COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
NANCY ARGENZIANO
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STATE OF FLORIDA

EXECUTIVE DIRECTOR
MARY ANDREWS BANE
(850) 413-6068

Public Service Commission

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 32399-1300

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 Public Service Commission 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 the Commissioners.

Sincerely,

Mary Andrews Bane
Executive Director

MAB:ce

Florida Public Service Commission

Department Level Exhibits and Schedules

Non-Strategic IT Service:	**Network Service**								
Dept/Agency:	**Florida Public Service Commission**						Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1		
Prepared by:	**Lee Kissell, CIO**			**# of Assets & Resources Apportioned to this IT Service in FY 2010-11**		**Estimated IT Service Costs**			
Phone:	**413-6324**					*A*	*B*	*C*	*D*
							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)*
	Service Provisioning -- Assets & Resources *(Cost Elements)*		**Footnote Number**	**Number used for this service**	**Number w/ costs in FY 2010-11**	**Initial Estimate for Fiscal Year 2009-10**			
A. Personnel				2.50		$0	$192,151	$192,151	$0
A-1.1	**State FTE**		1	2.50		$0	$192,151	$192,151	$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. Hardware				148	36	$0	$137,081	$36,500	-$100,581
B-1	**Servers**		2	29	0	$0	$3,710	$0	-$3,710
B-2	**Server Maintenance & Support**		3	0	0	$0	$0	$0	$0
B-3.1	**Network Devices & Hardware** (e.g., routers, switches, hubs, cabling, etc.)		4	26	26	$0	$128,000	$24,000	-$104,000
B-3.2	**Other Hardware Assets** (e.g., system mgt workstation, printers, UPS, etc)		5	93	10	$0	$5,371	$12,500	$7,129
C. Software			6			$0	$65,000	$65,000	$0
D. External Service Provider(s)						$0	$20,000	$20,000	$0
D-1	**LAN External Service Provider**			0	0	$0	$0	$0	$0
D-2	**WAN External Service Provider**		7	0	0	$0	$20,000	$20,000	$0
E. Plant & Facility for LAN/WAN Service			8	1	1	$0	$6,580	$6,580	$0
F. Other *(Please describe in Footnotes Section below)*			9			$0	$16,990	$16,990	$0
H. Total for IT Service						$0	$437,802	$337,221	-$100,581

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

1	The PSC did not submit the Schedule IV-C last year so we do not have estimated costs.
2	Because of the PSC's migration to a virtualized server environment no new server hardware will be purchased during 2010 - 2011.
3	The PSC does not pay for maintenance contracts for servers. Instead we have chosen to repair them as needed, which to this point has never been necessary.
4	The estimated cost for 2010 - 2011 is for renewal of our annual maintenance contracts. In 2009 - 2010 the PSC purchased new SAN hardware along with two new firewalls for our district offices.
5	The PSC plans to replace 10 laser printers.
6	Our network operating systems software and client access licenses are purchased under our Microsoft Enterprise Agreement. The total annual payment is approximately $103,000, and I have assigned 35% of this cost to the network service. The remainder is assigned to desktop computing. The annual maintenance for VMWare, backup software and other support software is also included.
7	DMS provides Internet connectivity for Tallahassee based employees and remote access for our district offices.
8	This cost is based on a 383 square foot data center with a per square foot cost of $17.18.
9	Standard Expense and HR Packages for 2.5 FTE's.
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Non-Strategic IT Service: # E-Mail, Messaging, and Calendaring Service

Agency: Florida Public Service Commission

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

Prepared by: Lee Kissell, CIO

Phone: 413-6324

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2009-10		Estimated IT Service Costs			
				A	B	C	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)
A. Personnel		1.15		$0	$88,858	$88,858	$0
A-1 State FTE		1.15		$0	$88,858	$88,858	$0
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		41	0	$0	$0	$0	$0
B-1 Servers		1	0	$0	$0	$0	$0
B-2 Server Maintenance & Support	1	0	0	$0	$0	$0	$0
B-3.1 Wireless Communication Devices & Related Hardware	2	40	0	$0	$0	$0	$0
B-3.2 Other Hardware Assets (e.g., system mgt workstation, printers, etc)		0	0	$0	$0	$0	$0
C. Software	3			$0	$11,000	$11,000	$0
D. External Service Provider(s)	4	39	39	$0	$65,000	$65,000	$0
E. Plant & Facility	5	0	0	$0	$0	$0	$0
F. Other (Please describe in Footnotes Section below)	6			$0	$7,815	$7,815	$0
G. Total for IT Service				$0	$172,673	$172,673	$0

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

Non-Strategic Service	Footnote	%	Cost	
OT-1 Network				To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. **For the purposes of the Schedule IV-C analysis, the data submitted in this section will NOT be added to the cost of the e-mail service.**
OT-2 Desktop IT Service		5.00%	$ 16,631	
OT-3 Help Desk		10.00%	$ 10,282	
OT-4 IT Security & Risk Mitigation				
OT-5 IT Administration & Management				
SUBTOTAL			$ 26,912	

Fully-loaded IT Service Cost $ 199,585

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

1 The PSC does not pay for maintenance contracts for servers. Instead we have chosen to repair them as needed, which to this point has never been necessary.

2 Included in the 40 device total is our BES server hardware and 39 handhelds. The cost for service on the handhelds is included under item D - external service providers. There are no costs associated with the BES server hardware.

3 This category includes annual maintenance for Exchange, E-Mail vaulting, anti-spam, Blackberry and fax software.

4 This category includes our annual charges for Blackberry data and voice air time.

5 E-mail runs on four virtual servers so the amount of physical space is minimal. This cost is captured under network.

6 Standard Expense and HR Packages for 1.15 FTE's.

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Non-Strategic IT Service:	**Desktop Computing Service**							

Agency: Florida Public Service Commission

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

Prepared by: Lee Kissell, CIO

Phone: 413-6324

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	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)*
A. Personnel		2.15		$0	$139,000	$139,000	$0
A-1 **State FTE**		2.15		$0	$139,000	$139,000	$0
A-2 **OPS FTE**		0.00		$0	$0	$0	$0
A-3 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		450	0	$0	$116,854	$90,000	-$26,854
B-1 **Servers**		0	0	$0	$0	$0	$0
B-2 **Server Maintenance & Support**		0	0	$0	$0	$0	$0
B-3.1 **Desktop Computers**		375	0	$0	$66,854	$65,000	-$1,854
B-3.2 **Mobile Computers** (e.g., Laptop, Notebook, Handheld, Wireless Computer)		75	0	$0	$50,000	$25,000	-$25,000
B-3.3 **Other Hardware Assets** (e.g., system mgt workstation, printers, scanners, etc)		0	0	$0	$0	$0	$0
C. Software	1			$0	$89,000	$89,000	$0
D. External Service		0	0	$0	$0	$0	$0
E. Plant & Facility		0	0	$0	$0	$0	$0
F. Other *(Please describe in Footnotes Section below)*	2			$0	$14,611	$14,611	$0
G. Total for IT Service				$0	$359,465	$332,611	-$26,854

