

State of Florida  
Division of Administrative Hearings

**Charles J. Crist, Jr.**  
Governor

**Robert S. Cohen**  
Director and Chief Judge

**Claudia Lladó**  
Clerk of the Division



**Charles A. Stampelos**  
Deputy Chief  
Administrative Law Judge

**David W. Langham**  
Deputy Chief Judge  
Judges of Compensation Claims

LEGISLATIVE BUDGET REQUEST

October 15, 2010

Jerry L. McDaniel, Director  
Office of Policy and Budget  
Executive Office of the Governor  
1701 Capitol  
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Council Director  
House Full Appropriations Council  
221 Capitol  
Tallahassee, Florida 32399-1300

David Coburn, Staff Director  
Senate Policy and Steering Committee on Ways and Means  
201 Capitol  
Tallahassee, Florida 32399-1300

Dear Directors,

Pursuant to Chapter 216, *Florida Statutes*, our Legislative Budget Request for the Division of Administrative Hearings is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2011-12 Fiscal Year.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert S. Cohen".

Robert S. Cohen  
Director and Chief Judge

/mrl

# **DIVISION OF ADMINISTRATIVE HEARINGS**

## **DEPARTMENT LEVEL EXHIBITS AND SCHEDULES**

Dept/Agency: **Division of Administrative Hearings**  
 Prepared by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date Completed: **October 15, 2010**

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
1	Case Management System	Database containing all of the information related to a case before DOAH or the OJCC. The database includes all pertinent information including the parties to the case, schedule of events and documents.	Case Management	
2	E-Filing	Allows parties to cases to electronically submit pleadings and other case documents to DOAH and the OJCC.	Case Management	
3	Digital Recording	Hearings are recorded on digital recording equipment in order to maintain a record of proceedings in each case.	Case Management	
4	Video Teleconferencing	Video teleconferencing sites are established throughout the state in order to conduct hearings remotely.	Case Management	
5				
6				
7				
8				
9				

Dept/Agency: **Division of Administrative Hearings**  
Prepared by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date Completed: **October 15, 2010**

## **1. Case Management**

The Case Management service supports the Division's mission to impartially adjudicate disputes as required by Chapters 120 and 440, Florida Statutes.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. *Case Management System*** – Database containing all of the information related to a case before DOAH or the OJCC. The database includes all pertinent information including the parties to the case, schedule of case events, and documents.
- 1.b. *E-Filing*** – Allows parties to cases to electronically submit pleadings and other case documents to DOAH and the OJCC.
- 1.c. *Digital Recording*** – Hearings are recorded on digital recording equipment in order to maintain a record of proceedings in each case.
- 1.d. *Video Teleconferencing*** – Video teleconferencing sites are established throughout the state in order to conduct hearings remotely.

*(If a Strategic IT Service has more IT Systems, simply continue the list and follow the paragraph format with automatic numbering sequence.)*

## IT Service Requirements Worksheet: Network Service

Dept/Agency: **Division of Administrative Hearings**  
 Submitted by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date submitted: **October 15, 2010**

### Network Service

This service enables data connectivity and transport using Local Area Network (LAN) and/or Wide Area Network (WAN) technologies. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with this service:			
1	Intel Servers, Win2K OS	5	Cisco Routers
2	Ethernet Switches	6	Switches
3	Tape Backup	7	
4	SUNCOM	8	

#### 1. IT Service Definition

1.1. Who is the LAN service provider? *(Indicate all that apply)*

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Central IT staff                                    | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff  | <input type="checkbox"/> Northwood Shared Resource Center |
| <input checked="" type="checkbox"/> Other state agency <i>(non-primary data center)</i> | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider <i>(specify)</i> _____         |   |

1.2. Who is the WAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.4. Please identify the number of users of the Network Service. 266

1.5. How many locations currently host IT assets and resources used to provide LAN services? 18

1.6. How many locations currently use WAN services? 18

1.7. What types of WAN connections are included in this service? *(Indicate all that apply)*

- |                                      |  |  |
|--------------------------------------|--|--|
| <input type="checkbox"/> ATM         | <input type="checkbox"/> Frame Relay         | <input type="checkbox"/> Cellular Network                      |
| <input type="checkbox"/> SUNCOM RTS  | <input checked="" type="checkbox"/> Internet | <input checked="" type="checkbox"/> Dedicated Wired connection |
| <input type="checkbox"/> Radio       | <input type="checkbox"/> Satellite           | <input type="checkbox"/> Dial-up connection                    |
| <input type="checkbox"/> Other _____ |  |  |

## IT Service Requirements Worksheet: Network Service

### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?  
(*Identical, Very Similar, No*)

Very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes  No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Service level requirements would need to be established and validated to ensure that another entity could meet and provide timely response to our needs.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for LAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Has the agency specified the service level requirements for WAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.3. Timing and Service Delivery Requirements

3.3.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*) for:

3.3.1.1. Online availability

24/7

3.3.1.2. Offline and availability for maintenance

1 Sunday per mo

3.3.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)?

30 minutes

3.3.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

LAN services are provided to district offices throughout the state; inability to access network would prevent employees from accessing IT systems and would impair their ability to respond to inquiries from parties to cases. WAN services provide connectivity between the headquarters in Tallahassee and the district offices. Inability of the district offices to access the WAN would prevent employees' access to email, Division websites and production SQL servers.

## IT Service Requirements Worksheet: Network Service

3.3.3. Does the agency have a standard for required bandwidth its locations?  Yes  No

If yes, indicate the standard (*e.g. fiber channels for certain locations*)

T-1 for each district office.

3.3.4. Are there any agency-unique service requirements?  Yes  No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.3.5. What are security requirements for this IT service? (*Indicate all that apply*)

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> User ID/Password          | <input checked="" type="checkbox"/> Access through Internet or external network |
| <input type="checkbox"/> Access through internal network only | <input type="checkbox"/> Access through Internet with secure encryption         |
| <input type="checkbox"/> Other _____                          |   |

3.3.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes  No

3.3.6.1. If yes, please specify and describe:

### 4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes  No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes  No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

### 5. Additional Information

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Network Service**

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5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

The public users of this service access it daily/hourly.



# IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service

Dept/Agency: **Division of Administrative Hearings**  
Submitted by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date submitted: **October 15, 2010**

## E-Mail, Messaging, and Calendaring Service

This service enables users to send and receive e-mail and attachments, perform departmental calendaring, manage address lists, create and maintain shared or private folders, and store message data provided through the e-mail service. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with the E-Mail Service:			
1	Windows 2003 Server and OS	5	Outlook Web Access
2	Exchange Server	6	EMC CX400 Disk Array
3	Microsoft Antigen Anti-Spam Software	7	Email Xtender
4	MS Outlook Client	8	

### 1. IT Service Definition

1.1. Who is the service provider? (*Indicate all that apply*)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central IT staff                           | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff   | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Other state agency ( <i>non-primary data center</i> ) | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider ( <i>specify</i> )    |   |

1.2. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users (e-mail accounts/mailboxes) of this service. 266

1.4. How many locations currently host IT assets and resources used to provide e-mail, messaging, and calendaring services? 18

### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? (*Identical, Very Similar, No*) Very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes       No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Transitioning of mailboxes and distribution lists.

## IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0600-2100 M-F, 24/7*): 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)? 30 minutes

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

3.2.3. Are there any agency-unique service requirements?  Yes  No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other \_\_\_\_\_

3.2.5. Are there any federal, state, or agency records retention or privacy policies, restrictions, or requirements applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Standard state records retention policies apply to email.

### 4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes
- No

If yes, briefly describe the frequency of reports and how they are provided:

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service**

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4.2. Are currently defined IT service levels adequate to support the business needs?

Yes       No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

## IT Service Requirements Worksheet: Desktop Computing Service

Dept/Agency: **Division of Administrative Hearings**  
 Submitted by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date submitted: **October 15, 2010**

### Desktop Computing Service

This service enables use of standard office automation functions, as well as access to other applications that require standard desktop functionality. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with the Desktop Computer Service:			
1	Desktop PCs (Intel)	5	
2	Microsoft Office 2003 and 2007 Suites	6	
3	Windows XP Professional OS	7	
4		8	

### 1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Central IT staff<br><input type="checkbox"/> Program staff<br><input type="checkbox"/> Other state agency <i>(non-primary data center)</i><br><input type="checkbox"/> Other External Service Provider <i>(specify)</i> _____ | <input type="checkbox"/> Southwood Shared Resource Center<br><input type="checkbox"/> Northwood Shared Resource Center<br><input type="checkbox"/> Northwest Regional Data Center |
|---|---|

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 266

1.4. How many locations currently use desktop computing services? 18

### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?  
*(Identical, Very Similar, No, Unknown)* Very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes       No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Service level requirements established to ensure that another provider could adequately provide the services needed (i.e., installation and updates to software/hardware and troubleshooting of desktops.)

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

## IT Service Requirements Worksheet: Desktop Computing Service

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)  
 Yes; informal agreement(s)  
 No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*)

0700-1900 M-F

3.2.2. What are the impacts on the agency's business if the Desktop Service is not available?

Division staff would be unable to do their jobs, i.e., no docketing would be done on pending cases; no scheduling could be accomplished; no orders issued.

