



STATE OF FLORIDA  
Department of Military Affairs  
*Office of the Adjutant General*

St. Francis Barracks, P.O. Box 1008  
St. Augustine, Florida 32085-1008

LEGISLATIVE BUDGET REQUEST

Department of Military Affairs

St. Augustine

October 15, 2009

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 on General Government & Health Care  
221 Capitol  
Tallahassee, Florida 32399-1300

Skip Martin, Council Director  
House Full Appropriations Council on Education & Economic Development  
221 Capitol  
Tallahassee, Florida 32399-001

Cynthia Kelly, 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 Department of Military Affairs 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 2010-11 Fiscal Year. This submission has been approved by Major General Douglas Burnett, The Adjutant General.

Sincerely,

Douglas Burnett  
Major General  
The Florida National Guard  
The Adjutant General

## IT Service Requirements Worksheet: Network Service

Dept/Agency: **(Department of Military Affairs)**  
 Submitted by: **(CPT Jennifer Hunt)**  
 Phone: **(904-823-0180)**  
 Date submitted: **(15 OCT 09)**

### 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 commercial hardware and software associated with the LAN Service:			
1	Cisco 2950, 3524, 3550, 4500, 3660, 3550 and Catalyst 4506 Switches	5	Compaq VOIP Server Proliant
2	HP 4000	6	Firewalls PIX and ASA 5500
3	1 GB and 100 MB Transceivers	7	What's up Gold, Cisco Works, Spotlight, Cisco Secure ACS, Network Software, Site Protector
4	Dell Servers 2600, 2650, 2850, 6650, 6850, 1850, 2950	8	Cisco Routers 2657, 2851, 3660, 8570, 7206

### 1. IT Service Definition

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

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

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

1.4. Please identify the number of users of the Network Service. 2500

1.5. How many locations currently host IT assets and resources used to provide LAN services? 250

1.6. How many locations currently use WAN services? 83

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

- |                                     |   |   |
|-------------------------------------|---|---|
| <input type="checkbox"/> ATM        | <input checked="" type="checkbox"/> Frame Relay | <input type="checkbox"/> Cellular Network           |
| <input type="checkbox"/> SUNCOM RTS | <input checked="" type="checkbox"/> Internet    | <input type="checkbox"/> Dedicated Wired connection |

## IT Service Requirements Worksheet: Network Service

- Radio                       Satellite                       Dial-up connection  
 Other Ethernet 10MG and 100MG

### 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*) 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?

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

The LAN/WAN is owned/leased by the Federal Government. It would not be cost effective for the DMA to purchase the infrastructure needed to implement and maintain a separate network. In addition, separate networks would limit the ability to communicate and share data therefore decreasing productivity.

### 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:

An informal agreement exists between the Federal and State Government regarding the use of the federally owned LAN/WAN and accompanying services by the state Department of Military Affairs

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:

An informal agreement exists between the Federal and State Government regarding the use of the federally owned LAN/WAN and accompanying services by the state Department of Military Affairs

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

As needed

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*)?

0 Minutes

## IT Service Requirements Worksheet: Network Service

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

All facets of the agency's business would be impacted, to include agency communication, pay, budget input/analyses, purchase requirements, and administrative requirements

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*)

Minimum of T1 connection over Ethernet between locations

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

The Adjutant General of the State of Florida is required by State statute 250-252.34 to support the Governor during State emergency operations

3.3.5. 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 \_\_\_Access through Common Access Card\_\_\_\_\_

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:

IT metrics are reported to the National Guard Bureau on a quarterly basis

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*)

Inadequate redundancy capabilities to support network services during an emergency operation. There are multiple sites that are single points of failure, which does not support the Adjutant General's requirement to support the Governor and staff during a State emergency operation which results in a COOP requirement.

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Network Service**

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4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resources or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2009-10. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

General revenue and trust fund accounts are used to provide hardware and services for Network service requirements

5.2. Other comments

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

Dept/Agency: **(Department of Military Affairs)**  
Submitted by: **(CPT Jennifer Hunt)**  
Phone: **(904-823-0180)**  
Date submitted: **(15 OCT 09)**

## 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 commercial hardware and software associated with the E-Mail Service:			
1	Exchange SVR Dell Server 2950	5	Webmail SVR Dell 2500
2	Microsoft Exchange 2003	6	Blackberry 8820, 8830, 7520, and 7100
3	Microsoft SVR 2003	7	Blackberry SVR Dell 2950
4	VPN 3000 Concentrator	8	

### 1. IT Service Definition

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

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

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

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

2500

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

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)*

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: E-Mail, Messaging, and Calendaring Service

The Federal Government provides email messaging and calendar service. Switching to another IT service provider would result in increased agency expense, degradation of service and response time as well as loss in capabilities. It is not cost effective or productive to change IT service providers

### 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:

An informal agreement exists between the Federal and State governments for the use of this IT service

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)? 2-4hrs

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

Communication via email and shared calendaring services would cease until restoration of the exchange services

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

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

The Adjutant General of the State of Florida is required by State statute 250-252.34 to support the Governor and select staff during State emergency operations

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 Common Access Card Log-on

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:

A published email policy is in effect as well as the Freedom of Information Act. The email policy provides a breakdown of email use restrictions as well as provides guidelines for use of this service

### 4. User/customer satisfaction

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service**

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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:

IT metrics are provided to the National Guard Bureau on a quarterly basis

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)*

Currently there are no redundancy measures in place to support this service in the event of the failure of Exchange server or BEZ server failure

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2008-09. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments



## IT Service Requirements Worksheet: Desktop Computing Service

Dept/Agency: **Department of Military Affairs**  
 Submitted by: **CPT Jennifer Hunt**  
 Phone: **904-823-0180**  
 Date submitted: **15 OCT 09**

### 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 commercial hardware and software associated with the Desktop Computer Service:			
1	Dell 620,800,820,830,GX 270, GX 755, GX280 GX 745, GX 760 E6400	8	Attachmate Software
2	HP LJ Printers, HP DeskJet, Fujitsu Scanners	9	FLAIRS
3	Microsoft Office XP, 2003, and XP OS Microsoft Office 2007 and Vista OS	10	People First
4	IEOMS	11	Hummingbird
5	Adobe	12	My Florida Market Place
6	Pure Edge		
7	Norton Antivirus/Firewall, MacAfee		

### 1. IT Service Definition

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

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

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

1.3. Please identify the number of users of this service. 2500

1.4. How many locations currently use desktop computing services? 210-130

### 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)* 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

## IT Service Requirements Worksheet: Desktop Computing Service

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?