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

1	This figure is calculated by taking 65% of our total annual Microsoft Enterprise Agreement installment payment. The remainder of the EA payment is captured in the LAN service. This figure also includes desktop anti-virus and other miscellaneous desktop sofware.
2	Standard Expense and HR Packages for 2.15 State FTE's.
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| Non-Strategic IT Service: | **Helpdesk Service** | | | | | | | |

| Agency: | **Florida Public Service Commission** | | | | | Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1 | | |

| Prepared by: | **Lee Kissell, CIO** |
| Phone: | **413-6324** |

| | | | # of Assets & Resources Apportioned to this IT Service in FY 2010-11 | | Estimated IT Service Costs | | | |
| | | | | | A | B | C | D |
Service Provisioning -- Assets & Resources *(Cost Elements)*		Footnote Number	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)*
A. **Personnel**			1.50		$0	$92,624	$92,624	$0
A-1	**State FTE**		1.50		$0	$92,624	$92,624	$0
A-2	**OPS FTE**		0.00		$0	$0	$0	$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. **Hardware**			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
C. **Software**		1			$0	$0	$0	$0
D. **External Service Provider(s)**			0	0	$0	$0	$0	$0
E. **Plant & Facility**			0	0	$0	$0	$0	$0
F. **Other** *(Please describe in Footnotes Section below)*		2			$0	$10,191	$10,191	$0
G. **Total for IT Service**					$0	$102,815	$102,815	$0

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

1	The PSC uses free help desk software.
2	Standard Expense and HR Packages for 1.5 FTE's.
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Non-Strategic IT Service:	**IT Security/Risk Mitigation Service**							
Agency:	**Florida Public Service Commission**					Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1		
Prepared by:	**Lee Kissell, CIO**		# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
Phone:	**413-6324**				*A*	*B*	*C*	*D*
Service Provisioning -- Assets & Resources *(Cost Elements)*		*Footnote Number*	*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)*
A. Personnel			0.75		$0	$29,895	$29,895	$0
A-1	**State FTE**		0.75		$0	$29,895	$29,895	$0
A-2	**OPS FTE**		0.00		$0	$0	$0	$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware			2	2	$0	$12,000	$12,000	$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)	1	2	2	$0	$12,000	$12,000	$0
C. Software					$0	$0	$0	$0
D. External Service Provider(s)			0	0	$0	$0	$0	$0
E. Plant & Facility			0	0	$0	$0	$0	$0
F. Other *(Please describe in Footnotes Section below)*		2			$0	$5,097	$5,097	$0
G. Total for IT Service					$0	$46,992	$46,992	$0

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

1	This is the cost for annual maintenance for our firewalls.
2	Standard Expense and HR Packages for .75 FTE's.
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Non-Strategic IT Service:	**IT Support Service for Agency Financial and Administrative Systems**							

Agency: Florida Public Service Commission

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

Prepared by: Lee Kissell, CIO

Phone: 413-6324

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)*
A. Personnel		0.20		$0	$9,850	$9,850	$0
A-1 State FTE		0.20		$0	$9,850	$9,850	$0
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		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
C. Software	1			$0	$2,000	$2,000	$0
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Plant & Facility		0	0	$0	$0	$0	$0
F. Other *(Please describe in Footnotes Section below)*	2			$0	$1,360	$1,360	$0
G. Total for IT Service				$0	$13,210	$13,210	$0

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

1	The PSC uses the following software to support this service: Attachmate, Cognos, Eforms and Visio.
2	Standard Expense and HR Packages for .2 FTE's.
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Non-Strategic IT Service:	**IT Administration and Management Service**							

Agency: Florida Public Service Commission

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

Prepared by: Lee Kissell, CIO

Phone: 413-6324

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	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)*
A. Personnel		1.00		$0	$82,230	$82,230	$0
A-1 State FTE		1.00		$0	$82,230	$82,230	$0
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		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
C. Software				$0	$0	$0	$0
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Plant & Facility		0	0	$0	$0	$0	$0
F. Other *(Please describe in Footnotes Section below)*	1			$0	$6,796	$6,796	$0
G. Total for IT Service				$0	$89,026	$89,026	$0

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

1	Standard Expense and HR Packages for 1 FTE.
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Non-Strategics; Ver 1

Agency: Florida Public Service Commission

Budget Entity Name	BE Code	Program Component Code	Program Component Name	Costs within BE	Funding Identified for IT Service	Network Service	E-Mail, Messaging, and Calendaring Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation Service	IT Support Service for Agency Financial and Administrative Systems	IT Administration and Management Service
			Identified Funding as % of Total Cost of Service			*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*
						$337,221	*$172,673*	*$332,611*	*$102,815*	*$46,992*	*$13,210*	*$89,026*
Utility Regulation and Consumer	6100	1205000000	Consumer Safety / Protection		$1,094,548	$337,221	$172,673	$332,611	$102,815	$46,992	$13,210	$89,026
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				Sum of IT Cost Elements Across IT Services								
Personnel	*State FTE (#)*			9.25		2.50	1.15	2.15	1.50	0.75	0.20	1.00
	State FTE (Costs)			$634,608		$192,151	$88,858	$139,000	$92,624	$29,895	$9,850	$82,230
Personnel	*OPS FTE (#)*			0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
	OPS FTE (Cost)			$0		$0	$0	$0	$0	$0	$0	$0
Personnel	*Vendor/Staff Augmentation (# Positions)*			0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Vendor/Staff Augmentaion (Costs)			$0		$0	$0	$0	$0	$0	$0	$0
Hardware				$138,500		$36,500	$0	$90,000	$0	$12,000	$0	$0
Software				$167,000		$65,000	$11,000	$89,000	$0	$0	$2,000	$0
External Services				$85,000		$20,000	$65,000	$0	$0	$0	$0	$0
Plant & Facility				$6,580		$6,580	$0	$0	$0	$0	$0	$0
Other				$62,860		$16,990	$7,815	$14,611	$10,191	$5,097	$1,360	$6,796
Totals of Costs				$1,094,548		$337,221	$172,673	$332,611	$102,815	$46,992	$13,210	$89,026
Totals of FTE				9.25		2.50	1.15	2.15	1.50	0.75	0.20	1.00

IT Cost Element Data as entered on IT Service Worksheets

Dept/Agency: **(Florida Public Service Commission)**

Submitted by: **(Lee Kissell, CIO)**

Phone: **(413-6324)**

Date submitted: **(10/14/2009)**

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	Extreme Networks switches and routers	7	Network printers
2	Microsoft Windows 2003 network operating system software	8	ISCSI Storage Area Network (SAN)
3	Dell File Servers	9	NetVault Backup Software
4	Windows server client access licenses	10	
5	Tape Backup Library	11	
6	Network cabling	12	

1. **IT Service Definition**

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

X	Central IT staff	☐	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

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

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

    - X Agency staff (state employees or contractors)
    - Employees or contractors from one or more additional state agencies
    - External service providers
    - X Public (please explain in Question 5.2)

    1.4. Please identify the number of users of the Network Service.   331

    1.5. How many locations currently host IT assets and resources used to provide LAN services? 3

    1.6. How many locations currently use WAN services?   3

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

ATM	Frame Relay	Cellular Network
SUNCOM RTS	Internet	Dedicated Wired connection
Radio	Satellite	Dial-up connection

X   Other MyFlorida Net Metro Ethernet

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?