3.2.3. Are there any agency-unique service requirements?

Yes  No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password  Access through Internet or external network  
 Access through internal network only  Access through Internet with secure encryption  
 Other \_\_\_\_\_

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes  No

3.2.5.1. If yes, please specify and describe:

### 4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes  No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes  No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

**IT Service Requirements Worksheet: Desktop Computing Service**

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

## IT Service Requirements Worksheet: Helpdesk Service

Dept/Agency: **Division of Administrative Hearings**  
 Submitted by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date submitted: **October 15, 2010**

### Helpdesk Service

This service involves the centralized or consolidated intake and resolution of IT system problems for users and stakeholders throughout the department. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify any major hardware and commercial software associated with the Helpdesk Service:			
1	TightVNC software (Shareware)	5	
2		6	
3		7	
4		8	

#### 1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central IT staff                           | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff   | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Other state agency ( <i>non-primary data center</i> ) | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider ( <i>specify</i> )    |   |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service: 266

1.4. How many locations currently host IT assets and resources used to provide helpdesk services? 1

1.5. What communication channels are used for the service? *(Indicate all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> On-line self-serve                            | <input type="checkbox"/> On-line interactive |
| <input checked="" type="checkbox"/> Telephone/IVR                      | <input type="checkbox"/> Face-to-face        |
| <input checked="" type="checkbox"/> Remote desktop (e.g., PC Anywhere) |  |
| <input type="checkbox"/> Other   |  |

1.6. What is the scope of the service provided by the Help Desk: *(Check all boxes that apply)*

Help Desk Action	Simple problems	Moderately complex problems	Complex problems
Accepting and logging	X	X	
Referring/escalating			X
Tracking and reporting	X	X	X
Resolving/closing	X	X	

## IT Service Requirements Worksheet: Helpdesk Service

1.7. Please identify the major IT systems or services for which the Help Desk must provide assistance:

1	Case Management Systems	5	E-mail
2	Desktop	6	
3	Network	7	
4	Portal/Web	8	

### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

*(Identical, Very Similar, No, Unknown)*

Very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes       No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Other source would need to become knowledgeable, and maintain currency of that knowledge, of the Division's strategic, mission-critical custom case management applications.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days the Help Desk service is required (*e.g., 0800-1600 M-F, 24/7*)

0730-1700 M-F

3.2.2. What are the impacts on the agency's business if the Help Desk service is not available?

No significant business impact; users may be unable to accomplish various tasks temporarily.

3.2.3. What is the average monthly volume of calls/cases/tickets?

150

3.2.4. Are there any agency-unique service requirements?

Yes       No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.5. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password
- Access through internal network only
- Other \_\_\_\_\_
- Access through Internet or external network
- Access through Internet with secure encryption



FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Helpdesk Service**

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3.2.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes       No

3.2.6.1. If yes, please specify and describe:

**4. User/customer satisfaction**

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes       No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes       No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
NONE				

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

Public use of Help Desk function is occasional to rare, and would include assistance with resetting registered user profile information or assistance with electronic filing of case-related documents.

## IT Service Requirements Worksheet: IT Security/Risk Mitigation Service

Dept/Agency: **Division of Administrative Hearings**  
Submitted by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date submitted: **October 15, 2010**

### IT Security/Risk Mitigation Service

This service involves the implementation of measures to reduce risk and ensure continuity of the IT Services supporting the agency. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

#### 1. IT Service Definition

##### 1.1. Who is the service provider? *(Indicate all that apply)*

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Central IT staff                            | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff  | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Other state agency <i>(non-primary data center)</i>    | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider <i>(specify)</i> _____ |   |

##### 1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

#### 2. Service Unique to Agency

##### 2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)*

**Very similar**

##### 2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes       No

##### 2.2.1. If yes, what must happen for your agency to use another IT service provider?

Service level requirements need to be established and validated.

##### 2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

#### 3. IT Service Levels Required to Support Business Functions

##### 3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

## IT Service Requirements Worksheet: IT Security/Risk Mitigation Service

### 3.2. Timing and Service Delivery Requirements

- 3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*): 24/7
- 3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? One business day
- 3.2.3. How frequently must the IT disaster recovery plan be tested? Annually
- 3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs (*e.g., 10 min, 60 min, 4 hours*)? 60 minutes
- 3.2.5. Are there any agency-unique service requirements?  Yes  No  
 If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.6. What are security requirements for this IT service? (*Indicate all that apply*)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> User ID/Password                     | <input type="checkbox"/> Access through Internet or external network    |
| <input checked="" type="checkbox"/> Access through internal network only | <input type="checkbox"/> Access through Internet with secure encryption |
| <input type="checkbox"/> Other _____                                     |   |

- 3.2.7. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?  
 Yes  No

If yes, please specify and describe:

### 4. User/customer satisfaction

- 4.1. Are service level metrics reported regularly to business stakeholders or agency management?  
 Yes  No  
 If yes, briefly describe the frequency of reports and how they are provided:

- 4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes  No

- 4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

- 4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

### 5. Additional Information

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: IT Security/Risk Mitigation Service**

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5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

Dept/Agency: **Division of Administrative Hearings**  
 Submitted by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date submitted: **October 15, 2010**

**Agency Financial and Administrative Systems Support Service**

This service enables users in the agency’s administrative and support areas to operate and maintain the non-strategic applications that support agency administrative. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT application systems that are included (in whole or part) in this IT Service:			
1	None – see comments	5	
2		6	
3		7	
4		8	

**1. IT Service Definition**

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* \_\_\_\_\_
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. \_\_\_\_\_

1.4. How many locations currently host agency financial/ administrative systems? \_\_\_\_\_

**2. Service Unique to Agency**

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)* \_\_\_\_\_

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

Answer the following questions for the primary or dominant IT system within this IT Service.

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

[Redacted text box]

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0700-1800 M-F, 24/7) for:

3.2.1.1. User-facing components of this IT service (online) [Redacted]

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) [Redacted]

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? [Redacted]

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded? [Redacted]

3.2.3. Are there any agency-unique service requirements?  Yes  No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

[Redacted text box]

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through internal network only
- Other \_\_\_\_\_
- Access through Internet or external network
- Access through Internet with secure encryption

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

[Redacted text box]

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

- Yes
- No

If yes, briefly describe the frequency of reports and how they are provided:

[Redacted text box]

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes       No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

5.3. Other pertinent information related to this service

The Division uses only statewide systems for these purposes (i.e., FLAIR, ARIBA, PeopleFirst, LAS/PBS). No internal IT services are required for support of financial and administrative systems other than Desktop Services.

# IT Service Requirements Worksheet: IT Administration and Management Service

Dept/Agency: **Division of Administrative Hearings**  
Submitted by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date submitted: **October 15, 2010**

## IT Administration and Management Service

This service enables the management and administration of the agency's central IT program or unit. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT application systems that are included (in whole or part) in this IT Service:			
1	None (personnel only)	5	
2		6	
3		7	
4		8	

### 1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Central IT staff                              | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff  | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Other state agency ( <i>non-primary data center</i> )    | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider ( <i>specify</i> ) _____ |   |

1.2. How many locations currently host assets and resources used to provide IT administration and management services? 1

### 2. Service Unique to Agency

2.1. If the same level of service could be provided through another agency or external source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes       No

2.1.1. If yes, what must happen for your agency to use another IT service provider?

2.1.2. If not, why does your agency need to maintain the current provider for this IT service?

IT Administrative and management services are part of the agency's management function and cannot be performed by an external provider.

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)  
 Yes; informal agreement(s)  
 No; specific requirements have not been determined and approved by the department



## IT Service Requirements Worksheet: Data Center Service

If you answered "Yes," identify major (formal or informal) service level requirements:

### 3.2. Timing and Service Delivery Requirements

- 3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*) for the systems included in this service: 0730-1800
- 3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)? 30 minutes
- 3.2.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?  
 Yes       No

If yes, please specify and describe:

- 3.2.4. Are there any agency-unique service requirements?  Yes       No
- If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

### 4. User/customer satisfaction

- 4.1. Are service level metrics reported to business stakeholders or agency management?  
 Yes       No

If yes, briefly describe the frequency of reports and how they are provided:

- 4.2. Are currently defined IT service levels adequate to support the business needs of the agency?  
 Yes       No

If no, what changes need to be made to the current IT service? (*Briefly explain*)

- 4.2.1. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

## IT Service Requirements Worksheet: Portal/Web Management Service

Dept/Agency: **Division of Administrative Hearings**  
Submitted by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date submitted: **October 15, 2010**

### Portal/Web Management Service

The Portal/Web Management service enables the publishing of the agency's standard, mission-critical information with its employees and the public. Please consult the Guidelines for Schedule IV-C: IT Costs and Service Requirements for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with this service:			
1	Servers	5	Cold Fusion
2	Google Mini	6	ASP.net
3	XSR Firewall	7	Dreamweaver
4	Microsoft IIS	8	Photoshop

#### 1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central IT staff                         | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Program staff                                       | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Other state agency <i>(non-primary data center)</i> | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider <i>(specify)</i>    |   |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)  
 Employees or contractors from one or more additional state agencies  
 External service providers  
 Public (please explain in Question 5.3)

1.3. Please identify the number of Internet users of this service.

79,000+

1.4. Please identify the number of intranet users of this service.

266

1.5. How many locations currently host IT assets and resources used to provide this service?

1

#### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?  
*(Identical, Very Similar, No)*

No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes  No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

## IT Service Requirements Worksheet: Portal/Web Management Service

The Division's websites must connect to both our real-time SQL databases and also our image storage system; this could not be accomplished from another service provider.

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0600-2100 M-F, 24/7*): Pub M-F, 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)? 15 minutes

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Internet users, particularly those who are parties to cases before the Division, rely on the ability to electronically file documents. If the websites are inaccessible, parties must use other methods to file those documents (such as US Mail, courier services, etc.); those methods incur additional costs, electronic filing does not.

3.2.3. Are there any agency-unique service requirements?  Yes  No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

The website must have real-time access to the Division's internal production databases.

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other \_\_\_\_\_

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Confidential/exempt case-related data must be filtered so that it is inaccessible to the public.

### 4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes
- No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Portal/Web Management Service**

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4.2. Are currently defined IT service levels adequate to support the business needs?

Yes       No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

Public users access the Division's website daily for research purposes. Registered public users access the site to electronically file documents in existing cases or file documents to open new cases with both the Adjudication of Disputes and Workers' Compensation Appeals programs.

## IT Service Requirements Worksheet: Data Center Service

Dept/Agency: **Division of Administrative Hearings**  
 Submitted by: **Susan T. Brown, Chief Information Officer**  
 Phone: **(850) 488-9675**  
 Date submitted: **October 15, 2010**

### Data Center Service

This service provides the centralized operation and management of data center services through (a) data centers and computing facilities as defined in s. 282.0041, F.S., and (b) single logical-server installations. It includes all resources required to perform data center functions identified in s. 282.201(2)(d)1.e., F.S. for agency strategic and non-strategic IT services.

*Statutory definitions from s. 282.0041, F.S., are provided here for convenience:*

- "Primary data center" means a state or non-state agency data center that is a recipient entity for consolidation of non-primary data centers and computing facilities. A primary data center may be authorized in law or designated by the Agency for Enterprise Information Technology pursuant to s. [282.201](#).
- "Data center" means agency space containing 10 or more physical or logical servers any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#).
- "Computing facility" means agency space containing fewer than a total of 10 physical or logical servers, any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#), but excluding single, logical-server installations that exclusively perform a utility function such as file and print servers.

Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the non-strategic <i>and</i> strategic IT services that are supported (in whole or part) by data center services offered at the following data centers and computing facilities.		
1	Northwood Shared Resource Center	
2	Southwood Shared Resource Center	
3	Northwest Regional Data Center	
4	Agency (non-primary) Data Center	
5	Agency Computing Facilities	Case Management
6	Other External Data Center(s)	

### 1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central IT staff<br><input checked="" type="checkbox"/> Program staff<br><input type="checkbox"/> Other state agency ( <i>non-primary data center</i> )<br><input type="checkbox"/> Other External Service Provider ( <i>specify</i> ) _____ | <input type="checkbox"/> Northwood Shared Resource Center<br><input type="checkbox"/> Southwood Shared Resource Center<br><input type="checkbox"/> Northwest Regional Data Center |
|--|---|

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

## IT Service Requirements Worksheet: Data Center Service

1.3. Provide the following information regarding agency data centers included in this service:

1.3.1. Number of agency data center(s) 0

1.3.2. List the major IT application systems<sup>1</sup> hosted at each of these facilities:

Name of Agency Data Center	Major IT Application Systems Supported	External Agency Supported <i>(if applicable)</i>

1.4. Provide the following information regarding agency computing facilities included in this service:

1.4.1. Number of agency computing facilities 1

1.4.2. List the major IT application systems<sup>1</sup> hosted at each of these facilities:

Name of Computing Facility	Major IT Application Systems Supported	External Agency Supported <i>(if applicable)</i>
DOAH	Case Management	

1.5. Provide the following information regarding single logical-server installations included in this service:

1.5.1. Total number of logical servers not housed in an agency data center, agency computing facility, or primary data center  

1.5.2. Total number of single logical-server installations  

1.5.3. List all major IT application systems<sup>1</sup> supported by these servers in 1.5.1 and 1.5.2:

### 2. Data Center Consolidation

2.1. When are your agency data center and computing facilities scheduled for consolidation into a primary data center? *If not yet scheduled, indicate "Not Available."*

*Not Available*

2.2. Has your agency specified service level requirements for this IT service in a service level agreement (SLA) executed with a primary data center in compliance with s. 282.203, F.S.?

Yes       No

<sup>1</sup> Any custom developed system, commercially acquired, or open-source software product that is included in the definition of a non-strategic or strategic IT service. *Note: Strategic IT Services and their constituent systems are defined in Worksheets SC-1 & SC-2.*

## IT Service Requirements Worksheet: Data Center Service

- 2.2.1. If no, please explain the specific issues preventing execution, and describe your plan and schedule for resolving those issues.

- 2.2.2. If yes, please provide an electronic copy of the executed service level agreement with your Schedule IV-C submission.

### 3. IT Service Levels Required to Support Business Functions

#### 3.1. Timing and Service Delivery Requirements

- 3.1.1. Hours/Days that service is required (*e.g., 0600-2400 M-F, 24/7*) 24/7
- 3.1.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 30 min
- 3.1.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?  
 Yes  No

If yes, please specify and describe:

Exempt and confidential data.

- 3.1.4. Are there any agency-unique service requirements?  Yes  No  
If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

Case management data and applications must be accessible to Division employees, members of the public, and registered users of the Division's web-based applications.

- 3.1.5. What are the security requirements for this IT service? (*Indicate all that apply*)
- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Restricted system administration rights | <input type="checkbox"/> Secured entrance to facility             |
| <input type="checkbox"/> Systems access through internal network only       | <input type="checkbox"/> Systems access through secure encryption |
| <input type="checkbox"/> Criminal background check for data center staff    | <input type="checkbox"/> Other _____                              |

### 4. User/customer satisfaction

- 4.1. Are service level metrics reported to business stakeholders or agency management?  
 Yes  No

- 4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

- 4.2. Are currently defined IT service levels adequate to support the business needs of the agency?  
 Yes  No

- 4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)



FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Data Center Service**

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4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

5.3. Other pertinent information related to this service

# IT Service Requirements Worksheet: Case Management

Dept/Agency: **Division of Administrative Services**  
Submitted by: **Susan T. Brown, Chief Information Officer**  
Phone: **(850) 488-9675**  
Date submitted: **October 15, 2010**

## Case Management

The Case Management service supports the Division's mission to impartially adjudicate disputes as required by Chapters 120 and 440, Florida Statutes.

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	SQL	5	Video Conferencing
2	Case Management Database	6	
3	Adobe Acrobat	7	
4	Digital Recording	8	

### 1. IT Service Definition

1.1.1. Provide the definition of this service as identified on Form SC2 (Strategic IT Service Catalog).

Case Management System, E-filing, Digital Recording and Video Conferencing utilized in order to efficiently mediate, hear and adjudicate cases before the Division.

1.2. Who is the service provider? (*Indicate all that apply*)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central IT staff                           | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Program staff   | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Other state agency ( <i>non-primary data center</i> ) | <input type="checkbox"/> Northwest Regional Data Center   |
| <input type="checkbox"/> Other External Service Provider ( <i>specify</i> )    |   |

1.3. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.4. Please identify the number of users of this service.

79,000 Annually

1.5. How many locations currently host this service?

1

### 2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? (*Identical, Very Similar, No*)

No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes       No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

## IT Service Requirements Worksheet: Case Management

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Case Management depends on access to internal production SQL databases, which contain confidential and/or exempt data.

### 3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0700-1800 M-F, 24/7*) for:

3.2.1.1. User-facing components of this IT service (online) 0700-1800

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 0700-1800

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 15 min, 30 min, 60 min*)? 15 minutes

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

The Division's employees are unable to perform their job duties, including the judges' ability to hold hearings.

3.2.3. Are there any agency-unique service requirements?  Yes  No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other \_\_\_\_\_

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Confidential/exempt case-related data must not be accessible to the public.

### 4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

- Yes
- No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Case Management**

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4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes       No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

**5. Additional Information**

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

There is no cost recovery or cost allocation plan for this service.

5.3. Other pertinent information related to this service

Non-Strategic IT Service:		Network Service		Resources AppORTIONED TO THIS IT Service IN FY 2011-12				Combined v.2011-12	
Dept/Agency: <b>Division of Administrative Hearings</b>									
Prepared by: <b>Cindy Wingler</b>									
Phone: <b>(850) 488-9675 ext. 112</b>									
Service Provisioning -- Assets & Resources (Cost Elements)			Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A	B	C	D
						Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>				1.00		\$61,968	\$61,968	\$62,671	\$703
A-1.1	State FTE	1	1.00		\$61,968	\$61,968	\$62,671		\$703
A-2.1	OPS FTE		0.00		\$0	\$0	\$0		\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0		\$0
<b>B. Hardware</b>					30	\$53,500	\$41,452	\$47,452	\$6,000
B-1	Servers	2	23	0	\$18,000	\$0	\$6,000		\$6,000
B-2	Server Maintenance & Support	3	23	20	\$18,500	\$24,452	\$24,452		\$0
B-3	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)	4	36	10	\$14,000	\$14,000	\$14,000		\$0
B-4	Online Storage for file and print (indicate GB of storage)		4785		\$0	\$0	\$0		\$0
B-5	Archive Storage for file and print (indicate GB of storage)		4096		\$0	\$0	\$0		\$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)	5			\$3,000	\$3,000	\$3,000		\$0
<b>C. Software</b>			6			\$20,000	\$20,000	\$20,000	\$0
<b>D. External Service Provider(s)</b>						\$202,000	\$195,000	\$195,000	\$0
D-1	MyFloridaNet	7			\$202,000	\$195,000	\$195,000		\$0
D-2	Other (Please specify in Footnote Section below)				\$0	\$0	\$0		\$0
<b>E. Other (Please describe in Footnotes Section below)</b>						\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>						\$337,468	\$318,420	\$325,123	\$6,703
<b>G. Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.									
1	The cumulative percentage of time expended by 5 FTE on this service, rounded to the nearest .25. AD = \$11,638; WC = \$51,033								
2	Replace 1 server which is 100% network. AD = \$3,000; WC = \$3,000								
3	There are 20 servers on maintenance. AD = \$5,090; WC = \$19,362								
4	Includes Centerra maintenance (50% network, 50% email), firewall maintenance and equipment, purchase of hubs, switches, cables and installation. AD = \$6,000; WC = \$8000.								
5	Hardware and maintenance purchases. AD = \$1,500; WC = \$1,500.								
6	Firewall and Enterasys software renewals. AD = \$7,000; WC = \$13,000.								
7	IT communications and equipment provided by the Department of Management Services to 19 locations throughout the state. AD = \$61,000; WC = \$134,000.								
8									
9									
10									
11									
12									
13									
14									
15									

