	900	750

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, smart phones, and tablets). This Bureau is also responsible for the City's four-year personal computer replacement program of approximately 3,000 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 over 500 users in the pilot program currently, including 385 public safety users. TI replaced a higher number of computers than anticipated in FY 14 to facilitate the implementation of Office 365. Because these computers were replaced ahead of schedule, the FY 15 projection reflects a decreased number of installations, replacements or upgrades.

Key Measure	FY 13 Actual	FY 14 Target	FY 14 Estimate	FY 15 Projection
Number of visits to City of Long Beach Websites	4,198,514	4,000,000	4,400,000	4,600,000

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. The City is also experiencing a significant increase in the popularity of our social media sites, such as Facebook and Twitter.

TI 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 constituents and business partners to interact with the City. Redesign of the website is anticipated to be completed at the end of FY14 which will increase visits in FY 15.

Key Measure	FY 13 Actual	FY 14 Target	FY 14 Estimate	FY 15 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, 6,000 telephone instruments, and 7,500 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. We are in the process of eliminating the legacy PBX phone systems in the City and migrating all phones to VOIP technology. To date, approximately 70 percent of the City's telephone system has been upgraded to VoIP devices.

FY 14 Accomplishments

Enable easy customer access to information and services

- Ranked a top ten “Digital City” for the third year in a row by the Center for Digital Government.
- Earned five first place government programming STAR awards for LBTV at the States of California and Nevada Association of Telecommunications Officers and Advisors (SCAN NATOA) video awards competition, including Overall Excellence in Government Programming.
- Produced the live webcast of the Mayor’s 2014 State of the City address.
- Continued project to replace the City’s web content management system and redesign the website.
- Created designs for Fire Department Smartphone App.
- Created designs for City Clerk Smartphone App.
- Implemented earthquake early warning system as a beta customer of Cal Tech.
- Created new Disaster Preparedness Department website.
- Moved LB Transit agendas and meeting webcasts to City’s system (Granicus) providing public access to information via the City’s website.
- Implemented new web portal and interactive voice response (IVR) system for utility billing and payments.
- Produced over 250 hours of original programming for viewing on LBTV’s cable channel and the City’s website and social media sites, highlighting the many positive programs and events occurring in Long Beach.

Provide a fast and reliable communications infrastructure

- Continued to expand the City fiber optic network to additional facilities.
- Expanded internet bandwidth to 10 times the previous level to increase productivity and improve access to data.
- 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.
- Migrated to a new telecommunications service provider as part of the Federal e-Rate application process which substantially reduces telecommunications costs for the Library Department.
- Completed the deployment of public Wi-Fi at 20 City park facilities.
- Continued to expand video monitoring using the state-of-the-art video surveillance monitoring center at the ECOC called LBCOP, by deploying additional cameras through the City.
- Completed installation of video monitoring cameras at Lincoln Park.
- Continued to virtualize servers (approximately 90% of servers are virtual) to reduce the overall footprint in the Data Center further reducing overall maintenance and energy costs and increasing performance.
- Completed virtualization of Police and Fire Department mobile computers to improve system response times and to reduce overall technology supports costs.
- Completed seismic strengthening of equipment racks in the back up data center at the ECOC.
- Installed video conferencing technology for the Fire Department to support training initiatives.

Enhance workforce productivity by providing cost effective technology and training

- Completed the replacement of the City’s utility billing system with a new customer information system and mobile workforce management system.

FY 14 Accomplishments

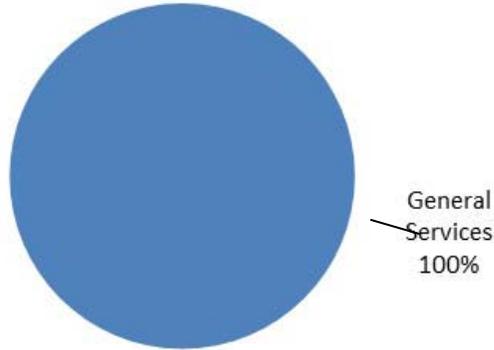
- Implemented Office 365, a cloud email and office productivity solution, to replace the existing e-mail system and to bring the City to the latest version of Office software.
- Upgraded the City's public safety computer aided dispatch and records management (CAD/RMS) system.
- Initiated major project to replace the business license system. The new system will be integrated with the City's existing permitting and code enforcement system.
- Upgraded several of the City's business information systems including the land management and revenue system, the GIS system, the Cityworks work order system and the utility IVR system to enable enhanced capabilities.
- Developed and implemented several new custom applications, including the Long Beach Police Shooting Range Qualification, Subpoena, and ABC Incident Tracking systems.
- Expanded use of City's enterprise reporting tool to include utility and Fire Department data.
- Achieved a 92 percent customer satisfaction rate for the timeliness and professionalism of services provided.
- Handled approximately 27,000 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 mobile computing capabilities by working with a number of departments to implement new tablet technology.
- Implemented new mobile device management system to efficiently administer and secure the City's mobile devices.
- Deployed over 380 iPhones to replace Blackberry as the City's mobile device standard.
- Continued the deployment of networked multi-functional devices (copying, scanning and printing), installing 50 new MFDs in various departments. The migration to MFDs has offered greater functionality while reducing the cost of using standalone equipment on all desktops.
- Coordinated over 100 pickups of retired City assets for auction or disposal by Property Room.