    X   Yes   ☐   No

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

    Vendors who offer similar services would need to be identified, costs and service levels would need
    to be negotiated, references would need to be verified, a "proof of concept" test would need to be
    conducted to confirm the viability of the proposed solution, a formal migration plan would be
    developed and finally the actual migration to a different service provider would take place
    assuming that no insurmountable problems were encountered during the prior phases of the
    project.

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

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

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

    ☐   Yes; formal Service Level Agreement(s)

    X   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:

    The expectation is for LAN service to be available 24/7 with the exception of our scheduled down
    time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are
    working to reduce our current downtime window by scripting maintenance tasks and adding
    additional automation to our backup routine.

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

    ☐   Yes; formal Service Level Agreement(s)

    X   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:

    The expectation is for LAN service to be available 24/7 with the exception of our scheduled down
    time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are
    working to reduce our current downtime window by scripting maintenance tasks and adding
    additional automation to our backup routine.

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 Sat-
            W, 00 - 1800 TR, 600 – 2400 F

3.3.1.2. Offline and availability for maintenance   1800 TR – 600 F

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)?*   60 minutes

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

Most agency activity stops when the LAN service is unavailable. PSC staff require access to e-mail / calendaring, agency specific applications, shared data files and the Internet. All of these services are delivered using the LAN.

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

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

Gigabit switched Ethernet to each desktop and Metro Ethernet connectivity to each district office.

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

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

Secure remote control of Tallahassee based computers using Route1 MobiKey and Outlook Web Access for e-mail.

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

X User ID/Password	X Access through Internet or external network
☐ Access through internal network only	X Access through Internet with secure encryption
☐ Other _____	

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

    X Yes   ☐ No

    3.3.6.1. If yes, please specify and describe:

The agency has defined many layers of security that are used to provide limited access to data based on its sensitivity. In particular, information that is submitted by outside entities that qualifies as confidential data is handled according to the agency's confidential data rules. Our security model is used to ensure user privacy when appropriate, and to protect confidential data.

4. User/customer satisfaction

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

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

    X 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 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 2010-11. 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.).

Trust Fund

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

Dept/Agency:	**(Florida Public Service Commission)**
Submitted by:	**(Lee Kissell, CIO)**
Phone:	**(413-6324)**
Date submitted:	**(10/14/2009)**

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	Dell server hardware.	7	Groupshield anti-virus software.
2	Microsoft Exchange software.	8	Microsoft Outlook.
3	Ninja Anti-Spam software.	9	Symantec Discovery Accelerator Software
4	Symantec e-mail archiving software.	10	NetSatisfaxtion Fax Hardware and Software
	Barracuda Spam Firewall	11	Blackberry Enterprise Server
	Outlook Web Access (OWA)	12	

1. **IT Service Definition**

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

X	Central IT staff	☐	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

X	Agency staff (state employees or contractors)
	Employees or contractors from one or more additional state agencies
	External service providers
X	Public (please explain in Question 5.2)

    1.3. Please identify the number of users (e-mail accounts/mailboxes) of this service. 331

    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)* 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?

    X Yes   ☐ No

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

    > Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally

the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

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

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

- ☐ Yes; formal Service Level Agreement(s)
- X 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:

The expectation is for E-mail to be available 24/7 (both locally and remotely) with the exception of our scheduled down time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are working to reduce our current downtime window by scripting maintenance tasks and adding additional automation to our backup routine.

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 Sat-W, 00 - 1800 TR, 600 – 2400 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., 5 min, 15 min, 60 min)?* 1800 TR – 600 F

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

Most business communications stop. Since our e-mail system is the primary means of communication, scheduling and maintaining lists of business contacts, this service is critical to our business function. In addition to user generated e-mail messages, our custom case management software uses our messaging system to automate PSC workflow.

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

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

The PSC requires secure remote access to our Exchange server, Blackberry support, user customizable anti-spam software and e-mail vaulting that includes the ability to store historical data for its entire life as a public record and the ability to search the entire e-mail archive. Because the PSC receives a large number of public records requests, the ability to search all e-mail messages quickly, accurately and efficiently is vital. The results of the search must be in a format that can be used by the person who files the public records request. Our current system allows for a quick search of our entire e-mail vault and the subsequent generation of a CD ROM with an Outlook PST file.

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

- X User ID/Password
- X Access through Internet or external network
- ☐ Access through internal network only
- X Access through Internet with secure encryption
- ☐ Other _____

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

- X Yes ☐ No

3.2.5.1.   If yes, please specify and describe:

Chapter 119 Florida Statutes (Public Records Law).

4. User/customer satisfaction

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

☐   Yes   X   No

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

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

X   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 2010-11. 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.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

Dept/Agency: (Florida Public Service Commission)

Submitted by: (Lee Kissell, CIO)

Phone: (413-6324)

Date submitted: (10/14/2009)

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	Desktop computer Hardware	5	
2	McAfee Anti-Virus Software	6	
3	Portable Computer Hardware	7	
4	Microsoft Windows and Office software	8	

1. **IT Service Definition**

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

X	Central IT staff	☐	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

X	Agency staff (state employees or contractors)
	Employees or contractors from one or more additional state agencies
	External service providers
X	Public

   1.3. Please identify the number of users of this service. 331

   1.4. How many locations currently use desktop computing 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, 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   X No

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

   Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

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

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

   ☐   Yes; formal Service Level Agreement(s)

   X   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:

   No user should be without access to their desktop computer for more than two hours.

   3.2. Timing and Service Delivery Requirements

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

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

   If users cannot access their desktop computer their ability to perform their job duties is severely compromised.

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

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

   Must accommodate secure remote access for mobile and remote office workers.

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

X User ID/Password	X Access through Internet or external network
☐ Access through internal network only	X 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   X   No

   3.2.5.1. If yes, please specify and describe:

4. **User/customer satisfaction**

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

   ☐   Yes   X   No

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

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

   X   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 2010-11. 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.).

Trust Fund

5.2.   Other comments

Dept/Agency: (Florida Public Service Commission)

Submitted by: (Lee Kissell, CIO)

Phone: (413-6324)

Date submitted: (10/14/2009)

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	None. The hardware is accounted for in the desktop computing service and we use free help desk software from Liberum.	5	
2		6	
3		7	
4		8	

1. **IT Service Definition**

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

X	Central IT staff	☐	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

    - X   Agency staff (state employees or contractors)
    -     Employees or contractors from one or more additional state agencies
    -     External service providers
    - ☐   Public (please explain in Question 5.2)

    1.3. Please identify the number of users of this service: 331

    1.4. How many locations currently host IT assets and resources used to provide helpdesk services?   3

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

X	On-line self-serve		On-line interactive
X	Telephone/IVR	X	Face-to-face
X	Remote desktop (e.g., PC Anywhere)		
X	Other E-Mail		

    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	X
Tracking and reporting	X	X	X
Resolving/closing	X	X	X

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

1	Custom Database Applications	5	Custom Word Processing Macros
2	Messaging (E-mail, fax, Blackberry, etc.)	6	
3	Internet Explorer	7	
4	Microsoft Office Applications	8	

2. **Service Unique to Agency**

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No, Unknown)
Somewhat Similar. Our programmers respond directly to support calls for the applications that they have written. Because of their familiarity with our custom programming and network environment they are able to provide a much higher level of service than would an outsourced help desk.

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?

