

CHARLIE CRIST  
*Governor*



LEO DIBENIGNO  
*Secretary*

## FLORIDA LOTTERY

### LEGISLATIVE BUDGET REQUEST

October 15, 2010

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

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

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

Dear Directors:

Pursuant to Chapter 216, *Florida Statutes*, our Legislative Budget Request for the Department of the Lottery is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2011-12 Fiscal Year. This submission has been approved by Leo DiBenigno, Secretary of the Florida Lottery.

Any questions concerning this submission can be directed to the Florida Lottery's Budget Manager, Melisa Spivey, at 487-7777 extension 2440.

Sincerely,

A handwritten signature in blue ink that reads "Cynthia B. Jackson".

Cynthia B. Jackson, CPA  
Chief Financial Officer

CJ/dg

Enclosures



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**Florida Lottery**

**DEPARTMENT LEVEL SCHEDULES AND  
EXHIBITS**

**Budget Request Year 2011-12**

Leo DiBenigno, Secretary

October 2010

## Schedule VII: Agency Litigation Inventory

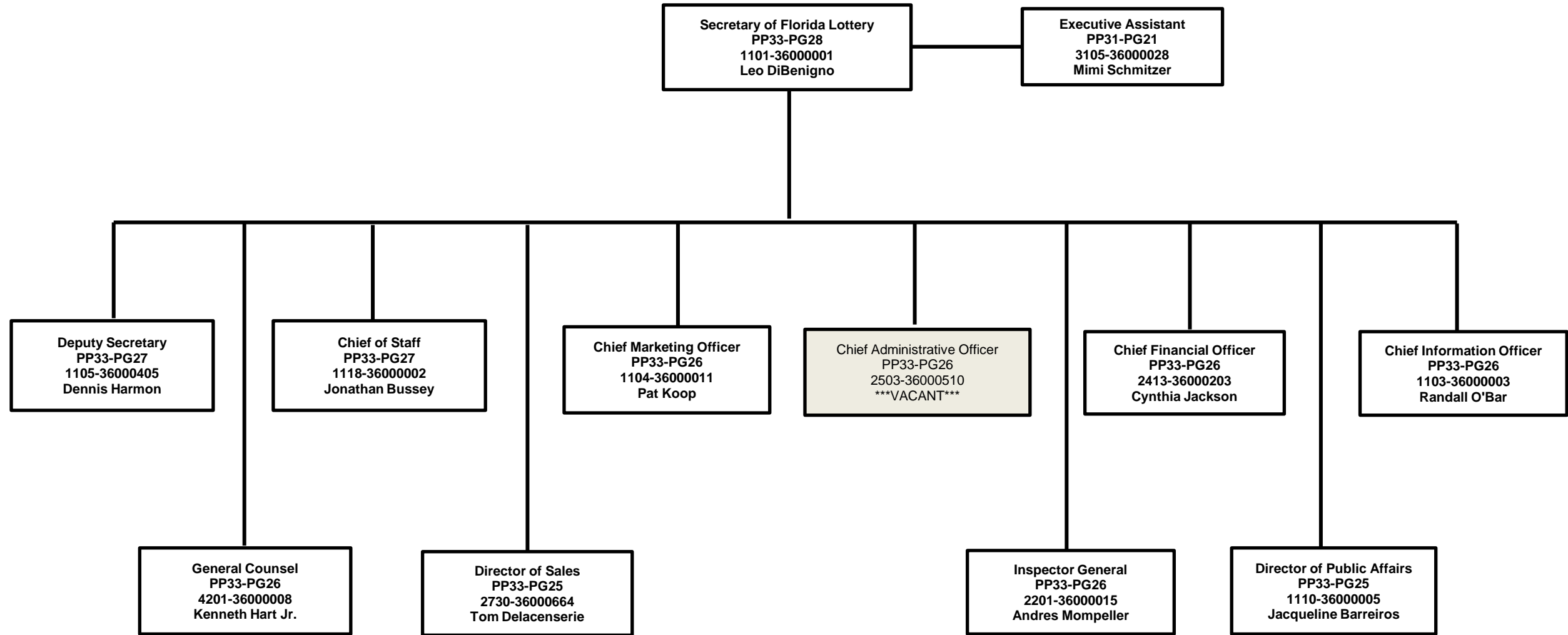
*For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.*

<b>Agency:</b>	<b>Department of Lottery</b>		
<b>Contact Person:</b>	<b>Ken Hart</b>	<b>Phone Number:</b>	<b>850-487-7724</b>
<b>Names of the Case: (If no case name, list the names of the plaintiff and defendant.)</b>	<b>George McQuire vs. The Florida Lottery, et al.</b>		
<b>Court with Jurisdiction:</b>	<b>Supreme Court of Florida</b>		
<b>Case Number:</b>	<b>SC10-706</b>		
<b>Summary of the Complaint:</b>	<b>Petitioner, a pro se individual, alleged that between 1989-1997, he purchased three winning lottery tickets worth a total of approximately \$50 million; that for reasons that are unclear, he did not receive payment and, therefore, seeks payment at this time.</b>		
<b>Amount of the Claim:</b>	<b>\$50 Million (approximately)</b>		
<b>Specific Statutes or Laws (including GAA) Challenged:</b>	<b>Dismissed by Leon County Circuit Court, Dismissed by DCA and Dismissed by Supreme Court of Florida</b>		
<b>Status of the Case:</b>			
<b>Who is representing (of record) the state in this lawsuit? Check all that apply.</b>	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
<b>If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).</b>	<b>NA</b>		

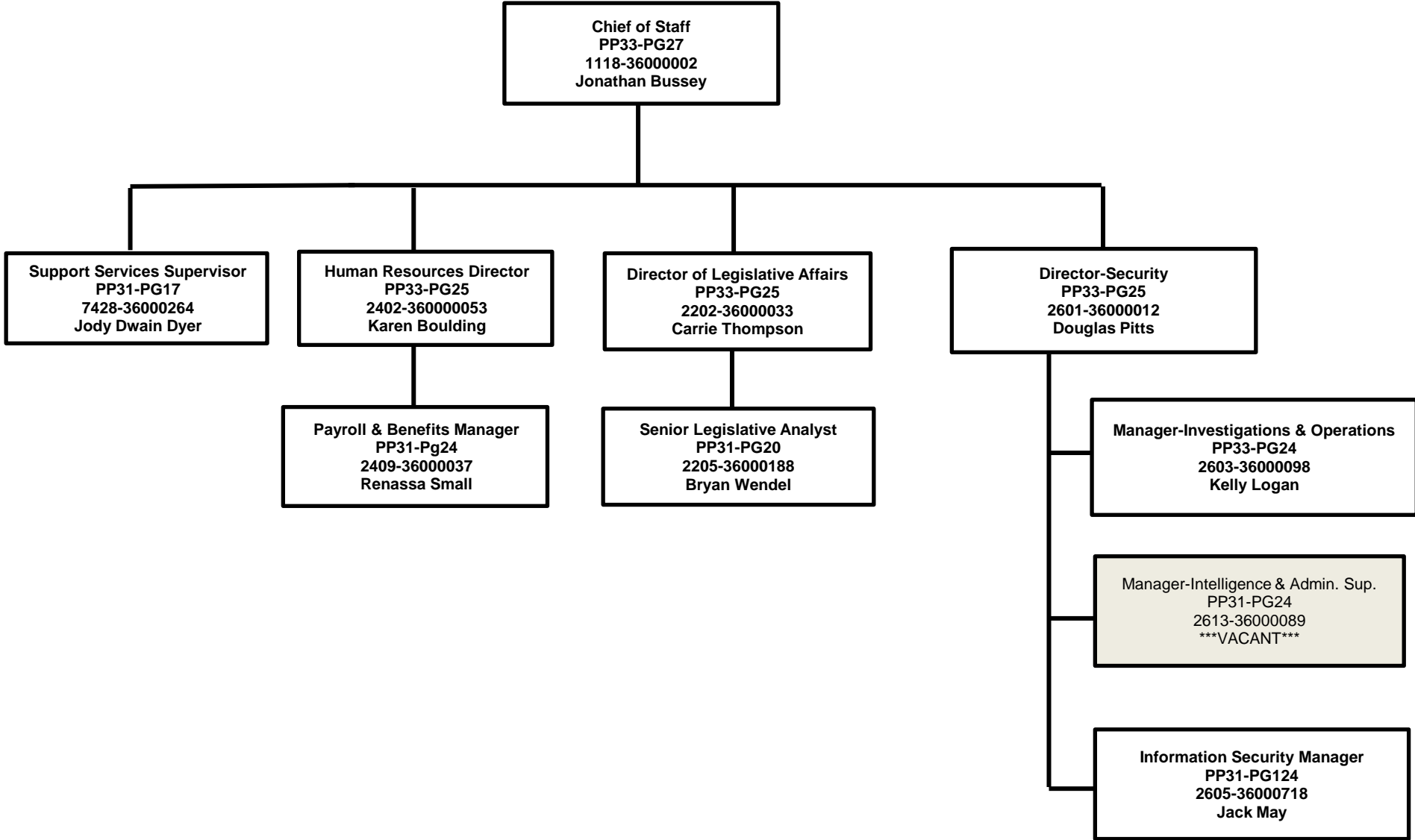
3610000000 - OFFICE OF SECRETARY  
 3610100000 - CHIEF OF STAFF  
 3615000000 - OFFICE OF INSPECTOR GENERAL  
 3630000000 - GENERAL COUNSEL  
 3640000000 - CHIEF ADMINISTRATIVE OFFICER  
 36703010000 - CHIEF INFORMATION OFFICER  
 36801000000 - CHIEF FINANCIAL OFFICER  
 36910000000 - CHIEF MARKETING OFFICER  
 36903010000 - DIRECTOR OF SALES  
 36950000000 - DEPUTY SECRETARY - BUS DEV, RESEARCH & STRATEGY

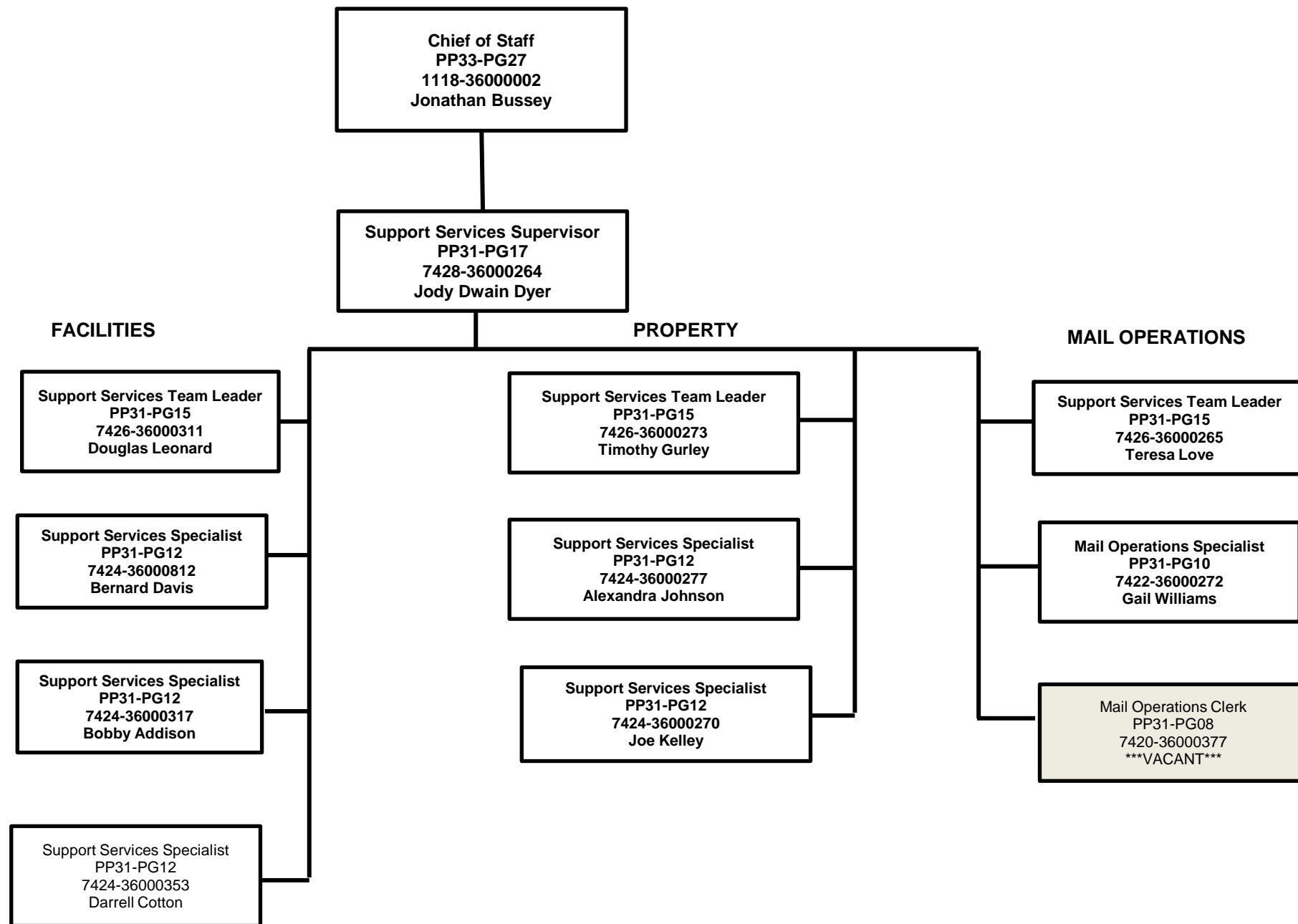


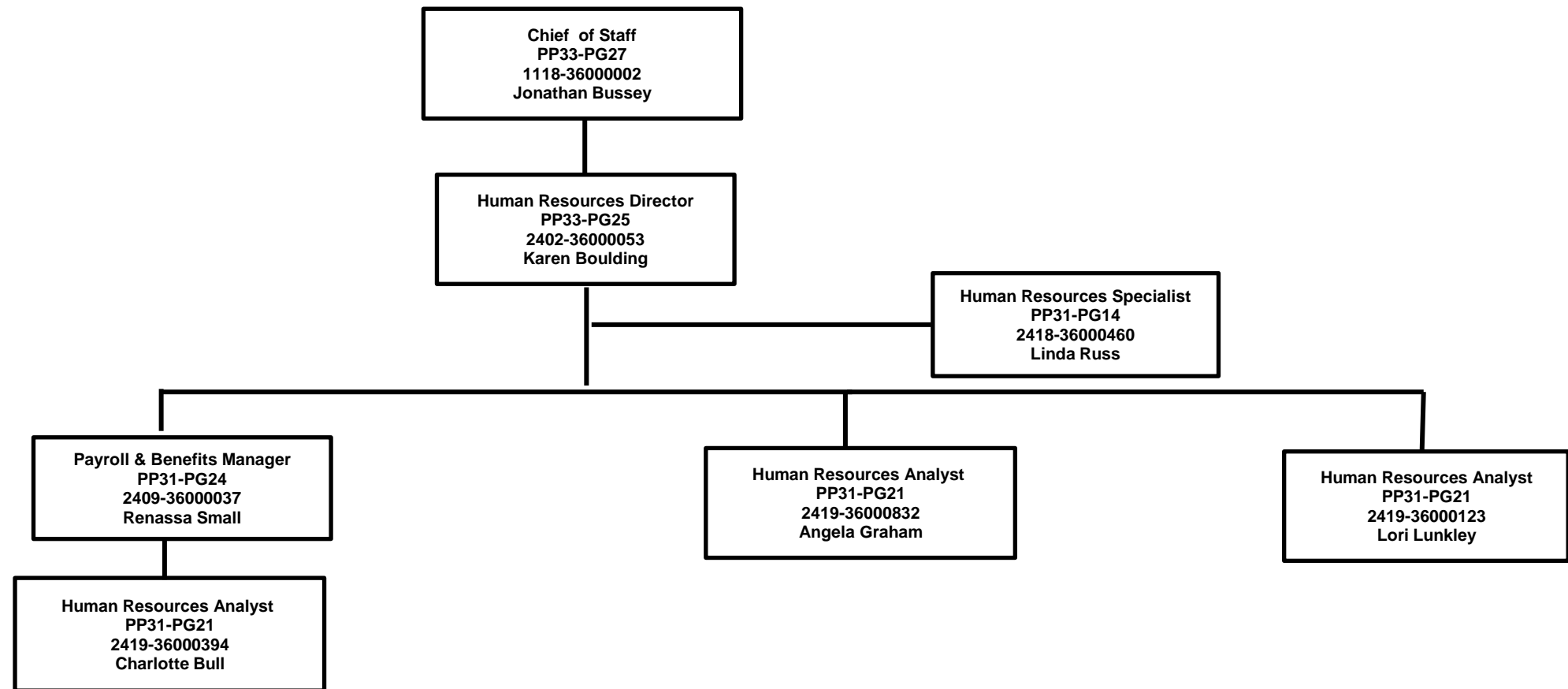
## DEPARTMENT OF THE LOTTERY



**DEPARTMENT OF THE LOTTERY**  
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36101010000 - LEGISLATIVE AFFAIRS  
36101015000 - SUPPORT SERVICES  
36101020000 - HUMAN RESOURCES  
36201510000 - SECURITY