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

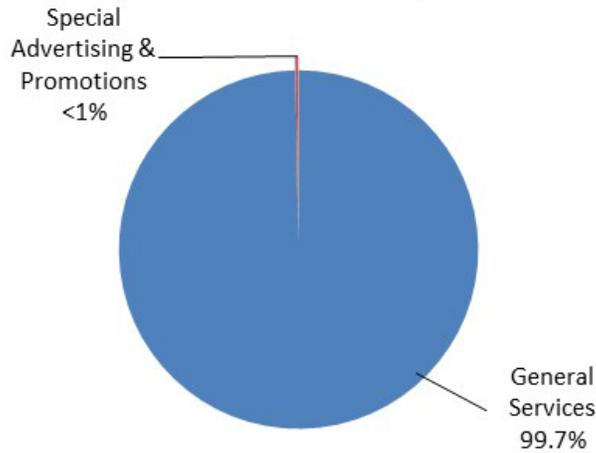
- Installed 360 4G cellular modems in public safety vehicles to increase the bandwidth and provide faster access to critical data.
- Continued implementation of a desktop computer virtualization project, which will reduce costs and customer downtime resulting from hardware failures, and will enhance technicians' efficiency in supporting customers.
- Continued installation of 4G cellular modem technology at City facilities to lower ongoing telecommunications cost, increase bandwidth and add Wi-Fi capability.
- Migrated GIS infrastructure from UNIX to LINUX platform, using virtual Intel-based servers.
- Deployed Pictometry (aerial image capture process producing imagery showing the fronts and sides of buildings and locations on the ground) capabilities for the Police Department.
- Deployed 64 Motorola handheld parking citation devices that have wireless capability for real-time transaction processing.
- Prepared time lapse video to capture the construction of Chittick Field.
- 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.

FY 15 Budget

FY 15 Revenues by Fund



FY 15 Expenditures by Fund



Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General Services	48,104,763	48,975,655	(870,892)
Special Advertising & Promotion	-	142,084	(142,084)
Total	48,104,763	49,117,739	(1,012,976)

Summary of Adopted Changes*

GENERAL SERVICES FUND	Impact on Fund	Positions
Move analytical support related to Commercial Services from Technology & Innovation to Financial Management. (No net staff increase)	--	(1.00)
Non-recurring funding for the FY 15 General Services portion of Financial / Human Resources System costs.	\$ 244,878	--
\$100,000 for North Library Technology Set Up, offset by non-recurring funds	--	--
\$48,650 for Branch Library phones upgrade to VoIP, offset by non-recurring funds	--	--
Subtotal: General Services Fund	\$ 244,878	(1.00)

* For ease of review, all reallocations of resources within departments, offsets adjustments, and minor changes have not been included.

Business Information Services Bureau

Key Services:

- 1. Geographic Information Systems (GIS)**
 - System Administration
 - Business Analysis
 - Application Development
 - Integration Development & Support
 - Enhancements & Configuration
 - User Training
 - Custom Map Development
 - Data Layer Maintenance
 - Upgrades
 - Troubleshooting
 - Manage Projects
- 2. Financial, Human Resource, & Payroll Systems; Billing & Revenue Systems; Land Management Systems**
 - System Administration
 - Business Analysis
 - Regulatory Compliance
 - Integration Development & Support
 - Enhancements & Configuration
 - Manage Projects
 - Report Development
 - Labor Negotiations Support
 - System Implementations
 - Upgrades
 - Troubleshooting
- 3. Email, Web, Document Mgt Services**
 - System Administration
 - Business Analysis
 - Application Development
 - Integration Development & Support
 - Enhancements & Configuration
 - Manage Projects
 - Graphic Design
 - Website Design
 - Upgrades
 - Troubleshooting
 - Investigations
 - Website Content
- 4. Application Development & Specialized Systems; Database Administration and Reporting Services**
 - System Administration
 - Business Analysis
 - Application Development
 - Integration Development & Support
 - Enhancements & Configuration
 - User Training
 - Report Development
 - Troubleshooting
 - Upgrades
 - Research & Development
 - Manage Projects
 - Database Administration
 - System Environment Support
 - System Performance Tuning
- 5. Dedicated Support Services**
 - System Administration
 - Business Analysis
 - Manage Projects
 - Report Development
 - Custom Map Development
 - Data Layer Maintenance
 - Troubleshooting
 - Upgrades
- 6. Software Maintenance Contract Management**
 - Budget Preparation
 - Contract Renewals
 - Payment Processing
- 7. Technology Management, Project Management, and Consultation**
 - IT Strategic Planning
 - Project Management & Oversight
 - Vendor Selection & Management
 - MOU Development
 - Budget & Procurement

