

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$0	\$0	\$0
Contracts	\$0	\$0	\$0	\$0
Materials & Supplies	\$0	\$2,074,531	\$0	\$2,047,329
Internal Services	\$0	\$55,000	\$0	\$0
Capital Outlay	\$0	\$400,000	\$0	\$368,000
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$2,529,531	\$0	\$2,415,329
Program Total:	\$2,529,531		\$2,415,329	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,529,552	\$0	\$2,415,329
Other / Miscellaneous	\$0	\$999,979	\$0	\$0
Total Revenue:	\$0	\$2,529,531	\$0	\$2,415,329

Explanation of Revenues

Significant Program Changes

Last year this program was:

Some of these costs were budgeted in operations in previous years.

Lead Agency: Department of County

Program Contact: Becca Beck

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

IT Health and Human Services Application Services provides reliable, effective software systems for the Health Department (60 systems) and Department of County Human Services (83 systems). The wide variety of services provided focus on increasing and improving delivery of technology to provide higher value to departments and constituents. This Program improves the delivery of County services through automating business operations and providing easy access to information.

Program Description

Services include managing requests for IT services and ensuring they are well-defined, prioritized and scheduled in alignment with departmental and county needs. Also, understanding and defining operational needs, recommending effective innovative solutions and designing, building, testing, and implementing the selected solutions. The Program continues maintaining, supporting and sustaining existing systems through improved life-cycle planning, project governance and resource accountability.

Strategies include: 1) freeing up IT resource hours by tracking hours, analyzing data and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests; 2) leveraging County resources by maintaining, supporting and/or reusing existing systems; 3) evaluating Countywide departmental needs to leverage systems and prevent redundancy, and using Total Cost of Ownership to make informed IT investment decisions. Strategies will result in increased IT resources available for higher value projects.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on planned work versus unplanned	60.0%	60.0%	60.0%	60.0%
Outcome	Increase in employee hours spent on planned versus unplanned work	10.0%	10.0%	10.0%	5.0%
Quality		0	0	0	0

Performance Measure - Description

Output Measure - Employee hours spent on planned versus unplanned work: 60% planned/40% unplanned. Initial measurement taken at the end of FY11.

Outcome Measure - Increase in employee hours spent on planned versus unplanned work: 5%. Initial measurement taken at the end of FY11.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$2,457,856	\$0	\$2,540,026
Contracts	\$0	\$76,500	\$0	\$187,000
Materials & Supplies	\$0	\$52,529	\$0	\$70,070
Internal Services	\$0	\$1,660	\$0	\$2,000
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$2,588,545	\$0	\$2,799,096
Program Total:	\$2,588,545		\$2,799,096	
Program FTE	0.00	18.00	0.00	17.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,700,904	\$0	\$2,799,096
Other / Miscellaneous	\$0	\$887,641	\$0	\$0
Total Revenue:	\$0	\$2,588,545	\$0	\$2,799,096

Explanation of Revenues

Significant Program Changes

Last year this program was:

78033 - IT Health and Human Services Application Services.

Lead Agency: Department of County

Program Contact: Elise Nicholson

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

IT Public Safety Application Services provides reliable, effective software systems for Community Justice (25 systems), Decision Support System for Justice (DSSJ) (3 systems) and the Sheriff's Office (10 systems). The wide variety of services provided focus on increasing and improving delivery of technology to provide higher value to departments and constituents while adequately performing activities as required to keep current systems available through improving application life-cycle planning, project governance and prioritization, and resource accountability. This Program Offer improves the delivery of County services through automating business operations and integrating information between public safety partners.

Program Description

Services include managing customer relationships; capturing, prioritizing and scheduling IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and reporting systems; managing third-party vendor systems and relationships; maintaining and enhancing legacy systems.