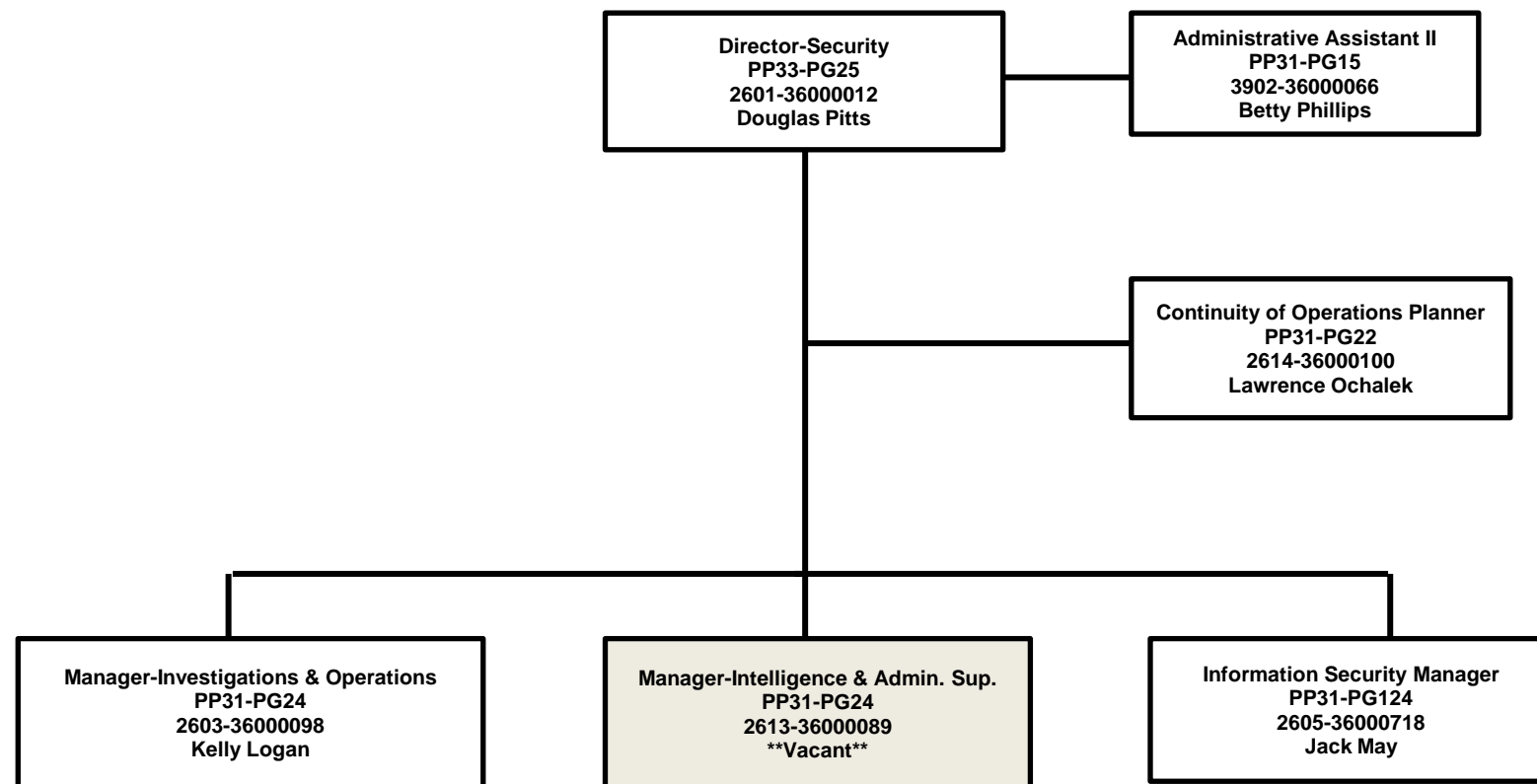
**DEPARTMENT OF THE LOTTERY**

36201510000 - DIRECTOR OF SECURITY

36201530000 - INVESTIGATIONS AND OPERATIONAL SUPPORT

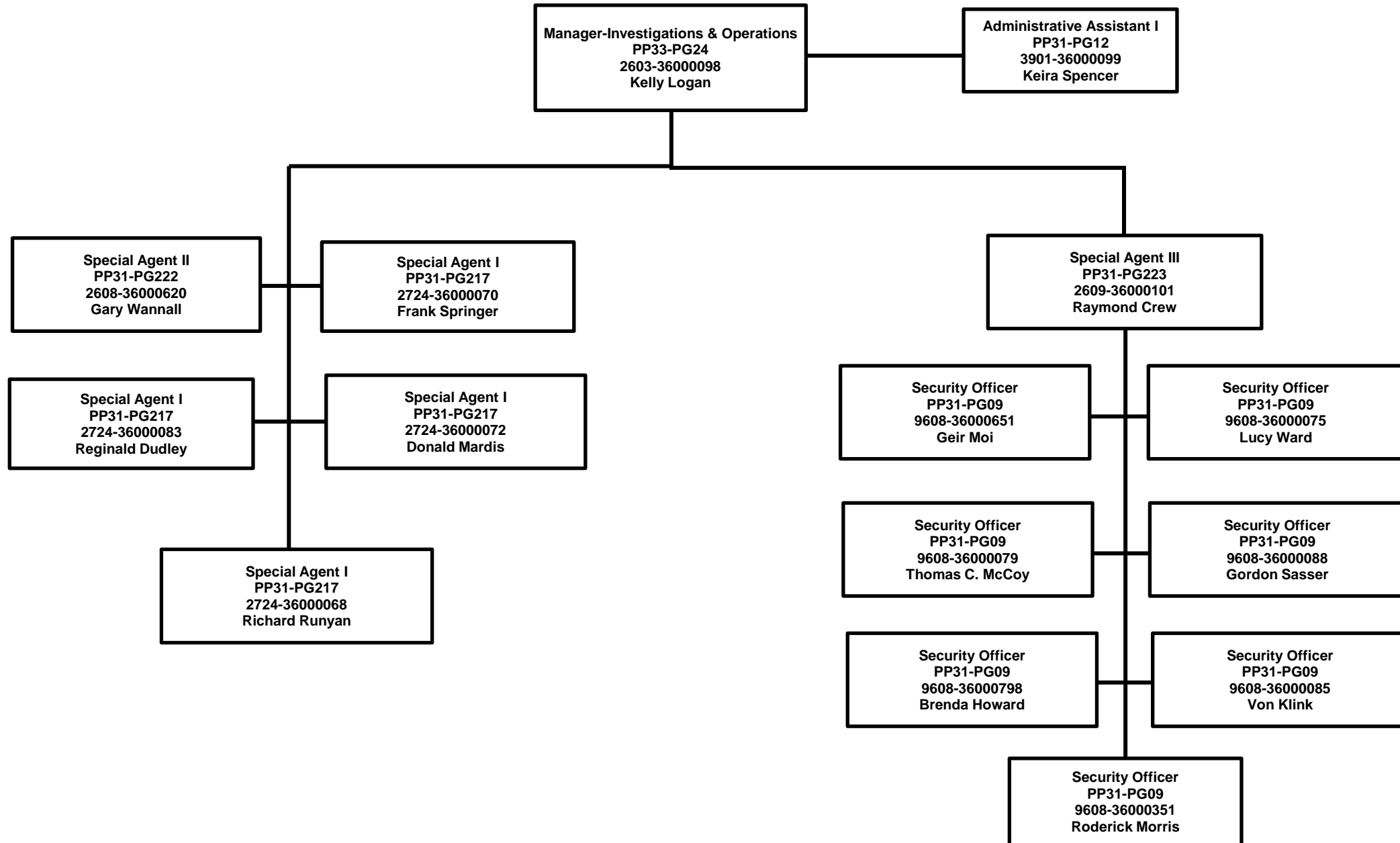
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36201545000 - INFORMATION SECURITY

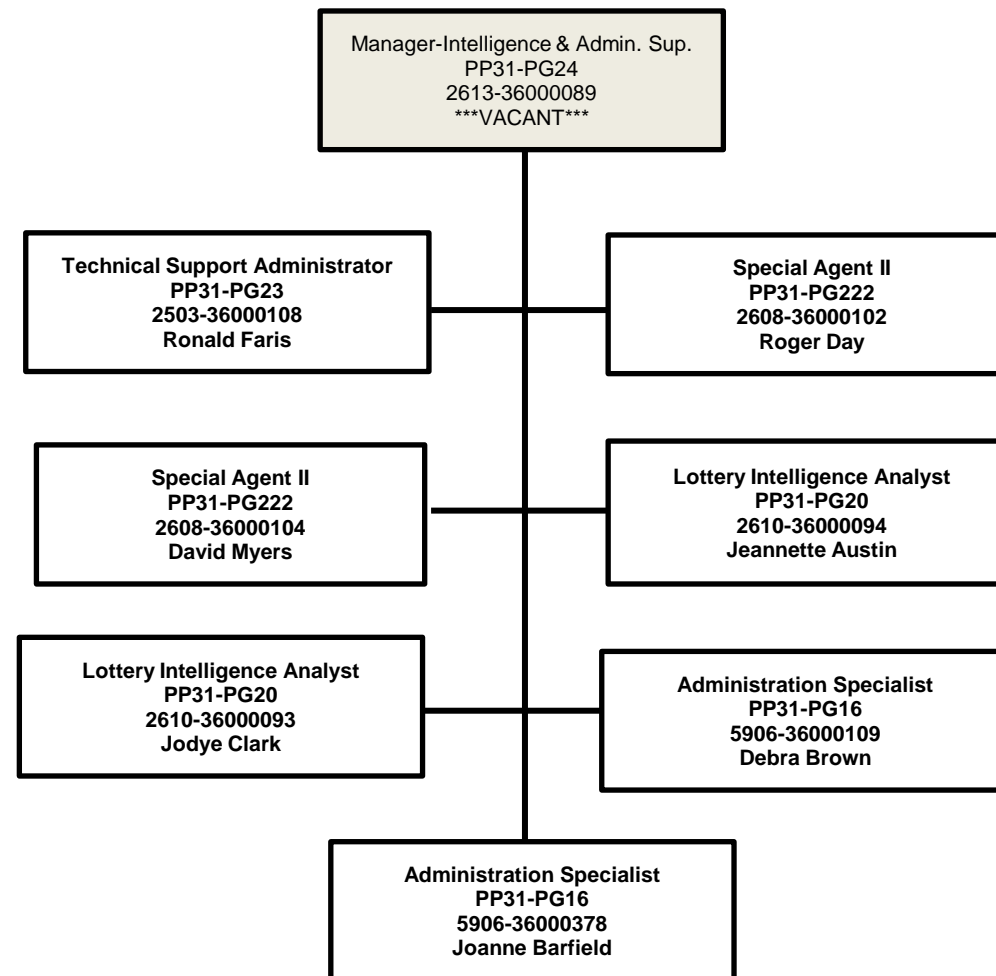


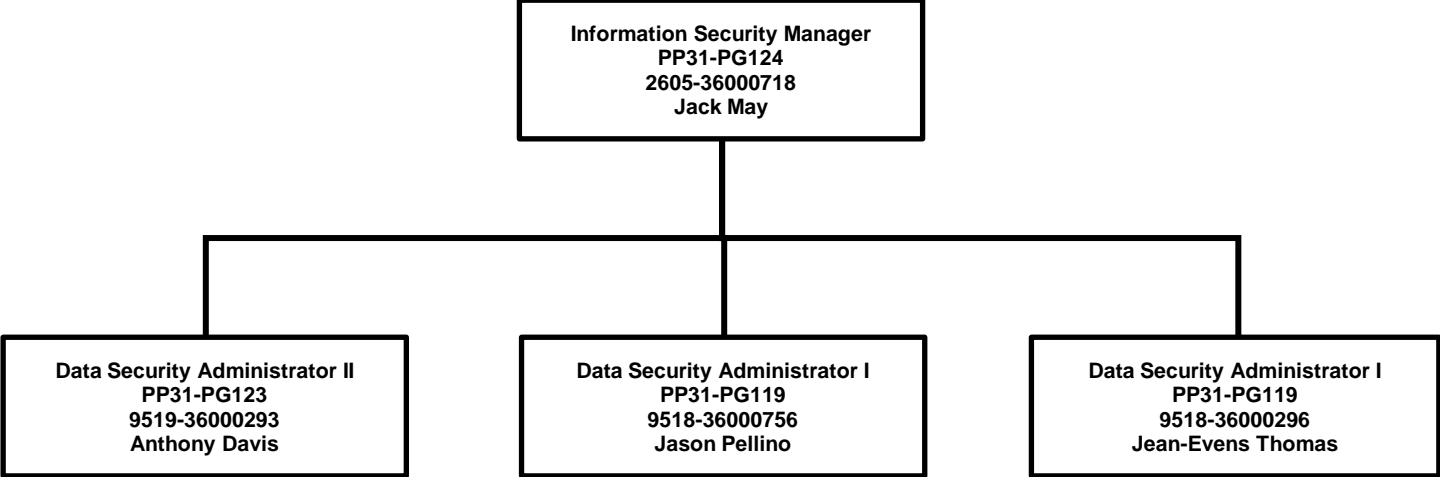


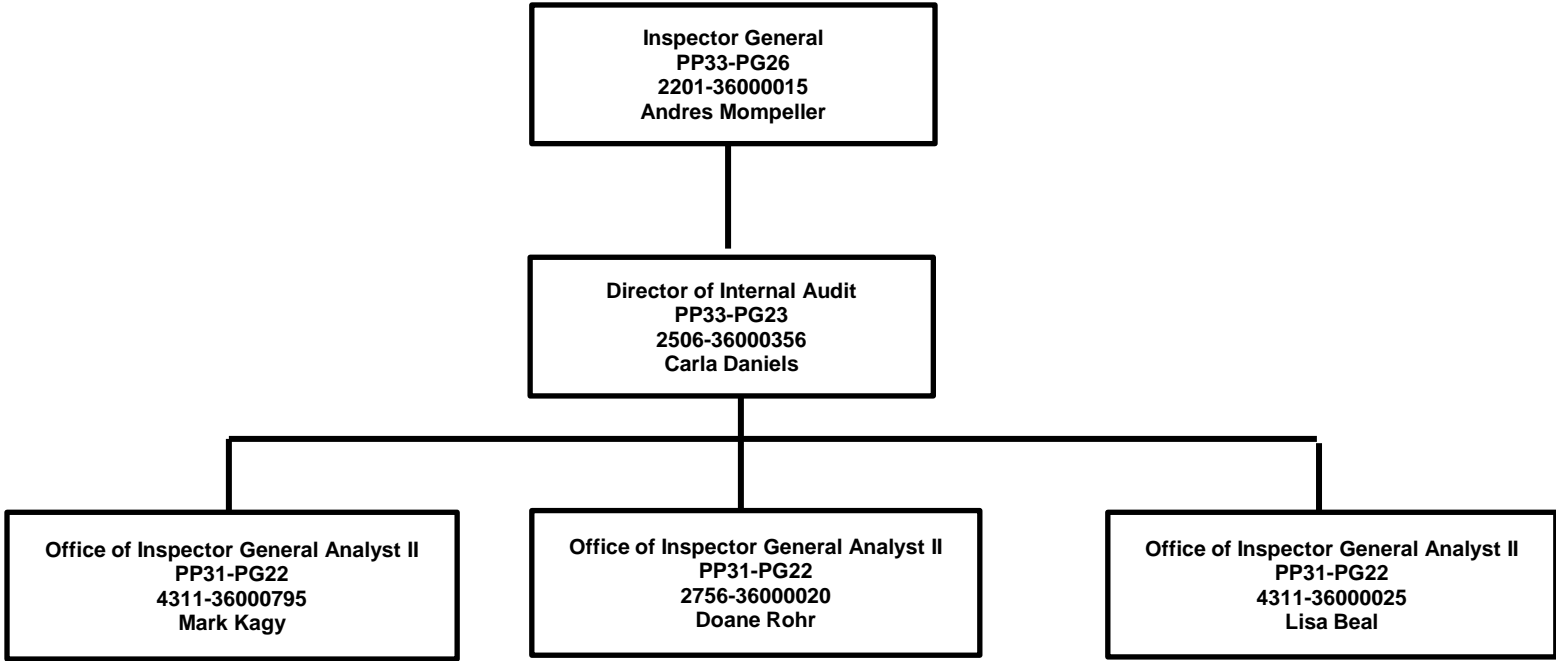
DEPARTMENT OF THE LOTTERY  
36201530000 - INVESTIGATIONS AND OPERATIONAL SUPPORT



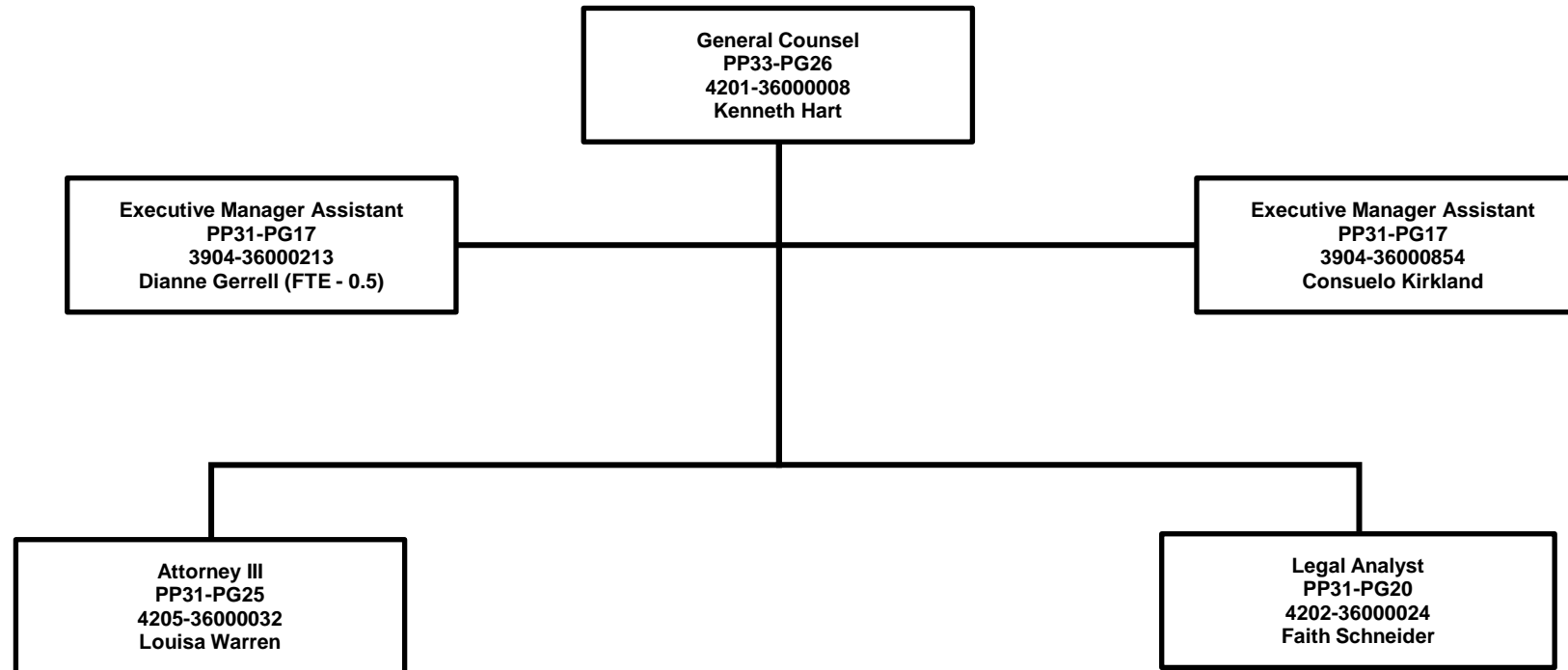
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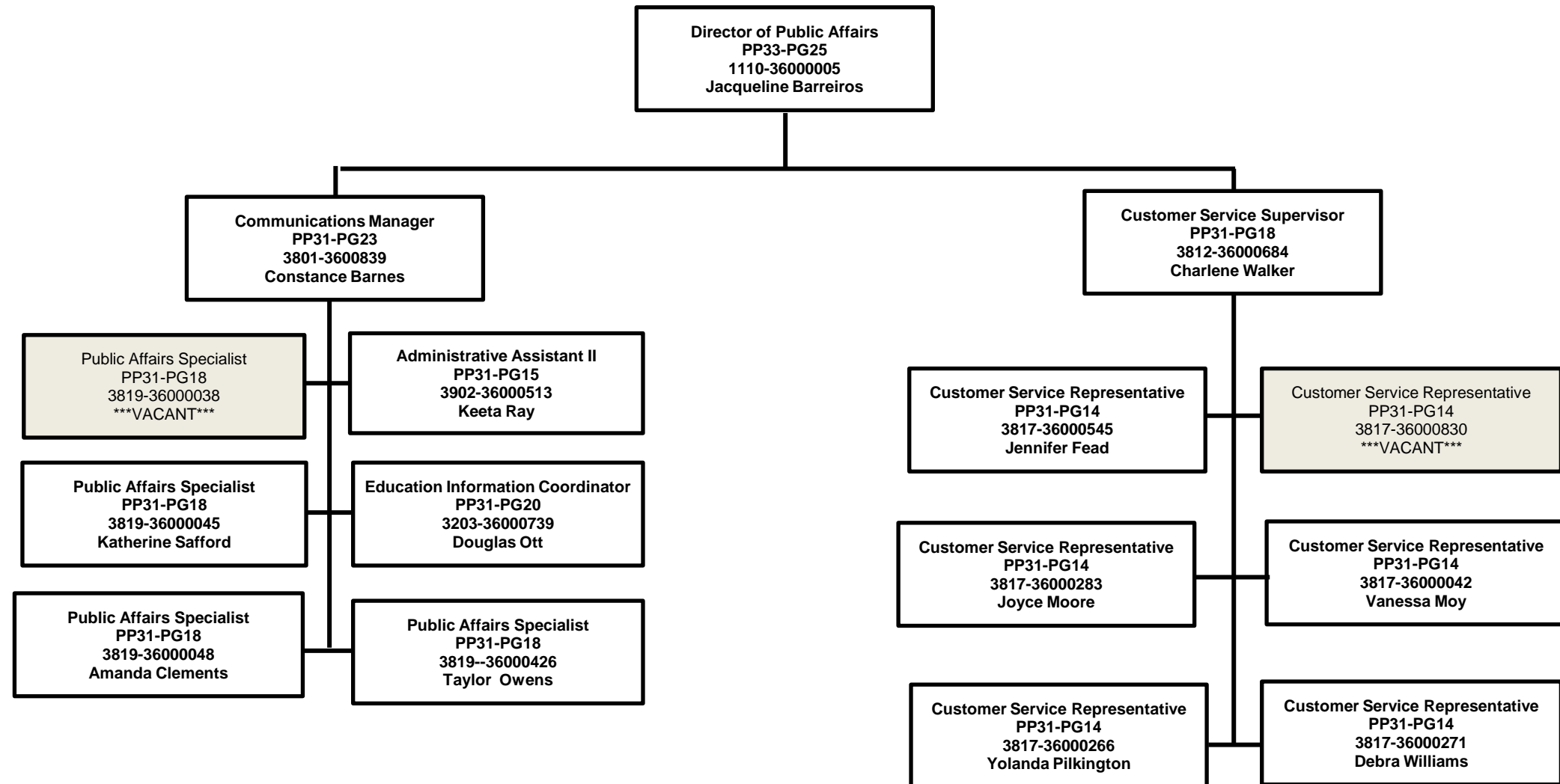