Business Information Services Bureau

FY 15 Funding Source: General Services Fund 100%

Business Information Services	Actuals FY 13	Adjusted* FY 14	Adopted** FY 15
Revenues	14,818,298	21,237,768	21,030,881
Expenditures	13,118,046	21,448,361	21,579,187
FTEs	38.00	39.00	38.00

*Amounts as published in the FY 15 Proposed Budget released July 2, 2014.

**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 the financial system, 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 City-wide 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 FY 15 budget includes increases from FY 14 funding levels primarily due to the planned selection and acquisition of a new financial and human resource management system. This one-time increase reflects costs associated with implementation of the citywide system. The FY 15 budget also reflects the reduction of 1.0 FTE that was used to support the Financial Management Department. The position was transferred and realigned to reflect Financial Management Department's support needs.

In spite of reductions over the past several years, the Bureau is able to not only provide ongoing support and maintenance for existing applications, but has continued to move forward on major projects, including the replacement of the City's utility billing system, the public safety computer aided dispatch/records management systems, the parking citation system, and the City's email system, as well as complete upgrades of the land management and revenue system, the GIS system, the CityWorks work order system, and the utility IVR system. In FY 15, the Bureau will work on several major initiatives including implementing a new business licensing system, complete the selection of a new financial and human resource management system, and support the Long Beach Gas and Oil Department with the implementation of an Advanced Metering Infrastructure (AMI) system to support smart utility meters.

Customer Services Bureau

Key Services:

1. Computing Services (Hardware, Desktop Software, Printers, Peripherals, etc.)

- Computer Repairs (break/fix)
- Printer Maintenance
- Special Projects
- Equipment Change/Add/Move (PCs, printers, peripherals)
- Software Installs
- Equipment Procurement
- Research & Development
- Image Maintenance
- Desktop Software Training Coordination

2. IT Help Desk Services (6100)

- Help Desk Call Resolution
- Help Desk Ticket Assignment
- Change Request Ticket Coordination

3. IT Equipment - Asset Management

- PC End of Life Replacement
- Contract Management
- PC Installation
- PC/Other Tech Equipment Asset Mgmt
- MFD Implementation Coordination
- Parts/Inventory Coordination

4. Mobile Device Management

- Cellular Service Contracts (Verizon, Sprint, T-Mobile) Management
- Mobile Device Repairs
- Research & Development
- Mobile Device Change/Add/Move

- Wireless Expense Management
- Asset Management

5. Reprographics

- Consultation
- High Volume Print Jobs (reports, citations, forms)
- High Volume Copy Jobs
- Large Scale Printing - Contract Coordination

6. City Mail/Messenger Services

- US Mail Collection/Delivery (including newspapers)
- Interoffice Mail Collection/Delivery (including newspapers)
- Utility Bill Assembly
- Mail Preparation and Assembly Projects

7. Video Communications (LBTV)

- Government Meetings (live and on demand cablecasts and webcasts)
- Original Programming Development
- State Franchise Compliance
- Cable Liaison
- Public, Education, Government Channel Coordination
- Channel/Playback Operations

8. Dedicated Department Support

- Computer Repairs (break/fix)
- Equipment Change/Add/Move
- Software Installs

FY 15 Funding Sources: General Services Fund 99%, Special Advertising & Promotion Fund 1%

Customer Services	Actuals FY 13	Adjusted* FY 14	Adopted** FY 15
Revenues	13,805,286	13,801,515	13,828,966
Expenditures	15,693,337	14,329,511	13,902,819
FTEs	34.00	36.00	36.00

*Amounts as published in the FY 15 Proposed Budget released July 2, 2014.

**Amounts exclude all-years carryover.

Customer Services Bureau

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, smart phones, and tablet computers; help desk support to resolve technology issues; copying 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 engaged and informed.