X Yes   ☐ No

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

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

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

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

☐   Yes; formal Service Level Agreement(s)

X   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:

Help desk analysts must be available from 8:00 – 5:00 M-F. Analysts responsible for problem resolution must be available within thirty minutes, and must be available to visit the user's desk to discuss / resolve the problem face-to-face.

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)**   8:00 – 17:00 M-F

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

Users experiencing computer related problems will not be able to seek assistance. Their ability to perform their job duties may be impaired until their problem is resolved.

3.2.3. What is the average monthly volume of calls/cases/tickets?   200

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

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

The ability to have an analyst visit a user in person within thirty minutes, and the analyst who is very knowledgeable of agency unique programs such as our Case Management System, Master Commission Directory and Consumer Activity Tracking System. Further, the analyst responding to a help desk call must be familiar with the Agency's business processes and workflow to provide a timely and accurate response.

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

X   User ID/Password   ☐   Access through Internet or external network

X   Access through internal network only   ☐   Access through Internet with secure encryption

☐   Other _____

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

☐   Yes   X   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   X   No

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

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

X   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 2010-11. 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.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

Dept/Agency:	**(Florida Public Service Commission)**
Submitted by:	**(Lee Kissell, CIO**
Phone:	**(413-6324**
Date submitted:	**(10/14/2009**

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)*

X	Central IT staff	X	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

    - X Agency staff (state employees or contractors)
    -    Employees or contractors from one or more additional state agencies
    -    External service providers
    - ☐ Public (please explain in Question 5.2)

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?

    X Yes   ☐ No

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

    > Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

    >

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

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

    - ☐ Yes; formal Service Level Agreement(s)
    - X 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:

Technologies that provide real-time protection from security breaches (anti-virus, firewall, etc.) should be operational 24/7 unless the system is down for maintenance. Agency personnel responsible for monitoring these systems and ensuring the continuing viability of our security measures should be available M-F 800 – 1700 and as needed to handle emergencies.

3.2. Timing and Service Delivery Requirements

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

3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? 60 Minutes

3.2.3. How frequently must the IT disaster recovery plan be tested? Annually

3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs *(e.g., 10 min, 60 min, 4 hours)?* 60 Minutes

3.2.5. Are there any agency-unique service requirements? ☐ Yes X No

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

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

X User ID/Password   ☐ Access through Internet or external network

X Access through internal network only   ☐ Access through Internet with secure encryption

☐ Other _____

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

☐ Yes   X No

If yes, please specify and describe:

4. User/customer satisfaction

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

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

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

X 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 2010-11. 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.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

Dept/Agency: **(Florida Public Service Commission)**

Submitted by: **(Lee Kissell, CIO)**

Phone: **(413-6324)**

Date submitted: **(10/14/2009)**

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	None Identified.	5	
2		6	
3		7	
4		8	

1. **IT Service Definition**

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

    - X 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? 1

2. **Service Unique to Agency**

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

    X Yes   ☐ No

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

    Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

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

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

    - ☐ Yes; formal Service Level Agreement(s)
    - X 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:

The PSC's Executive Management expects the person responsible for providing this service to be very familiar with the agency's purchasing rules, ethics rules, standard operating procedures, business processes, workflow and data processing infrastructure. All assignments must be completed in a timely manner, and work quality and a professional attitude are required. Further, the CIO must be able to analyze complex data sets and make appropriate recommendations to senior management.

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: 800– 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., 5 min, 15 min, 60 min)**?   N/A

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

　　　　☐　Yes   X   No

　　　　If yes, please specify and describe:

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

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

In-depth knowledge of PSC standard operating procedures, purchasing rules and technology requirements.

4. User/customer satisfaction

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

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

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

　　X   Yes   ☐   No

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

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

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 2010-11. 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.).

Trust Fund.

5.2. Other comments

Dept/Agency:	**(Florida Public Service Commission**
Submitted by:	**(Lee Kissell, CIO**
Phone:	**(413-6324**
Date submitted:	**(10/14/2009**

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	TN 3270 Plus Software	5	
2	Attachmate 3270 Software	6	
3	Cognos Software	7	
4	Eforms Software	8	

1. **IT Service Definition**

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

X	Central IT staff	☐	State Primary Data Center
☐	Program staff	☐	Other External service provider
☐	Another State agency		

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

X	Agency staff (state employees or contractors)
	Employees or contractors from one or more additional state agencies
	External service providers
☐	Public (please explain in Question 5.2)

    1.3. Please identify the number of users of this service. **11**

    1.4. How many locations currently host agency financial/ administrative systems? 1

2. **Service Unique to Agency**

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

    X Yes ☐ No

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

    > Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

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

>

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

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

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

- ☐ Yes; formal Service Level Agreement(s)
- X 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:

> Agency administrative services must be available unless the network is down for scheduled maintenance.

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) <u>24/7 except for our downtime window.</u>

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) <u>24/7 except for our downtime window.</u>

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)?* <u>1 Hour</u>

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

> Most agency administrative tasks will be delayed until system access is restored.

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

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

>

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

- X User ID/Password
- ☐ Access through internal network only
- ☐ Other _____
- X Access through Internet or external network
- ☐ Access through Internet with secure encryption

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

- ☐ Yes   X No

3.2.5.1. If yes, please specify and describe:

>

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

4. User/customer satisfaction

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

☐ Yes   X   No

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

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

X Yes   ☐ No

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

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system 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 2010-11. 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.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

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.

Agency:	**Florida Public Service Commission**		
Contact Person:	Mary Anne Helton Deputy General Counsel	Phone Number:	850-413-6199

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	N/A
Court with Jurisdiction:	N/A
Case Number:	N/A
Summary of the Complaint:	N/A
Amount of the Claim:	$ N/A
Specific Statutes or Laws (including GAA) Challenged:	N/A
Status of the Case:	N/A

Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
		Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel

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).	N/A

Office of Policy and Budget – July 2009

FLORIDA PUBLIC SERVICE COMMISSION 328 FTE

PUBLIC SERVICE COMMISSIONERS

Matthew M. Carter II, Chairman	Appointed through 01/01/10
Lisa Polak Edgar	Appointed through 01/01/13
Katrina J. McMurrian	Appointed through 01/01/10
Nancy Argenziano	Appointed through 01/01/11
Nathan A. Skop	Appointed through 01/01/11

Inspector General

General Counsel

Booter Imhof

Executive Director

Mary Andrews Bane

Deputy Executive Director

Charles Hill

Division of Administrative Services

Division of Service, Safety and Consumer Assistance

Division of Economic Regulation

Division of Regulatory Compliance

Office of Information Technology Services

Office of Commission Clerk

Office of Strategic Analysis & Governmental Affairs

Office of Public Information

FLORIDA PUBLIC SERVICE COMMISSION

PSC Commissioner	403
PSC Commissioner	2
PSC Chairman	1
PSC Commissioner	402
PSC Commissioner	3

Assist to PSC Commissioner	405
Assist to PSC Commissioner	252
Assist to PSC Commissioner	29
Inspector General	120
Assist to PSC Commissioner	404
Assist to PSC Commissioner	53