This program ensures that requests are well-defined, prioritized and scheduled in alignment with department and County priorities. Strategies include: 1) freeing up IT resource hours to focus on new project requests by tracking hours and analyzing data, evaluating existing application and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests, 2) leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and 3) using Total Cost of Ownership to make informed IT investment decisions. These strategies will result in increase in IT resources available for higher value projects that will move County business strategies forward.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on planned versus unplanned work	60.0%	65.0%	70.0%	70.0%
Outcome	Employee hours spent on customer work	70.0%	0.0%	70.0%	70.0%
Quality	Percent of customers satisfied with end product for planned projects	0.0%	80.0%	90.0%	80.0%

Performance Measure - Description

 **Measure Changed**

Output - At least 70% of employee work hours are spent on prioritized and scheduled work vs. fixing problems and handling emergency incidents. This is an increase of 5% over the FY12 purchased level.

Outcome - At least 70% of the total hours recorded are reported against customer work vs. administrative tasks.

Quality - A quality survey will be part of the required closing documents for all large projects. Delivered projects receive an 'average' or above rating for 'meets customer expectations' from at least 80% of customers responding.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$2,290,621	\$0	\$2,197,177
Contracts	\$0	\$65,000	\$0	\$55,000
Materials & Supplies	\$0	\$35,140	\$0	\$83,325
Internal Services	\$0	\$5,500	\$0	\$600
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$2,396,261	\$0	\$2,336,102
Program Total:	\$2,396,261		\$2,336,102	
Program FTE	0.00	18.00	0.00	17.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,871,583	\$0	\$2,336,102
Other / Miscellaneous	\$0	\$524,678	\$0	\$0
Total Revenue:	\$0	\$2,396,261	\$0	\$2,336,102

Explanation of Revenues

Significant Program Changes

Last year this program was:

#78034 - IT Public Safety Application Services.

Lead Agency: Department of County

Program Contact: Josh Mitchell

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

IT DCS and Internal Systems Application Services provide reliable, effective software systems for the County Assets, County Management, Community Services, Non-departmentals and related groups. Services include managing customer relationships; capturing and prioritizing IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and reporting systems; managing vendor systems and relationships; maintaining and enhancing legacy systems.

The Program focuses on increasing delivery of technology that can provide higher business value to departments and constituents, while adequately maintaining and supporting existing systems through improving application life-cycle planning, project governance and prioritization, and resource accountability.

Program Description

The program includes the following services for the Departments of County Assets, County Management, Community Services, and others:

- Managing requests for IT services and ensuring that requests are well-defined, prioritized and scheduled in alignment with department and County priorities
- Understanding and defining operational needs and recommending effective, innovative technology solutions
- Designing, building, testing, and implementing the selected solutions while sustaining existing systems

Strategies include:

- 1) Freeing up IT resource hours to focus on new project requests by tracking hours and analyzing data, evaluating existing applications and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests
- 2) Leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and using Total Cost of Ownership to make informed IT investment decisions

Strategies will result in an increase in IT resources available for higher value projects that will move County business strategies forward.

The DCS and Internal Systems Application Services Group supports 20 systems for DCM and DCA and 6 systems for DCS.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on planned work versus unplanne	60.0%	60.0%	60.0%	60.0%
Outcome	Increase in employee hours spent on planne	2.0%	2.0%	5.0%	6.0%

Performance Measure - Description

Output Measure-Employee hours spent on planned versus unplanned work: 60% planned/40% unplanned. Initial measurement taken at the end of FY10.

Outcome Measure-Increase in employee hours spent on planned versus unplanned work: 10%. Initial measurement taken at the end of FY10.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$730,244	\$0	\$812,679
Contracts	\$0	\$0	\$0	\$0
Materials & Supplies	\$0	\$2,593	\$0	\$41,211
Internal Services	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$732,837	\$0	\$853,890
Program Total:	\$732,837		\$853,890	
Program FTE	0.00	3.66	0.00	5.00
Program Revenues				
Fees, Permits & Charges	\$0	\$515,146	\$0	\$853,890
Other / Miscellaneous	\$0	\$217,691	\$0	\$0
Total Revenue:	\$0	\$732,837	\$0	\$853,890

Explanation of Revenues

Significant Program Changes

✔ **Significantly Changed**

Last year this program was:

#78035 - IT General Government Application Services

While the goals of the work group remain similar, the General Government Application Services team will be split into two groups for FY13. The group described in this program offer will remain focused primarily on three departmental customers (DCA, DCM, DCS). The remaining members of this applications group will be included in the program offer for IT General Government and Enterprise Web Services.