Non-Strategic IT Service:		E-Mail, Messaging, and Calendaring Service			Form: FY 2011-12 Schedule IV-C -			
Agency: <b>Division of Administrative Hearings</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12			Estimated IT Service Costs			
Prepared by: <b>Cindy Wingler</b>		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A	B	C	D
Phone: <b>(850) 488-9675 ext. 112</b>					Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
Service Provisioning -- Assets & Resources (Cost Elements)								
<b>A. Personnel</b>			0.25		\$15,511	\$15,511	\$15,875	\$364
A-1	State FTE	1	0.25		\$15,511	\$15,511	\$15,875	\$364
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>					\$10,000	\$4,000	\$10,000	\$6,000
B-1	Servers	2	1	1	\$6,000	\$0	\$6,000	\$6,000
B-2	Server Maintenance & Support	3	1	1	\$0	\$0	\$0	\$0
B-3	Wireless Communication Devices (e.g., Blackberries, I-phones, PDAs, etc.)		0	0	\$0	\$0	\$0	\$0
B-4	Online Storage (indicate GB of storage)		0		\$0	\$0	\$0	\$0
B-5	Archive Storage (indicate GB of storage)		0		\$0	\$0	\$0	\$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)	4			\$4,000	\$4,000	\$4,000	\$0
<b>C. Software</b>		5			\$20,000	\$0	\$12,100	\$12,100
<b>D. External Service Provider(s)</b>					\$0	\$0	\$0	\$0
D-1	Southwood Shared Resource Center				\$0	\$0	\$0	\$0
D-2	Northwood Shared Resource Center				\$0	\$0	\$0	\$0
D-3	Northwest Regional Data Center				\$0	\$0	\$0	\$0
D-4	Other Data Center External Service Provider (specify in Footnotes below)				\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$45,511</b>	<b>\$19,511</b>	<b>\$37,975</b>	<b>\$18,464</b>
<b>G. Administrative Overhead - Percentage of Other Non-Strategic IT Service Costs Supporting Email Service</b>								
Non-Strategic Service		Footnote	%	Cost	To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. For the purposes of the Schedule IV-C analysis, the data submitted in this section will NOT be added to the cost of the e-mail service.			
OT-1	Network							
OT-2	Desktop IT Service	6	10.00%	\$ 31,108				
OT-3	Help Desk	7	10.00%	\$ 768				
OT-4	IT Security & Risk Mitigation							
OT-5	IT Administration & Management							
				SUBTOTAL	\$	31,876		
<b>Fully-loaded IT Service Cost \$</b>					<b>69,851</b>			
<b>H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The cumulative percentage of time expended by 2 FTE on this service, rounded to the nearest .25. AD = \$15,875							
2	Replace email server. AD = \$3,000. WC = \$3,000							
3	Server off maintenance							
4	Maintenance for Centerra (50% email, 50% network). AD = \$2,000. WC = \$2,000							
5	MS Exchange software for new server. AD = \$3,176. WC = \$8,924							
6	A minimal amount of time (10%) is required to support email							
7	A minimal amount of time (10%) is required to support email							
8								
9								

Non-Strategic IT Service: <b>Desktop Computing Service</b> <span style="float: right;">Form: FY 2011-12 Schedule IV-C -</span>								
Agency: <b>Division of Administrative Hearings</b> Prepared by: <b>Cindy Wingler</b> Phone: <b>(850) 488-9675 ext. 112</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs				
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A	B	C	D
					Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>			3.50		\$208,205	\$208,205	\$211,080	\$2,875
A-1	State FTE	1	3.50		\$208,205	\$208,205	\$211,080	\$2,875
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>			573	120	\$140,100	\$96,000	\$96,000	\$0
B-1	Servers		0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3.1	Desktop Computers	2	348	90	\$80,100	\$63,000	\$63,000	\$0
B-3.2	Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)	3	94	30	\$60,000	\$33,000	\$33,000	\$0
B-3.3	Other Hardware Assets (Please specify in Footnote Section below)	4	131	0	\$0	\$0	\$0	\$0
<b>C. Software</b>		5			\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>		6			\$4,000	\$4,000	\$4,000	\$0
<b>F. Total for IT Service</b>					<b>\$352,305</b>	<b>\$308,205</b>	<b>\$311,080</b>	<b>\$2,875</b>
<b>G. Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	The cumulative percentage of time expended by 5 FTE on this service, rounded to the nearest .25. AD = \$94,732; WC = \$116,348							
2	Replace 1/3 of desktop computers. AD = \$16,800; WC = \$46,200							
3	Replace 1/3 of mobile computers. AD = \$16,500; WC = \$16,500							
4	Printers							
5	No software costs anticipated during these fiscal years.							
6	IT supplies. AD = \$1,500; WC = \$2,500.							
7								
8								
9								
10								
11								
12								
13								
14								
15								

Non-Strategic IT Service:		<b>Helpdesk Service</b>		Form: FY 2011-12 Schedule IV-C -				
Agency: <b>Division of Administrative Hearings</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12 Footnote Number   Number used for this service   Number w/ costs in FY 2011-12		Estimated IT Service Costs				
Prepared by: <b>Cindy Wingle</b>				A	B	C	D	
Phone: <b>(850) 488-9675 ext. 112</b>				Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease of Recurring Base Funding (Columns C - B)	
Service Provisioning -- Assets & Resources (Cost Elements)								
<b>A. Personnel</b>			0.25		\$7,529	\$7,529	\$7,678	\$149
A-1	State FTE	1	0.25		\$7,529	\$7,529	\$7,678	\$149
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>			0	0	\$0	\$0	\$0	\$0
B-1	Servers		0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>		2			\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					\$7,529	\$7,529	\$7,678	\$149
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The cumulative percentage of time expended by 1 FTE on this service, rounded to the nearest .25. AD = \$7,678							
2	Software is TightVNC shareware							
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								



Non-Strategic IT Service: <b>IT Security/Risk Mitigation Service</b>									
Agency: <b>Division of Administrative Hearings</b> Prepared by: <b>Cindy Wingler</b> Phone: <b>(850) 488-9675 ext. 112</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Form: FY 2011-12 Schedule IV-C -					
Service Provisioning -- Assets & Resources (Cost Elements)			Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A	B	C	D
						Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>				0.25		\$30,489	\$30,489	\$30,930	\$441
A-1	State FTE		1	0.25		\$30,489	\$30,489	\$30,930	\$441
A-2	OPS FTE			0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)			0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>				0	0	\$0	\$0	\$0	\$0
B-1	Servers			0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support			0	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnote Section below)			0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>			2			\$2,000	\$10,950	\$10,950	\$0
<b>D. External Service Provider(s)</b>			3	0	0	\$2,200	\$2,200	\$37,200	\$35,000
<b>E. Other (Please describe in Footnotes Section below)</b>						\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>						<b>\$34,689</b>	<b>\$43,639</b>	<b>\$79,080</b>	<b>\$35,441</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>									
1	The cumulative percentage of time expended by 2 FTE on this service, rounded to the nearest .25. AD = \$10,756; WC = \$20,174								
2	Symantec anti-virus software. AD = \$3,650; WC = \$7,300.								
3	Risk assessment (\$35,000) and disaster recovery (\$2,200). AD = \$19,700; WC = \$17,500								
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Non-Strategic IT Service: <b>Agency Financial and Administrative Systems Support Service</b>									
Agency: <b>Division of Administrative Hearings</b> Prepared by: <b>Cindy Wingler</b> Phone: <b>(850) 488-9675 ext. 112</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Form: FY 2011-12 Schedule IV-C -					
Service Provisioning -- Assets & Resources (Cost Elements)			Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Estimated IT Service Costs			
						A	B	C	D
						Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>				0.00		\$0	\$0	\$0	\$0
A-1	State FTE		1	0.00		\$0	\$0	\$0	\$0
A-2	OPS FTE			0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)			0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>				0	0	\$0	\$0	\$0	\$0
B-1	Servers			0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support			0	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnote Section below)			0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>						\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>				0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>						\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>						\$0	\$0	\$0	\$0
<b>G. Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.									
1	These costs are included in the Desktop Computing Service.								
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Non-Strategic IT Service: <b>IT Administration and Management Service</b>							
Agency: <b>Division of Administrative Hearings</b> Prepared by: <b>Cindy Wingler</b> Phone: <b>(850) 488-9675 ext. 112</b>				Form: FY 2011-12 Schedule IV-C -			
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>		0.25		\$26,230	\$26,230	\$26,890	\$660
A-1 State FTE	1	0.25		\$26,230	\$26,230	\$26,890	\$660
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>				\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>				\$26,230	\$26,230	\$26,890	\$660
<b>G. Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
1	The cumulative percentage of time expended by 1 FTE on this service, rounded to the nearest .25. AD = \$26,890						
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Non-Strategic IT Service: <b>Portal/Web Management Service</b>								
Dept/Agency: <b>Division of Administrative Hearings</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Form: Schedule IV-C -Combined v.2011-12				
Prepared by: <b>Cindy Winger</b>				Estimated IT Service Costs				
Phone: <b>(850) 488-9675 ext. 112</b>				A	B	C	D	
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			0.50		\$34,320	\$34,320	\$36,008	\$1,688
A-1.1	State FTE	1	0.50		\$34,320	\$34,320	\$36,008	\$1,688
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>					\$1,652	\$3,679	\$3,679	\$0
B-1	Servers		2	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support	2	2	2	\$1,652	\$3,679	\$3,679	\$0
B-3	Other Hardware Assets (Please specify in Footnotes Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>					\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$35,972</b>	<b>\$37,999</b>	<b>\$39,687</b>	<b>\$1,688</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The cumulative percentage of time expended by 1 FTE on this service, rounded to the nearest .25. AD = \$36,008							
2	There are 2 web servers under maintenance. AD = \$766. WC = \$2,913							
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Non-Strategic IT Service:		Data Center Service		Form: Schedule IV-C -Combined v.2011-12			
Dept/Agency: <b>Division of Administrative Hearings</b>							
Prepared by: <b>Cindy Wingler</b>							
Phone: <b>(850) 488-9675 ext. 112</b>							
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs			D Planned Increase/Decrease Use of Recurring Base Funding
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11 (if submitted)	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	
<b>A. Personnel (performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)</b>							
A-1.1	State FTE		0.00	\$0	\$0	\$0	\$0
A-2.1	OPS FTE		0.00	\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00	\$0	\$0	\$0	\$0
Calculated total non-mainframe servers from all IV-C services		31		\$0	\$0	\$0	\$0
Calculated total mainframes from all IV-C services		0					
<b>B. Hardware</b>							
B-1	Non-Mainframe Servers (including single-function logical servers not assigned to another service)		0	\$0	\$0	\$0	\$0
B-2	Servers - Mainframe		0	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support		0	\$0	\$0	\$0	\$0
B-4	Online or Archival Storage Systems (indicate GB of storage)		0	\$0	\$0	\$0	\$0
B-5	Data Center/ Computing Facility Internal Network			\$0	\$0	\$0	\$0
B-6	Other Hardware (Please specify in Footnotes Section below)			\$0	\$0	\$0	\$0
<b>C. Software</b>							
<b>D. External Service Provider(s)</b>							
D-1	Southwood Shared Resource Center (indicate # of Board votes)		0	\$0	\$0	\$0	\$0
D-2	Northwood Shared Resource Center (indicate # of Board votes)		0	\$0	\$0	\$0	\$0
D-3	Northwest Regional Data Center (indicate # of Board votes)		0	\$0	\$0	\$0	\$0
D-4	Other Data Center External Service Provider (specify in Footnotes below)			\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility</b>							
E-1	Agency Data Center (indicate total square feet)		0	\$0	\$0	\$0	\$0
E-2	Computing Facilities (indicate total square feet)	1	698	\$14,373	\$14,373	\$14,210	-\$163
E-3	Office Space (indicate total square feet)	2	1382	\$27,311	\$27,311	\$26,299	-\$1,012
E-4	Backup Generator, Power Distribution Units, UPS, etc. (indicate capacity in KW)		0	\$0	\$0	\$0	\$0
E-5	Utilities (e.g., electricity and water) (estimated total annual KWH)		0	\$0	\$0	\$0	\$0
E-6	Environmentals (e.g., HVAC, fire control, and physical security)			\$0	\$0	\$0	\$0
E-7	Other (please specify in Footnotes Section below)			\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>							
<b>G. Total for IT Service</b>				<b>\$41,683</b>	<b>\$41,683</b>	<b>\$40,509</b>	<b>-\$1,174</b>
<b>H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>							
1	The amount of square footage apportioned for dedicated server rooms. AD = \$925; WC = \$13,285						
2	The amount of square footage apportioned for personnel dedicated to strategic and non-strategic IT services. AD = \$20,017; WC = \$6,282						
3							
4							
5							
6							
7							
8							
9							