**DEPARTMENT OF THE LOTTERY**  
36300000000 - GENERAL COUNSEL





**DEPARTMENT OF THE LOTTERY**

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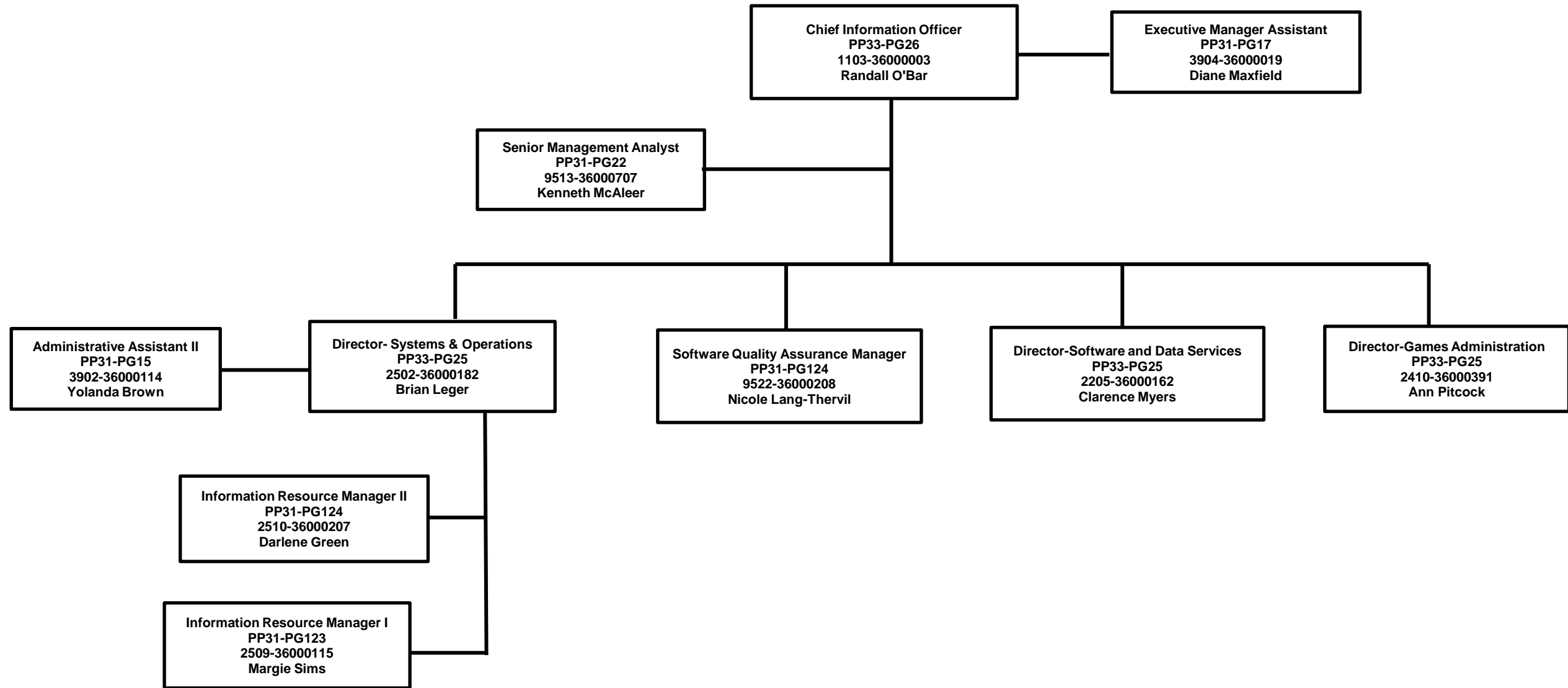
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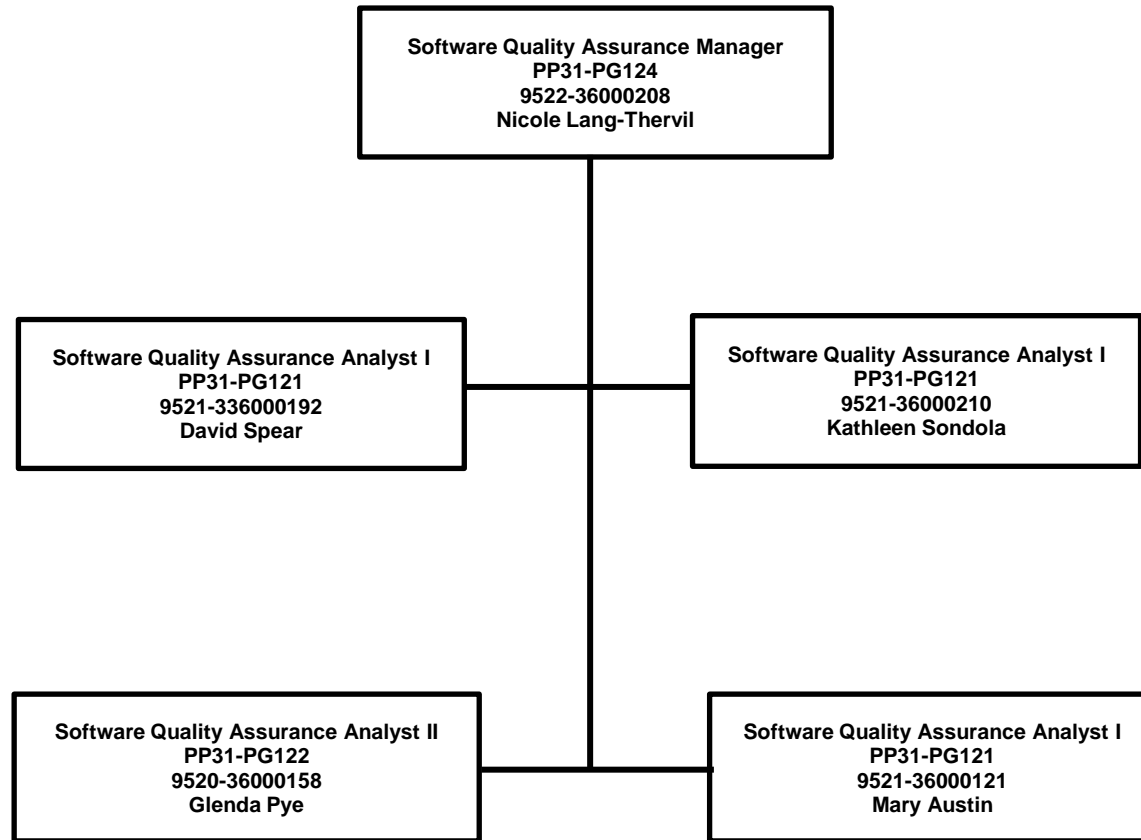
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36703030100 - SYSTEMS, NETWORK AND CLIENT SERVICES

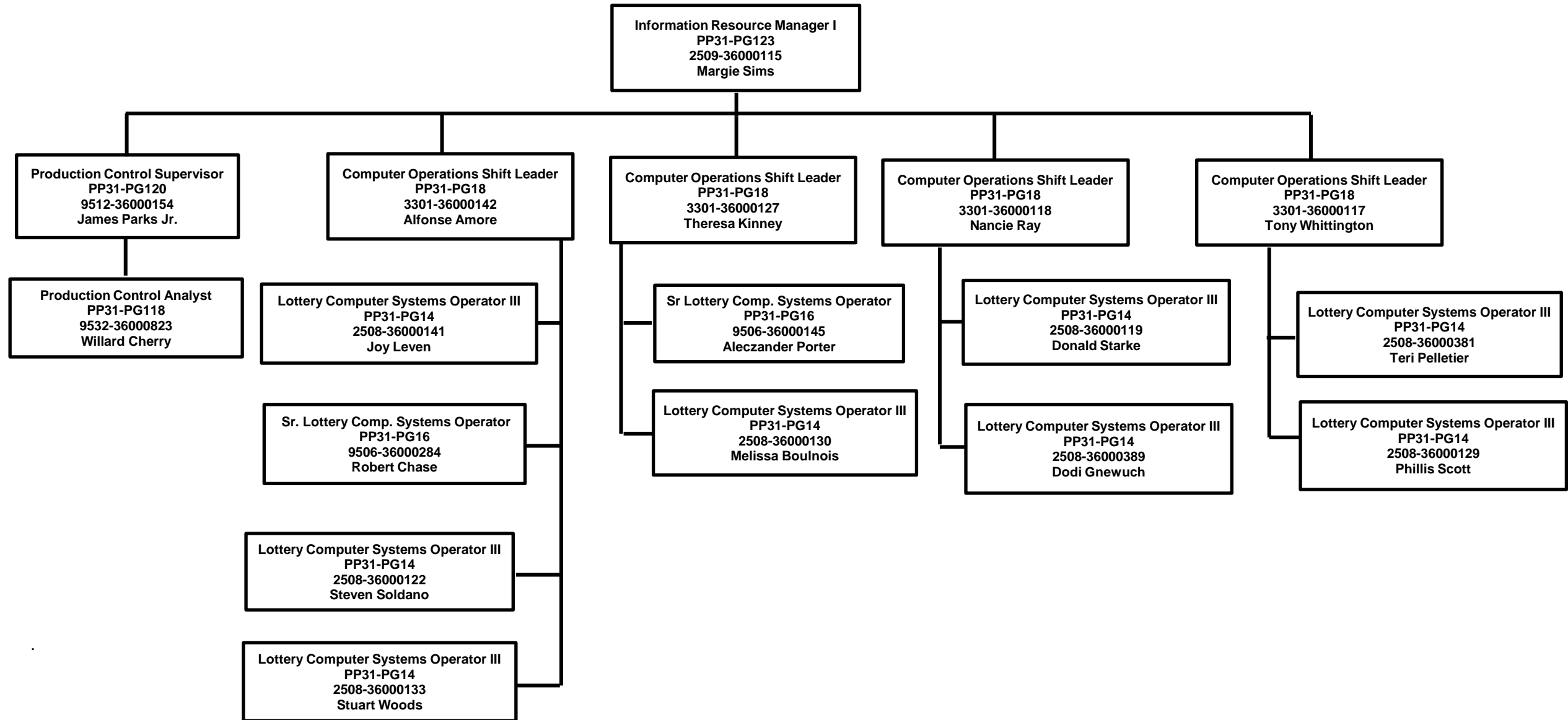
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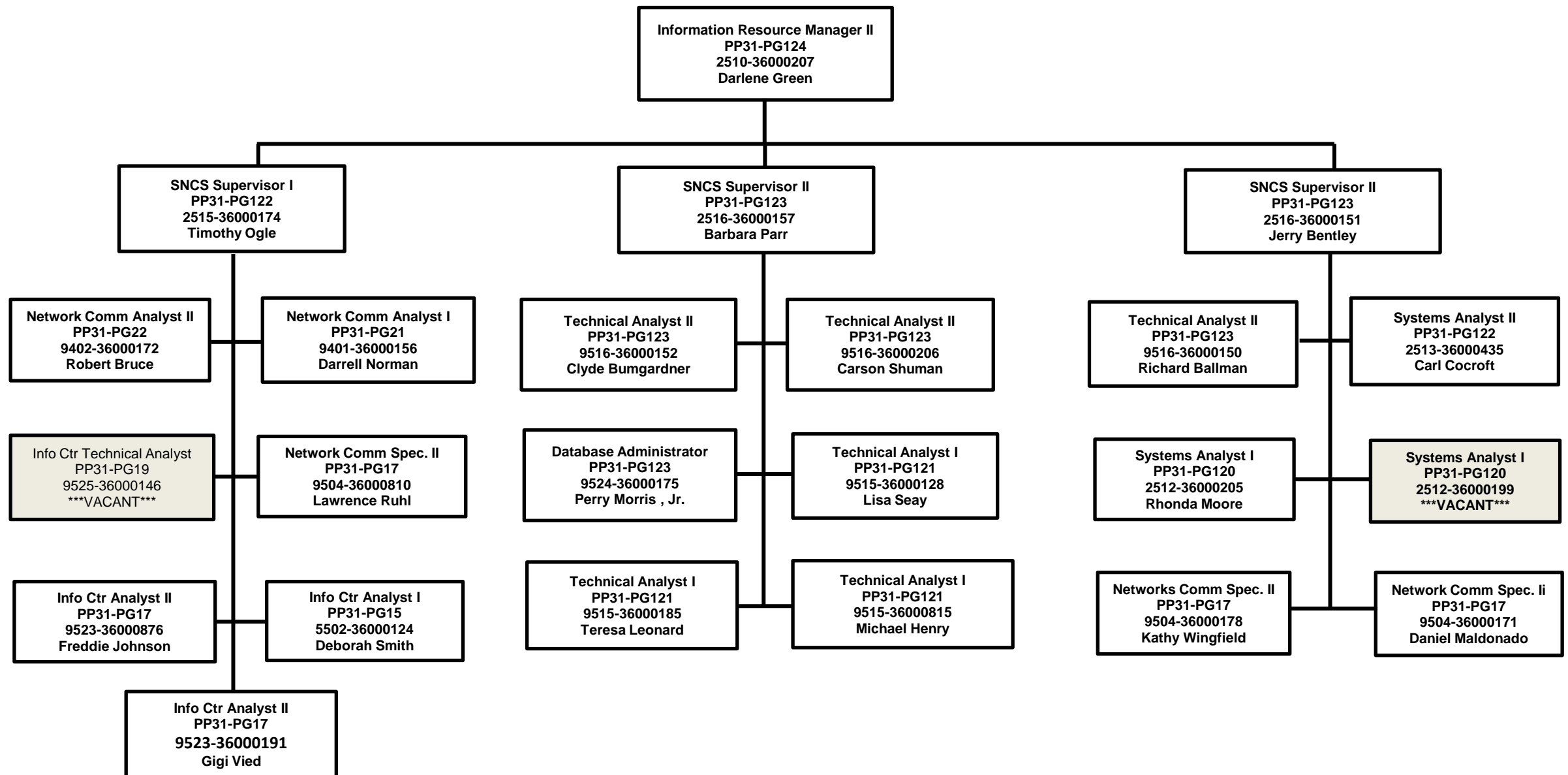
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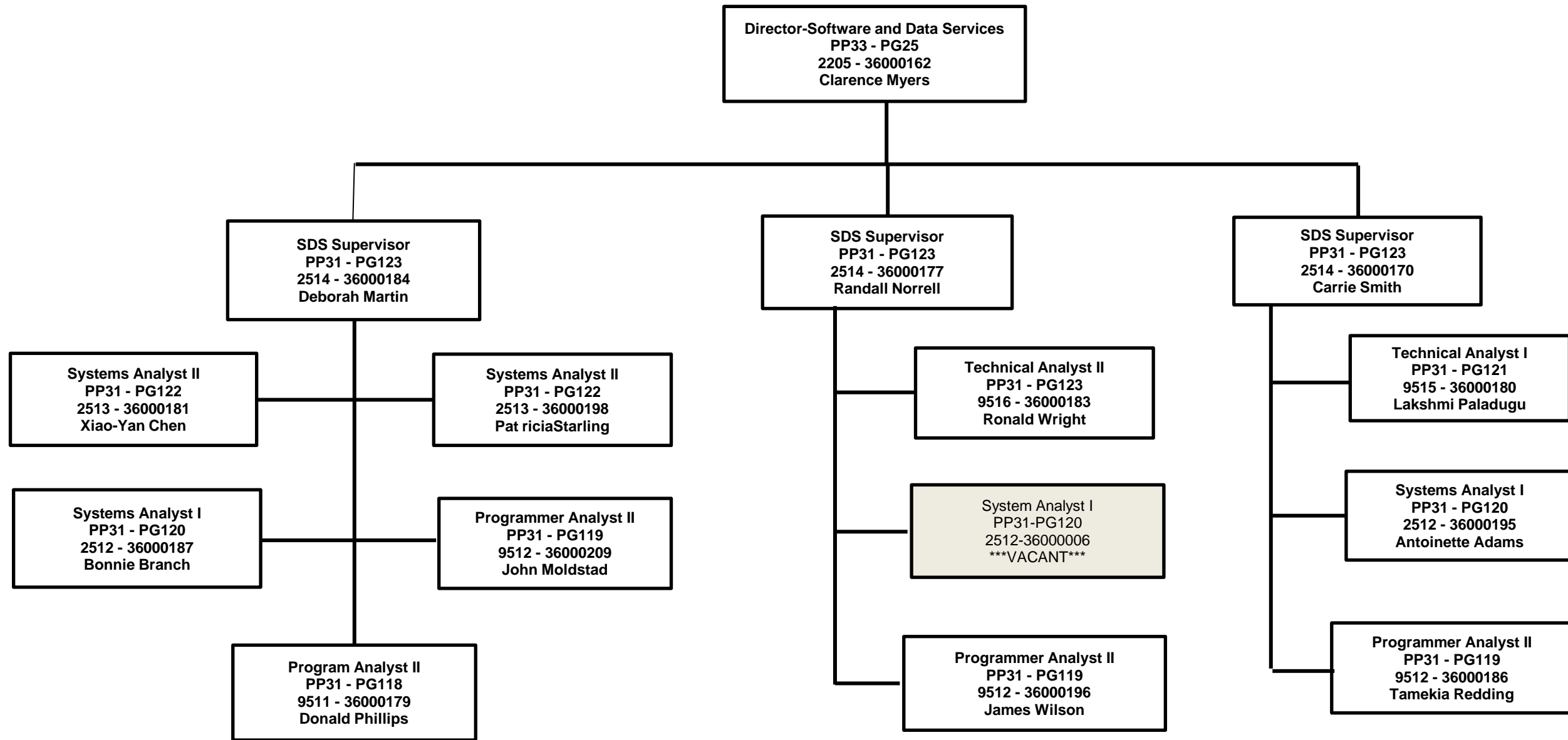