Executive Secretary	407
Executive Secretary	6
Executive Secretary	5
Administrative Assistant II	41
Executive Secretary	7
Executive Secretary	406

| Staff Assistant | 283 |

Office of the Executive Director

Executive Director		157

Personal Secretary II	158

Deputy Executive Director	74

Personal Secretary I	140

Director - ADM	142	
Director - SSC	48	
Director - ECR	45	
Director - RCP	60	

Chief Information Officer	279
Commission Clerk	8
Public Information Director	425
Director - SGA	347

Admin Asst III — 40	General Counsel — 26	Deputy General Counsel — 212

Executive Secretary — 217

Economic Regulation Section

Attorney Supervisor — 210

Senior Attorney — 366	Senior Attorney — 409
Senior Attorney — 163	Senior Attorney — 223
Senior Attorney — 245	Senior Attorney — 37
Senior Attorney — 222	Senior Attorney — 34
Attorney — 184	Comm Deputy Clerk II — 174
Research Asst — 282	Comm Deputy Clerk II — 371
OPS — 9001	OPS — 9003

OPS — 9011

Appeals, Rules and Mediation Section

Attorney Supervisor — 39

Senior Attorney — 160	Senior Attorney — 303
Senior Attorney — 209	Senior Attorney — 88
Admin Asst II — 33	Comm Deputy Clerk II — 25

Competitive Markets & Enforcement Section

Attorney Supervisor — 185

Senior Attorney — 49	Senior Attorney — 4
Attorney — 211	Attorney — 153
Comm Deputy Clerk II — 109	Research Asst — 287

Admin Asst II 171	Adm Services Director 142	

Office of the Assistant Division Director

Admin Asst I 21	Asst Director of Admin Svcs 64	Budget Analyst B 353

Fiscal Services Section   **Human Resources Section**   **Bureau of General Services**

Prof Acct Supv 374	Human Res Mgr B 11	Chief of General Services 81

Imaging & Distribution Center   Facilities Management & Purchasing Section

Accountant III 119	Accountant IV 59

Accountant I 253

Human Resource Analyst 169	Human Resource Analyst 424

Human Resource Analyst 231	Personnel Technician I 224

Telecomm Supervisor 200	Operations & Mgmt Cons I 166	General Services Mgr 236

Computer Operator III 267	Records Technician 381	Purchasing Agent III 16

Telecomm Specialist III 444		Operations & Mgmt Cons I 69

Senior Clerk 18		Admin Asst I 20

Senior Clerk 413

OPS 9016

Division of Economic Regulation

- Senior Analyst — 78
- Director - ECR — 45
- Admin Asst III — 58

- Asst Director - ECR — 319
- Admin Asst I — 445

Bureau of Certification, Economics & Tariffs

- Chief – Cert & Tariffs — 290
- Admin Asst I — 401

Certification Section

- Public Util Supervisor — 420
  - Engineer Specialist II — 122
  - U S Engineer Specialist — 90
  - Reg Analyst IV — 152
  - Reg Analyst IV — 391
  - Professional Engineer III — 457
  - U S Engineer Specialist — 365
  - Reg Analyst IV — 189

Economics & Tariffs Section

- Economist Supervisor — 178
  - Economic Analyst — 336
  - Economic Analyst — 456
  - Economic Analyst — 138
  - Reg Analyst III — 454
  - Reg Analyst II — 276
  - Reg Analyst II — 214
  - Reg Analyst II — 67

Bureau of Rate Filings, Surveillance, Finance & Tax

- Staff Assistant — 422
- Chief – Rate Filings — 46

SARCS Unit

- Reg Analyst IV ** — 22
  - Reg Analyst II — 308
  - Reg Analyst II — 193

Finance & Tax Section

- Public Util Supervisor — 205
  - Reg Analyst II — 173
  - Reg Analyst IV — 50
  - Reg Analyst II — 159
  - Reg Analyst IV — 229

Rate Filings Section

- Public Util Supervisor — 68
  - Reg Analyst III — 164
  - Reg Analyst IV — 258
  - Prof Acct Specialist — 421
  - Reg Analyst II — 293

Surveillance Section

- Public Util Supervisor — 199
  - Staff Assistant — 301
  - Prof Acct Specialist — 65
  - Economic Analyst — 414
  - Reg Analyst III — 125
  - Reg Analyst II — 453
  - Com Optr III — 162

Bureau of Cost Analysis & Recovery

- Chief, Cost Analysis & Rec — 312

Cost Recovery Section

- Public Util Supervisor — 28
  - Reg Analyst II — 123
  - Reg Analyst IV — 76
  - Engineer Specialist IV — 351
  - Reg Analyst II — 139

Cost Analysis Section

- Public Util Supervisor — 108
  - Economic Analyst — 324
  - Reg Analyst III — 66
  - Senior Analyst — 73
  - Economic Analyst — 248
  - Engineer Specialist I — 118
- Senior Analyst — 135
- Senior Analyst — 338

**Leadworker

Division of Regulatory Compliance

- Admin Asst III — 339
- Director - RCP — 60
  - Staff Assistant — 43
  - Asst Director - RCP — 395
  - Admin Asst II — 194

Bureau of Auditing
- CH - Auditing — 350
- Government Anal II — 32

Tallahassee District
- Reg Analyst Supv — 202

Winter Park
- Prof Acct Specialist** — 102
- Reg Analyst II — 208
- Prof Accountant — 198

Winter Springs
- Reg Analyst III — 195
- Prof Accountant — 306

Miami District
- Public Util Supervisor — 47
- Reg Analyst III — 80
- Prof Acct Specialist — 382
- Prof Acct Specialist — 54
- Reg Analyst II — 38
- Staff Assistant — 277

Tampa District
- Reg Analyst Supv — 51
- Reg Analyst III — 240
- Staff Assistant — 145
- Reg Analyst II — 203

Orlando
- Prof Acct Specialist — 288
- Reg Analyst II — 196
- Prof Acct Specialist — 181
- Prof Accountant — 52

Bureau of Performance Analysis
- Staff Assistant — 289
- Chief – Per Analysis — 408

Performance Analysis Section
- Public Util Supervisor — 400
- Government Anal II — 147
- Government Anal II — 116
- Reg Analyst II — 97
- Oper Rev Specialist — 398
- Oper Rev Specialist — 396
- Engineer Specialist II — 207

Market Practices Section
- Public Util Supervisor — 62
- Prof Acct Specialist — 136
- Research Asst — 257
- Reg Analyst II — 417
- Reg Analyst IV — 291
- Reg Analyst II — 327
- Reg Analyst I — 233

Bureau of Compliance and Tariffs
- Statistician II — 348
- Chief – Comp & Tariffs — 397

Certification & Enforcement Section
- U S Eng Spec Supv — 84
- Statistician III — 274
- Engineer Specialist III — 221
- Reg Analyst II — 219
- Reg Analyst II — 206
- Research Asst — 294
- Reg Analyst III — 99

Intercarrier Services Section
- Public Util Supervisor — 443
- Reg Analyst IV — 227
- Econ Analyst — 460
- Reg Analyst II — 101
- Statistician II — 70
- Reg Analyst III — 141
- Research Associate — 188

**Leadworker

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Division of Service, Safety and Consumer Assistance

Director - SSC	48
Admin Asst III	300
OPS	9021
Admin Sec	446
Government Operations Cons I	14
Asst Director - SSC	72
Admin Asst II	442