Desktop service is provided to both Federal and State employees by the Federal IT Service Department. We could not switch to another IT service provider due to the security and complexity of 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:

An informal agreement exists between the Federal and State government on the use of this 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*)

0730-1700

M-F

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

Impact would be very high for productivity. Electronic data input will cease which will affect pay and budget.

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

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

The Adjutant General of the State of Florida is required by State statute 250-252.34 to support the Governor during State emergency operations.

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:

All desktops must have virus protection installed in addition, all laptops must have Norton Firewall installed. All users must read and adhere to the email/internet policy.

### 4. User/customer satisfaction

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Desktop Computing Service**

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:

TrackIT ticket frequency report is monitored and reported to CIO.

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 (e.g., total cost more than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2007-2008. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

# IT Service Requirements Worksheet: IT Support Service for Agency Financial and Administrative Functions

Dept/Agency: **(Department of Military Affairs)**  
 Submitted by: **(CPT Jennifer Hunt)**  
 Phone: **(904-823-0180)**  
 Date submitted: **(15 OCT 09)**

## IT Support Service for Agency Financial and Administrative Systems

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 Systems (applications) that are included (in whole or part) in this IT Service:			
1	Quicken	5	My Florida Market Place
2	Microsoft Office XP/2007, Microsoft OS XP/Vista	6	IEOM
3	DMA Fiscal Tracking System	7	QuickBooks Pro
4	FLAIR	8	
5	ARIBA Financial Procurement Program	9	

### 1. IT Service Definition

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

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

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

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

350

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

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)*

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?

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

**IT Service Requirements Worksheet: IT Support Service for Agency Financial and Administrative Functions**

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The DMA works closely with the Federal agencies regarding specialized in house programs that require specialized training to manage and maintain them.

**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:

An informal agreement exists between the Federal and State government for this service.

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) 0730-1700  
M-F

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 0730-1700  
M-F

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)? 4hrs

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

Fiscal accounting, personnel actions and pay would be interrupted due to an unplanned service outage.

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

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

The Adjutant General of the State of Florida is required by State statute 250-252.34 to support the Governor and select staff during State emergency operations. Specialty software and web interfaces require specialized training.

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 Common Access Card Authentication

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:

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: IT Support Service for Agency Financial and Administrative Functions**

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Freedom of Information Act, Privacy Act 1974 5 USC

**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:

IT metrics are reported to National Guard Bureau on a Quarterly basis as well as the J6 CIO

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)*

Need to establish a more in-depth level of service agreement and defined roles and responsibilities for state sponsored/hosted programs and services

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2008-09. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

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

Dept/Agency: **(Department of Military Affairs)**  
Submitted by: **(CPT Jennifer Hunt)**  
Phone: **(904-823-0180)**  
Date submitted: **(15 OCT 09)**

### 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)*

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

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

#### 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?

This agency resides on a federally owned and maintained (FLARNG) network. IA requirements are dictated by Army, DoD and National Guard Bureau regulatory guidance.

#### 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:

An informal agreement exists between the Federal and State government for this service

## 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 M-SUN
- 3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? 4hrs
- 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*)? 5 Min
- 3.2.5. Are there any agency-unique service requirements?  Yes  No  
If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

The Adjutant General is required by the State statute 250-252.34 to support the Governor during state emergencies. DMA is required to support in house programs that require specialized training. All entities residing on the FLARNG domain are subject to IA regulatory guidance by DoD, Army, NGB and the FLARNG IA branch.

- 3.2.6. 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 \_Physical security requirements, Common Access Card, Background check, security clearance\_\_\_\_\_
- 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:

Network and all IT infrastructure are governed by the Department of the Army regulation 25-2 and all applicable DoD policies, procedures and instructions.

### 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:

IT Metrics are reported quarterly

- 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*)



FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: IT Security/Risk Mitigation Service**

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4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2008-09. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

## IT Service Requirements Worksheet: Helpdesk Service

Dept/Agency: **(Department of Military Affairs)**  
 Submitted by: **(CPT Jennifer Hunt)**  
 Phone: **(904-823-0180)**  
 Date submitted: **(15 OCT 09)**

### 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 commercial hardware and software associated with the Helpdesk Service:

1	Dell D620	5	Active Directory
2	Dameware Mini Remote	6	Cisco Call Center
3	Crystal Reports	7	Hyena
4	Track IT! 7.0	8	CAC exchange utility
5	MS Office XP, 2007 and OS XP, Vista	9	

#### 1. IT Service Definition

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

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

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

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

2500

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)*

- On-line self-serve
- On-line interactive
- Telephone/IVR
- Face-to-face
- Remote desktop (e.g., PC Anywhere)
- Other Track It! work order submission

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	x
Referring/escalating		x	x
Tracking and reporting	x	x	x
Resolving/closing	x	x	

## IT Service Requirements Worksheet: Helpdesk 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, Unknown)*

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?

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

The Help Desk is operated and maintained by a combination of Federal, State and Contract personnel. Due to the complexity of the network, proprietary software used, and network security requirements; an external service is not a viable option

### 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:

An informal agreement exists between the Federal and State government on the use of this IT service

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?