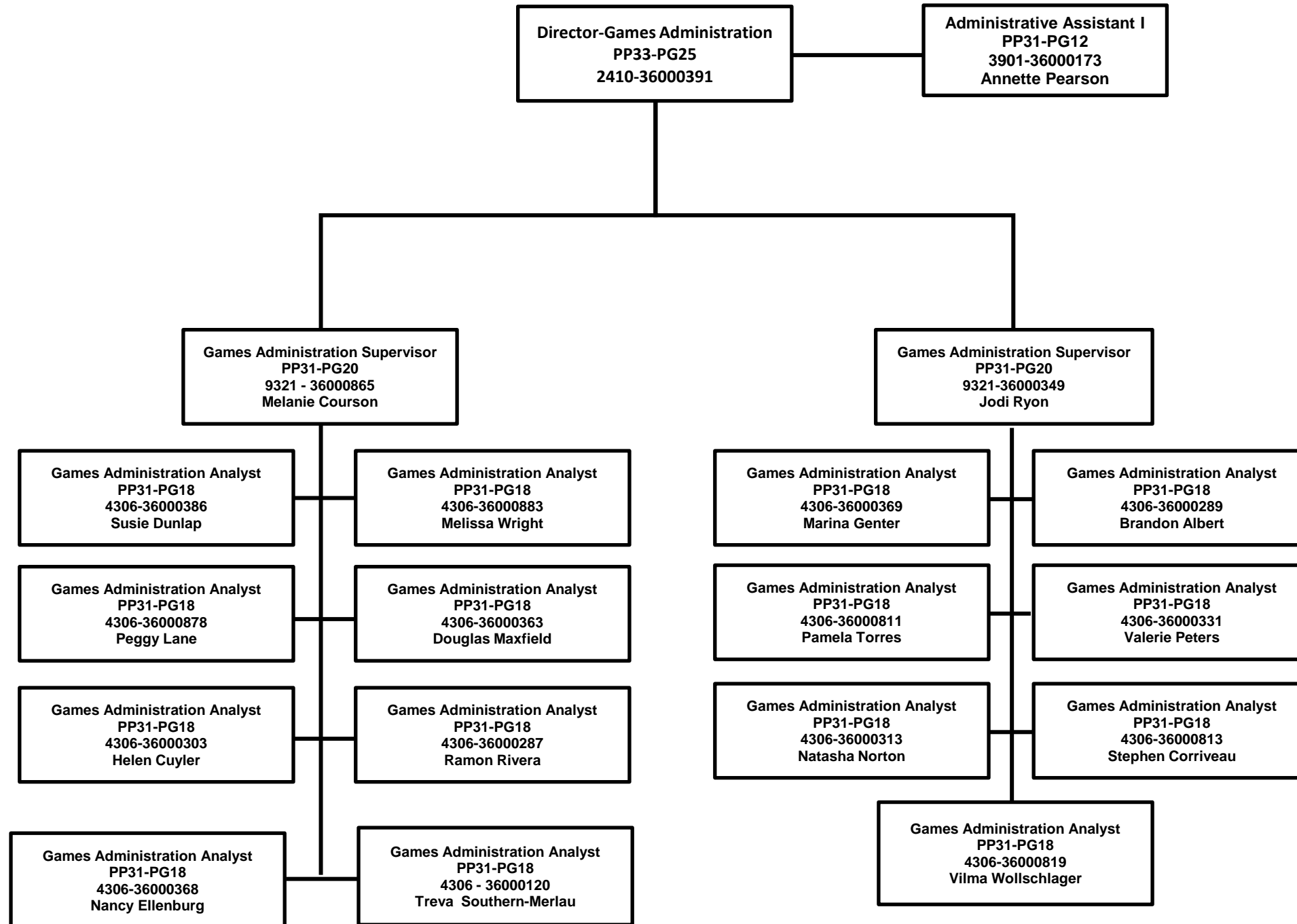




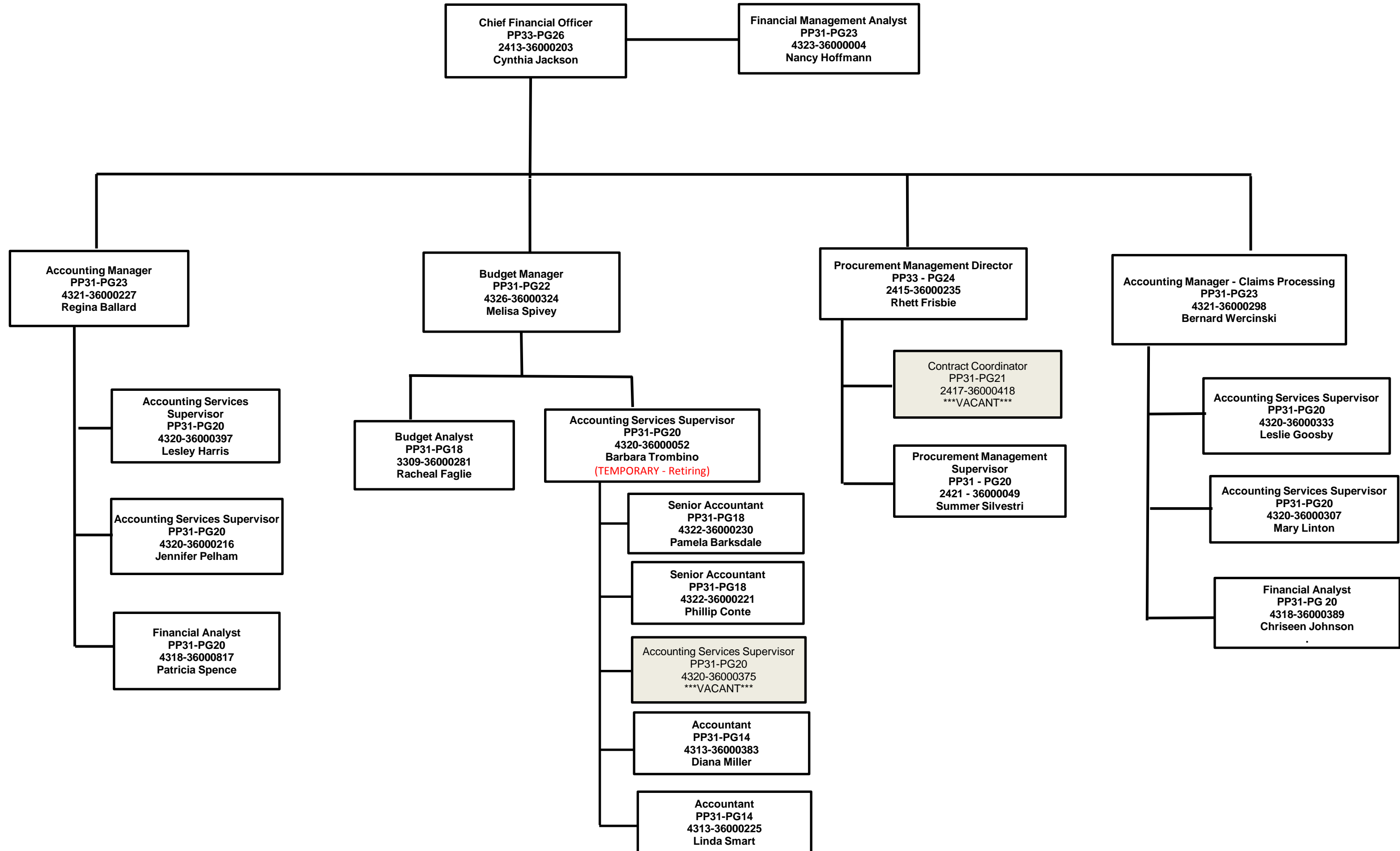


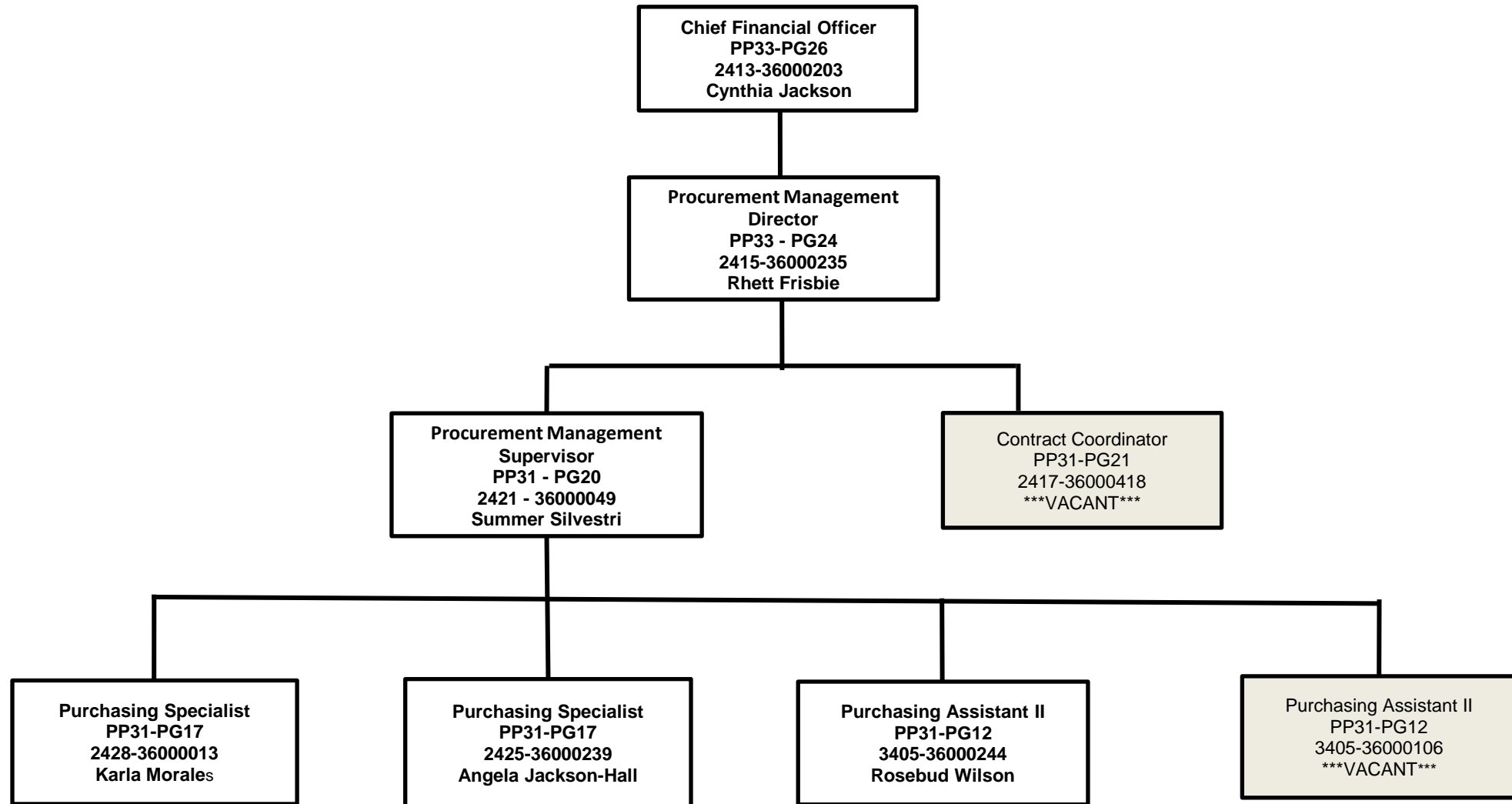


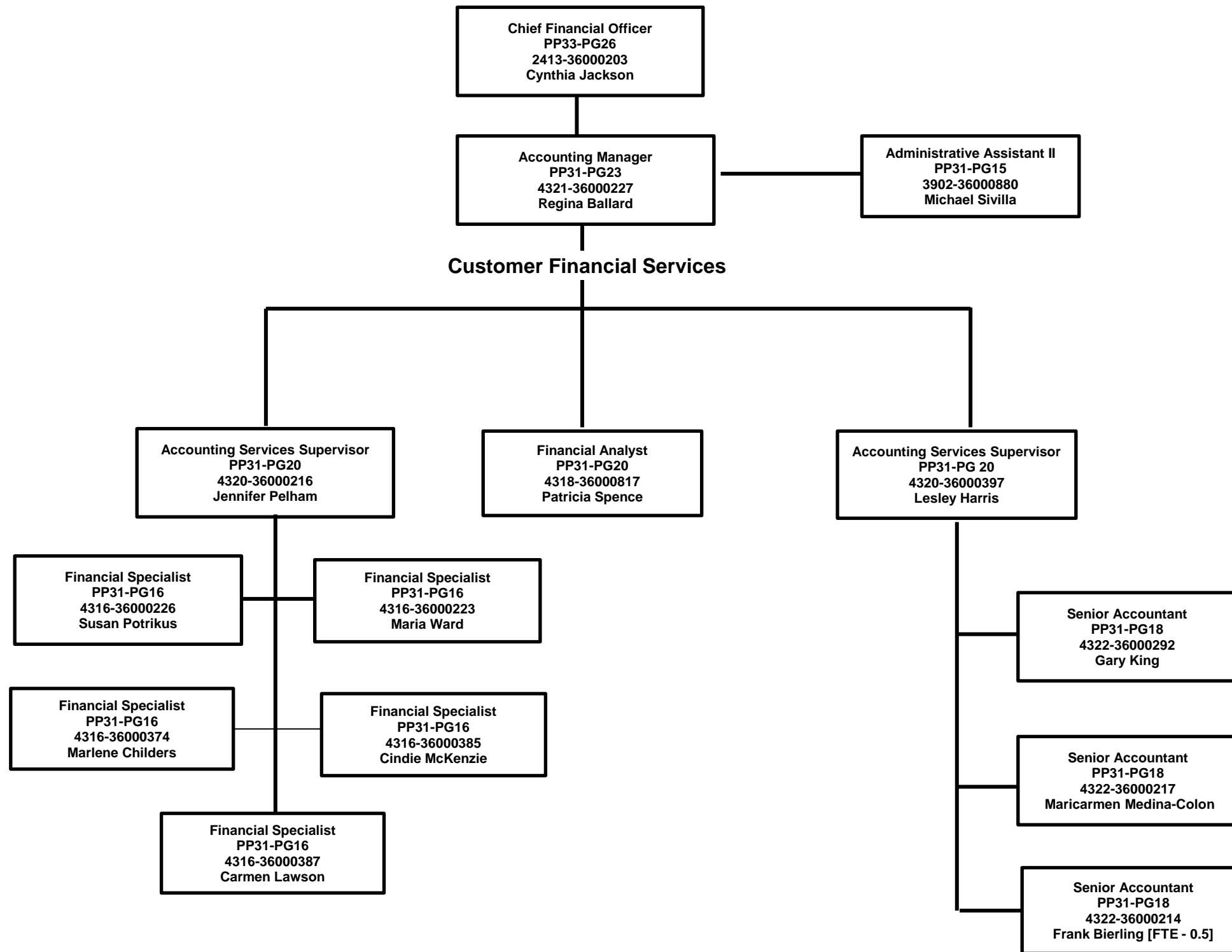


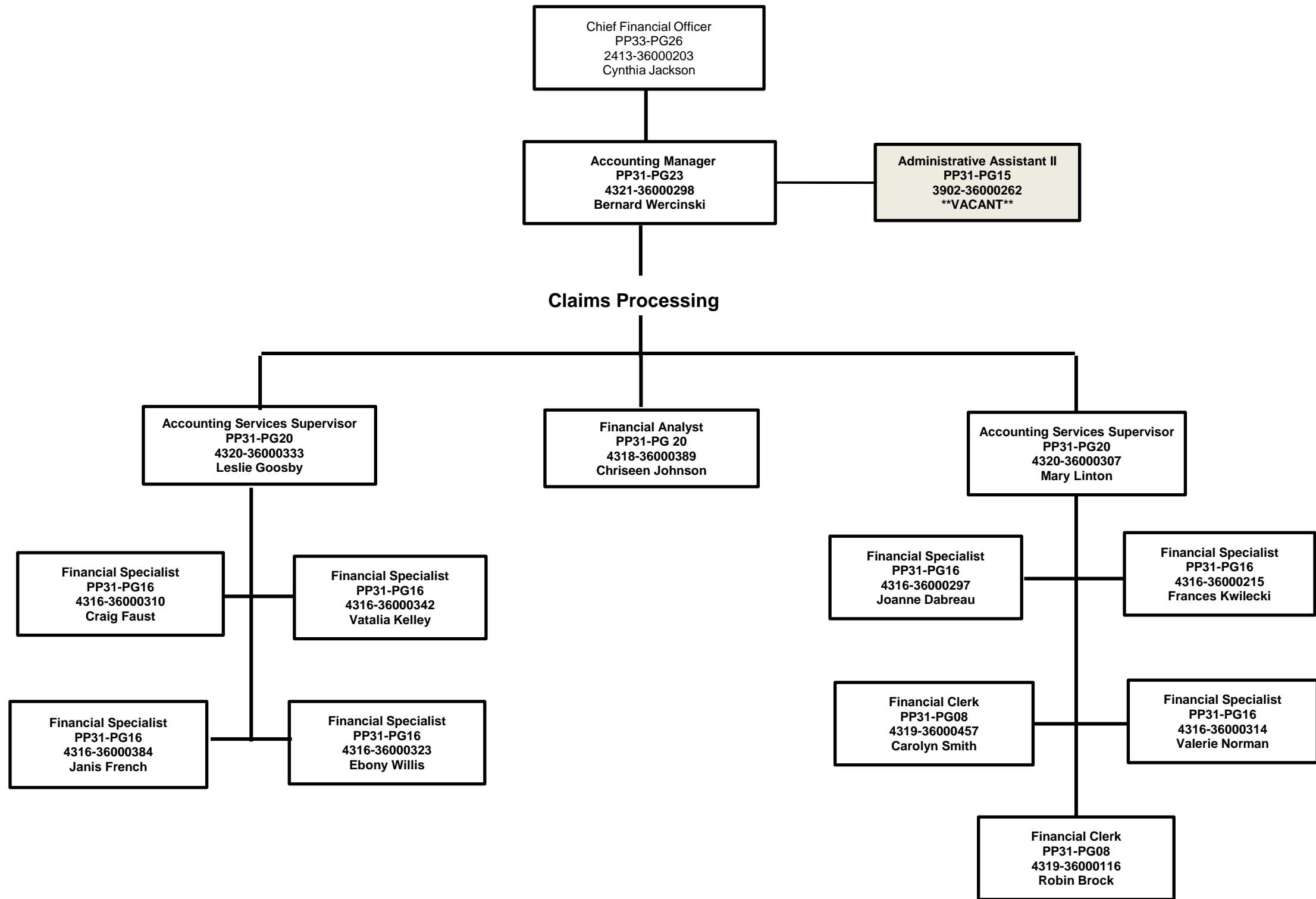


DEPARTMENT OF THE LOTTERY  
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 36803030000 - GENERAL ACCOUNTING  
 36803040200 - CLAIMS PROCESSING  
 36402000000 - PROCUREMENT MANAGEMENT