Lead Agency: Department of County

Program Contact: Chris Clancy

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

Data and Reporting Services provides and supports reliable services and software systems that are used across departmental boundaries and serve more than one or all County lines of business. Services include geographic maps, platforms support for databases, web servers support, and reporting tools used for decision making and results measurement. Specific service areas include Geographical Information System (GIS); Database Services, Reporting Services, Web Platform Administration, and related customer service management.

Program Description

GIS services include taxation mapping and tax collection analysis, land use planning, bridge and road planning, crime tracking, law enforcement planning, demographic/population analysis and emergency management and mitigation. Creation of an Enterprise GIS environment is underway to allow departments to share data, and to provide tools to the departments which will allow them to create their own maps and perform analysis without requiring IT assistance.

Web Services provide the standard platforms for applications that enable access via the internet/intranet to County program information, citizen self-serve/direct access to County services, and electronic transaction processing.

Database and Reporting services provide the data storage and reporting structure and tools to allow information access and sharing with the public, County departments and external business partners. Currently converting to Microsoft Reporting Services to reduce the licensing costs of Crystal Reports and to allow more flexibility and integration to Microsoft SQL Database.

All services include understanding and defining enterprise business needs, recommending effective and innovative technology solutions, constructing and upgrading platforms as required and ensuring the integrity and security of the platforms. Key to effectively providing these services is meeting common cross department needs and identifying new opportunities; while at the same time standardizing services and platforms in order to provide a low total cost of ownership.

Measures are focused on increasing the amount of planned work vs support activity. Planned or project work is preferable because it is associated with creating new customer capabilities.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on project requests vs other support work	17.0%	20.0%	20.0%	22.0%
Outcome	Increase in employee hours spent on new project requests vs maintenance requests	0.0%	8.0%	8.0%	5.0%

Performance Measure - Description

Output-Employee hours spent on planned versus unplanned work. Initial measurement taken at the end of FY11.

Outcome-Increase in employee hours spent on planned versus unplanned work: 8%. Initial measurement taken at the end of FY11.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$2,258,472	\$0	\$2,053,680
Contracts	\$0	\$324,000	\$0	\$20,000
Materials & Supplies	\$0	\$486,050	\$0	\$808,524
Internal Services	\$0	\$1,864,048	\$0	\$4,385,075
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$4,932,570	\$0	\$7,267,279
Program Total:	\$4,932,570		\$7,267,279	
Program FTE	0.00	15.00	0.00	14.00
Program Revenues				
Fees, Permits & Charges	\$0	\$5,082,543	\$0	\$6,287,901
Other / Miscellaneous	\$0	\$252,790	\$0	\$979,378
Total Revenue:	\$0	\$5,335,333	\$0	\$7,267,279

Explanation of Revenues

Significant Program Changes

Last year this program was:

#78036 - IT Enterprise Application Services. One FTE moved to offer 78037. Also includes IT internal service fees.

Lead Agency: Department of County

Program Contact: Michelle Smith

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

SAP is a county-wide (enterprise) system for managing people, money, materials, services and buildings and maintenance. In short, it is used to manage the business operations of the County. SAP enables efficient business processes and transactions, and integrates with other applications to become the primary system of record whenever possible. SAP provides timely, relevant and accurate information to improve data-driven decision making. SAP resources are allocated to maintain core business functions and investments; and are balanced with enterprise wide strategies and goals. Using SAP enables the County to retire other systems and reduce related costs. SAP provides real-time operational data to employees, business partners and citizens.