**Strategic IT Service: Case Management**

Dept/Agency: **Division of Administrative Hearings**

Form: Schedule IV-C -Combined v.2011-12

Prepared by: **Cindy Wingler**

Phone: **(850) 488-9675 ext. 112**

**Service Provisioning -- Assets & Resources** (Cost Elements)

	Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>		2.00		\$236,780	\$236,780	\$239,787	\$3,007
A-1.1 <b>State FTE</b>	1	1.00		\$86,780	\$86,780	\$89,787	\$3,007
A-2.1 <b>OPS FTE</b>		0.00		\$0	\$0	\$0	\$0
A-3.1 <b>Contractor Positions (Staff Augmentation)</b>	2	1.00		\$150,000	\$150,000	\$150,000	\$0
<b>B. Hardware</b>		5	0	\$58,785	\$44,006	\$63,506	\$19,500
B-1 <b>Servers - Mainframe</b>		0	0	\$0	\$0	\$0	\$0
B-2 <b>Servers - Non-Mainframe</b>	3	5	0	\$0	\$0	\$0	\$0
B-3 <b>Server Maintenance &amp; Support</b>	4			\$22,285	\$7,506	\$7,506	\$0
B-4 <b>Other Hardware Assets (e.g., system mgt workstation, printers, UPS)</b>	5			\$36,500	\$36,500	\$56,000	\$19,500
<b>C. Software</b>	6			\$17,100	\$17,100	\$19,000	\$1,900
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>	7			\$0	\$7,000	\$7,000	\$0
<b>F. Total for IT Service</b>				<b>\$312,665</b>	<b>\$304,886</b>	<b>\$329,293</b>	<b>\$24,407</b>

<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>	
1	The cumulative percentage of time expended by 2 FTE on this service, rounded to the nearest .25. AD = \$89,787
2	Programmers for case management system. AD = \$75,000; WC = \$75,000
3	5 servers are under maintenance
4	Maintenance for servers. AD = \$1,562; WC = \$5,944
5	Video conferencing, digital recording equipment and maintenance. AD = \$9,000; WC = \$47,000.
6	SQL, Adobe, electronic signatures, digital recording and telephone system software. AD = \$4,000; WC = \$15,000
7	IT supplies. AD = \$3,000. WC = \$4,000
8	
9	
10	
11	
12	
13	
14	
15	

Combined v.2011-12					Strategic Services																		
Agency: <b>Division of Administrative Hearings</b>					Case Management	Agency Strategic IT Service #2	Agency Strategic IT Service #3	Agency Strategic IT Service #4	Agency Strategic IT Service #5	Agency Strategic IT Service #6	Agency Strategic IT Service #7	Agency Strategic IT Service #8	Agency Strategic IT Service #9	Agency Strategic IT Service #10	Agency Strategic IT Service #11	Agency Strategic IT Service #12	Agency Strategic IT Service #13	Agency Strategic IT Service #14	Agency Strategic IT Service #15	Agency Strategic IT Service #16			
Budget Entity Name	BE Code	Program Component Code	Program Component Name	Identified Funding as % of Total Cost of Service		100.0%																	
				Costs within BE	Funding Identified for IT Service																		
1 Adjudication of Disputes	72970100	1210000000	Administrative Law	\$182,349	\$182,349																		
2 Workers' Compensation Appeals	72970200	1102000000	Workforce Services	\$146,944	\$146,944																		
3				\$0																			
4				\$0																			
5				\$0																			
6				\$0																			
7				\$0																			
8				\$0																			
9				\$0																			
10				\$0																			
11				\$0																			
12				\$0																			
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24				\$0																			
25				\$0																			
26				\$0																			
27				\$0																			
28				\$0																			
29				\$0																			
30				\$0																			
				Sum of IT Cost Elements Across IT Services																			
				Personnel	State FTE (#)	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
				Personnel	State FTE (Costs)	\$89,787	\$89,787	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
				Personnel	OPS FTE (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
				Personnel	OPS FTE (Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Personnel	Vendor/Staff Augmentation (# Positions)	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
				Personnel	Vendor/Staff Augmentation (Costs)	\$150,000	\$150,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Hardware		\$63,506	\$63,506	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
				Software		\$19,000	\$19,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				External Services		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Other		\$7,000	\$7,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Totals of Costs		\$329,293	\$329,293	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Totals of FTE		2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

IT Cost Element Data as entered on IT Service Worksheets



	Currently Authorized Positions				Contracted Services FTE	Contracted Services Cost	Total Personnel	Total Personnel Cost	Servers -				External Service Provider	Other	TOTAL						
	State FTE		OPS FTE						Mainframe	Non-Mainframe	Hardware	Software									
	FTE	Cost	FTE	Cost																	
IV-C Service	1.00	\$ 62,671	0.00	\$ -	0.00	\$ -	1.00	\$ 62,671	23	\$	47,452	\$	20,000	\$	195,000	\$	-	\$	325,123		
Network	1.00	\$ 62,671	0.00	\$ -	0.00	\$ -	1.00	\$ 62,671	23	\$	47,452	\$	20,000	\$	195,000	\$	-	\$	325,123		
Email, Messaging, @ Calendaring	0.25	\$ 15,875	0.00	\$ -	0.00	\$ -	0.25	\$ 15,875	1	\$	10,000	\$	12,100	\$	-	\$	-	\$	37,975		
Desktop Computing	3.50	\$ 211,080	0.00	\$ -	0.00	\$ -	3.50	\$ 211,080	0	\$	96,000	\$	-	\$	-	\$	4,000	\$	311,080		
Help Desk	0.25	\$ 7,678	0.00	\$ -	0.00	\$ -	0.25	\$ 7,678	0	\$	-	\$	-	\$	-	\$	-	\$	7,678		
IT Security/Risk Mitigation	0.25	\$ 30,930	0.00	\$ -	0.00	\$ -	0.25	\$ 30,930	0	\$	-	\$	10,950	\$	37,200	\$	-	\$	79,080		
Financial and Administrative Systems Support	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-		
IT Administration & Management	0.25	\$ 26,890	0.00	\$ -	0.00	\$ -	0.25	\$ 26,890	0	\$	-	\$	-	\$	-	\$	-	\$	26,890		
Portal/Web Management	0.50	\$ 36,008	0.00	\$ -	0.00	\$ -	0.50	\$ 36,008	2	\$	3,679	\$	-	\$	-	\$	-	\$	39,687		
Data Center	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	40,509		
Total	6.00	\$ 391,132	0.00	\$ -	0.00	\$ -	6.00	\$ 391,132	0.00	\$	26.00	\$	157,131	\$	43,050	\$	232,200	\$	4,000	\$	868,022
<b>Data Center Plant &amp; Facility:</b>											\$	40,509	(included in Data Center total)								

	Currently Authorized Positions				Contracted Services FTE	Contracted Services Cost	Total Personnel	Total Personnel Cost	Servers -				External Service Provider	Other	TOTAL						
	State FTE		OPS FTE						Mainframe	Non-Mainframe	Hardware	Software									
	FTE	Cost	FTE	Cost																	
IV-C Service	1.00	\$ 89,787	0.00	\$ -	1.00	\$ 150,000	2.00	\$ 239,787	0	\$	5	\$	63,506	\$	19,000	\$	-	\$	7,000	\$	329,293
Case Management	1.00	\$ 89,787	0.00	\$ -	1.00	\$ 150,000	2.00	\$ 239,787	0	\$	5	\$	63,506	\$	19,000	\$	-	\$	7,000	\$	329,293
Agency Strategic IT Service #2	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #4	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #5	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #6	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #7	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #8	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #9	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #10	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #11	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #12	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #13	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #14	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #15	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Agency Strategic IT Service #16	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Total	1.00	\$ 89,787	0.00	\$ -	1.00	\$ 150,000	2.00	\$ 239,787	0.00	\$	5.00	\$	63,506	\$	19,000	\$	-	\$	7,000	\$	329,293

	Currently Authorized Positions				Contracted Services FTE	Contracted Services Cost	Total Personnel	Total Personnel Cost	Servers -				External Service Provider	Other	TOTAL						
	State FTE		OPS FTE						Mainframe	Non-Mainframe	Hardware	Software									
	FTE	Cost	FTE	Cost																	
All Schedule IV-C Services	6.00	\$ 391,132	0.00	\$ -	0.00	\$ -	6.00	\$ 391,132	0	\$	26	\$	157,131	\$	43,050	\$	232,200	\$	4,000	\$	827,513
Non-Strategic IT Services	6.00	\$ 391,132	0.00	\$ -	0.00	\$ -	6.00	\$ 391,132	0	\$	26	\$	157,131	\$	43,050	\$	232,200	\$	4,000	\$	827,513
Strategic IT Services	1.00	\$ 89,787	0.00	\$ -	1.00	\$ 150,000	2.00	\$ 239,787	0	\$	5	\$	63,506	\$	19,000	\$	-	\$	7,000	\$	329,293
Total	1.00	\$ 89,787	0.00	\$ -	1.00	\$ 150,000	8.00	\$ 630,919	0.00	\$	31.00	\$	220,637	\$	62,050	\$	232,200	\$	11,000	\$	1,156,806