During the current year, one of the top priorities of the Bureau was the deployment of Office 365, the cloud email/office productivity solution, to 4,000 City employees. In FY 15, the Bureau will continue to pursue opportunities to reduce costs and improve workforce productivity through modernization projects such as the deployment of virtual computers in additional departments and expansion of mobile computing. For example, TI will be working with Police, Fire and other City departments to deploy lower cost tablet computers. The Bureau will also continue to explore "*Green IT*" strategies that help reduce waste and energy consumption.

Infrastructure Services Bureau

Key Services:

1. Telecommunication Services

- VoIP/PBX Phone System Support
- Cellular/Landline Data Network Support
- Network Management
- Call Center System Deployment and Support
- Voicemail, ACD, IVR System Support
- Wi-Fi Implementation and Support
- Infrastructure Monitoring
- Security/Firewall Management
- Fiber Optics Deployment

2. Wireless Communication Services

- Network Monitoring
- New System Implementations
- Microwave Infrastructure Support
- Video Surveillance Camera Installation and Maintenance

- Radio and Mobile Computer Repair and Installation

- Radio Infrastructure Support
- Audio Visual Services

3. Data Center Operations

- Data Center Support
- Unix OS support
- Virtual Technology Deployment & Support
- Disaster Recovery
- NOC System Monitoring
- Storage Management
- Access/Security Management
- Mainframe Support
- Inventory Control

FY 15 Funding Source: General Services Fund 100%

Infrastructure Services	Actuals FY 13	Adjusted* FY 14	Adopted** FY 15
Revenues	13,332,466	14,025,843	13,209,916
Expenditures	12,830,029	14,415,395	13,610,742
FTEs	46.00	46.00	46.00

*Amounts as published in the FY 15 Proposed Budget released July 2, 2014.

**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, 6,000 telephone instruments, and 7,500 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 approximately 400 servers that run the majority of City systems, including 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 providing supporting services, as well as from contracting-in radio installation and maintenance services from other local government and education organizations.

In FY 15, it is anticipated that upgrades to the remaining analog devices in the City's phone system will be completed to voice over Internet protocol (VoIP) technology, which reduces repair and support costs and improves reliability. To date, 70 percent of the City's telephone system has been upgraded to VoIP devices. Additionally, the Department received \$48,650 in FY 15 non-recurring funds to upgrade branch library phones to VOIP. The Bureau will also continue the installation of video cameras throughout the City to improve the quality of the remote surveillance system (LBCOP), implement free public Wi-Fi at additional City facilities, and support the Long Beach Gas and Oil Department with the implementation of its AMI system. Finally, the Department received \$100,000 in FY 15 non-recurring funds to fund North Library technology set-up.

Administrative Services Division

Key Services:

- | | |
|--|---|
| <p>1. Executive Leadership</p> <ul style="list-style-type: none"> • City Manager Liaison • Citywide Tech Project Oversight • Strategic Planning • Oversight of Bureaus • Elected Official Liaison <p>2. Financial Services</p> <ul style="list-style-type: none"> • Client Department Support • Department Budget Development • MOU Development & Billing • Accounting • Contract Management • Procurement • External Customer Billing | <p>3. Inventory Management</p> <ul style="list-style-type: none"> • Fixed Asset Inventory • Tech Equipment Inventory • Disposal of Retired City Assets <p>4. Human Resources Administration</p> <ul style="list-style-type: none"> • Payroll Processing • Recruitment • Employee Recognition • Discipline • Workers' Compensation • Labor Relations • Fed & State Compliance • Safety • Benefits Administration |
|--|---|

FY 15 Funding Source: General Services Fund 100%

Administrative Services Division	Actuals FY 13	Adjusted* FY 14	Adopted** FY 15
Revenues	16,937	35,000	35,000
Expenditures	24,219	44,831	24,992
FTEs	10.00	10.00	10.00

*Amounts as published in the FY 15 Proposed Budget released July 2, 2014.

**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 Technology and Innovation Department 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).

Technology and Innovation 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.

There is no change to budgeted FTEs in this Division for FY 15. The FY 15 budget allocates Administrative Services Division expenditures across all TI programs, based on FTE counts.