Key tier level II and III staff would be required to address tier level I issues, therefore increasing their overall work load but decreasing their productivity. Improvement processes and measures would not be implemented due to lack of time. Metrics would not be captured regarding services provided. The DMA customers would not receive a timely response to Information Technology questions or needs, therefore directly impacting their ability to do their job

3.2.3. What is the average monthly volume of calls/cases/tickets? 1500

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

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

The Adjutant General of the State of Florida is required by State statute 250-252.34 to support the Governor and select staff during State emergency operations

3.2.5. 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

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Helpdesk Service**

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Other Common Access Card (Administrators)

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:

IT Metrics are reported to the National Guard Bureau and the J6 CIO

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)*

In adequate personnel to support daily operations as well as the influx of additional requirements during state emergencies

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2008-09. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

# IT Service Requirements Worksheet: IT Administration and Management Service

Dept/Agency: **(Department of Military Affairs)**  
Submitted by: **(CPT Jennifer Hunt)**  
Phone: **(904-823-0180)**  
Date submitted: **(15 OCT 09)**

## 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 Systems (applications) that are included (in whole or part) in this IT Service:			
1	Quicken	5	IEOM Program
2	Microsoft Publisher	6	
3	People First	7	
4	My Florida Market Place	8	

### 1. IT Service Definition

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

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

1.2. How many locations currently host assets and resources used to provide IT administration and management services? 3

### 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?

DMA has unique services that direct us to support the Adjutant General and Governor during daily and emergency operations. We have existing requirements for planning, research and development, IT Mangers, Data Center Manger, IT Budgeting, IT procurement, IT Planners and IT Accounting

### 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: IT Administration and Management Service

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

An informal agreement exists between the Federal and State government for this 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*) for the systems included in this service:

M-F 0730-1700

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*)?

60 Min

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:

Federal IT Metrics are reported to National Guard Bureau on a Quarterly basis

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*)

Additional personnel are required to manage the planning, implementation, maintenance, and management and funding of DMA required automation, specialty software and network requirements.

4.3. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service.

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

## 5. Additional Information

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: IT Administration and Management Service**

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5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2008-09. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

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

Dept/Agency: **(Department of Military Affairs)**  
Submitted by: **(CPT Jennifer Hunt)**  
Phone: **(904-823-0180)**  
Date submitted: **(15 OCT 09)**

### 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 commercial hardware and software associated with this service:			
1	Ektron Software	5	MacBook
2	Active Publisher Software	6	Dell Latitude 620 and E6400
3	Dell 2950 Web server	7	MS Office 2003, 2007 and MS XP and Vista OS
4	Dreamweaver 8.0 and CS3	8	WACOM digital tablet

#### 1. IT Service Definition

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

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

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

1.3. Please identify the number of Internet users of this service. 5000

1.4. Please identify the number of intranet users of this service. 2500

1.5. How many locations currently host IT assets and resources used to provide this service? 2

#### 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)* 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?

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 agency would have to host the site on an external location which would increase operational and maintenance cost. An external site would prevent the use of some applications and would severely impede data and information collaboration.

### 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:

An informal agreement exists between the State and Federal government to provide these services

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)? 24hrs

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

A large quantity of programs is based off of web applications/interfaces. Budget submissions and personnel actions would be affected by any significant loss of service.

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

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

Web applications must be 508 compliant and meet operational security 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:

Federal Operational Security requirements

### 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:

IT Metrics are reported to the CIO and National Guard Bureau on a Quarterly basis

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

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Portal/Web Management Service**

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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 (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

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, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2009-10. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

5.2. Other comments

Non-Strategic IT Service:		Network Service		Form: FY 2010-11 Schedule IV-C -Non-Strategic; Ver 1				
Dept/Agency: <b>Department of Military Affairs</b>								
Prepared by: <b>CPT Jennifer Hunt</b>								
Phone: <b>904-823-0180</b>								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		A	Estimated IT Service Costs		D
			Number used for this service	Number w/ costs in FY 2010-11	Initial Estimate for Fiscal Year 2009-10	Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2010-11 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-1.1	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
<b>B. Hardware</b>			0	7	\$55,000	\$0	\$50,600	\$50,600
B-1	Servers	1	0	4	\$10,000	\$0		\$0
B-2	Server Maintenance & Support	2	0	3	\$0	\$0	\$5,600	\$5,600
B-3.1	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)		0	0	\$45,000	\$0	\$45,000	\$45,000
B-3.2	Other Hardware Assets (e.g., system mgt workstation, printers, UPS, etc)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>		3			\$7,800	\$0	\$10,000	\$10,000
<b>D. External Service Provider(s)</b>					\$0	\$0	\$0	\$0
D-1	LAN External Service Provider		0	0	\$0	\$0	\$0	\$0
D-2	WAN External Service Provider			0	\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility for LAN/WAN Service</b>			0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>H. Total for IT Service</b>					\$62,800	\$0	\$60,600	\$60,600
<b>Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	One SAN and two servers (Dell 2850)							
2	Annual maintenance renewal for SAN, Dell 2850 and Hummingbird Server							
3	Ektron software renewal							
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**Non-Strategic IT Service: E-Mail, Messaging, and Calendaring Service**

Agency: **Department of Military Affiars**

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Prepared by: **CPT Jennifer Hunt**

Phone: **904-823-0180**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2009-10		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 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>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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-3.1 Wireless Communication Devices & Related Hardware		0	0	\$0	\$0	\$0	\$0
B-3.2 Other Hardware Assets (e.g., system mgt workstation, printers, etc)		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. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$0	\$0	\$0	\$0

**Administrative Overhead - Percentage of Other Non-Strategic IT Service Costs Supporting Email Service**

Non-Strategic Service	Footnote	%	Cost
OT-1 Network			
OT-2 Desktop IT Service			\$ -
OT-3 Help Desk			\$ -
OT-4 IT Security & Risk Mitigation			
OT-5 IT Administration & Management			
SUBTOTAL			\$ -

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.