Program Description

As the County's system of record for a majority of business transactions, the SAP support program provides services supporting regulatory reporting requirements, business process analysis and re-engineering, and implementation of process innovation; these are designed to increase efficiencies in the County's operations and reduce costs. The SAP support team provides training, education and technical assistance to County SAP users.

Major initiatives to be worked on for SAP over the next fiscal year are:

- New Budgeting system that is integrated with SAP
- Phase II Procurement for Public Sector contracting changes(SRM PPS)
- SAP Enhancement Pack 5 to enable HR Employee Self Service and Manager Self Service projects
- Employee Self Service for Electronic Timesheets Phase I
- Public Sector Collections and Disbursements for the Health Department and the Library
- Employee Self-Service Benefits

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on project requests vs unplanned and standard work	28.0%	50.0%	50.0%	55.0%
Outcome	Increase in employee hours spent on new project requests vs maintenance requests	0.0%	22.0%	22.0%	5.0%

Performance Measure - Description

Output Measure - Employee hours spent on planned versus unplanned work and standard activity work: 28% is the initial measurement taken at the end of FY11.

Outcome-Increase in employee hours spent on planned versus unplanned and standard activity work: Current Year increase is 22%. Next year increase is 5%. Total 27% increase from initial measurement taken at the end of FY11.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$1,224,064	\$0	\$1,686,396
Contracts	\$0	\$165,000	\$0	\$1,300
Materials & Supplies	\$0	\$594,385	\$0	\$617,360
Internal Services	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$1,983,449	\$0	\$2,305,056
Program Total:	\$1,983,449		\$2,305,056	
Program FTE	0.00	9.00	0.00	11.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,983,449	\$0	\$2,305,056
Other / Miscellaneous	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$1,983,449	\$0	\$2,305,056

Explanation of Revenues

Significant Program Changes

Last year this program was:
#78037 - IT SAP Support Team.

Lead Agency: Department of County

Program Contact: Josh Mitchell

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

The IT General Government and Enterprise Web Services program offer combines two services:

- General Government Application Services which is responsible for managing systems for the Chair, Commissioners, Library, and non-departmental customers.
- Enterprise Web Services which provides reliable services used across departmental boundaries--serving more than one or all County lines of business.

Program Description

General Government Services include managing customer relationships; capturing and prioritizing IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and reporting systems; managing vendor systems and relationships; maintaining and enhancing legacy systems.

Enterprise Web Services provide the standard platforms for applications that enable access via the internet/intranet to County program information, citizen self-serve/direct access to County services, and electronic transaction processing.

Enterprise Web Services include web platform support and maintenance, Google Apps for Government administration and integration support, and support for specific web systems including the public website, the Intranet (Multco Commons) and the Learning Management System (Multco Learns).

All services include understanding and defining enterprise business needs, recommending effective and innovative technology solutions, constructing and upgrading platforms as required and ensuring the integrity and security of the platforms.

Key to effectively providing these services is meeting common cross department needs and identifying new opportunities, while at the same time standardizing services and platforms in order to provide a low total cost of ownership.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Employee hours spent on new project requests vs maintenance requests	30.0%	30.0%	40.0%	40.0%
Outcome	Increase in employee hours spent on new project requests vs maintenance request	10.0%	10.0%	5.0%	5.0%

Performance Measure - Description

Output-Employee hours spent on planned versus unplanned work: 60% planned/40% unplanned. Initial measurement taken at the end of FY11.

Outcome-Increase in employee hours spent on planned versus unplanned work: 10%. Initial measurement taken at the end of FY11.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$1,089,537	\$0	\$1,474,246
Contracts	\$0	\$25,000	\$0	\$0
Materials & Supplies	\$0	\$191,951	\$0	\$580,700
Internal Services	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$1,306,488	\$0	\$2,054,946
Program Total:	\$1,306,488		\$2,054,946	
Program FTE	0.00	8.33	0.00	9.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,064,240	\$0	\$2,054,946
Other / Miscellaneous	\$0	\$242,248	\$0	\$0
Total Revenue:	\$0	\$1,306,488	\$0	\$2,054,946

Explanation of Revenues

Significant Program Changes

✔ **Significantly Changed**

Last year this program was:

Last year parts of this program were covered under program #78036 - IT Enterprise Application Services and program #78035 - IT General Government Application Services.