Financial Summary by Category

	Actual FY 13	Adopted* FY 14	Adjusted** FY 14	Adopted* FY 15
Revenues:				
Property Taxes	-	-	-	-
Other Taxes	-	-	-	-
Franchise Fees	4,715,201	4,120,000	4,120,000	4,120,000
Licenses and Permits	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	578	-	-	-
Revenue from Other Agencies	1,185,269	1,075,000	1,075,000	1,075,000
Charges for Services	360	-	-	-
Other Revenues	47,054	69,500	69,500	69,500
Interfund Services - Charges	34,694,755	32,166,603	32,182,748	32,150,473
Intrafund Services - GP Charges	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	1,329,770	556,000	11,652,878	10,689,790
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Total Revenues	41,972,988	37,987,103	49,100,126	48,104,763
Expenditures:				
Salaries, Wages and Benefits	15,741,157	16,759,225	16,834,779	17,005,090
Overtime	441,340	296,398	296,398	244,912
Materials, Supplies and Services	16,305,987	14,261,643	25,473,465	24,522,811
Internal Support	439,836	591,601	591,601	972,892
Capital Purchases	207,056	708,968	708,968	708,968
Debt Service	2,105,256	1,847,158	1,847,158	1,803,666
Transfers to Other Funds	6,425,000	4,459,400	4,485,728	3,859,400
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Total Expenditures	41,665,632	38,924,393	50,238,097	49,117,739
Personnel (Full-time Equivalents)	128.00	131.00	131.00	130.00

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

**Amounts as published in the FY 15 Proposed Budget released July 2, 2014.

Personnel Summary

Classification	FY 13 Adopt FTE	FY 14 Adopt FTE	FY 15 Adopt FTE	FY 14 Adopted Budget	FY 15 Adopted Budget
Director-Technology Services	1.00	1.00	1.00	162,737	187,863
Administrative Analyst III	2.00	2.00	2.00	181,877	181,877
Administrative Officer	1.00	1.00	1.00	89,719	103,572
Business Information Systems Officer	1.00	1.00	1.00	115,732	133,601
Business Information Technology Officer	1.00	1.00	1.00	115,615	133,601
Business Systems Specialist I	1.00	1.00	1.00	68,302	70,547
Business Systems Specialist II	1.00	1.00	1.00	78,058	78,058
Business Systems Specialist III	10.00	11.00	12.00	938,287	1,011,809
Business Systems Specialist IV	7.00	7.00	7.00	669,719	669,720
Business Systems Specialist V	11.00	11.00	11.00	1,164,075	1,164,064
Business Systems Specialist VI	8.00	8.00	8.00	937,365	937,362
Business Systems Specialist V-Confidential	1.00	1.00	1.00	105,825	105,824
Business Systems Specialist VI - Confidential	1.00	1.00	1.00	117,171	117,170
Clerk Typist II	1.00	1.00	1.00	44,438	44,737
Clerk Typist III	5.00	5.00	5.00	242,863	243,910
Communication Specialist I	3.00	3.00	3.00	206,511	193,930
Communication Specialist II	6.00	6.00	6.00	456,852	456,859
Communication Specialist III	3.00	3.00	3.00	252,617	252,615
Communication Specialist V	1.00	1.00	1.00	105,825	105,824
Communication Specialist VI	4.00	4.00	4.00	468,683	468,681
Data Center Officer	1.00	1.00	1.00	115,732	133,601
Manager-Business Information Services	1.00	1.00	1.00	137,960	159,261
Manager-Customer Service-Tech Services	1.00	1.00	1.00	115,732	133,601
Manager-Technology Infrastructure Services	1.00	1.00	1.00	134,196	154,916
Office Services Assistant II	2.00	2.00	2.00	81,139	81,138
Office Services Assistant III	1.00	1.00	1.00	40,450	40,451
Office Services Supervisor	1.00	1.00	1.00	65,494	65,494
Offset Press Operator II	1.00	1.00	1.00	53,523	53,524
Secretary	1.00	1.00	1.00	52,247	53,292
Systems Analyst I	3.00	3.00	3.00	196,481	196,483
Systems Analyst II	1.00	1.00	1.00	76,142	76,143
Systems Support Specialist I	2.00	2.00	2.00	141,094	141,095
Systems Support Specialist II	5.00	5.00	5.00	390,291	390,289
Systems Support Specialist III	4.00	6.00	6.00	494,141	462,305
Systems Support Specialist IV	1.00	1.00	1.00	95,674	95,674
Systems Support Specialist V	3.00	4.00	4.00	408,310	409,371
Systems Support Specialist VI	3.00	3.00	3.00	351,512	329,959
Systems Technician I	4.00	4.00	4.00	224,975	226,022
Systems Technician II	11.00	10.00	9.00	611,944	551,446
Systems Technician III	8.00	8.00	7.00	547,404	481,860
Systems Technician IV	1.00	1.00	1.00	78,058	78,058
Subtotal Page 1	----- 125.00	----- 128.00	----- 127.00	----- 10,934,767	----- 10,975,604