**Fully-loaded IT Service Cost \$ -**

**Footnotes** - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

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Non-Strategic IT Service:		Desktop Computing Service		Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1			
Agency: <b>Department of Military Affiars</b>							
Prepared by: <b>CPT Jennifer Hunt</b>							
Phone: <b>904-823-0180</b>							
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 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>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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>		32	32	\$174,125	\$0	\$105,900	\$105,900
B-1 Servers	1	1	1	\$0	\$0	\$12,000	\$12,000
B-2 Server Maintenance & Support	2	1	1	\$319	\$0	\$15,000	\$15,000
B-3.1 Desktop Computers		2	2	\$24,000	\$0	\$3,000	\$3,000
B-3.2 Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)		25	25.00	\$72,500	\$0	\$70,900	\$70,900
B-3.3 Other Hardware Assets (e.g., system mgt workstation, printers, scanners, etc)	3	3	3	\$77,306	\$0	\$5,000	\$5,000
<b>C. Software</b>	4			\$0	\$0	\$62,850	\$62,850
<b>D. External Service</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$174,125	\$0	\$168,750	\$168,750
<b>Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
1	J1 Personnel Server LCR						
2	Hummingbird Server Maintenance						
3	Xerox Maintenance Agreement, LCR Network Printers at CBJTC, APCs and local printer LCRs						
4	Upgrade CATF personnel to Vista/07						
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Non-Strategic IT Service:		<b>Helpdesk Service</b>		Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1			
Agency: <b>Department of Military Affiars</b>							
Prepared by: <b>CPT Jennifer Hunt</b>							
Phone: <b>904-823-0180</b>							
Service Provisioning -- Assets & Resources <i>(Cost Elements)</i>	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	C Estimated FY 2010-11 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	D Planned Increase/Decrease Use of Recurring Base Funding <i>(Columns C - B)</i>
<b>A. Personnel</b>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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 (e.g., system mgt workstation, printers, etc)		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. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other</b> <i>(Please describe in Footnotes Section below)</i>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$0	\$0	\$0	\$0
<b>Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
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Non-Strategic IT Service: **IT Security/Risk Mitigation Service**

Agency: **Department of Military Affiars**

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Prepared by: **CPT Jennifer Hunt**

Phone: **904-823-0180**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 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>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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 (e.g., system mgt workstation, printers, UPS, etc)		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. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$0	\$0	\$0	\$0

**Footnotes** - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

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Non-Strategic IT  
Service:

# IT Support Service for Agency Financial and Administrative Systems

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Agency: **Department of Military Affiars**

Prepared by: **CPT Jennifer Hunt**

Phone: **904-823-0180**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Column C - B)
<b>A. Personnel</b>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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 (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>	1			\$0	\$0	\$5,100	\$5,100
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$0	\$0	\$5,100	\$5,100

**Footnotes** - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Upgrade to Quicken, Quickbooks and Adobe Software for CBJTC
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**Non-Strategic IT Service: IT Administration and Management Service**

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Agency: **Department of Military Affiars**

Prepared by: **CPT Jennifer Hunt**

Phone: **904-823-0180**

# of Assets & Resources Apportioned to this IT Service in FY 2010-11

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 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>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE		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 (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>	1			\$0	\$0	\$600	\$600
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility</b>		0	0	\$0	\$0	\$0	\$0
<b>F. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>				\$0	\$0	\$600	\$600

**Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.**

1	Dameware for State Employee IT professionals (Renewal)
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## 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>	<b><u>Department of Military Affairs</u></b>		
<b>Contact Person:</b>	<b><u>Edward Bouza</u></b>	<b>Phone Number:</b>	<b><u>904-823-0203</u></b>
<b>Names of the Case: (If no case name, list the names of the plaintiff and defendant.)</b>	<b><u>The Department of Military Affairs does not have any pending Litigation that would require additional appropriations in excess of \$500,000.</u></b>		
<b>Court with Jurisdiction:</b>			
<b>Case Number:</b>			
<b>Summary of the Complaint:</b>			
<b>Amount of the Claim:</b>	\$		
<b>Specific Statutes or Laws (including GAA) Challenged:</b>			
<b>Status of the Case:</b>			
<b>Who is representing (of record) the state in this lawsuit? Check all that apply.</b>	<input type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	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>			

-----  
 COL A03  
 AGY REQUEST  
 FY 2010-11  
 POS AMOUNT PRIORITY CODES  
 -----

MILITARY AFFAIRS, DEPT OF 62000000  
 ARMORY SUPPORT 001 4300000  
 GENERAL REVENUE FUND..... 370,000 1000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

The Department of Military Affairs requests \$370,000 of non-recurring funds to pay for energy increases at the state's 56 armories. This agency has experienced annual energy cost increases over the past three years, which significantly impacts facility operations. Routine maintenance funds have to be diverted to pay expanding energy bills. Additionally, FY 2009 and FY 2010 increases were funded with non-recurring dollars (Issue code 4300000 - \$320,000 and \$370,000, respectively). This issue represents three years of increases and is essential to meet increased armory utilization due to increased overseas and domestic operational tempo.

\*\*\*\*\*

AGENCY-WIDE INFORMATION TECHNOLOGY 3620000  
 INTEGRATED EMERGENCY OPERATIONS  
 MANAGEMENT INFORMATION SYSTEM 002 36210C0  
 GENERAL REVENUE FUND..... 75,000 1000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

This issue funds the continued upgrade and development of IOEMS to support the Florida National Guard when the Governor calls them to State Active Duty (SAD). The system converts federal data to usable state data for direct use by the state's many financial management systems. IEOMS has dramatically improved the department's responsiveness to National Guard service members, Florida vendors and the citizens of Florida. Because the National Guard has a 20% turnover of members each year and the federal databases frequently change, IEOMS has to be constantly modified to extract the needed data to provide a timely response. Additionally, National Guard turnover and promotions create a need for an annual training class to teach National Guard service members how to use the modules. This request is essential to fund software changes and hardware replacement required to keep the system ready at a moments notice.