	COST BREAKDOWN						% of Total Reported IT Cost	Data Center Summary	
	% IT Positions	% Hardware	% Software	% External Service Provider	% Other	% of Total Reported IT Cost		Total	Total Utilized
All Schedule IV-C Services									
Non-Strategic IT Services	47.27%	18.99%	5.20%	28.06%	0.48%	71.53%		0	0
Strategic IT Services	72.82%	19.29%	5.77%	0.00%	2.13%	28.47%		698	698
% of Total Reported IT Cost	54.540%	19.073%	5.364%	20.073%	0.951%			1382	1382
								0	0
								0	0
								0	0
								0	0

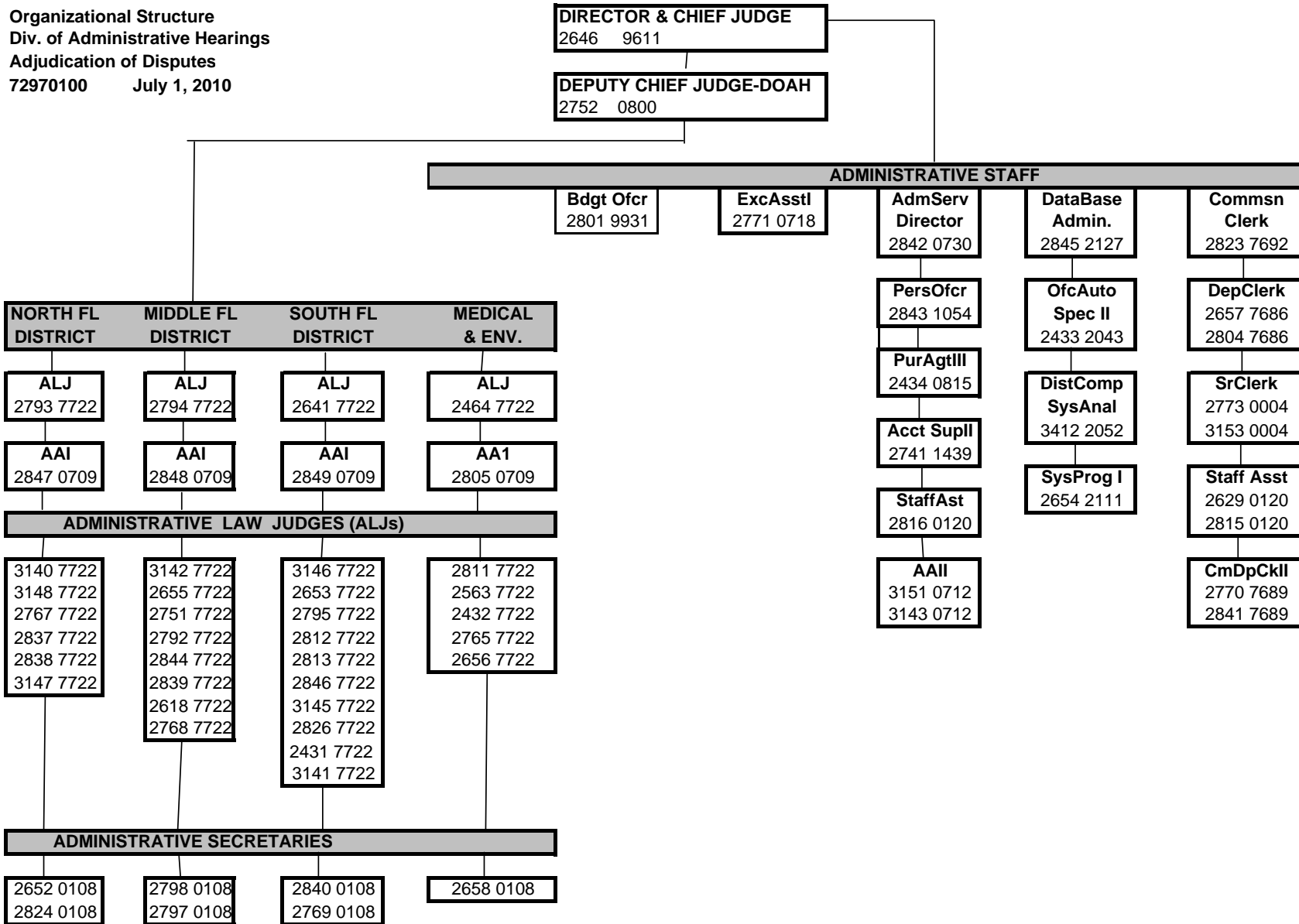
## Schedule VII: Agency Litigation Inventory

*For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.*

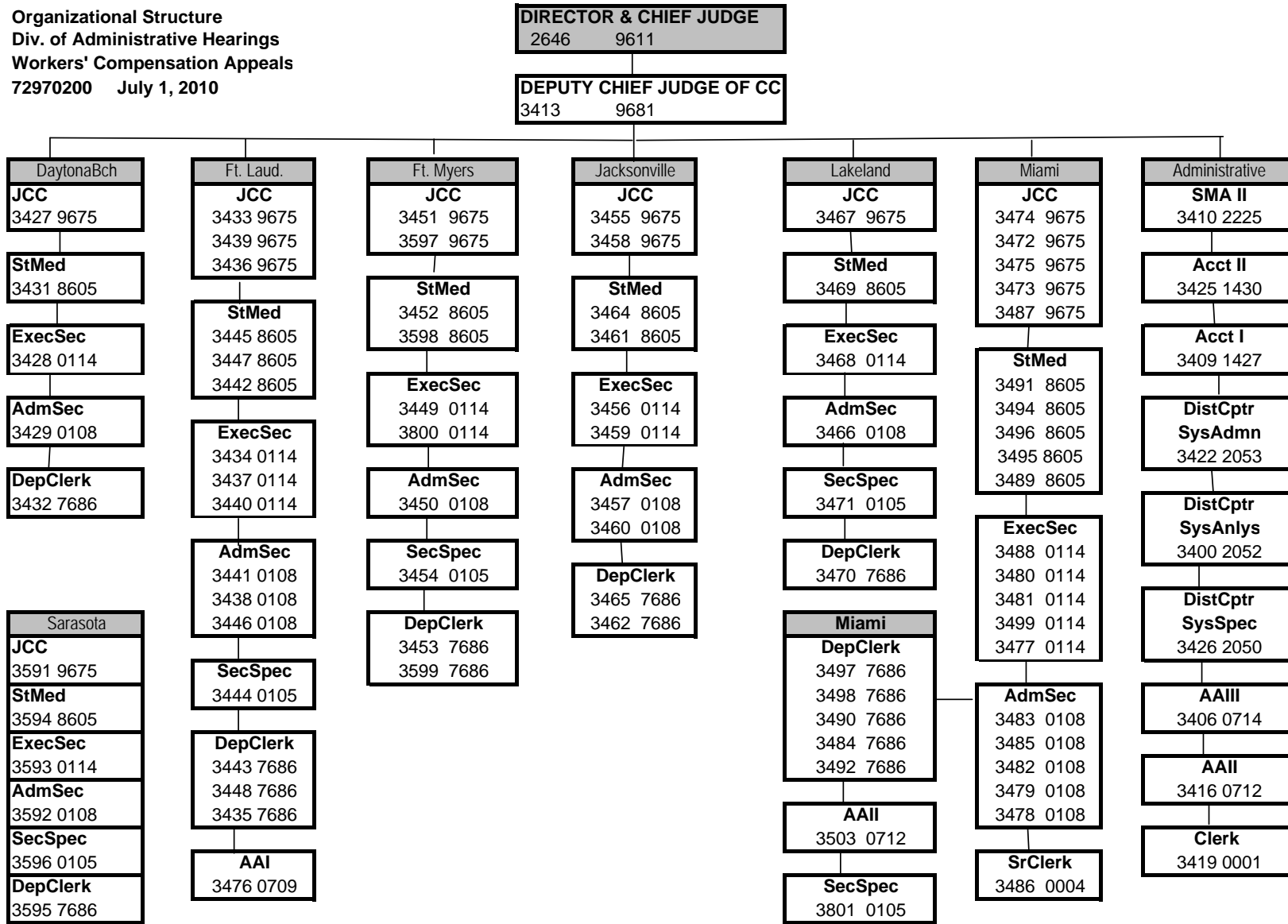
<b>Agency:</b>	Division of Administrative Hearings		
<b>Contact Person:</b>	Marilyn R. Lawrence	<b>Phone Number:</b>	850-488-9675
<b>Names of the Case: (If no case name, list the names of the plaintiff and defendant.)</b>	N/A		
<b>Court with Jurisdiction:</b>	N/A		
<b>Case Number:</b>	N/A		
<b>Summary of the Complaint:</b>	N/A		
<b>Amount of the Claim:</b>	N/A		
<b>Specific Statutes or Laws (including GAA) Challenged:</b>	N/A		
<b>Status of the Case:</b>	N/A		
<b>Who is representing (of record) the state in this lawsuit? Check all that apply.</b>	N/A	Agency Counsel	
	N/A	Office of the Attorney General or Division of Risk Management	
	N/A	Outside Contract Counsel	
<b>If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).</b>	N/A		

*Office of Policy and Budget – July, 2010*

Schedule X  
 Organizational Structure  
 Div. of Administrative Hearings  
 Adjudication of Disputes  
 72970100 July 1, 2010