Additionally, this represents the second full year in which Google Apps for Government is included within the responsibilities of the Enterprise Web Services group.

Lead Agency: Department of County

Program Contact: Julie Neburka

Program Offer Type: Administration

Related Programs:

Program Characteristics:

Executive Summary

The Budget, Rate-Setting, and Capital Planning team is one of the four service teams in the County's first inter-departmental Administrative Hub. The team provides financial planning, forecasting, and reporting services to the departments of County Management and County Assets, and to nondepartmental County agencies and offices, a combined portfolio of \$371 million. The team assembles and publishes County-wide annual internal service rates; bills for County facilities, fleet, information technology, telecommunications, and records and distribution services; and coordinates planning for the County's capital repair and maintenance program.

Program Description

This program focuses on several primary functions:

- Coordinating County-wide annual capital planning and internal service rate development processes, including developing and implementing complex activity-based cost allocation models for seven distinct internal services.
- Coordinating and managing annual budget development and monitoring for two large departments and a variety of non-departmental agencies and corporate obligations.
- Overseeing budget management, monitoring, modification, and financial reporting throughout the fiscal year for the County's capital, internal service, and debt service funds.

The team provides recommendations and data on internal cost allocation methods and strategies, capital planning and spending, and planning for long-term obligations used by every County department.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Track staff time spent on customer activities.	0.0%	0.0%	0.0%	100.0%
Outcome	Allocate Hub resources fairly among users.	0.0%	0.0%	0.0%	100.0%

Performance Measure - Description

✔ Measure Changed

The Administrative Hub is a new, interdepartmental County organization, intended to streamline the provision of various administrative services and allocate resources appropriately to service recipients in DCA, DCM, and Nondepartmental agencies.

An important activity for FY 2013 will be to track staff time spent on activities for each department and agency, in order to both gauge and manage demand, and to set appropriate cost drivers for FY 2014 cost allocations.

Tracking tools are currently available both in SAP and in other software tools currently owned by the County. Prior to July 1st, we will select and implement a tracking tool, train staff on its use, and begin gathering data.

Legal/Contractual Obligation

Oregon Budget Law (ORS Chapter 294), federal Office of Management & Budget circulars A-133 and A-87, Government Accounting Standards Board statements and pronouncements, County Administrative Procedures.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$107,835	\$410,139	\$742,543	\$0
Contracts	\$0	\$60	\$0	\$0
Materials & Supplies	\$2,370	\$4,659	\$9,615	\$0
Internal Services	\$8,967	\$3,886	\$66,205	\$0
Total GF/non-GF:	\$119,172	\$418,744	\$818,363	\$0
Program Total:	\$537,916		\$818,363	
Program FTE	0.00	0.00	7.00	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$418,744	\$628,175	\$0
Total Revenue:	\$0	\$418,744	\$628,175	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

Significant Program Changes

✔ Significantly Changed

Last year this program was:

The Administrative Hub was created in the FY 2012 budget per the Multnomah Evolves initiative.

Lead Agency: Department of County

Program Contact: Tony Dornbusch

Program Offer Type: Administration

Related Programs:

Program Characteristics:

Executive Summary

This program offer represents Strategic Sourcing, Procurement and Contract Administration, which is part of the Department of County Assets' (DCA) Administrative Services Hub. This unit works collectively with the other DCA Administrative Service Hub units to deliver services. The Hub was established to create greater efficiencies through the consolidation of duplicate business services functions that formerly existed separately in the Facilities and Property Management, FREDS, IT, and the Department of County Management. Support is also provided to the Board of County Commissioners and several Non-Departmental Offices allowing departmental leadership and elected officials to focus their efforts on delivering vital program services.