Bureau of Safety

Chief - Safety	150
Admin Asst I	111

Electric Safety Section

U S Eng Spec Supv	131
Engineer Specialist II	315
Engineer Specialist IV	132
Engineer Specialist IV	127
Engineer Specialist IV	130
Engineer Specialist IV	204

Winter Park

Engineer Specialist II	23

Gas Safety Section

Deltona

US Engineer Specialist	129
Engineer Specialist IV	126
Engineer Specialist IV	254
U S Engineer Specialist	255

Lake Butler

U S Engineer Specialist	167

Bureau of Service Quality

Chief – Serv Quality	77
Staff Assistant	83

Quality of Service Section

U S Eng Spec Supv	197
Reg Analyst I	383

Gainesville

Engineer Specialist III	356
Engineer Specialist III	75
Reg Analyst III	429
Engineer Specialist III	91
Engineer Specialist IV	180

Orlando

Engineer Specialist IV	79
Engineer Specialist I	220

Bureau of Consumer Assistance

Chief – Consumer Assistance	317
Admin Asst I	17

Complaint Filings Section

Reg Program Admin	226
Reg Specialist I	98
Reg Specialist I	247
Reg Specialist I	96
Reg Consultant	19
OPS	9020
Reg Specialist I	143
OPS	9008

Process Review Section

Reg Program Admin	262
Reg Consultant	298
Reg Consultant	146
Reg Specialist III	423
Reg Consultant	390

Complaint Resolution Section

Reg Program Admin	345
Reg Specialist III	177
Reg Specialist I	124
Reg Consultant	170
Reg Specialist II	105
Reg Specialist III	450
Reg Specialist I	110
Staff Assistant	151