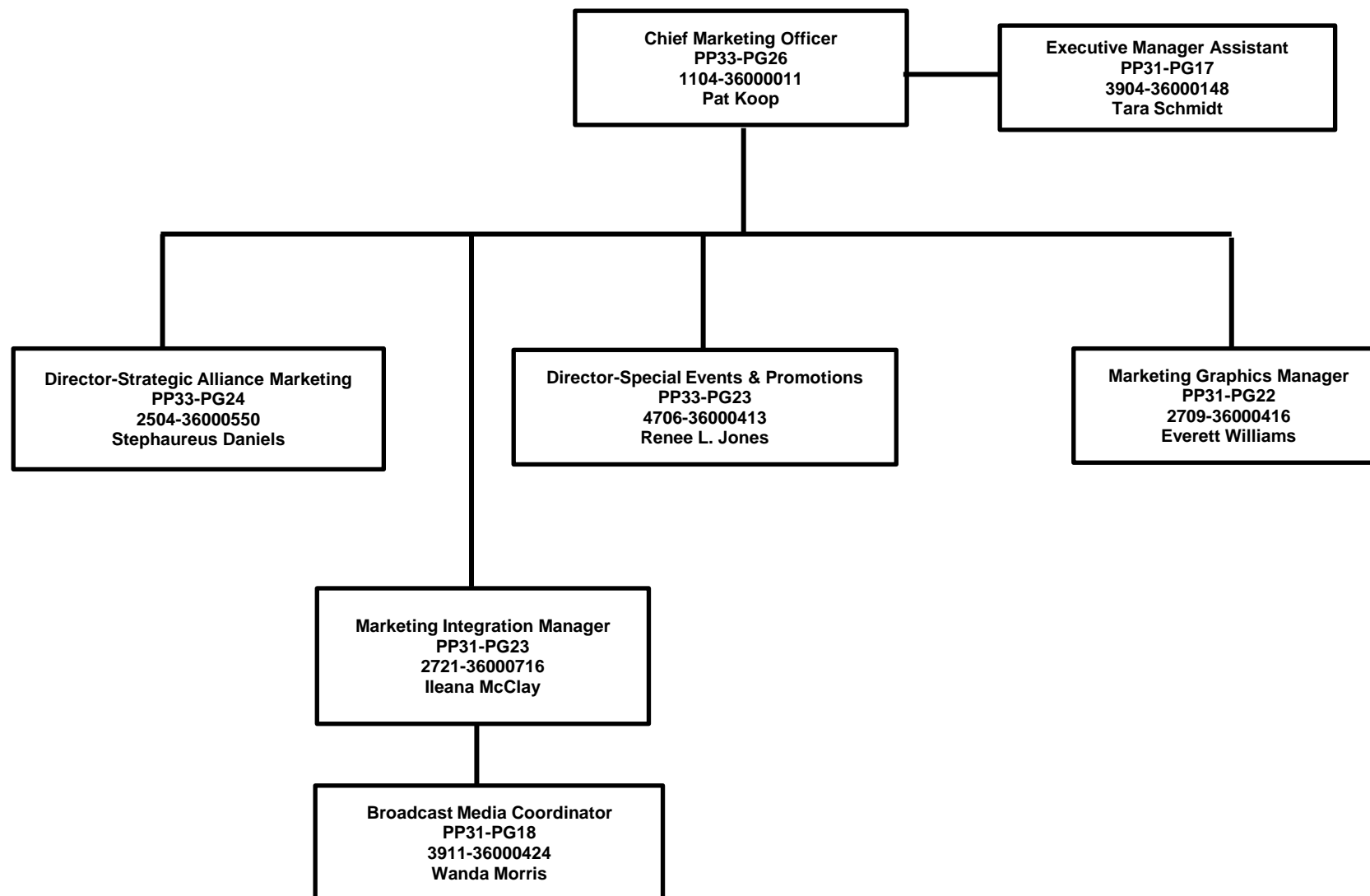


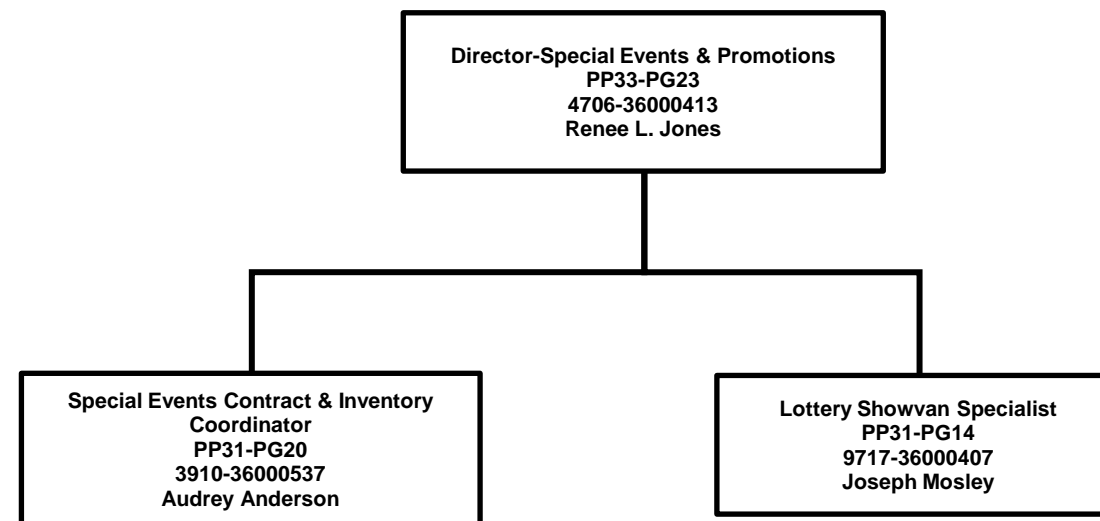
**DEPARTMENT OF THE LOTTERY**

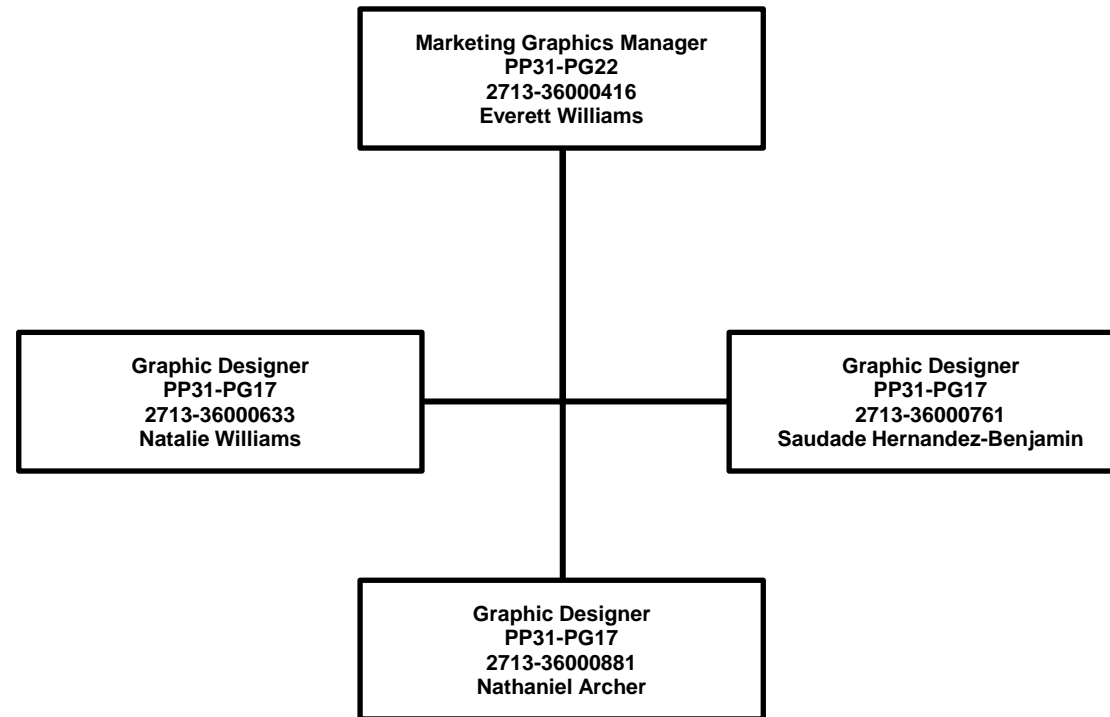
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36901500000 - SPECIAL EVENTS AND PROMOTIONS

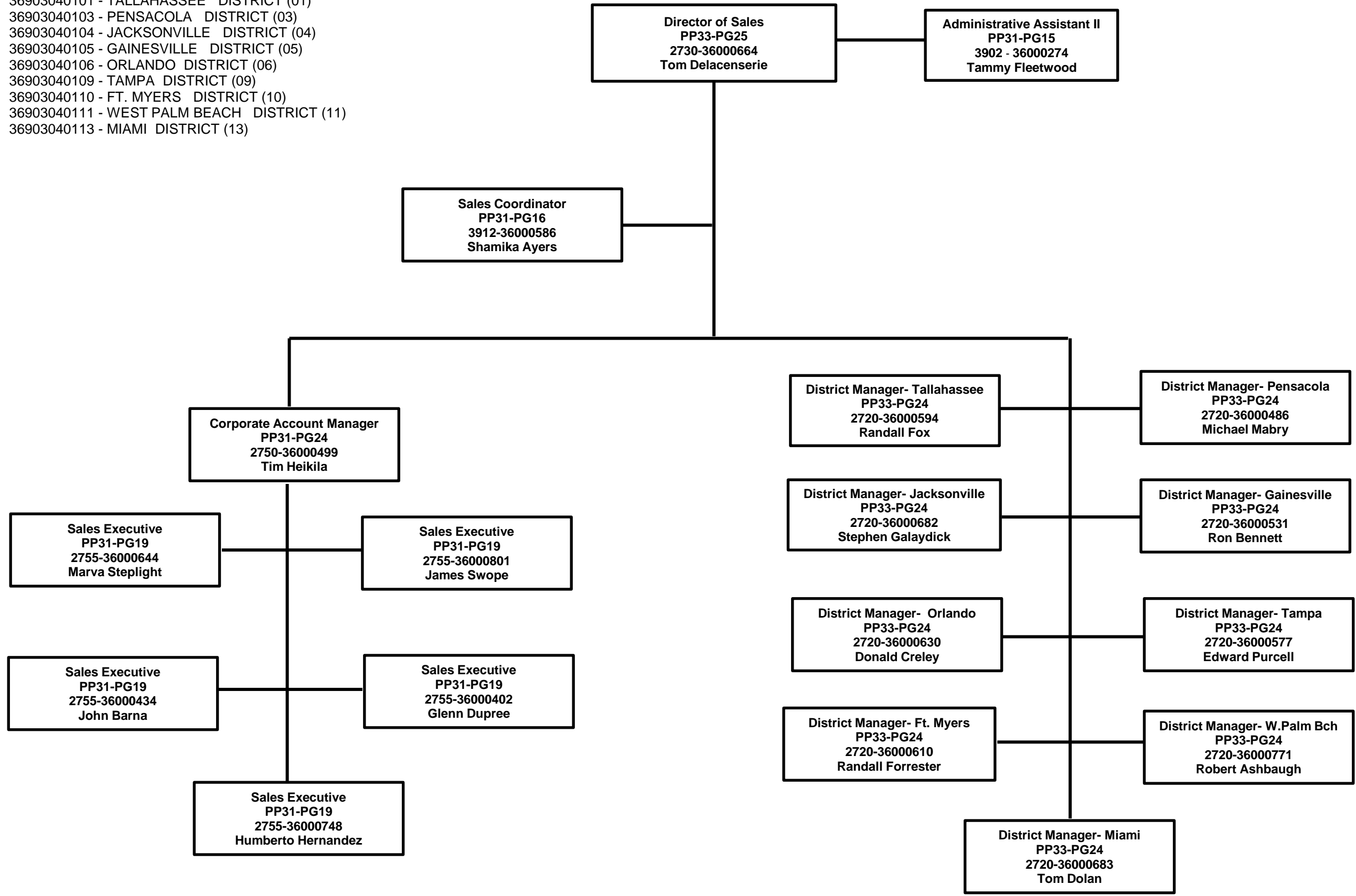
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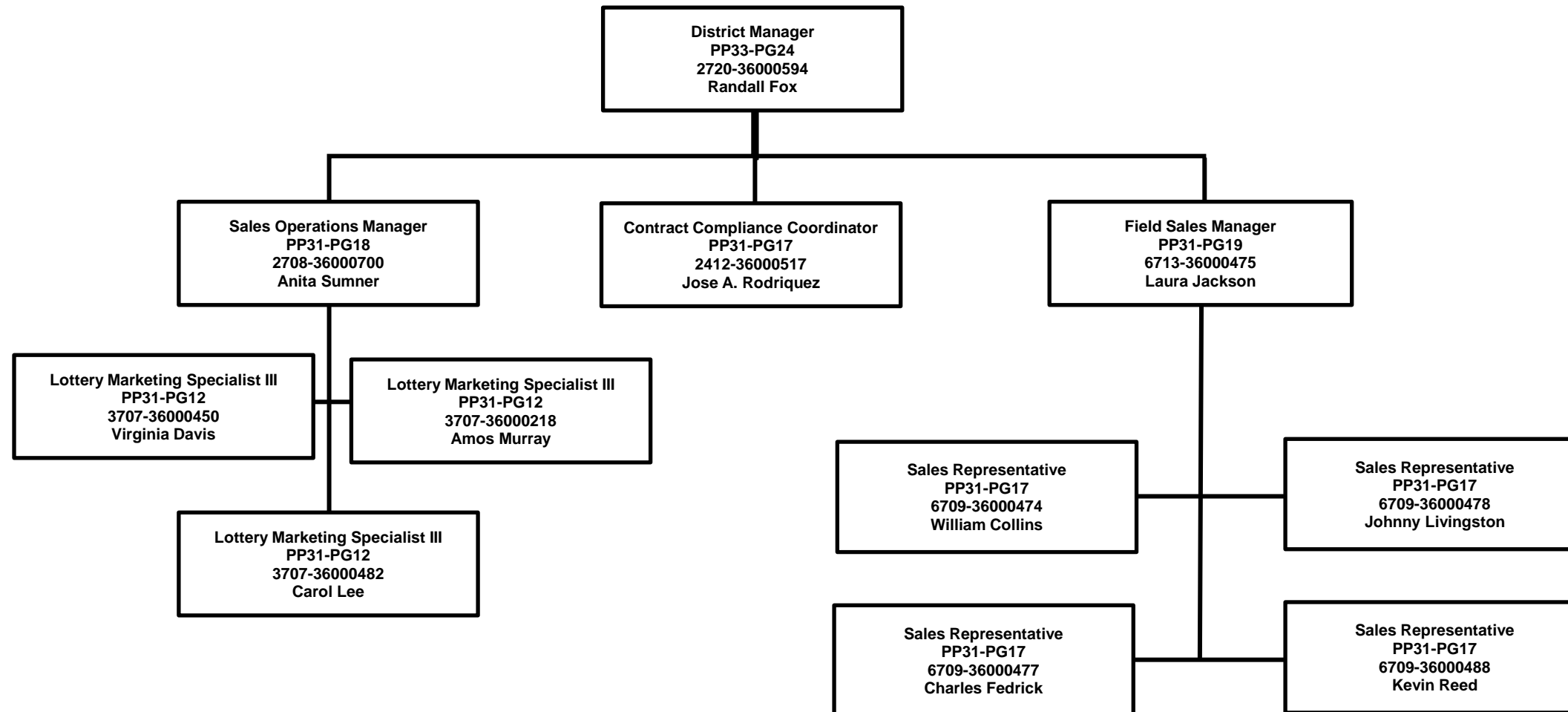