This offer focuses on the consultation, oversight and direct delivery of the procurement and purchasing of Goods and Services, and commercial, personal services and construction contracting including software licensing, and facilities, across all areas of DCA, DCM and Non-Departmental units. The Strategic Sourcing component of the area is addressed under program offer 78046.

Program Description

This organization reports to the Manager of Strategic Sourcing, Procurement and Contract Administration, who reports to the Director of DCA. The program includes the administrative group responsible for formal, informal and cooperative procurements. The program also includes commercial, personal services, construction, lease, software, maintenance and repair, and architectural contract development, negotiation, risk assessment/management, supplier/vendor management and ongoing contract administration. This group includes a Finance Manager to provide contract negotiation and process development as well as oversight and specialized expertise in the development and monitoring of large construction, facilities, software and hardware contracts. Support also includes collaboration with departmental partners in the review of Administrative Procedures, policies and the implementation of best practices.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Number of procurements and contracts processed	0	0	0	500
Outcome	Percentage of Contracts processed following established processes	0.0%	0.0%	0.0%	95.0%

Performance Measure - Description

Number of Procurements and contacts processed output measures the total volume of procurements, contracts, amendments and renewals processed by the SSPCA staff. These procurements and contracts span facilities, construction, leases, building equipment, IT equipment, software, administrative goods, fleet, and various professional services. This measure will provide valuable tracking/identification of each procurement/contracting activity, establishing the beginnings of a baseline for the total contracts under management in SSPCA.

% of Contracts processed following established processes is the percentage of procurements that are solicited or contracts that are developed and executed following the County and DCA policies, procedures and processes. This measure provides valuable process improvement feedback and effectively demonstrates reduced or mitigated risk relating to damages, liability, infringement, warranty, etc. This is a new measure & very aggressive.

Legal/Contractual Obligation

Oregon Revised Statutes (ORS) 279A, 279B, and 279C establish requirements affecting the County's procurement and contracting practices. The County establishes and implements Public Contract Review Board (PCRB) Rules and Administrative Procedures CON-1 and PUR-1 to define its procurement and contracting processes within the constraints of ORS requirements. DCA Contracts must adhere to Commercial Contract laws, Bureau of Labor and Industry laws, Construction and Architectural contracting laws, Employment laws, Privacy laws, Domestic Violence and Criminal records laws and others. DCA Procurements using cooperative agreements must adhere to state and federal laws governing the use of the cooperative agreements as described therein.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2012	2012	2013	2013
Program Expenses				
Personnel	\$98,694	\$1,087,383	\$1,393,114	\$0
Contracts	\$0	\$27,500	\$0	\$0
Materials & Supplies	\$2,169	\$54,589	\$60,490	\$0
Internal Services	\$8,208	\$3,239	\$138,068	\$0
Total GF/non-GF:	\$109,071	\$1,172,711	\$1,591,672	\$0
Program Total:	\$1,281,782		\$1,591,672	
Program FTE	0.00	0.00	12.50	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$1,172,710	\$1,364,097	\$0
Other / Miscellaneous	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$1,172,710	\$1,364,097	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

Significant Program Changes

Last year this program was:

Last year this program was contained in #79002, IT Planning, Projects & Portfolio Management. The former IT Planning, Projects & Portfolio Management program offer supported the IT department. This area provided the functions of Project and Portfolio Management, Human Resources, Budget, Rate Setting, Finance (AP, AR, GL) , Procurement, Purchasing, Contract development and Contract administration. With the formation of the Department of County Assets, the area was combined with other areas that previously provided similar support for DCM, Non-Departmental units, FREDS, and FPM. The area evolved from a single unit to four areas of expertise (Human Resources, Budget, Rate Setting & Capital Planning, Finance & Administration and Strategic Sourcing, Procurement and Contract Administration) providing specialized support across the Department of County Assets, the Department of County Management, and Non-Departmental offices.