Office of Commission Clerk

Commission Clerk	8

Admin Asst III	155

Records Management Assistant	355

OPS	9007

Hearing Reporter Services Section

Documents Section

Scheduling And Reports Section

Case Management Review Section

Chief - Reporting	31

Chief Dep Comm Clerk	9

Scheduling Coordinator	10

Mgmt Rev Specialist	426

Comm Deputy Ck I	237

Hearings Reporter	318

Comm Deputy Ck II	378

Comm Deputy Ck I	56

Comm Deputy Ck I	302

Comm Deputy Ck II	329

Comm Deputy Ck I	439

Comm Deputy Ck II	284

Staff Assistant	343

Comm Deputy Ck II	238

Comm Deputy Ck I	183

OPS	9002

Office of Information Technology Services

Chief Info Officer	279

Admin Asst II	115

Hardware Services

Data Proc Admin	243

EDP Support Unit

Dist Comp Systems Spec	373

Computer Audit Anal	320

OPS	9004

Computer Audit Anal	418

Network & Application Services

Prog/Analyst Supervisor	234

Sys Project Consultant	459

Sys Project Consultant	260

Office Auto Specialist II	316

Sr Network Sys Analyst	281

Sys Project Analyst	246

Custom Programming & Internet Services

Prog/Analyst Supervisor	225

Sys Project Analyst	107

Sys Project Analyst	354

Data Base Consultant	372

Comp Prog/ Anal II	172

Sys Program Consultant	437

Sys Project Analyst	438

OPS	9006

Office of Public Information

Public Information Director	425

Admin Asst III	24

Art Editor	190

Asst Dir - PIF	455

Admin Asst I	42

Reg Supv/ Consultant	149

Public Information Specialist II	94

Editorial Supervisor	213

Reg Supv/ Consultant	154

Reg Supv/ Consultant	278

Reg Supv/ Consultant	55

Regulatory Consultant	340

Management Analyst II	321

OPS	9014

Office of Strategic Analysis and Governmental Affairs

Director - SGA	347

Senior Analyst	228

Admin Asst III	71

Secretary Specialist	263

Man Analyst II	82

Asst Director - SGA	440

Strategic Analysis Section

Public Util Supervisor	452

Government Anal I	266

Reg Analyst II	451

Government Anal I	215

Economic Analyst	259

Government Anal I	441

Senior Analyst	35

Energy Resource Planning Section

U S Engineer Specialist Supv	230

Government Anal I	323

Engineer Specialist I	322

Reg Analyst IV	87

Engineer Specialist III	134

Reg Analyst II	103

Reg Analyst IV	61

Engineer Specialist I	310

Special Studies Section

Public Util Supervisor	352

Economic Analyst	216

Reg Analyst III*	30

Economic Analyst	218

Reg Analyst II	104

Government Anal I	447

Legislative Section

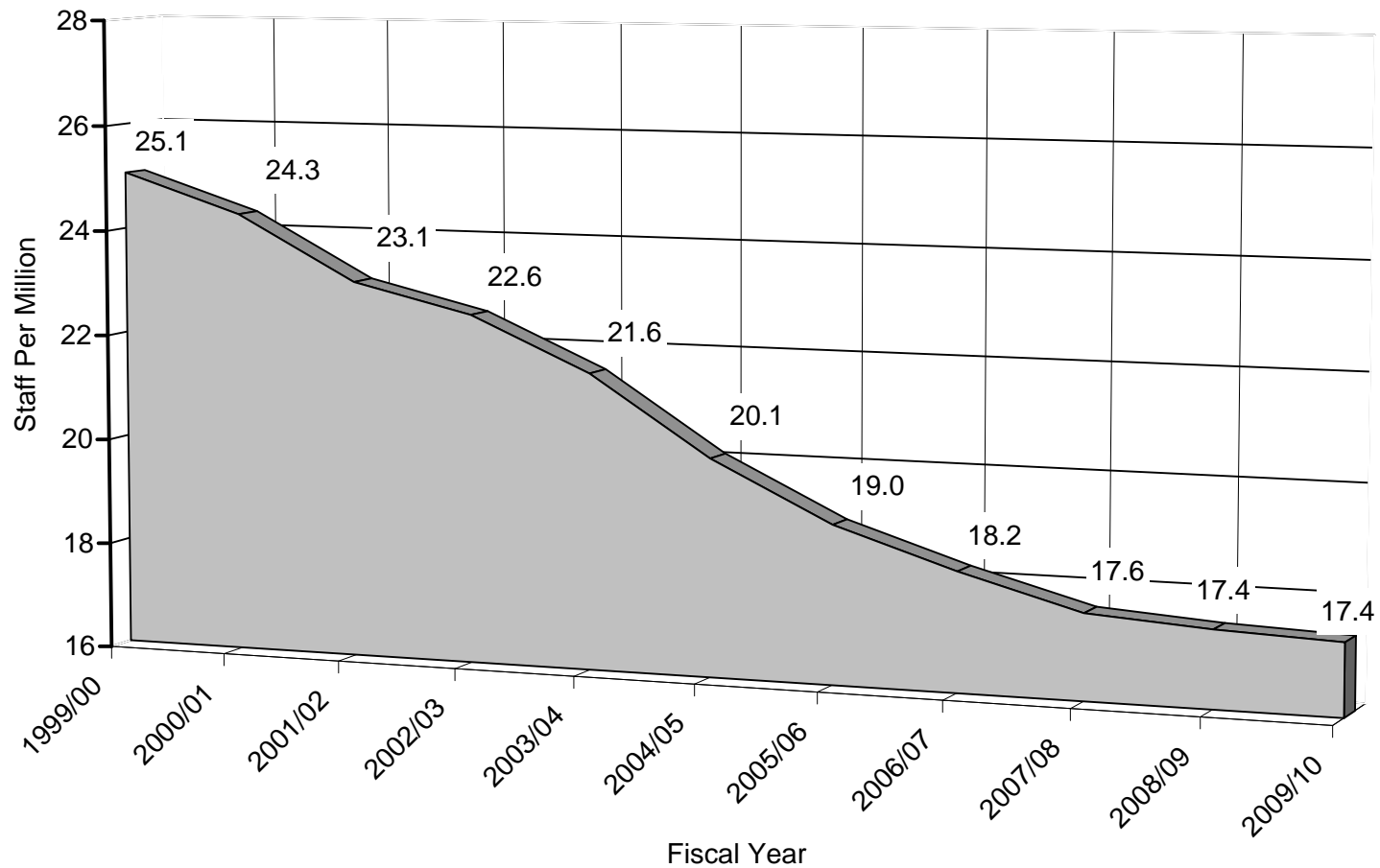|	
Government Anal I	156

Government Liaison	182

* Shared Position

Florida Public Service Commission Staff Per Million State Population

Fiscal Year	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
PSC Positions	401	399	386	386	379.5	362	349	341	331	328	328
Percent Change	2.5%	2.1%	2.1%	2.4%	2.5%	2.2%	2.3%	1.5%	0.4%	0.0%	0.4%
Fl. Population	16.0	16.4	16.7	17.1	17.6	18.0	18.4	18.7	18.8	18.8	18.9
Staff Per Million	25.1	24.3	23.1	22.6	21.6	20.1	19.0	18.2	17.6	17.4	17.4

PUBLIC SERVICE COMMISSION		FISCAL YEAR 2008-09		
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			27,941,995	0
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			48,661	0
FINAL BUDGET FOR AGENCY			27,990,656	0

SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				0
Ratemaking * Utility companies for which rates or earnings were reviewed/adjusted	186	56,972.56	10,596,897	
Competitive Market Oversight * Proceedings to evaluate or resolve retail and wholesale competitive issues	1,200	5,183.97	6,220,769	
Consumer Protection And Assistance * Utility consumer inquiries, complaints, and information requests handled	38,000	126.99	4,825,487	
Certificates And Territorial Disputes * Proceedings granting service authority, approving territorial agreements or resolving disputes	174	5,245.14	912,654	
Service Evaluation * Service evaluations performed	7,000	108.79	761,562	
Electric Reliability * Proceedings relating to wholesale competition or electric reliability/review of site plans	33	57,218.45	1,888,209	
Safety Oversight * Safety inspections performed	3,000	585.40	1,756,206	
Conservation * Conservation programs reviewed and conservation proceedings undertaken	87	5,963.11	518,793	
TOTAL			27,480,577	

SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			510,079	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			27,990,656	

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 ***

�

TOTALS FROM SECTION I AND SECTIONS II +III:

�

     *** NO DISCREPANCIES FOUND ***

Schedule XIV
Variance from Long Range Financial Outlook

Agency: Florida Public Service Commission   **Contact: Apryl C. Lynn, Director of Administrative Services**

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

1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2009 contain revenue or expenditure estimates related to your agency?

    Yes [   ]   No [X   ]

2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2010-2011 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2010-2011 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a				
b				
c				
d				
e				
f				

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

[   ]

* R/B = Revenue or Budget Driver

Office of Policy and Budget - July 2009

Florida Public Service Commission

UTILITIES REGULATION
& CONSUMER ASSISTANCE
PROGRAM

Exhibits or Schedules

Florida Public Service Commission

UTILITIES REGULATION
& CONSUMER ASSISTANCE
PROGRAM

Schedule I Series

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 61   Public Service Commission   **Budget Period: 2010-11**
Program: 61010000 Utility Regulation/Consumer Assistance
Fund: 2573   Regulatory Trust Fund

Specific Authority: Sections 350.113, 364.336, 366.14, 367.145, 368.109, 403 and 427 F.S.

Purpose of Fees Collected: To fund the cost of regulating Telecommunications Companies, Electric and Gas Utilities, and Water & Wastewater Companies as required by Chapters 350, 364, 366, 367, 368, 403, 427 Florida Statutes.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL FY 20 08 - 09	ESTIMATED FY 20 09 - 10	REQUEST FY 20 10 - 11
Receipts:			
Regulatory Assessment Fees	$32,451,710	$31,108,228	$30,427,964
Filing / Recording Fees	154,691	150,000	150,000
Total Fee Collection to Line (A) - Section III	$32,606,401	$31,258,228	$30,577,964

SECTION II - FULL COSTS

	ACTUAL FY 20 08 - 09	ESTIMATED FY 20 09 - 10	REQUEST FY 20 10 - 11
Direct Costs:			
Salaries and Benefits	$17,827,773	$17,751,712	$17,849,110
Other Personal Services	209,251	160,571	160,571
Expenses	3,129,101	3,426,155	3,424,468
Operating Capital Outlay	265,168	310,231	309,488
Motor Vehicles	-	57,680	57,680
Administrative Hearings	-	-	-
Contracted Services	333,827	384,005	379,720
Risk Management	69,990	78,411	78,411
Transfer to DMS for HR Outsourcing	107,075	106,137	106,101
Data Processing Services	55,891	61,405	140,762
Refunds to utilities for overpayments	11,401	16,010	16,010
General Revenue Service Charge (8%)	2,379,724	2,500,658	2,446,237
Indirect Costs Charged to Trust Fund	5,482,501	5,566,637	5,609,005
Total Full Costs to Line (B) - Section III	29,871,702	30,419,611	30,577,562

Basis Used: People First Time Accounting System

SECTION III - SUMMARY

		ACTUAL FY 20 08 - 09	ESTIMATED FY 20 09 - 10	REQUEST FY 20 10 - 11
TOTAL SECTION I	(A)	$32,606,401	$31,258,228	$30,577,964
TOTAL SECTION II	(B)	$29,871,702	$30,419,611	$30,577,562
TOTAL - Surplus/Deficit	(C)	$2,734,699	$838,617	$402

EXPLANATION of LINE C:
  N/A

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2010 - 2011

Department: Public Service Commission
Budget Entity: Utility Regulation/Consumer Assistance Program 61010000
Fund: 2573

(1)	(2)	(3)	(4)
	ACTUAL	**ESTIMATED**	**REQUEST**
FUNDING SOURCE - STATE	**FY 2008 - 2009**	**FY 2009 - 2010**	**FY 2010- 2011**
N/A			
FUNDING SOURCE - NON-STATE			
N/A			
TOTALS*	-	-	-

*Must agree to amounts on Schedule I, Section IV, Line I.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2010 - 2011

Department Title: Public Service Commission
Trust Fund Title: Regulatory Trust Fund
Budget Entity: Utility Regulation/Consumer Assistance Program 61010000
LAS/PBS Fund Number: 2573