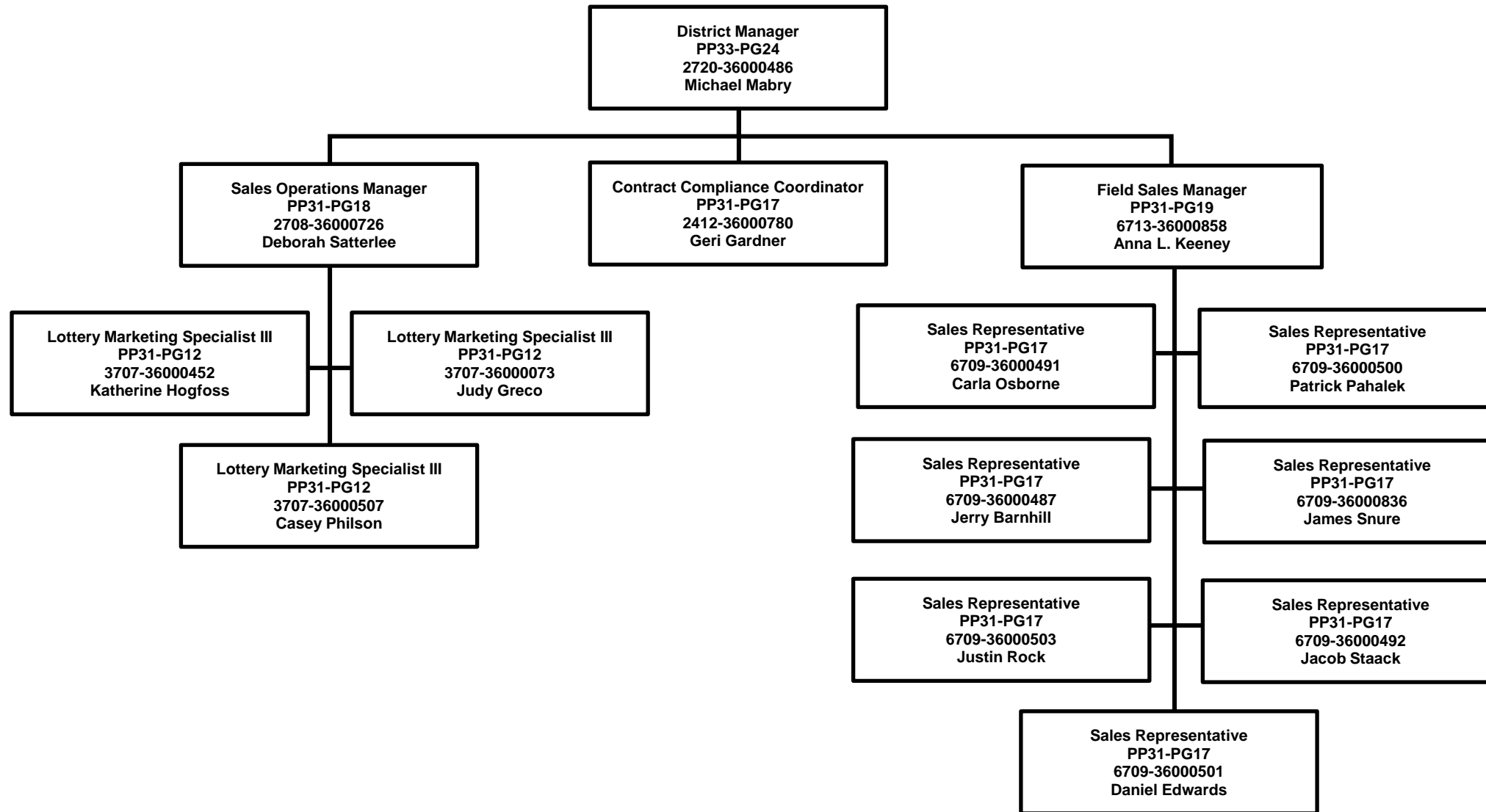


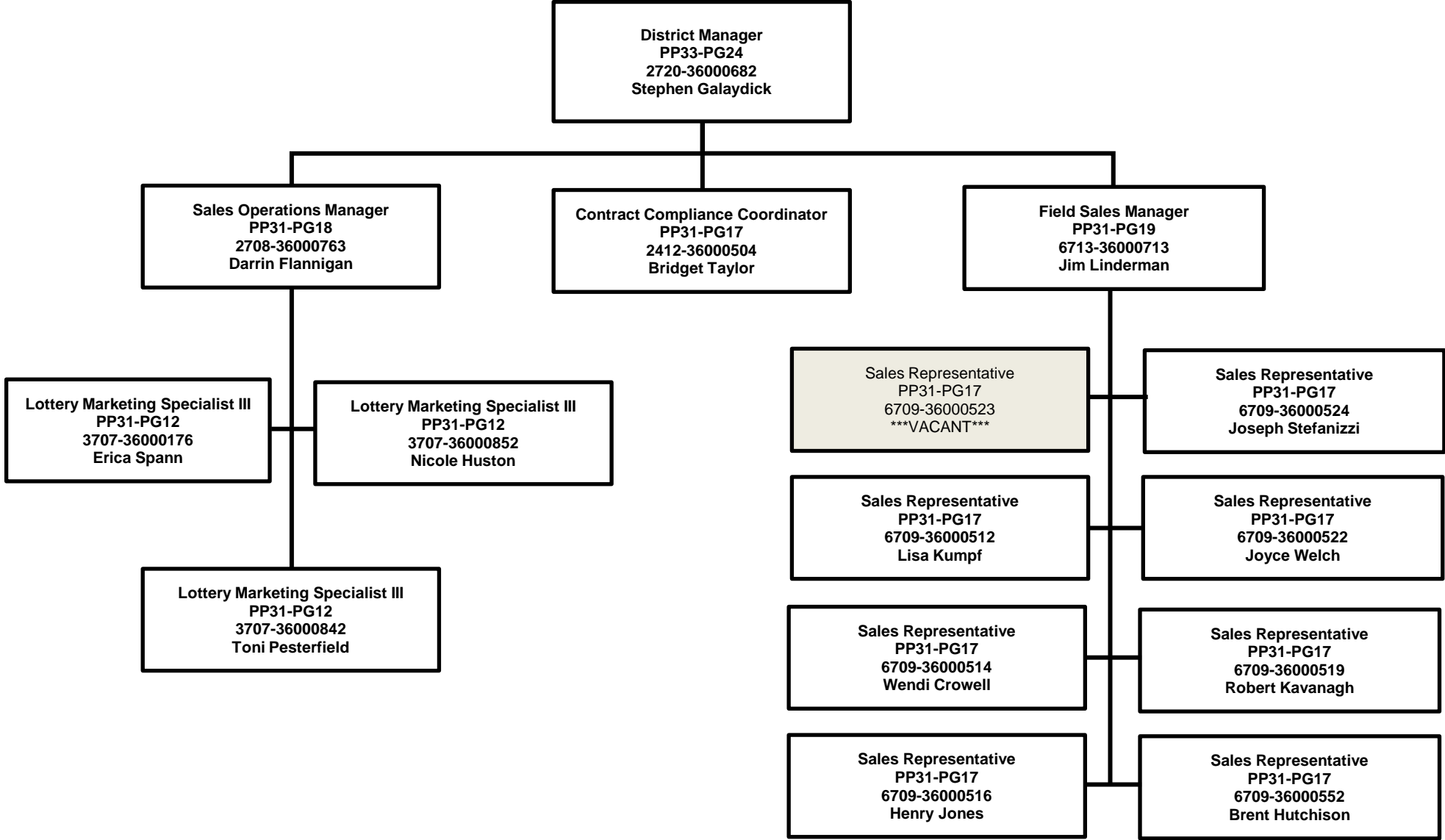


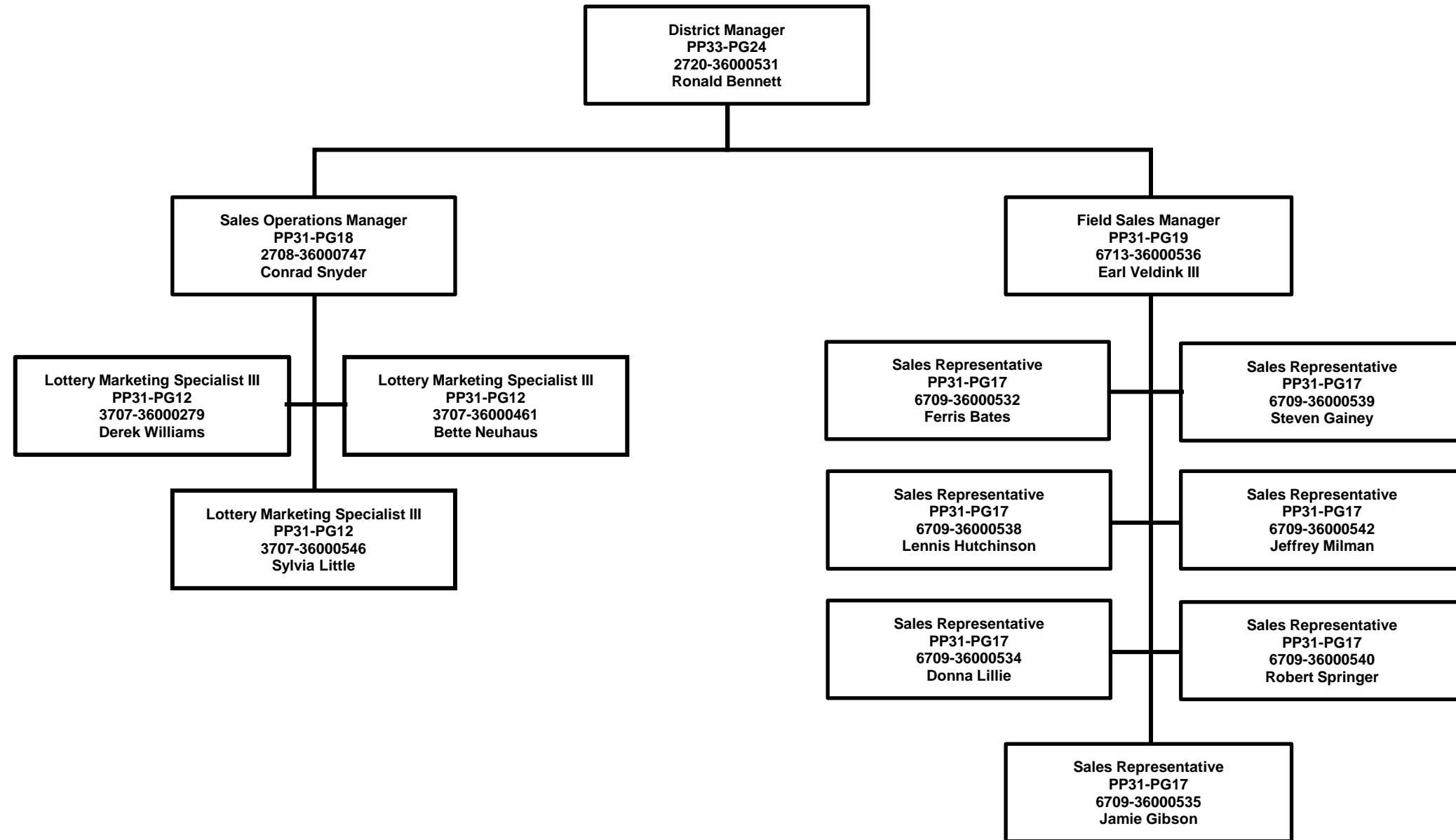
**DEPARTMENT OF THE LOTTERY**  
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 36903040101 - TALLAHASSEE DISTRICT (01)  
 36903040103 - PENSACOLA DISTRICT (03)  
 36903040104 - JACKSONVILLE DISTRICT (04)  
 36903040105 - GAINESVILLE DISTRICT (05)  
 36903040106 - ORLANDO DISTRICT (06)  
 36903040109 - TAMPA DISTRICT (09)  
 36903040110 - FT. MYERS DISTRICT (10)  
 36903040111 - WEST PALM BEACH DISTRICT (11)  
 36903040113 - MIAMI DISTRICT (13)