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 COL A03  
 AGY REQUEST  
 FY 2010-11  
 POS AMOUNT PRIORITY CODES  
 -----

MILITARY AFFAIRS, DEPT OF 62000000  
 NATIONAL GUARD YOUTH BENEFIT  
 PROGRAM 4200000  
 FORWARD MARCH PROGRAM 003 4200500  
 TRUST FUNDS..... 1,250,000 2000  
 =====

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SCH VIIIA NARR 10-11 NOTES:

The Forward March program provides job-readiness services at selected armories around the state for WAGES recipients, who are referred to this program by local workforce development boards and the Department of Children and Families (DCF). The program emphasizes functional life skills; computer literacy; interpersonal relations; critical thinking skills; business skills and other critical skills that are required to gain employment. Upon completion of the program, Forward March refers graduates to local workforce development boards fro employment and/or further educational placement.

\*\*\*\*\*

ABOUT FACE PROGRAM 004 4200600  
 TRUST FUNDS..... 750,000 2000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

The About Face program provides both a summer and a year-round after-school life preparation program at armories around the state for economically disadvantaged and at-risk youth from ages 13-17. Both the summer and after-school programs provide schoolwork assistance, focusing on life skills that enhance effective group behavior. The training includes computer skills, basic problem solving, decision making and reasoning skills. This program allows the National Guard to give to the local community by providing role models and a safe place for at-risk youth to learn.

\*\*\*\*\*

EQUIPMENT NEEDS 2400000  
 INFORMATION TECHNOLOGY  
 INFRASTRUCTURE REPLACEMENT 005 24010C0  
 TRUST FUNDS..... 150,750 2000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

This issue represents the life cycle replacement (LCR) of the department's existing computer hardware and software as prescribed by state standards. This equipment not only fills the daily administrative requirements but is critical when the Governor calls the National Guard to state active duty (SAD). The replacement of this specialized equipment is

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 COL A03  
 AGY REQUEST  
 FY 2010-11  
 POS AMOUNT PRIORITY CODES  
 -----

MILITARY AFFAIRS, DEPT OF 62000000  
 EQUIPMENT NEEDS 2400000  
 INFORMATION TECHNOLOGY  
 INFRASTRUCTURE REPLACEMENT 005 24010C0

required to maintain compatibility and connectivity with other state and federal agencies and will allow the continuation of the current level of operations.

\*\*\*\*\*

ADDITIONAL EQUIPMENT 006 2402000  
 TRUST FUNDS..... 180,300 2000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

This issue funds the purchase of equipment which supports tests and training at Camp Blanding Joint Training Center. This equipment varies from lawn mowers, to specialty tools, to moving equipment, to specialized electronics. This equipment is used to directly support the Florida National Guard, and is 100% federally funded.

\*\*\*\*\*

ADDITIONAL EQUIPMENT -  
 CAMP BLANDING 007 2402010  
 TRUST FUNDS..... 220,000 2000  
 =====

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

This issue funds the purchase vehicles of additional equipment which supports the training mission at Camp Blanding Joint Training Facility. Camp Blanding has over 95 different ranges that are used by the National Guard and law enforcement units from all over the United States. This equipment is used to directly support the Florida National Guard, and is 100% federally funded.

A Dump Truck and Front-end Loader are needed to haul large amounts of material (topsoil, limerock) and to move earth and fill-in large holes.

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ADDITIONAL EQUIPMENT - MOTOR  
 VEHICLE FOR CAMP BLANDING 008 2402050  
 TRUST FUNDS..... 109,000 2000  
 =====

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 COL A03  
 AGY REQUEST  
 FY 2010-11  
 POS AMOUNT PRIORITY CODES  
 -----

MILITARY AFFAIRS, DEPT OF			62000000
EQUIPMENT NEEDS			2400000
ADDITIONAL EQUIPMENT - MOTOR			
VEHICLE FOR CAMP BLANDING		008	2402050

\*\*\*\*\*

SCH VIIIA NARR 10-11 NOTES:

This issue requests funds to purchase vehicles for Camp Blanding Joint Training Facility to support its training mission. This equipment is used to directly support the Florida National Guard, and is 100% federally funded  
 1. One of our state vehicles surpassed state guidelines for replacement in FY08/09. It is more cost effective to purchase a new vehicle than to maintain the present one.  
 2. A compact tractor is necessary to move materials, dig, and pull harvesting equipment.

\*\*\*\*\*

UNIQUE NON-STATE PROJECTS			5000000
MINOR REPAIRS TO CAMP BLANDING			
STRUCTURES		009	5003050
GENERAL REVENUE FUND.....	205,000		1000

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SCH VIIIA NARR 10-11 NOTES:

The Department of Military Affairs requests \$ 205,000 to repair, renovate and maintain transient quarters throughout Camp Blanding. The use of transient quarters by 'official' users, who would otherwise be housed off Post due to a lack of adequate quarters, reduces Government lodging expenses. These transient quarters can provide, at a minimum, \$10,000 of annual rental income per unit to our Morale, Welfare and Recreation department.

The FY 09/10 Legislative Budget Request contained an amount equal to this current request in General Revenue as a Fixed Capital Outlay category. That category was 086919: "Construct Storage Facility @ RFE"

\*\*\*\*\*

WORKER COMPENSATION FOR STATE			
ACTIVE DUTY		010	4500000
GENERAL REVENUE FUND.....	500,000		1000

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SCH VIIIA NARR 10-11 NOTES:

Chapter 250.34, Florida Statutes includes a mechanism to cover worker compensation paid on members of the Florida National Guard called to State Active Duty (SAD) by the Governor. Section 250.34(3), FS states "the Division of Risk Management shall forward each January to the Department of Military Affairs, an invoice of the payments and associated

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 COL A03  
 AGY REQUEST  
 FY 2010-11  
 POS AMOUNT PRIORITY CODES  
 -----

MILITARY AFFAIRS, DEPT OF 62000000  
 WORKER COMPENSATION FOR STATE  
 ACTIVE DUTY 010 4500000

legal costs made under this subsection during the prior calendar year. The Department of Military Affairs shall incorporate the amount of the invoice in its annual budget request that begins the following July." These funds are to pay the 2010 costs of all worker compensation costs associated with injuries sustained by Florida National Guard including Mr. Matthew Moore.