	Balance as of 6/30/2009		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	$13,354,576.11	(A)		$13,354,576.11
ADD: Other Cash (See Instructions)	200.00	(B)		200.00
ADD: Investments		(C)		
ADD: Outstanding Accounts Receivable		(D)		
ADD: _____		(E)		
Total Cash plus Accounts Receivable	13,354,776.11	(F)		13,354,776.11
LESS Allowances for Uncollectibles		(G)		
LESS Approved "A" Certified Forwards	(193,382.63)	(H)		(193,382.63)
Approved "B" Certified Forwards	(10,898.70)	(H)		(10,898.70)
Approved "FCO" Certified Forwards		(H)		
LESS: Other Accounts Payable (Nonoperating)	(31,843.45)	(I)		(31,843.45)
LESS: _____		(J)		
Unreserved Fund Balance, 07/01/09	$13,118,651.33	(K)		$13,118,651.33 **

Notes:

*SWFS = Statewide Financial Statement

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

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2010 - 2011

Department Title:	**Public Service Commission**
Trust Fund Title:	**Regulatory Trust Fund**
LAS/PBS Fund Number:	**2573**

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-09   **$9,669,385.58** (A)

Add/Subtract:

3,449,265.75 (B)

Other Adjustment(s):

(C)

(C)

ADJUSTED BEGINNING TRIAL BALANCE: 13,118,651.33 (D)

UNRESERVED FUND BALANCE, SCHEDULE IC   13,118,651.33 (E)

DIFFERENCE: 0.00 (F)*

*SHOULD EQUAL ZERO.

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS   **Budget Period: 2010 - 2011**

Department: Florida Public Service Commission   **Chief Internal Auditor:** Steven J. Stolting

Budget Entity: 61010000   **Phone Number:** (850) 413-6071

(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	**PERIOD ENDING**	**UNIT/AREA**	**SUMMARY OF FINDINGS AND RECOMMENDATIONS**	**SUMMARY OF CORRECTIVE ACTION TAKEN**	**ISSUE CODE**
		Public Service Commission	Review of internal and external audits identified no major audit findings during the period.	N/A	N/A

Office of Policy and Budget - July 2009

Fiscal Year 2010-11 LBR Technical Review Checklist

Department/Budget Entity (Service) Florida Public Service Commission
Agency Budget Officer/OPB Analyst Name: Marcia Sharma / Glenn Reagan

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)				
	6101				

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? **(CSDI)**	Y				
1.2	Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? **(CSDI)**	Y				
AUDITS:						
1.3	Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. **(EXBR, EXBA)**	Y				
1.4	Has security been set correctly? **(CSDR, CSA)**	Y				
TIP	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				
2.2	Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y				
2.3	Are the issue codes and titles consistent with *Section 3* of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?	Y				
2.4	Have the coding guidelines in *Section 3* of the LBR Instructions (pages 15 through 27) been followed?	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.	N/A				
AUDITS:						
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? **(NACR, NAC - Report should print "No Negative Appropriation Categories Found")**	Y				
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? **(EXBR, EXBC - Report should print "Records Selected Net To Zero")**	Y				
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					

		6101				
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.					

4. EXHIBIT D (EADR, EXD)

		6101				
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				
4.2	Is the program component code and title used correct?	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.					

5. EXHIBIT D-1 (ED1R, EXD1)

		6101				
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y				
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? (**ED1R, XD1A - Report should print "No Differences Found For This Report"**)	Y				
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (**EXBR, EXBB - Negative differences need to be corrected in Column A01.**) *Please note that the LBR Instructions reference the wrong B column.*	Y				
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (**EXBR, EXBD - Differences need to be corrected in Column A01.**) *Please note that the LBR Instructions reference the wrong B column.*	Y				
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 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.					

6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)

		6101				
6.1	Are issues appropriately aligned with appropriation categories?	N/A				

	Action	Program or Service (Budget Entity Codes)				
		6101				

7. EXHIBIT D-3A (EADR, ED3A)

		6101				
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	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				
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				
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				
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.)	N/A				
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.	N/A				
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y				
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A				
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A				
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				
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 not be deleted. **(PLRR, PLMO)**	N/A				
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A				
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A				
7.14	Do the amounts reflect appropriate FSI assignments?	Y				
7.15	Do the issues relating to *salary and benefits* 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.)	N/A				

		6101				
7.16	Do the issues relating to *Information Technology (IT)* 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				
7.17	Are the issues relating to *major audit findings and recommendations* properly coded (4A0XXX0, 4B0XXX0)?	N/A				
AUDIT:						
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. **(EADR, FSIA - Report should print "No Records Selected For Reporting")**	Y				
7.19	Does the General Revenue for 160XXXX issues net to zero? **(GENR, LBR1)**	N/A				
7.20	Does the General Revenue for 180XXXX issues net to zero? **(GENR, LBR2)**	N/A				
7.21	Does the General Revenue for 200XXXX issues net to zero? **(GENR, LBR3)**	N/A				
7.22	Have FCO appropriations been entered into the nonrecurring column A04? **(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))**	N/A				
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run **OADA/OADR** 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.					
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level *or* SC1R, SC1D - Department Level)						
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y				
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y				

		Program or Service (Budget Entity Codes)				
	Action	6101				
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				
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	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				
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?	N/A				
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				
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 *section 215.32(2)(b), Florida Statutes* - including the Schedule ID and applicable legislation?	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				
8.10	Are the statutory authority references correct?	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				
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A				
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y				
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	N/A				
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	N/A				
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y				
8.17	If applicable, are nonrecurring revenues entered into Column A04?	N/A				
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available?	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				
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y				
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	N/A				
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.)	N/A				

	Action	Program or Service (Budget Entity Codes)				
		6101				
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y				
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y				
8.25	Are current year September operating reversions appropriately shown in column A02?	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				
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				
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y				
AUDITS:						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	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? **(SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")**	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. **(SC1R, DEPT)**	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.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? **(BRAR, BRAA - Report should print "No Records Selected For This Request")** Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See *Base Rate Audit* on page 156 of the LBR Instructions.)	N/A				
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 88 of the LBR Instructions.)	N/A				
10.2	Are amounts in *Other Salary Amount* appropriate and fully justified? (See page 95 of the LBR Instructions for appropriate use of the OAD transaction.) Use **OADI** or **OADR** to identify agency other salary amounts requested.	N/A				
11. SCHEDULE IV (EADR, SC4)						
11.1	Are the correct Information Technology (IT) issue codes used?	Y				

		Program or Service (Budget Entity Codes)				
Action		6101				

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12. SCHEDULE VIIIA (EADR, SC8A)

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?	N/A				

13. SCHEDULE VIIIB-1

13.1	This schedule is not required in the October 15, 2009 LBR submittal.	N/A				

14. SCHEDULE VIIIB-2 (EADR, S8B2)

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				

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

15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to *section 216.023(4)(b), Florida Statutes,* the Legislature can reduce the funding level for any agency that does not provide this information.)	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				

AUDITS INCLUDED IN THE SCHEDULE XI REPORT:

15.3	Does the FY 2008-09 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? **(GENR, ACT1)**	Y				
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? **(Audit #1 should print "No Activities Found")**	Y				
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? **(Audit #2 should print "No Operating Categories Found")**	N/A				
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				
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? **(Audit #4 should print "No Discrepancies Found")**	Y				

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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				
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y				
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y				

AUDITS - GENERAL INFORMATION

	Action	Program or Service (Budget Entity Codes)				
		6101				
TIP	Review *Section 6: Audits* 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				
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A				
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y				
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y				
17.5	Are the appropriate counties identified in the narrative?	N/A				
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					
18. FLORIDA FISCAL PORTAL						
18.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y				