Lead Agency: Department of County

Program Contact: Tony Dornbusch

Program Offer Type: Program Alternative /

Related Programs:

Program Characteristics: One-Time-Only Request

Executive Summary

This one-time program for FY 2013 completes the transition from the County's Central Stores operation to its Strategic Sourcing model by providing a limited-duration position to complete the transition of purchasing operations from Central Stores to the new Multco Marketplace. Funding is provided by ending fund balance remaining from the Central Stores operation.

Program Description

This program will support the administrative group responsible for formal, informal and cooperative procurements. The limited-duration position may work on commercial, personal services, construction, lease, software, maintenance and repair, and architectural contract development, negotiation, risk assessment/management, supplier/vendor management and ongoing contract administration. Support also includes collaboration with departmental partners in the review of Administrative Procedures, policies and the implementation of best practices.

The Department of County Assets supports groups that are the largest purchasers of goods in the County. The new contracts management module of SAP will require a great volume of contract data to be entered, updated, and verified in FY 2013. This program will ensure that contract data is entered into the new system in a timely way.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output		0	0	0	0
Outcome		0	0	0	0

Performance Measure - Description

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$0	\$103,442	\$0
Total GF/non-GF:	\$0	\$0	\$103,442	\$0
Program Total:	\$0		\$103,442	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Other / Miscellaneous	\$0	\$0	\$103,442	\$0
Total Revenue:	\$0	\$0	\$103,442	\$0

Explanation of Revenues

Funding for this program is Beginning Working Capital from the Central Stores operation in the Distribution Fund.

Significant Program Changes

Last year this program was:

This is a new, one-time program for FY 2013.

Lead Agency: Department of County

Program Contact: Julie Neburka

Program Offer Type: Administration

Related Programs:

Program Characteristics:

Executive Summary

The Department of County Assets (DCA) Administrative Service Hub includes the Finance & Administration unit which works collectively with the other Administrative Service Hub units to deliver services. The Hub was established to create greater efficiencies through the consolidation of duplicate financial and administrative support functions that formerly existed separately in the Departments of County Assets and County Management. This unit provides a variety of business services functions to DCA and DCM. Support is also provided to the Board of County Commissioners and several Nondepartmental Offices allowing departmental leadership and elected officials to focus their efforts on delivering vital program services.

Program Description

This program aligns with business services functions in other departments allowing programs and elected officials to leverage administrative resources. The Finance and Administration unit reports to the DCA Director and supports the operational activities of this department and DCM by providing financial services such as accounts receivable, accounts payable and procurement card management; additionally, the unit provides general administrative support functions such as travel planning, employee reimbursements, timekeeping, reception and general administrative support to a diverse array of programs. Support also includes collaboration with departmental partners in the review of Administrative Procedures, policies and the implementation of best practices.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output		0	0	0	0
Outcome	Percent of AP invoices paid on time	83.0%	95.0%	90.0%	90.0%
Outcome	Percent of AR receipts posted in correct accounting period	100.0%	100.0%	100.0%	100.0%
Efficiency	Percent of grant reports submitted on time	100.0%	100.0%	100.0%	100.0%

Performance Measure - Description

Invoices Paid on Time is the percentage of invoices paid within 30 days of the invoice date and measures the timelines of the accounts payable process. The county-wide performance of this measure has historically been about 85%. This should be achievable once all DCA, DCM and NonDepartmental customers become acclimated to the new Administrative Hub payment process.

Accounts Receivable performance measures the percentage of receipts posted in the correct accounting cycle in compliance with Financial Procedure FIN-19.

Grant reporting support to DCM and NonDepartmental is a relatively new function in FY11; percent of grant report submitted on time is a new measure reflecting performance quality and grant compliance.