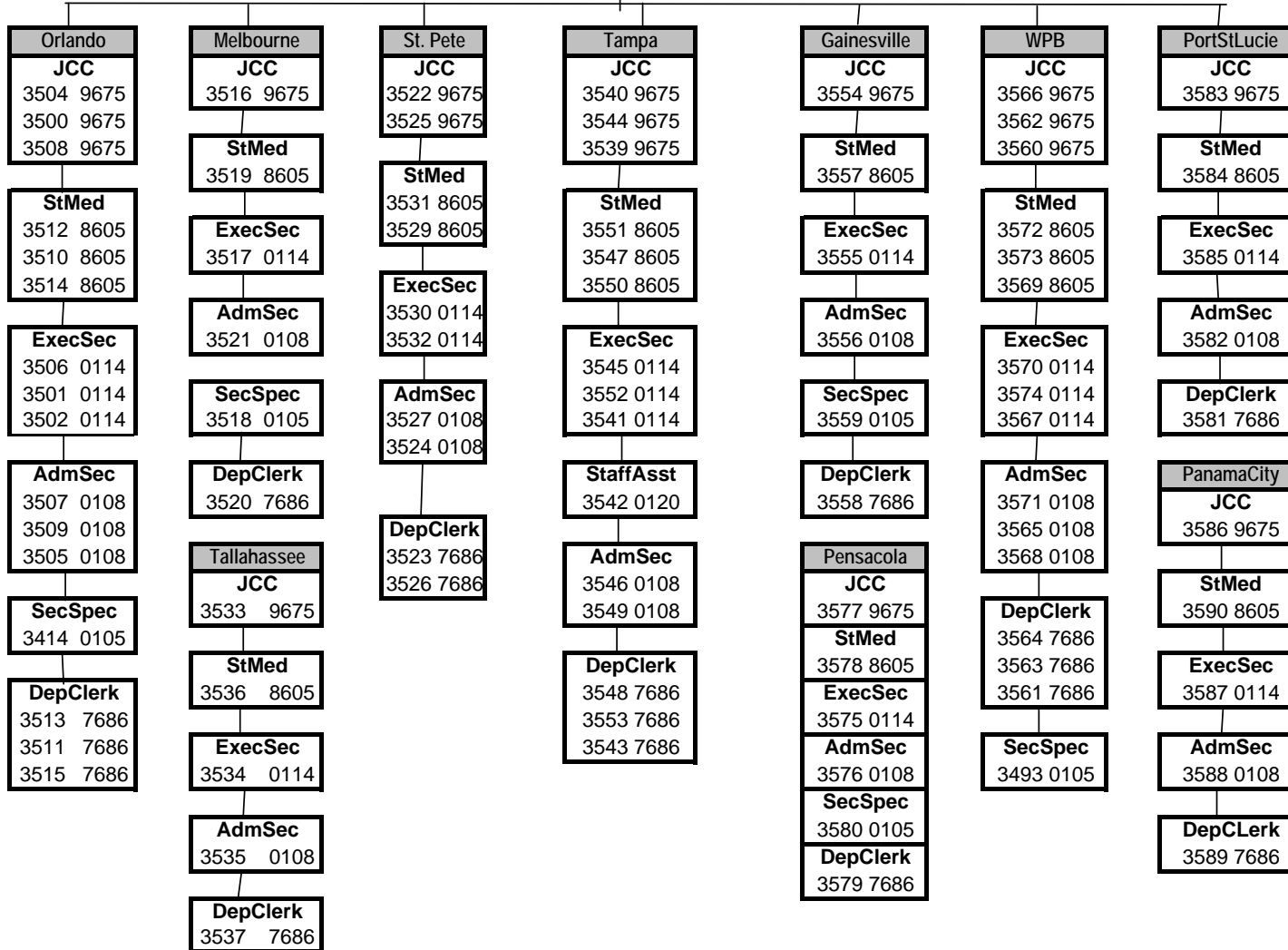
Schedule X  
 Organizational Structure  
 Div. of Administrative Hearings  
 Workers' Compensation Appeals  
 72970200 July 1, 2010



**Workers' Compensation Appeals  
(continued)**

**DIRECTOR & CHIEF JUDGE**  
2646 9611

**DEPUTY CHIEF JUDGE OF CC**  
3413 9681

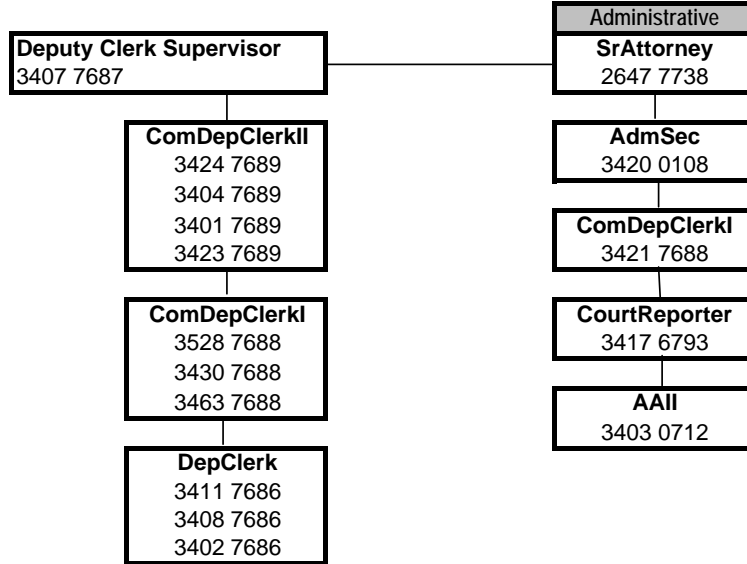


**Workers' Compensation Appeals**  
(continued)

**DIRECTOR & CHIEF JUDGE**  
2646 9611

**DEPUTY CHIEF JUDGE OF CC**  
3413 9681

**JCC CLERK'S OFFICE**





-----  
ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8:

-----  
THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)  
AND SHOULD NOT:

\*\*\* NO ACTIVITIES FOUND \*\*\*

-----  
THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:  
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION  
TECHNOLOGY)

\*\*\* NO OPERATING CATEGORIES FOUND \*\*\*

-----  
THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN  
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL  
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED  
IN SECTION II.)

\*\*\* NO ACTIVITIES FOUND \*\*\*

-----  
TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 7297	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	26,738,041	
TOTAL BUDGET FOR AGENCY (SECTION III):	26,738,048	
	-----	-----
DIFFERENCE:	7-	
(MAY NOT EQUAL DUE TO ROUNDING)	=====	=====



**Schedule XIV  
Variance from Long Range Financial Outlook**

**Agency:** DMS/Division of Administrative Hearings

**Contact:** Marilyn R. Lawrence, 850-488-9675, x 118

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

- 1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2010 contain revenue or expenditure estimates related to your agency?

Yes       No

- 2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2011-2012 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2011-2012 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a				
b				
c				
d				
e				
f				

- 3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

\* R/B = Revenue or Budget Driver

**DIVISION OF ADMINISTRATIVE HEARINGS**

**ADJUDICATION OF DISPUTES PROGRAM**

**EXHIBITS OR SCHEDULES**

**DIVISION OF ADMINISTRATIVE HEARINGS**

**ADJUDICATION OF DISPUTES PROGRAM**

**SCHEDULE I SERIES**

# SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

<b>Department Title:</b>	Budget Period: 2011 - 2012
<b>Trust Fund Title:</b>	DMS/Division of Administrative Hearings
<b>Budget Entity:</b>	Operating Trust Fund
<b>LAS/PBS Fund Number:</b>	Adjudication of Disputes
	2510

	Balance as of 6/30/2010		SWFS* Adjustments		Adjusted Balance
<b>Chief Financial Officer's (CFO) Cash Balance</b>	\$75,397.23	(A)			\$75,397.23
ADD: Other Cash (See Instructions)	\$0.00	(B)			\$0.00
ADD: Investments	\$2,392,151.42	(C)			\$2,392,151.42
ADD: Outstanding Accounts Receivable	\$158,612.95	(D)	\$257.50		\$158,870.45
ADD:	\$0.00	(E)			\$0.00
<b>Total Cash plus Accounts Receivable</b>	\$2,626,161.60	(F)	\$257.50		\$2,626,419.10
LESS Allowances for Uncollectibles	\$0.00	(G)			\$0.00
LESS Approved "A" Certified Forwards	(\$23,601.02)	(H)			(\$23,601.02)
Approved "B" Certified Forwards	(\$89,832.54)	(H)			(\$89,832.54)
Approved "FCO" Certified Forwards	\$0.00	(H)			\$0.00
LESS: Other Accounts Payable (Nonoperating)	(\$20,405.24)	(I)			(\$20,405.24)
LESS: _____	\$0.00	(J)			\$0.00
<b>Unreserved Fund Balance, 07/01/10</b>	\$2,492,322.80	(K)	\$257.50		\$2,492,580.30

Notes:

\*SWFS = Statewide Financial Statement

\*\* This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

**RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC**

**Budget Period: 2011 - 2012**

<b>Department Title:</b>	<u>DMS/Division of Administrative Hearings</u>
<b>Trust Fund Title:</b>	<u>Operating Trust Fund</u>
<b>LAS/PBS Fund Number:</b>	<u>2510</u>

**BEGINNING TRIAL BALANCE:**

Unreserved Fund Balance Per Trial Balance, 07-01-10	<input type="text" value="\$3,421,880.15"/> (A)
---	---

**Add/Subtract:**

Statewide Financial Statement Adjustment	<input type="text" value="\$257.50"/> (B)
--	---

**Other Adjustment(s):**

Compensated Absence Liability	<input type="text" value="\$18,058.15"/> (C)
-------------------------------	--

Non Carry Forward Liability	<input type="text" value="\$1,267.07"/> (C)
-----------------------------	---

<input type="text"/>	(C)
----------------------	-----

<b>ADJUSTED BEGINNING TRIAL BALANCE:</b>	<input type="text" value="\$3,441,462.87"/> (D)
--	---

<b>UNRESERVED FUND BALANCE, SCHEDULE IC</b>	<input type="text" value="\$3,441,462.87"/> (E)
---	---

<b>DIFFERENCE:</b>	<input type="text" value="\$0.00"/> (F)*
--------------------	--

**\*SHOULD EQUAL ZERO.**

**DIVISION OF ADMINISTRATIVE HEARINGS**

**WORKERS' COMPENSATION APPEALS  
PROGRAM**

**EXHIBITS OR SCHEDULES**

**DIVISION OF ADMINISTRATIVE HEARINGS**

**WORKERS' COMPENSATION APPEALS  
PROGRAM**

**SCHEDULE I SERIES**

# SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2011 - 2012

<b>Department Title:</b>	DMS/Division of Administrative Hearings
<b>Trust Fund Title:</b>	Operating Trust Fund
<b>Budget Entity:</b>	Workers' Compensation Appeals
<b>LAS/PBS Fund Number:</b>	2510

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
<b>Chief Financial Officer's (CFO) Cash Balance</b>	\$40,104.50	(A)		\$40,104.50
ADD: Other Cash (See Instructions)	\$0.00	(B)		\$0.00
ADD: Investments	\$1,090,185.20	(C)		\$1,090,185.20
ADD: Outstanding Accounts Receivable	\$262.78	(D)		\$262.78
ADD:	\$0.00	(E)		\$0.00
<b>Total Cash plus Accounts Receivable</b>	\$1,130,552.48	(F)		\$1,130,552.48
LESS Allowances for Uncollectibles	\$0.00	(G)		\$0.00
LESS Approved "A" Certified Forwards	(\$34,694.88)	(H)		(\$34,694.88)
Approved "B" Certified Forwards	(\$146,975.03)	(H)		(\$146,975.03)
Approved "FCO" Certified Forwards	\$0.00	(H)		\$0.00
LESS: Other Accounts Payable (Nonoperating)	\$0.00	(I)		\$0.00
LESS: _____	\$0.00	(J)		\$0.00
<b>Unreserved Fund Balance, 07/01/10</b>	\$948,882.57	(K)		\$948,882.57

Notes:

\*SWFS = Statewide Financial Statement

\*\* This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.



**RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC**

**Budget Period: 2011 - 2012**

<b>Department Title:</b>	<u>DMS/Division of Administrative Hearings</u>
<b>Trust Fund Title:</b>	<u>Operating Trust Fund</u>
<b>LAS/PBS Fund Number:</b>	<u>2510</u>

**BEGINNING TRIAL BALANCE:**

Unreserved Fund Balance Per Trial Balance, 07-01-10	<input type="text" value="\$3,421,880.15"/> (A)
---	---

**Add/Subtract:**

Statewide Financial Statement Adjustment	<input type="text" value="\$257.50"/> (B)
--	---

**Other Adjustment(s):**

Compensated Absence Liability	<input type="text" value="\$18,058.15"/> (C)
-------------------------------	--

Non Carry Forward Liability	<input type="text" value="\$1,267.07"/> (C)
-----------------------------	---

<input type="text"/>	(C)
----------------------	-----

<b>ADJUSTED BEGINNING TRIAL BALANCE:</b>	<input type="text" value="\$3,441,462.87"/> (D)
--	---

<b>UNRESERVED FUND BALANCE, SCHEDULE IC</b>	<input type="text" value="\$3,441,462.87"/> (E)
---	---

<b>DIFFERENCE:</b>	<input type="text" value="\$0.00"/> (F)*
--------------------	--

**\*SHOULD EQUAL ZERO.**

**SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS**

**Budget Period: 20**

**Department:** DMS/Division of Administrative Hearings

**Chief Internal Auditor:** Carr Riggs & Ingram , LLC

**Budget Entity:** Adjudication of Disputes

**Phone Number:** 850-488-9675, X118

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TA
			No audit reports were issued during FY 2009-10 or the first quarter of FY 2010-11.	

**SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS**

**Budget Period: 20**

**Department:** DMS/Division of Administrative Hearings

**Chief Internal Auditor:** Carr Riggs & Ingram , LLC

**Budget Entity:** Workers' Compensation Appeals

**Phone Number:** 850-488-9675, X118

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN
			No audit reports were issued during FY 2009-10 or the first quarter of FY 2010-11.	

## Fiscal Year 2011-12 LBR Technical Review Checklist

Department/Budget Entity (Service):

Agency Budget Officer/OPB Analyst Name:

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider. An "N/A" indicates not applicable.

	Program or Service (Budget Entity Codes)				
Action	729701	729702			

### 1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A36, A90, A91, A92, A93, A94, A95, IA1, IA4, IA5, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? <b>(CSDI)</b>	Y	Y			
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? <b>(CSDI)</b>	Y	Y			

### AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. <b>(EXBR, EXBA)</b>	Y	Y			
1.4 Has security been set correctly? <b>(CSDR, CSA)</b>	Y	Y			
<b>TIP</b> The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.					

### 2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?	Y	Y			
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y			
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?	Y	Y			
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 27) been followed?	Y	Y			

### 3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	NA	NA			
3.2 Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	NA	NA			

### AUDITS:

3.3 Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? <b>(NACR, NAC - Report should print "No Negative Appropriation Categories Found")</b>	Y	Y			
--	---	---	--	--	--

		Program or Service (Budget Entity Codes)				
Action		729701	729702			
3.4	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? ( <b>EXBR, EXBC - Report should print "Records Selected Net To Zero"</b> )	Y	Y			
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
<b>4. EXHIBIT D (EADR, EXD)</b>						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y			
4.2	Is the program component code and title used correct?	Y	Y			
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
<b>5. EXHIBIT D-1 (ED1R, EXD1)</b>						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y			
<b>AUDITS:</b>						
5.2	Do the fund totals agree with the object category totals within each appropriation category? ( <b>ED1R, XD1A - Report should print "No Differences Found For This Report"</b> )	Y	Y			
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? ( <b>EXBR, EXBB - Negative differences need to be corrected in Column A01.</b> )	Y	Y			
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? ( <b>EXBR, EXBD - Differences need to be corrected in Column A01.</b> )	Y	Y			
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2009-10 approved budget. Amounts should be positive.					

		Program or Service (Budget Entity Codes)				
Action		729701	729702			
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
<b>6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)</b>						
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y			
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
<b>7. EXHIBIT D-3A (EADR, ED3A)</b>						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	Y	Y			
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 65 of the LBR Instructions.)	NA	Y			
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 69 of the LBR Instructions?	NA	NA			
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	NA	NA			
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)	NA	NA			
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	NA	NA			
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	NA	Y			
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	NA	NA			
7.9	Does the issue narrative reference the specific county(ies) where applicable?	NA	NA			
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #11-006?	NA	Y			
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. <b>(PLRR, PLMO)</b>	NA	NA			
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	NA	NA			

Action		Program or Service (Budget Entity Codes)				
		729701	729702			
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	NA	NA			
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y			
7.15	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)	NA	NA			
7.16	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?	NA	NA			
7.17	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	NA	NA			

	Program or Service (Budget Entity Codes)			
Action	729701	729702		

AUDIT:				
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. <b>(EADR, FSIA - Report should print "No Records Selected For Reporting")</b>	Y	Y	
7.19	Does the General Revenue for 160XXXX issues net to zero? <b>(GENR, LBR1)</b>	NA	NA	
7.20	Does the General Revenue for 180XXXX issues net to zero? <b>(GENR, LBR2)</b>	NA	NA	
7.21	Does the General Revenue for 200XXXX issues net to zero? <b>(GENR, LBR3)</b>	NA	NA	
7.22	Have FCO appropriations been entered into the nonrecurring column A04? <b>(GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L) )</b>	NA	NA	
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run <b>OADA/OADR</b> from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.			
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.			
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.			
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).			
TIP	If an appropriation made in the FY 2010-11 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.			



	Program or Service (Budget Entity Codes)				
Action	729701	729702			

<b>8. SCHEDULE I &amp; RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)</b>					
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y		
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y	Y		
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y		
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	NA	NA		
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative)?	Y	Y		
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	Y		
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	NA	NA		
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	NA	NA		
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)?	Y	Y		
8.10	Are the statutory authority references correct?	Y	Y		
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	Y		
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	NA	NA		
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y		
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	NA	NA		
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	NA	NA		
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y		
8.17	If applicable, are nonrecurring revenues entered into Column A04?	NA	NA		
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y		

Action		Program or Service (Budget Entity Codes)				
		729701	729702			
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y			
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y	NA			
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y			
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	Y			
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y			
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y			
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y			
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y			
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y			
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y			
<b>AUDITS:</b>						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y			
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? <b>(SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")</b>	Y	Y			
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. <b>(SC1R, DEPT)</b>	Y	Y			
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.)					
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
<b>9. SCHEDULE II (PSCR, SC2)</b>						
<b>AUDIT:</b>						

		Program or Service (Budget Entity Codes)				
Action		729701	729702			
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? ( <b>BRAR, BRAA - Report should print "No Records Selected For This Request"</b> ) Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 157 of the LBR Instructions.)	NA	NA			
<b>10. SCHEDULE III (PSCR, SC3)</b>						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 87 of the LBR Instructions.)	NA	NA			
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use <b>OADI</b> or <b>OADR</b> to identify agency other salary amounts requested.	NA	Y			
<b>11. SCHEDULE IV (EADR, SC4)</b>						
11.1	Are the correct Information Technology (IT) issue codes used?	NA	NA			
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.					
<b>12. SCHEDULE VIIIA (EADR, SC8A)</b>						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	NA	NA			
<b>13. SCHEDULE VIIIB-1 (EADR, S8B1)</b>						
13.1	Do the reductions comply with the instructions provided on pages 98 through 101 of the LBR Instructions regarding a 5% reduction in recurring and nonrecurring General Revenue and Trust Funds?	Y	Y			
<b>14. SCHEDULE VIIIB-2 (EADR, S8B2)</b>						
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 15% reduction in recurring General Revenue and Trust Funds?	Y	Y			

	Program or Service (Budget Entity Codes)			
Action	729701	729702		

**15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)**

15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to <i>section 216.023(4)(b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y		
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match the Excel file e-mailed to OPB?	Y	Y		

**AUDITS INCLUDED IN THE SCHEDULE XI REPORT:**

15.3	Does the FY 2009-10 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? ( <b>GENR, ACT1</b> )	Y	Y		
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? ( <b>Audit #1 should print "No Activities Found"</b> )	Y	Y		
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? ( <b>Audit #2 should print "No Operating Categories Found"</b> )	NA	NA		
15.6	Has the agency provided the necessary demand (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y		
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? ( <b>Audit #4 should print "No Discrepancies Found"</b> )	Y	Y		
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.				

**16. MANUALLY PREPARED EXHIBITS & SCHEDULES**

16.1	Do exhibits and schedules comply with LBR Instructions (pages 110 through 154 of the LBR Instructions), and are they accurate and complete?	Y	Y		
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	Y		
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y		

	Program or Service (Budget Entity Codes)				
Action	729701	729702			

**AUDITS - GENERAL INFORMATION**

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions for a list of audits and their descriptions.				
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.				

**17. CAPITAL IMPROVEMENTS PROGRAM (CIP)**

17.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y	Y			
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	NA	NA			
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y			
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y			
17.5	Are the appropriate counties identified in the narrative?	NA	NA			
17.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	NA	NA			
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					

**18. FLORIDA FISCAL PORTAL**

18.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y			
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