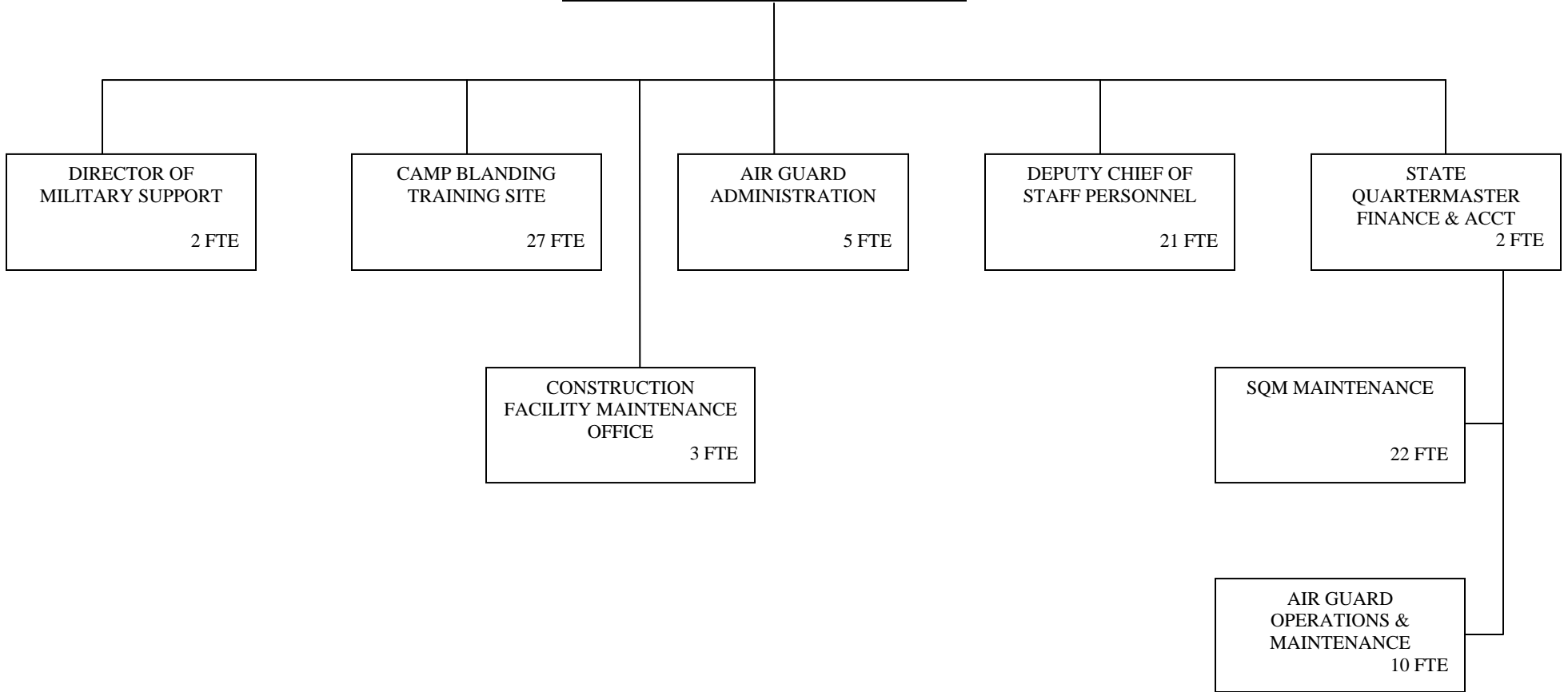
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TOTAL: MILITARY AFFAIRS, DEPT OF 62000000  
 BY FUND TYPE  
 GENERAL REVENUE FUND 1,150,000 1000  
 TRUST FUNDS 2,660,050 2000  
 -----  
 TOTAL DEPARTMENT..... 3,810,050  
 =====