Legal/Contractual Obligation

Federal, state, and local laws and regulations covering wage and hour, discrimination, harassment, labor relations, privacy, employment at will, hiring, defamation, Uniformed Service Employment and Re-employment Rights Act, Health Insurance Portability and Accountability Act, and other employment-related issues. Three labor agreements necessitate contract compliance regarding wages, hours, working conditions and other employment-related matters.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$451,894	\$395,658	\$1,000,319	\$0
Contracts	\$5,000	\$31,000	\$0	\$0
Materials & Supplies	\$18,692	\$4,991	\$12,100	\$0
Internal Services	\$75,887	\$0	\$63,681	\$0
Total GF/non-GF:	\$551,473	\$431,649	\$1,076,100	\$0
Program Total:	\$983,122		\$1,076,100	
Program FTE	0.00	0.00	7.00	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$328,940	\$612,778	\$0
Other / Miscellaneous	\$0	\$102,709	\$0	\$0
Total Revenue:	\$0	\$431,649	\$612,778	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

Significant Program Changes

Last year this program was: #78002, Department Human Resources

Lead Agency: Department of County

Program Contact: Tony Dornbusch

Program Offer Type: Innovative/New Program

Related Programs:

Program Characteristics: One-Time-Only Request

Executive Summary

This program offer represents the Strategic Sourcing component of the Strategic Sourcing, Procurement and Contract Administration unit, which is part of the Department of County Assets' (DCA) Administrative Services Hub. This unit works collectively with the other DCA Administrative Service Hub units to deliver services to both departments and divisions supported by DCA as well as the entire County.

This offer focuses on the development, implementation, oversight and direct delivery of the strategic sourcing practices across the County. This unit provides strategy, leadership, expertise, and analytical information to the County and it's Departments relative these strategic sourcing practices.

Program Description

This organization reports to the Manager of Strategic Sourcing, Procurement and Contract Administration, who reports to the Director of DCA. The program includes Strategic Sourcing Analysts and Strategic Sourcing Data Analyst for the County and provides strategy, leadership, practice development, oversight and monitoring, detailed spend analysis, strategic sourcing plans and compliance analysis/oversight for hundreds of contracts and millions of dollars each year. The program will be responsible for addressing the strategic sourcing needs of all County Departments across all commodities and types of transactions, which includes commercial, personal services, construction, lease, software, technology goods and services, maintenance and repair, and architectural services. Support also includes collaboration with departmental partners in the review of Administrative Procedures, policies and the implementation of best practices as necessary, in support of strategic sourcing initiatives.

Strategic Sourcing is the practice of taking a holistic approach to the selection and sourcing of goods and services necessary to an organization's operations. Strategic Sourcing includes several key tenets or procurement best practices: (1) Consolidating spend across all buyers with a small number of supplier partners so that the best prices can be achieved, (2) Considering the total lifecycle cost of a product and service (not just the purchase price) when making a procurement decision, (3) Building mutually beneficial strategic partnership relationships with key suppliers, (4) Leveraging the capabilities and services of supplier partners to reduce internal operating costs, and (5) Leveraging technology to reduce operating costs, better manage spend and achieve better prices.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Commodity Sourcing Plans developed	0	0	0	10
Outcome	% of annual goods purchased via marketplace	0.0%	0.0%	0.0%	40.0%
Outcome		0	0	0	0
Output		0	0	0	0

Performance Measure - Description

 **Measure Changed**

Output-Number of plans developed improving strategic purchases.

Outcome-% of annual goods purchased will drive volume to marketplace resulting in lower pricing.% will increase over time.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$0	\$470,751	\$0
Materials & Supplies	\$0	\$0	\$21,700	\$0
Total GF/non-GF:	\$0	\$0	\$492,451	\$0
Program Total:	\$0		\$492,451	
Program FTE	0.00	0.00	3.50	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

This program is funded with one-time-only General Fund for FY 2013. It is anticipated that this program may be included in the County's indirect cost allocation plan in FY 2014 and beyond.

Significant Program Changes

 **Significantly Changed**

Last year this program was:

This is a new program as a result of the Multnomah Evolves activities related to Central Stores (see above).