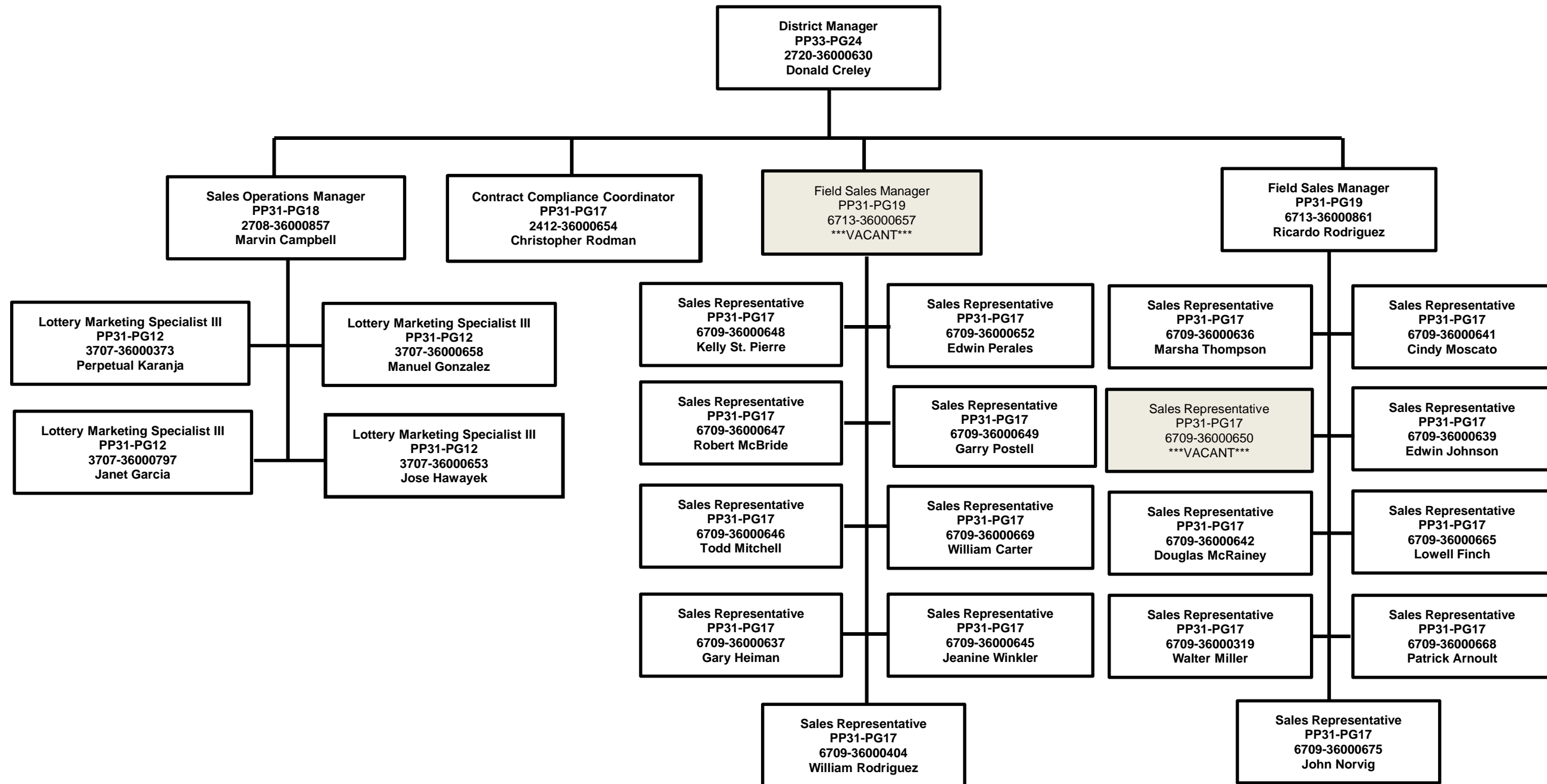


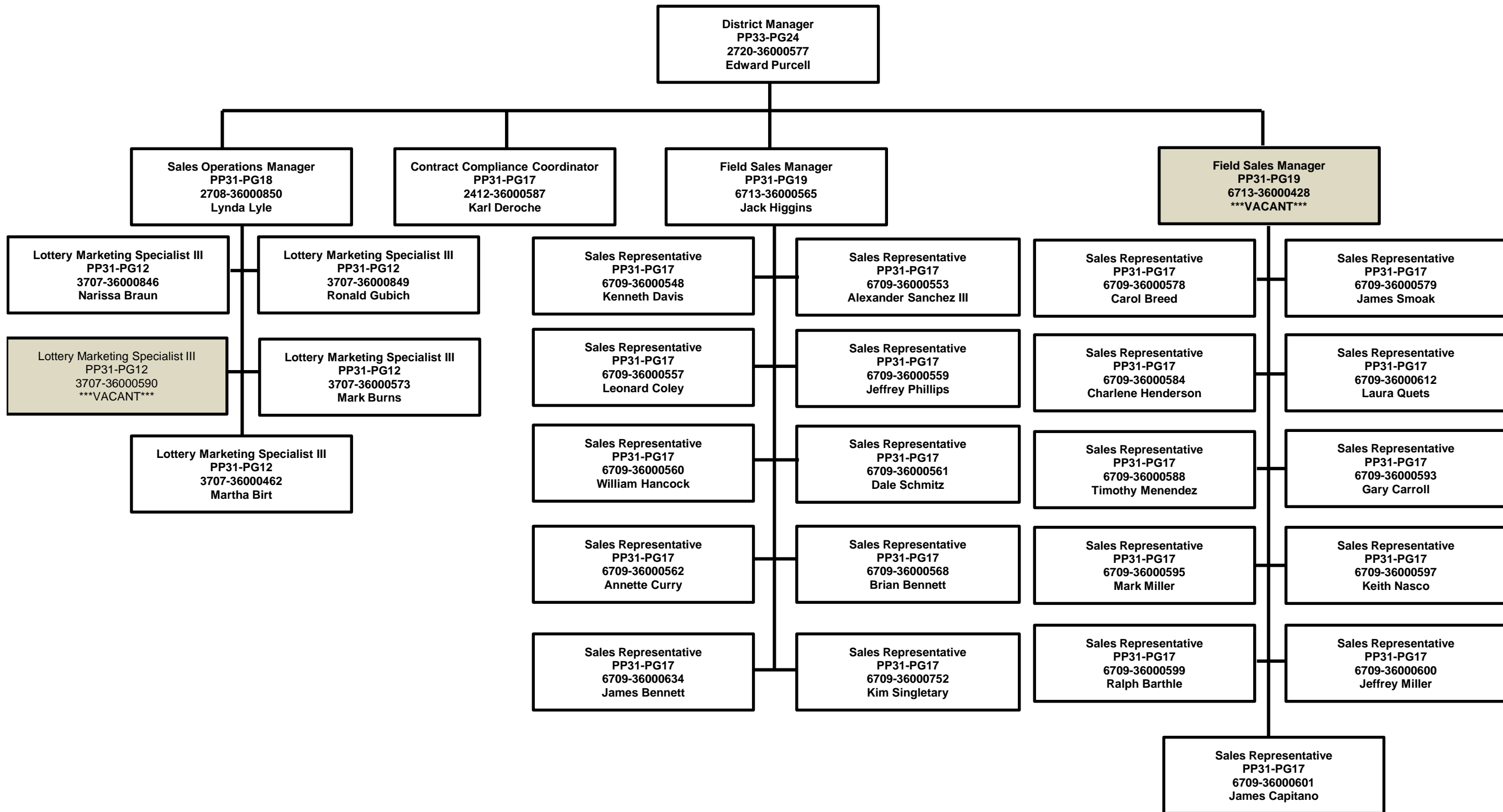


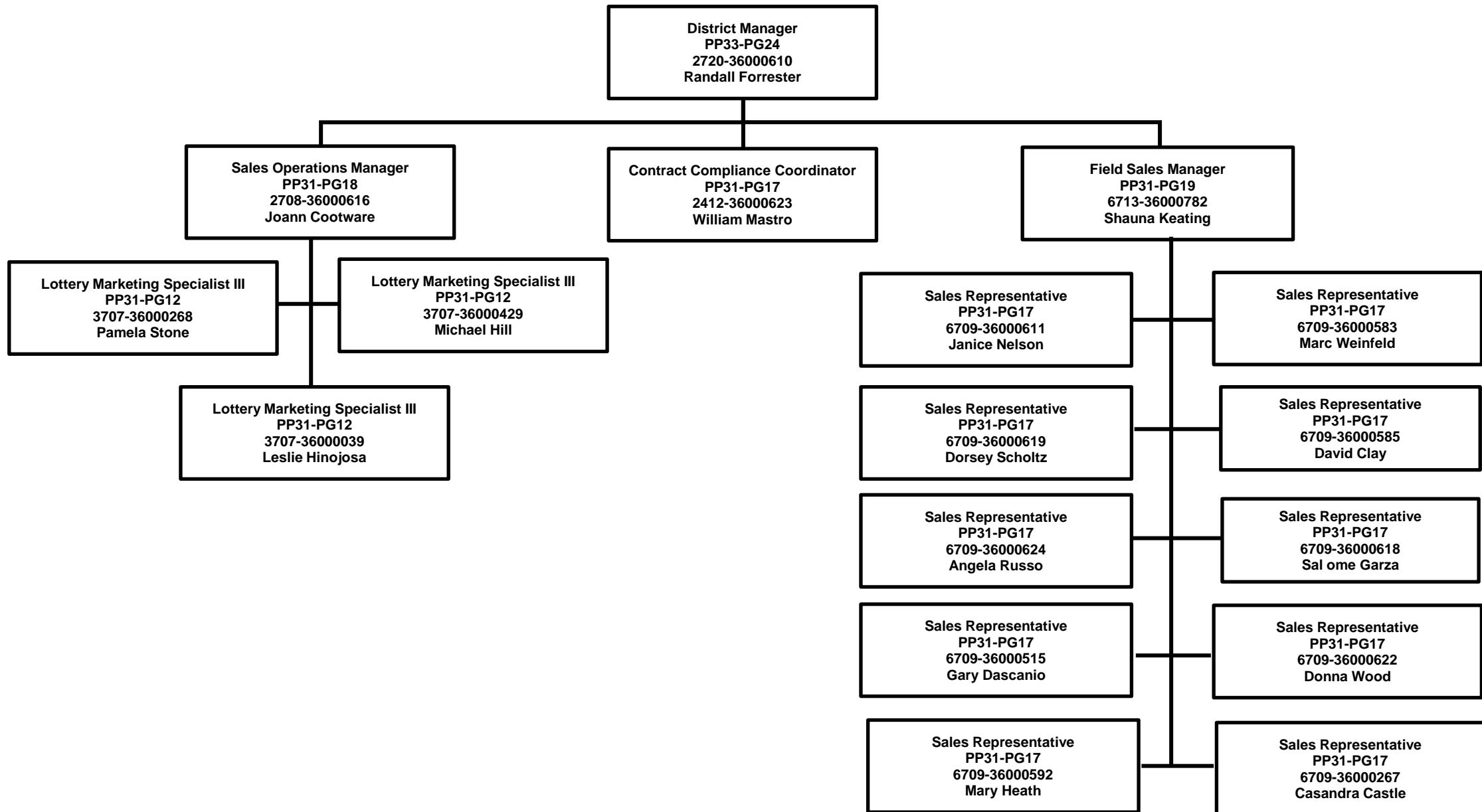


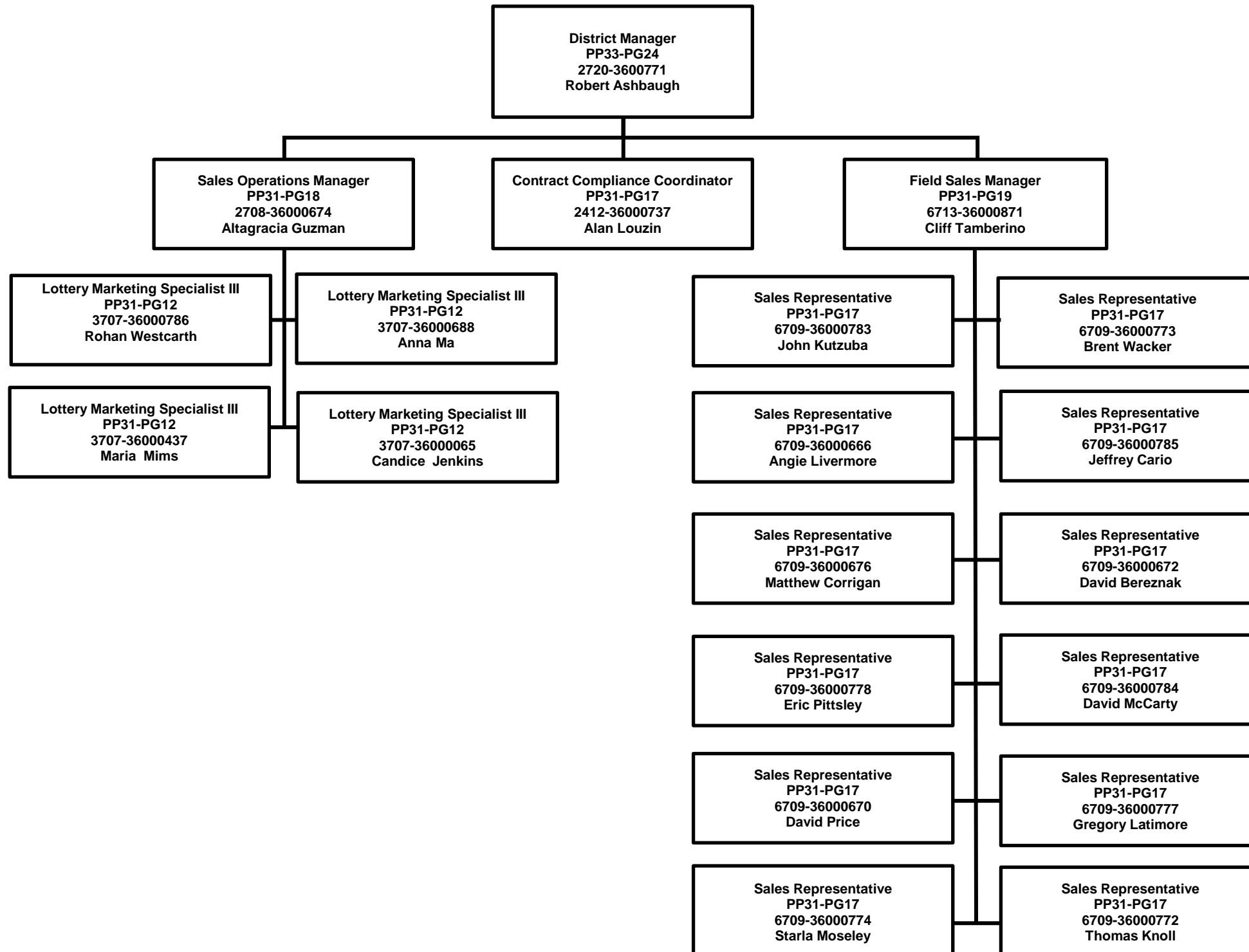


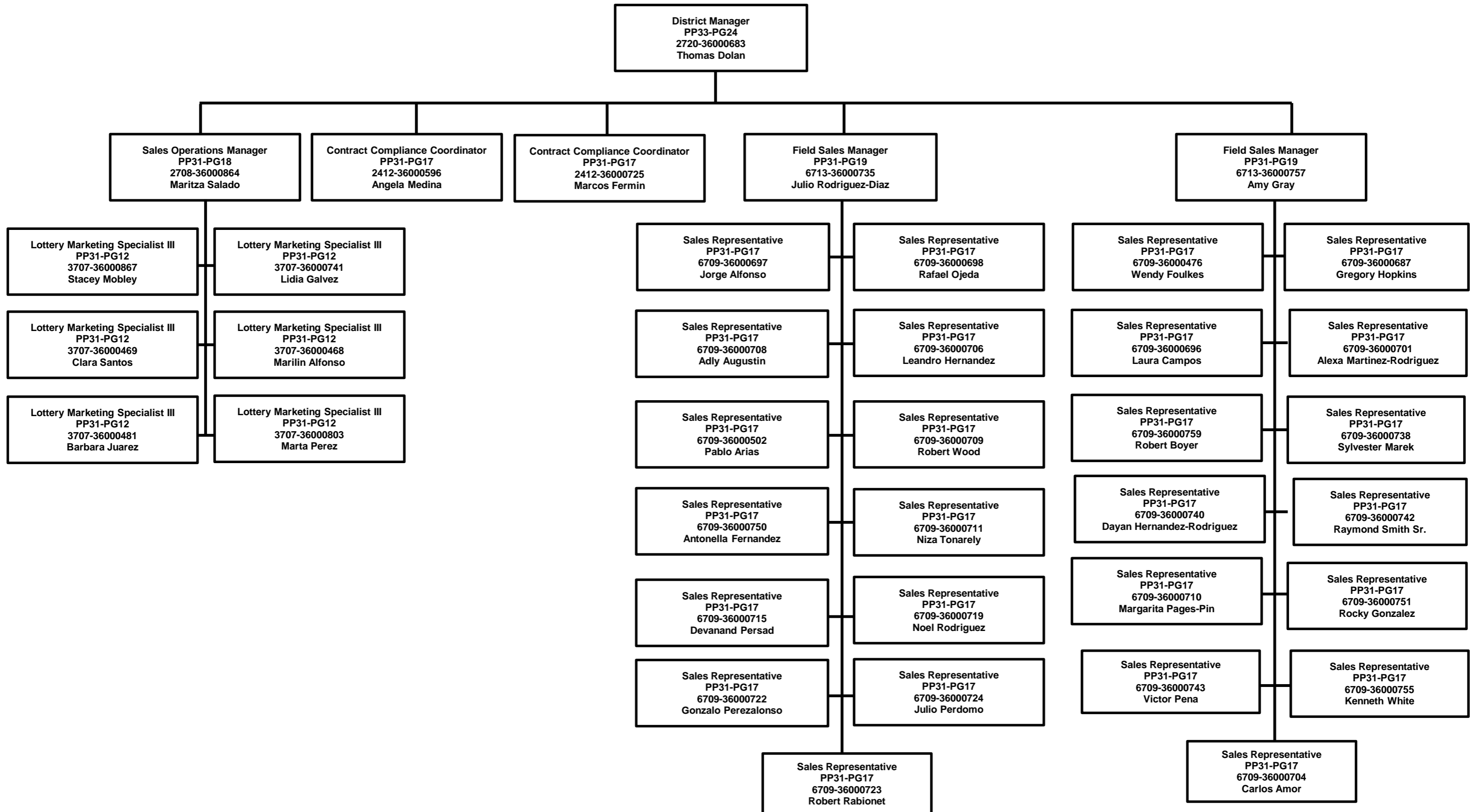












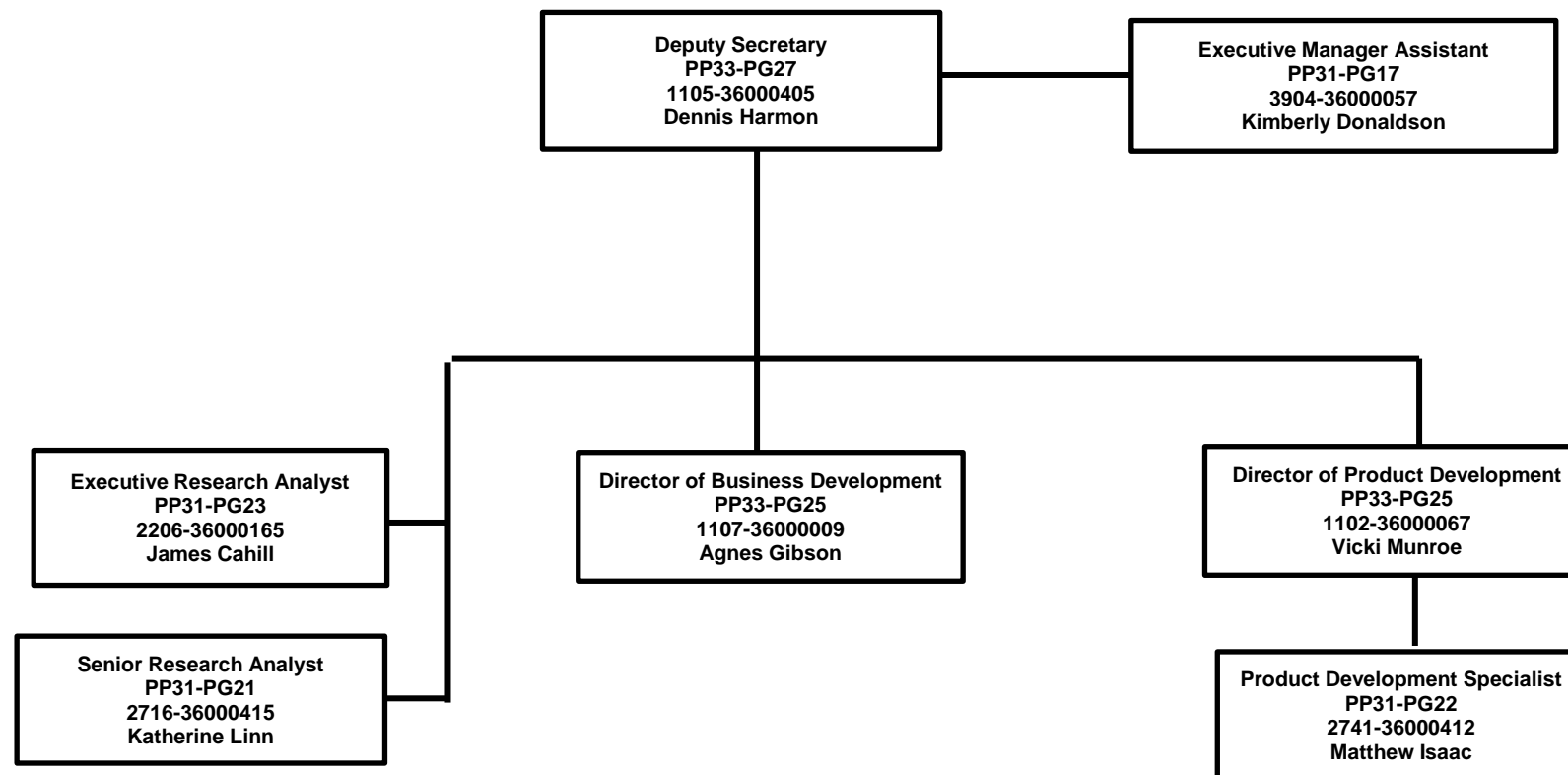
**DEPARTMENT OF THE LOTTERY**

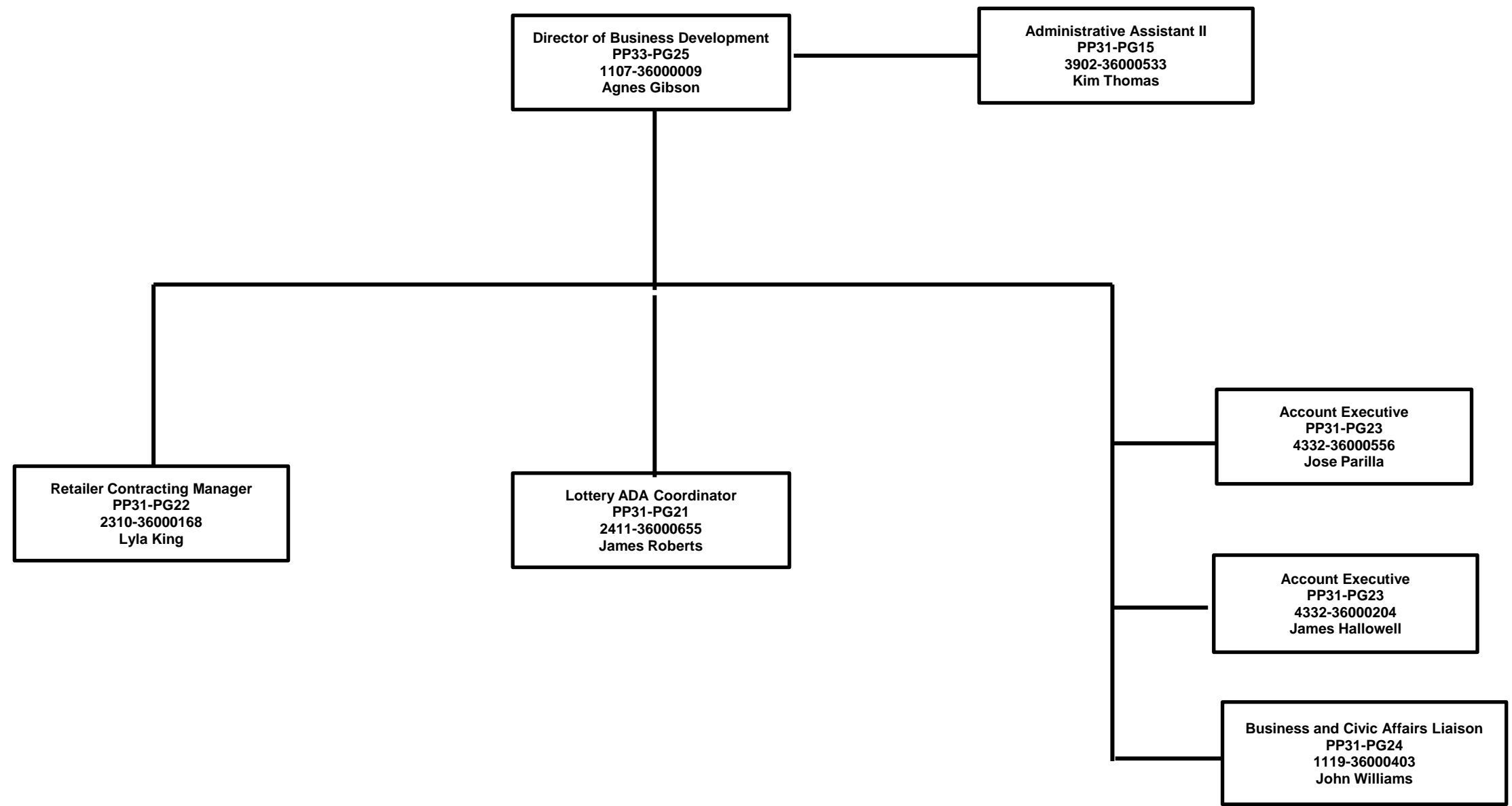
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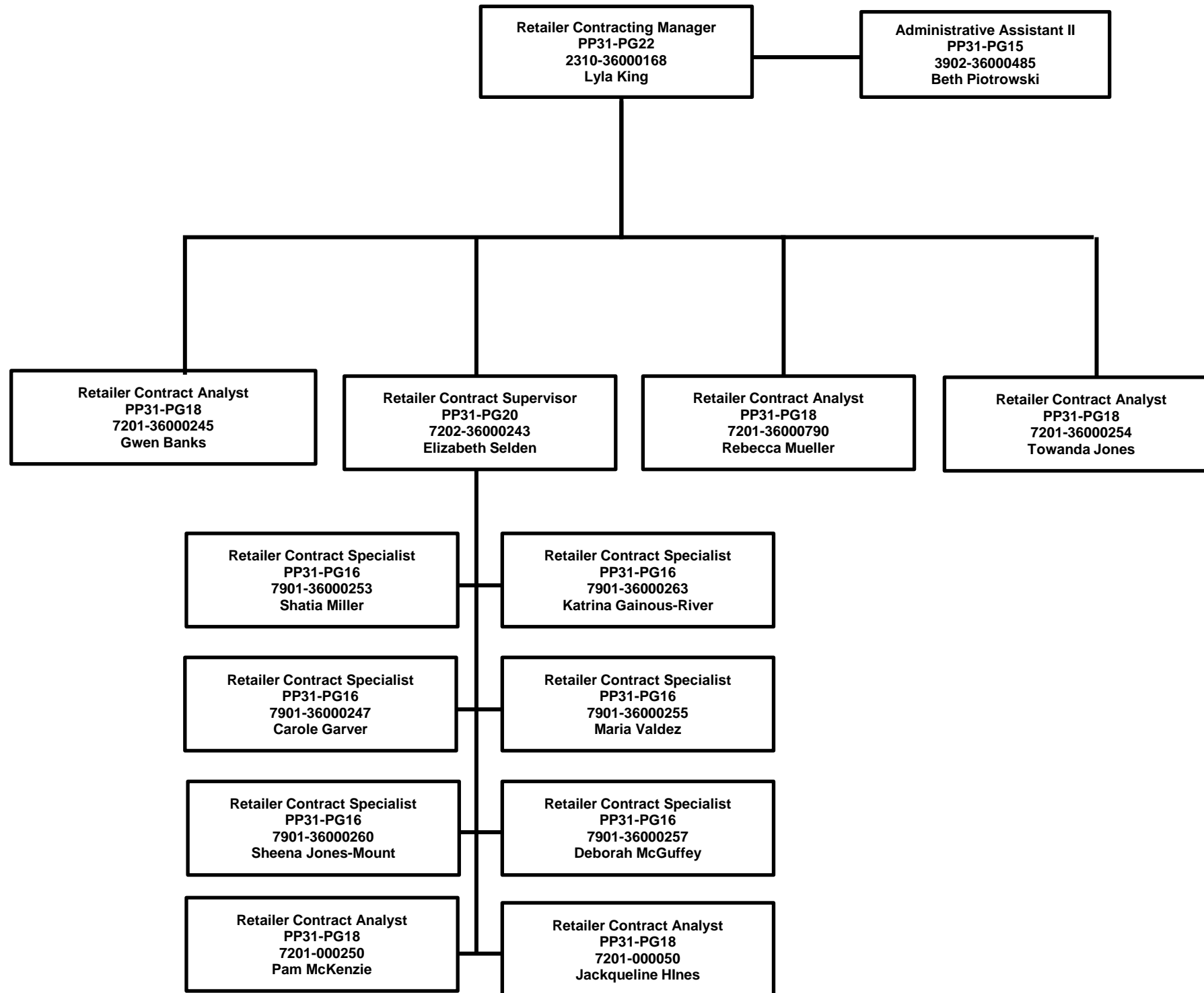
3695100000 - BUSINESS DEVELOPMENT

3695200000 - MARKETING RESEARCH

3612000000 - PRODUCT DEVELOPMENT











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**Florida Lottery**

**Schedule I Series  
Budget Request Year 2011-12**

Leo DiBenigno, Secretary

October 2010

# SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

<b>Department Title:</b>	<b>Budget Period: 2011_ - 20 12__</b>
<b>Trust Fund Title:</b>	<b>FLORIDA LOTTERY</b>
<b>Budget Entity:</b>	<b>OPERATING TRUST FUND</b>
<b>LAS/PBS Fund Number:</b>	36010000
	2510

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
<b>Chief Financial Officer's (CFO) Cash Balance</b>	244,744.85	(A)		
ADD: Other Cash (See Instructions)	309,517.76	(B)		
ADD: Investments	155,758,600.67	(C)		
ADD: Outstanding Accounts Receivable	18,864,872.31	(D)		
ADD: Inventories	1,021,013.49	(E)		
<b>Total Cash plus Accounts Receivable</b>	<b>176,198,749.08</b>	(F)		
LESS Allowances for Uncollectibles	1,632,347.97	(G)		
LESS Approved "A" Certified Forwards	\$9,400,864.81	(H)		
Approved "B" Certified Forwards	\$114,637.04	(H)		
Approved "FCO" Certified Forwards	0	(H)		
LESS: Other Accounts Payable (Nonoperating)	105,382,132.55	(I)		
LESS: Due to Education	59,668,766.71	(J)		
<b>Unreserved Fund Balance, 07/01/10</b>	<b>(0.00)</b>	(K)		**

**Notes:**

\*SWFS = Statewide Financial Statement

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

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

**Budget Period: 2011 - 2012**

<b>Department Title:</b>	<u>Florida Lottery</u>
<b>Trust Fund Title:</b>	<u>Operating Trust Fund</u>
<b>LAS/PBS Fund Number:</b>	<u>2510</u>

**BEGINNING TRIAL BALANCE:**

Unreserved Fund Balance Per Trial Balance, 07-01-10  (A)

**Add/Subtract:**

(B)

**Other Adjustment(s):**

Invested in restricted Lottery assets of \$94,621,006.21 is intended to reflect the portion of net assets that are associated with non-liquid, capital assets, and is restricted to cover future jackpots, supplemented jackpots, depreciation and asset disposal in future years. Therefore the Lottery has no unreserved fund balance at year end.

(C)

(C)

**ADJUSTED BEGINNING TRIAL BALANCE:**

(D)

**UNRESERVED FUND BALANCE, SCHEDULE IC**

(E)

**DIFFERENCE:**

(F)\*

**\*SHOULD EQUAL ZERO.**

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

**Budget Period: 2011 -2012**

**Department:** FLORIDA LOTTERY

**Chief Internal Auditor:** Andy Mompeller

**Budget Entity:** Lottery Operations

**Phone Number:** 850-487-7726

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			There have been no Major Audit Findings or Related Recommendations		

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **487-7718**  
 Date submitted: **10/15/2010**

**Network Service**

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

Identify the major hardware and commercial software associated with this service:			
1	Enterasys switches	5	Cisco PIX and ASA firewalls
2	HP Windows 2003 servers	6	Authentication Services software
3	Cisco routers	7	Vulnerability Scanning software
4	TSM backup	8	Dragon software
		9	McAfee Webwasher

**1. IT Service Definition**

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

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

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

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

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

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

1.4. Please identify the number of users of the Network Service. 450

1.5. How many locations currently host IT assets and resources used to provide LAN services? 10

1.6. How many locations currently use WAN services? 10

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

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

**IT Service Requirements Worksheet: Network Service**

Other MyFlorida network

**2. Service Unique to Agency**

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

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

Yes       No

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

The Lottery's network provides the underlying communications infrastructure for all Lottery equipment and applications, including access to administer, monitor and audit the Gaming systems, Internal Control Systems, Prize Payment system, Business Intelligence and Sales Reporting, management of the public web site, and all financial and accounting systems. The Lottery depends on being able to tightly monitor and audit the gaming systems and applications provided by its business partners and to manage and administer its various legislative and financial responsibilities. A secure, reliable and centrally managed network is critical to carrying out these responsibilities. Another service provider would require on-site and on-call support staff available 24/7 with 30 minute response time and potential liquidated damages provisions. Would also require coordinated cut-over.

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

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

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

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

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

Interruptions in service require immediate attention due to gaming system support requirements.

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

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

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

Standard MyFloridaNet SLA plus emergency maintenance windows between 0030 and 0500.

3.3. Timing and Service Delivery Requirements

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

- 3.3.1.1. Online availability 24/7
- 3.3.1.2. Offline and availability for maintenance 0030-0530

**IT Service Requirements Worksheet: Network Service**

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)*?  < 5 min

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

Network provides access to all gaming monitoring, auditing and management functions. Any downtime could impact sales or gaming integrity. Note that service is available 24/7 but maintenance can be scheduled and performed, if needed, between 0030 and 0530.