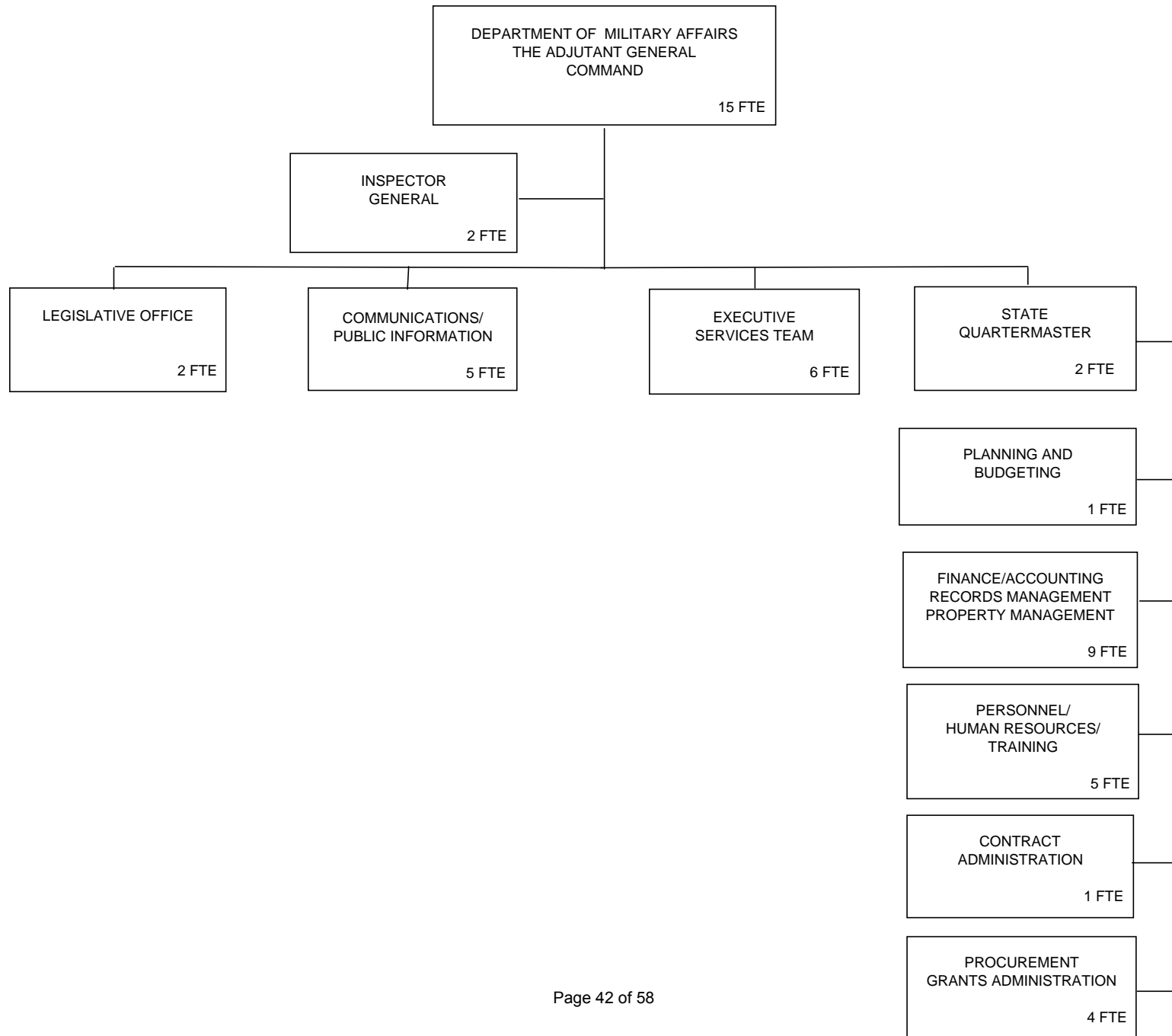


# Military Readiness 62050200

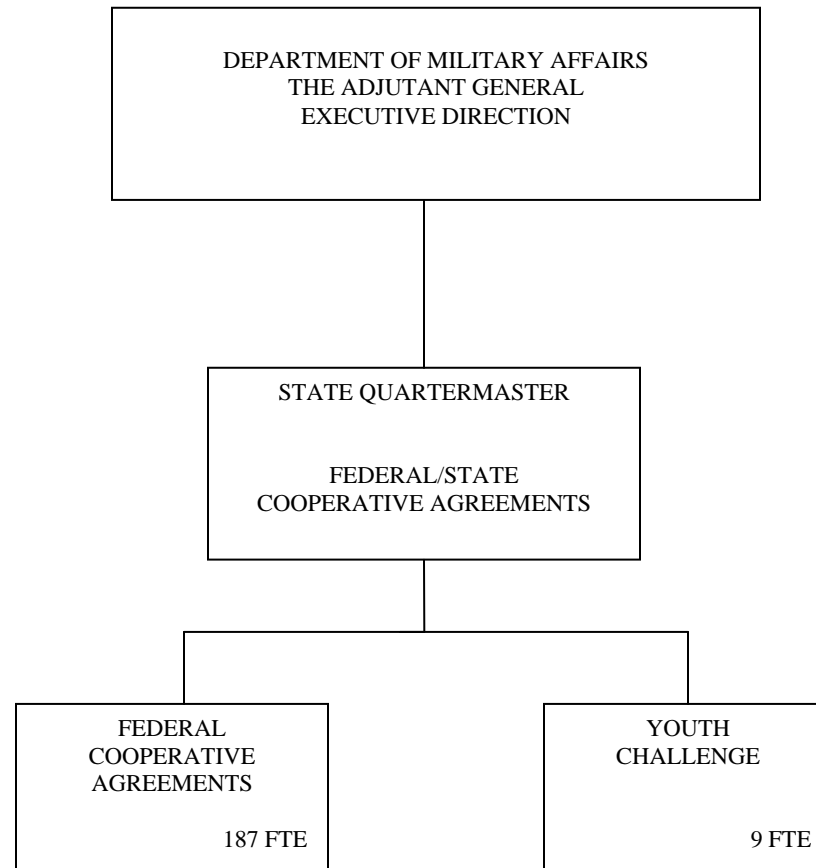
DEPARTMENT OF MILITARY AFFAIRS  
THE ADJUTANT GENERAL  
EXECUTIVE DIRECTION



**Executive Direction and Support Services  
62050400**



**Federal/State Cooperative Agreements  
62050500**



MILITARY AFFAIRS, DEPARTMENT OF		FISCAL YEAR 2008-09			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		58,143,759		36,894,372	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		1,140,871		24,802,811	
FINAL BUDGET FOR AGENCY		59,284,630		61,697,183	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
<i>Executive Direction, Administrative Support and Information Technology (2)</i>					0
Improve Drug Awareness Among High School Students * <b>Number of school-aged students attending drug awareness presentations</b>		93,188	0.23	21,379	
Number Of Staff Days Devoted To Counterdrug Tasks *		42,630	0.46	19,562	
Provide Counter-drug Training To Law Enforcement Agencies * <b>Number of law enforcement personnel trained (Counterdrug Training Academy at Camp Blanding)</b>		656	132.35	86,819	
Pass Through Federal Department Of Defense Funds To St. Petersburg Junior College To Conduct Multi- Jurisdictional Counterdrug Training * <b>Number of law enforcement personnel trained (Multi-Jurisdictional Counterdrug Training in St. Petersburg)</b>		97,609	67.62	6,600,000	
Recruit, Retain, And Administer To Personnel In The Florida National Guard * <b>Number of soldiers assigned</b>		11,995	317.35	3,806,663	
Assist New Recruits With The State Education Assistance Program * <b>Number of Guard members using State Education Assistance Program</b>		709	2,006.49	1,422,601	
Maintain And Repair Armories * <b>Number of readiness centers under maintenance and repair</b>		56	98,740.95	5,529,493	3,154,132
Provide Quality Training Areas * <b>Number of civilian personnel using Camp Blanding training area</b>		43,055	41.64	1,792,856	
Provide Timely Response To Supported Agencies * <b>Number of agencies supported</b>		109	14,955.06	1,630,102	
Provide Liaison Team Training * <b>Number of liaison teams trained</b>		160	1,197.38	191,581	
Execute Department Of Defense Contracts In Florida *		100	304,857.47	30,485,747	58,543,051
Execute The About Face Program * <b>Number of participants supported.</b>		976	1,299.02	1,267,843	
Execute The Forward March Program * <b>Number of participants supported.</b>		177	4,441.03	786,062	
Execute The Youth Challenge Program * <b>Number of participants who successfully complete the program.</b>		260	11,466.99	2,981,416	
TOTAL				56,622,124	61,697,183
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER					
REVERSIONS				2,662,507	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				59,284,631	61,697,183

### SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

-----  
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 \*\*\*

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TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 62	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	59,284,630	61,697,183
TOTAL BUDGET FOR AGENCY (SECTION III):	59,284,631	61,697,183
DIFFERENCE:	1-	
(MAY NOT EQUAL DUE TO ROUNDING)	=====	=====

# Fiscal Year 2010-11 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.

Action	Program or Service (Budget Entity Codes)				
	620501	620502	620504	620505	

## 1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A10, A11, A36, IA1, 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	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	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	Y	Y	
1.4 Has security been set correctly? <b>(CSDR, CSA)</b>	Y	Y	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	Y	Y	
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	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	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	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.	Y	Y	Y	Y	
--	---	---	---	---	--

Action		Program or Service (Budget Entity Codes)									
		620501	620502	620504	620505						
<b>AUDITS:</b>											
3.2	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	Y	Y						
3.3	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	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	Y	Y						
4.2	Is the program component code and title used correct?	Y	Y	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	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	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	Y	Y						
<i>Please note that the LBR Instructions reference the wrong B column.</i>											

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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> )  <i>Please note that the LBR Instructions reference the wrong B column.</i>					
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.	Y	Y	Y	Y	



Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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 2008-09 approved budget. Amounts should be positive.					
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	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	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.)	Y	Y	Y	Y	
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 70 of the LBR Instructions?	Y	Y	Y	Y	
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?	Y	Y	Y	Y	
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.)	Y	Y	Y	Y	
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.	Y	Y	Y	Y	
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OAD/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A	N/A	N/A	N/A	
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A	N/A	N/A	N/A	

Action	Program or Service (Budget Entity Codes)				
	620501	620502	620504	620505	
7.9 Does the issue narrative reference the specific county(ies) where applicable?	Y	Y	Y	Y	

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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 #10-002?	N/A	N/A	N/A	N/A	
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>	N/A	N/A	N/A	N/A	
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	N/A	N/A	N/A	
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	N/A	N/A	N/A	
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	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.)	Y	Y	Y	Y	
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)?	Y	Y	Y	Y	
7.17	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A	N/A	
<b>AUDIT:</b>						
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	Y	Y	
7.19	Does the General Revenue for 160XXXX issues net to zero? <b>(GENR, LBR1)</b>	Y	Y	Y	Y	
7.20	Does the General Revenue for 180XXXX issues net to zero? <b>(GENR, LBR2)</b>	Y	Y	Y	Y	
7.21	Does the General Revenue for 200XXXX issues net to zero? <b>(GENR, LBR3)</b>	Y	Y	Y	Y	
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>	Y	Y	Y	Y	

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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 2009-10 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.					
<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	Y	Y	
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y	Y	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	Y	Y	
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y	Y	Y	Y	
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	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	Y	Y	

Action	Program or Service (Budget Entity Codes)				
	620501	620502	620504	620505	
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?	N/A	N/A	N/A	N/A	

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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?	N/A	N/A	N/A	N/A	
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	Y	Y	

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
8.10	Are the statutory authority references correct?	Y	Y	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	Y	Y	
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A	N/A	N/A	N/A	
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y	Y	
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y	Y	
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y	Y	
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y	Y	
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	Y	Y	Y	
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available?	Y	Y	Y	Y	
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	Y	Y	
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y	Y	Y	Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	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	Y	Y	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y	Y	
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y	Y	
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y	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	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	Y	Y	

Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	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	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	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	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 124 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>						
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 156 of the LBR Instructions.)	Y	Y	Y	Y	
<b>10. SCHEDULE III (PSCR, SC3)</b>						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 88 of the LBR Instructions.)	Y	Y	Y	Y	
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 95 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.	N/A	N/A	N/A	N/A	
<b>11. SCHEDULE IV (EADR, SC4)</b>						
11.1	Are the correct Information Technology (IT) issue codes used?	Y	Y	Y	Y	
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>						



Action		Program or Service (Budget Entity Codes)				
		620501	620502	620504	620505	
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?	Y	Y	Y	Y	
<b>13. SCHEDULE VIII-B-1</b>						
13.1	This schedule is not required in the October 15, 2009 LBR submittal.					
<b>14. SCHEDULE VIII-B-2 (EADR, S8B2)</b>						
14.1	Do the reductions comply with the instructions provided on pages 101 and 102 of the LBR Instructions regarding a 10% reduction in recurring General Revenue and Trust Funds?	Y	Y	Y	Y	
<b>15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)</b>						
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	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	Y	Y	
<b>AUDITS INCLUDED IN THE SCHEDULE XI REPORT:</b>						
15.3	Does the FY 2008-09 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? ( <b>GENR, ACT1</b> )	Y	Y	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	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> )	Y	Y	Y	Y	
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	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	Y	Y	
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					

Action	Program or Service (Budget Entity Codes)				
	620501	620502	620504	620505	

**16. MANUALLY PREPARED EXHIBITS & SCHEDULES**

16.1	Do exhibits and schedules comply with LBR Instructions (pages 109 through 153 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y	Y	
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	Y	Y	Y	
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y	Y	

**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	Y	Y	
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	Y	Y	Y	Y	
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y	Y	Y	
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y	Y	Y	
17.5	Are the appropriate counties identified in the narrative?	Y	Y	Y	Y	

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.					
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