3.3.3. Does the agency have a standard for required bandwidth its locations?  Yes  No  
 If yes, indicate the standard *(e.g. fiber channels for certain locations)*

Bandwidth to the desktop is 10/100/1000, backbone is gigabit Ethernet. Headquarters has two 100mb MAN connections, Orlando Data Center has a 45mb MFN connection and the 8 district offices have 3mb MFN connections.

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

The Network provides management, monitoring, control and auditability of all gaming functions and downtime could therefore have a significant adverse impact on sales. Outside service providers would potentially need to adhere to liquidated damages similar to those imposed on the gaming system provider. The Lottery is a member of Multi-State Lottery Association (MUSL). MUSL has a strict set of rules requiring each Party Lottery to have sufficient systems in place to mitigate and manage any and all risk associated with participating in a multi-jurisdictional lottery game. The minimum requirements include a computer gaming system (CGS), an internal control system (ICS), and various controls to protect these systems from unauthorized access, tampering, power outages, and any event or combination of events that may affect the security, integrity, or the availability of the game. The Board's Security and Integrity Committee reviews and approves or disapproves each Product Group's standards and each Member's controls for its product offerings and any significant changes to those standards and controls and forwards its conclusions to the Board. No product shall be offered by a MUSL Product Group or Member unless its systems and controls meet or exceed the Board's minimum requirements for security and integrity as determined by the Security and Integrity Committee. Should configuration changes, security issues or renegotiations result in a loss of MUSL approval to sell Powerball, it would result in a loss of Educational Enhancement Trust Fund funding. The Lottery's gaming system vendor's hardware is co-located in the Lottery's facilities. The Gaming Systems, Lottery Internal Control Systems, and Lottery Prize Payment Systems communicate in real time. The co-location of Lottery and GTECH is intended to provide for zero downtime and tight security for the Lottery's gaming systems, internal control systems and prize payment systems.

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

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

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

Yes  No

3.3.6.1. If yes, please specify and describe:



**IT Service Requirements Worksheet: Network Service**

Must meet audit requirements of Chapter 24, F.S. Sensitive data between Lottery remote offices and Data Centers is encrypted.

**4. User/customer satisfaction**

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

Yes  No

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

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

Yes  No

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

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

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

**5. Additional Information**

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

Trust fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Schedule IV-C considers Network Services as non-strategic. The Lottery considers these activities as very strategic since they provide the connectivity for our prize payment system, which pays prizes statewide. Additionally, the Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

**IT Service Requirements Worksheet: Network Service**

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

Dept/Agency: **(Department of the Lottery)**  
 Submitted by: **(Randy O'Bar, Chief Information Officer)**  
 Phone: **(487-7718)**  
 Date submitted: **10/1/2010**

**E-Mail, Messaging, and Calendaring Service**

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

Identify the major hardware and commercial software associated with the E-Mail Service:			
1	Compaq Proliant Windows 2003 Servers	5	BlackBerry Enterprise Server
2	Exchange 2003 Server	6	Outlook Web Access
3	Blackberry PDAs	7	LSoft ListServ Maestro
4	Spam Filtering (through DOH)	8	

**1. IT Service Definition**

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

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

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

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

1.3. Please identify the number of users (e-mail accounts/mailboxes) of this service. 450

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

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

- Yes       No

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

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

Same service level and no increase in costs to the agency. Due to reliance on secure email service of certain gaming functions such as game creation and gaming system software change management, the service level requirement is higher than standard email.

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

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

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

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

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

Required availability is 24/7 with immediate response by on-call Lottery staff and 4 hour response by vendor (HP Gold Support)

3.2. Timing and Service Delivery Requirements

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

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

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

Could have significant impacts due to use of secure email for game creation and gaming software change management monitoring.

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

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

The use of secure email for game creation and gaming software change management monitoring.

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

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

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

- Yes
- No

3.2.5.1. If yes, please specify and describe:

State record retention laws.

**4. User/customer satisfaction**

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

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

Yes     No

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

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

Yes     No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **487-7718**  
 Date submitted: **10/1/2010**

**Desktop Computing Service**

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

Identify the major hardware and commercial software associated with the Desktop Computer Service:			
1	IBM and Dell Desktops & Laptops	5	Safeboot
2	Compaq Proliant Windows 2003 Servers	6	Office Scan
3	Microsoft Office	7	Remote Installation Services, System Management Server
4	Microsoft Windows XP	8	Windows Update Services

**1. IT Service Definition**

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

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

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

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

1.3. Please identify the number of users of this service. 450

1.4. How many locations currently use desktop computing services? 10

**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)* Identical

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

- Yes       No

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

Coordinated transition to new service provider.

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

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

[Redacted]

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

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

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

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

24/7 availability with maintenance window (if needed) between 0030 and 0500.

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?

Significant loss of productivity due to unavailability of critical documents, print services, project management functions, financial analysis (spreadsheets) and functional unit database applications. Many of the Lottery's desktops are used for mission critical functions. For example, the Lottery's current financial management is completely reliant on manual processes and Microsoft Office. The desktop is also the portal to the Lottery's Prize Payment system (Fortune) and the gaming systems. Desktop outages of any length have the potential to adversely affect the Lottery's ability to track financials, process claims, pay prizes, collect payments and perform gaming functions such as draw functions and performing management functions required to operate our online and instant games.

3.2.3. Are there any agency-unique service requirements?

- Yes
- No

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

[Redacted]

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

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other Access Via Cisco Access Server (dial up)

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

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Audit requirements of Chapter 24 F. S. and confidentiality of retailer and player data.

**4. User/customer satisfaction**

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

- Yes
- No

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

[Redacted]

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

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

Yes       No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.



**IT Service Requirements Worksheet: Helpdesk Service**

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **487-7718**  
 Date submitted: **10/15/2010**

**Helpdesk Service**

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

Identify any major hardware and commercial software associated with the Helpdesk Service:			
1	Microsoft Windows 2003 Server	5	
2	Microsoft Windows XP Operating System	6	
3	Microsoft Office 2007 Application Software	7	
4		8	

**1. IT Service Definition**

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

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

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

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

1.3. Please identify the number of users of this service: 450

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

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

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

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

Help Desk Action	Simple problems	Moderately complex problems	Complex problems
Accepting and logging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Referring/escalating		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tracking and reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**IT Service Requirements Worksheet: Helpdesk Service**

Resolving/closing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
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1.7. Please identify the major IT systems or services for which the Help Desk must provide assistance:

1	Windows XP	5	Printers
2	Microsoft Office	6	FAX machines
3	Desktop applications	7	Scanners
4	PC and Laptop hardware	8	

**2. Service Unique to Agency**

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

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

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

Yes       No

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

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

Coordinated transition to new service provider. This service would require a high level SLA due to the extremely time-sensitive nature of Lottery operations. Also, help desk support for applications needed to support gaming systems administration could not be outsourced since these are supported under contracts with the gaming systems vendors.

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

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

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

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

Coverage is provided 24/7 through use of Computer Systems Operations for off-hours and the use of on-call analysts as needed. Normal business hour coverage is via Lottery Intranet, but can be escalated to near-immediate response time for critical functions such as Games Administration, Funds Transfers and Claims Processing.

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*) 24/7

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

This function provides first level and occasionally second level support for desktop access to critical gaming system support functions. Inability to manage and audit gaming functions could have a significant impact. As an example, standard desktops are used for closing and balancing on-line games during nightly draws. Nightly draws cannot occur until the games have been closed and balanced.

3.2.3. What is the average monthly volume of calls/cases/tickets? 316

**IT Service Requirements Worksheet: Helpdesk Service**

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

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

There must be immediate response to any issue related to gaming system support activities.

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

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

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

Yes  No

3.2.6.1. If yes, please specify and describe:

Agency policies prohibit access to Lottery networks without full disclosure and successful background investigation results from each involved staff person. Additionally, the service must comply with confidentiality and audit requirements of Chapter 24, F.S.

**4. User/customer satisfaction**

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

Yes  No

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

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

Yes  No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

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

Dept/Agency: **Department of the Lottery**  
Submitted by: **Randy O'Bar, Chief Information Officer**  
Phone: **487-7718**  
Date submitted: **10/15/2010**

## IT Security/Risk Mitigation Service

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

### 1. IT Service Definition

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

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

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

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

### 2. Service Unique to Agency

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

Similar

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

- Yes       No

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

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

In the areas of Information Security, it is imperative that the service provider have an in-depth understanding of the unique and highly specialized security requirements specific to the Lottery industry. Additionally, due to the administration, oversight and auditing of gaming operations, the Lottery must maintain its own backup data center in Orlando to insure the ability to properly audit the gaming vendor(s). The Orlando Data Center is included here.

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

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

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

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

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

Service must be available 24/7, ISM staff is on-call 24/7 to deal with any access problems or breach situations. On-call staff must be reachable within 15 minutes and available on-site within 30 minutes.

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? < 4 hours
- 3.2.3. How frequently must the IT disaster recovery plan be tested? Semi-annually
- 3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs (*e.g., 10 min, 60 min, 4 hours*)? < 5 minutes
- 3.2.5. Are there any agency-unique service requirements?  Yes  No  
If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

It is a contractual requirement that 95% of our vendor's network is up and running throughout the state, otherwise, liquidated damages are assessed. Additionally, there are many security features that are unique to the Lottery industry.

- 3.2.6. What are security requirements for this IT service? (*Indicate all that apply*)
- User ID/Password  Access through Internet or external network  
 Access through internal network only  Access through Internet with secure encryption  
 Other \_\_\_\_\_
- 3.2.7. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?  
 Yes  No  
If yes, please specify and describe:

Agency policy on protection of Trade Secrets and Confidential material and the Lottery must maintain confidentiality of winner information and meet audit requirements of Chapter 24, F.S.

4. User/customer satisfaction

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

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

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

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Schedule IV-C considers IT Security and Risk Mitigation as non-strategic. The Lottery considers these activities as very strategic. Without the IT Security and Risk Mitigation activities, the public confidence would degenerate as well as well as a potential revenue loss due to system outages. Additionally, the Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **487-7718**  
 Date submitted: **10/15/2010**

**Agency Financial and Administrative Systems Support Service**

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

Identify major IT application systems that are included (in whole or part) in this IT Service:			
1		5	
2		6	
3		7	
4		8	

**1. IT Service Definition**

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

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

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

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

1.3. Please identify the number of users of this service. 450

1.4. How many locations currently host agency financial/ administrative systems? 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)* No

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

- Yes
- No

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

Coordinated transition to new service provider. Vendor would need to meet all audit requirements of Chapter 24 F.S. and potential liquidated damages provisions for non-performance. Note that Lottery has unique business related financial requirements not normally found in other State agencies. The Lottery performs cash activities outside of the Treasury, such as accounts receivable, cash management, accounts payable and investments.



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

[Redacted]

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

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

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

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

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

[Redacted]

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) 24/7

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

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

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

Loss of this service would impact the Lottery's ability to conduct its considerable financial transactions. This would include the ability to validate and pay winners; electronic banking, investments and funds transfers; sales and marketing analysis; tax reporting and collection; and auditing of all financial transactions including those generated by gaming vendors. This could have a significant impact on the Lottery's credibility, the smooth and timely flow of funds and, ultimately, sales and transfers to the Educational Enhancement Trust Fund (EETF).

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

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

[Redacted]

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

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

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

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Audit and confidentiality requirements of Chapter 24, F.S.

**4. User/customer satisfaction**

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

Yes  No

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

Extensive reporting of a strategic nature regarding sales and product performance are generated on a daily basis. Additionally, staff are able to conduct online analytic processing or "business intelligence" functions to provide more detailed analysis on an as-needed basis.

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

Yes  No

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

In 2008, the Lottery presented its business case for a new business accounting solution for consideration to both the State Technology Office and the Technology Review Workgroup.

A detailed requirements study for a new accounting solution has been completed identifying twenty-eight major problem areas that are hindering Lottery accounting operations and eighty-eight major needs that should be met by a new solution.

To improve upon this situation, Lottery stakeholders have recently purchased a new comprehensive integrated Business Accounting System. The planned implementation date for this new system is 12/31/2010.

The Lottery's old in house developed prize payment system (DCW) was replaced in January 2010 with a new in house developed prize payment system (Fortune). Ultimately, the Business Accounting system will integrate with Fortune and the Lottery's Business Intelligence (BI) infrastructure to provide important analytical information on Lottery sales, promotions, retailers, and products.

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **10/15/2010**

**IT Administration and Management Service**

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

Identify major IT application systems that are included (in whole or part) in this IT Service:			
1	N/A	5	
2		6	
3		7	
4		8	

**1. IT Service Definition**

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

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

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

**2. Service Unique to Agency**

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

- Yes       No

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

Coordinated transition to new service provider with a detailed understanding of Lottery specific issues and systems, especially as they relate to security and separation of duties. It would be necessary to ensure that the provisions of F.S. 24.105(2) to "supervise and administer the operation of the lottery" be met. An example would be to maintain direct control of critical functions, such as systems designed to monitor, control and audit the on-line and scratch off gaming systems.

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)  
 Yes; informal agreement(s)

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

No; specific requirements have not been determined and approved by the department

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

[Empty yellow box for service level requirements]

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*) for the systems included in this service: 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)? < 4 hours

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

If yes, please specify and describe:

Lottery and vendor security measures, systems, procedures and reports are considered confidential. All Lottery employees, vendors and contracted staff, are required to pass a full background check.

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

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

[Empty yellow box for agency-unique service requirements]

4. User/customer satisfaction

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

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

[Empty yellow box for service level metrics description]

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

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

[Empty yellow box for IT service level changes]

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **487-7718**  
 Date submitted: **10/15/2010**

**Portal/Web Management Service**

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

Identify the major hardware and commercial software associated with this service:			
1	IBM AIX servers	5	Java
2	IBM WebSphere	6	Rational Application Developer
3	Oracle database	7	Oracle Application Server
4	Adobe Creative Suite	8	Oracle Forms

**1. IT Service Definition**

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

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

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

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

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

Over 3 million unique external visitors a month

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

450

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

3

**2. Service Unique to Agency**

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

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

- Yes       No

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

Coordinated transition to new service provider. Same service level with no increase in costs to the agency. Another service provider would require on-site and on-call support staff available 24/7 with

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

30 minute response time. The Lottery considers its internet website strategic since it plays a significant role in fulfilling the Lottery's statutory obligations defined in Florida Statute 24.107 – Advertising and promotion of lottery games and Florida Statute 24.1215 – Duty to inform public of Lottery's significance to education.

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

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

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

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

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

Required availability is 24/7 with immediate response by on-call Lottery staff and 4 hour response by vendor (IBM Support)

3.2. Timing and Service Delivery Requirements

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

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

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

The major impact is the loss of the public's ability to access the Lottery's website to retrieve information. The Florida Lottery's website provides dynamic content and search capabilities. Key members make daily updates to the winning numbers information, press releases, job opportunities, education information and promotions. The Lottery drawings are also video captured for viewing on the website. Note that service is available 24/7 but maintenance can be scheduled and performed, if needed, between 0030 and 0530.

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

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

Florida Statute 24.107 – Advertising and promotion of lottery games and Florida Statute 24.1215 – Duty to inform public of Lottery's significance to education.

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

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

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

- Yes
- No

3.2.5.1. If yes, please specify and describe:



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

Must meet requirements of Chapter 24, F.S. and comply with section 508 of the Federal Rehabilitation Act.

**4. User/customer satisfaction**

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

Yes  No

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

Website statistics are collected daily and reported to the stakeholders and agency management.

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

Yes  No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

There are over 3 million unique external visitors a month to the Lottery's website. The Florida Lottery's website provides dynamic content and search capabilities. Key members make daily updates to the winning numbers information, press releases, job opportunities, education information and promotions. The Lottery drawings are also video captured for viewing on the website.

The Lottery does not have any 100% dedicated IT staff for what the Schedule IV-C considers as non-strategic activities. Therefore, any potential reduction in FTE or funds will definitely impact the Lottery's

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

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ability to perform strategic activities and posture us as an organization that can only maintain what it currently has and not be able to use innovative technology solutions to grow our business.

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Data Center Service**

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

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

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

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

<b>Identify the non-strategic and strategic IT services that are supported (in whole or part) by data center services offered at the following data centers and computing facilities.</b>		
1	Northwood Shared Resource Center	
2	Southwood Shared Resource Center	Strategic - Advertising and Promotion of Lottery Games Florida Lottery Internet website edge components (Load Balancers, Caching Proxies, and bulk email server)
3	Northwest Regional Data Center	
4	Agency (non-primary) Data Center	Non-strategic - (Agency Financial Administrative Systems, Email Service, Network Service, Data Center Service, Helpdesk Service, Portal Web Management, Desktop Computing, and Security-Risk Management.)  Strategic - (Lottery Gaming Systems, Advertising and Promotion of Lottery Games, Lottery Games and Financial Reporting, Division of Security; Duties; Security Report, Retailers of Lottery; Bank Deposits and Control of Lottery Transactions, Retailer and Public Services.)
5	Agency Computing Facilities	Non-Strategic - Network Services
6	Other External Data Center(s)	

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

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**1. IT Service Definition**

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

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

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

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

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

1.3.1. Number of agency data center(s) 2

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

Name of Agency Data Center	Major IT Application Systems Supported	External Agency Supported ( <i>if applicable</i> )
Tallahassee Primary Data Center	Non-strategic – Microsoft Office, Outlook Web Access, McAfee Web Washer, Safeboot, TrendMicro, Trigeo, SiteScope.  Strategic – Gtech Enterprise system,(ES) LAPIS Internal Control System(ICS), Lottery Prize Payment System (Fortune), Lottery Internet Website update systems, Florida Lottery Internet Website, Merchandise Inventory Control System (MICS), Lottery Graphics systems, Market research systems, Lottery ETL Process, Business Intelligence/WEBI, Lost/Stolen or Destroyed Incident System, Lottery Identification System, Integrated Security System, Case Info System, Corporate Account Reporting System (CARS), ADA Retailer Compliance System, Territory Management System, Retailer Recruiting System, Retailer Contracting Support Process, Accounts Receivable System (ARS), General Ledger Interface System, IRS Tax Reporting, Customer Service Tracking system, Call Tracking system.	None
Orlando Backup Data Center	Strategic – Gtech Enterprise system,(ES) LAPIS	None

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

**IT Service Requirements Worksheet: Data Center Service**

	Internal Control System(ICS), Lottery Prize Payment System (Fortune), Lottery Internet Website update systems, Florida Lottery Internet Website, Merchandise Inventory Control System (MICS), Lottery ETL Process, Business Intelligence/WEBI, Lost/Stolen or Destroyed Incident System, Lottery Identification System, Corporate Account Reporting System (CARS), ADA Retailer Compliance System, Territory Management System, Retailer Recruiting System, Retailer Contracting Support Process, Accounts Receivable System (ARS), General Leger Interface System, IRS Tax Reporting, Customer Service Tracking system, Call Tracking system.	

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

1.4.1. Number of agency computing facilities 8

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

Name of Computing Facility	Major IT Application Systems Supported	External Agency Supported <i>(if applicable)</i>
8 Remote District Offices (Pensacola, Jacksonville, Gainesville, Orlando, West Palm Beach, Miami, Ft. Myers, Tampa)	Non-strategic – Network Services, Microsoft Office, Safeboot, TrendMicro.	None

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

1.5.1. Total number of logical servers not housed in an agency data center, agency computing facility, or primary data center 0

1.5.2. Total number of single logical-server installations 0

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

N/A

**2. Data Center Consolidation**

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

**IT Service Requirements Worksheet: Data Center Service**

*Not Available*

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

Yes       No

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

*Not yet scheduled for consolidation.*

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

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

3.1. Timing and Service Delivery Requirements

3.1.1. Hours/Days that service is required (*e.g., 0600-2400 M-F, 24/7*) 24/7

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

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

Yes       No

If yes, please specify and describe:

Retailer bank accounts and FEIN are stored on the GTECH Gaming System and are considered confidential. Prize Payment System has confidential banking, street address, and telephone number information, for players who have received prize payments. To prevent fraud, all data files that could be used to potentially identify any unclaimed prizes are kept confidential. Gaming vendor trade secrets; Lottery and vendor security measures, systems, procedures and reports are considered confidential. All Lottery employees, vendors and contracted staff, are required to pass a full background check.

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

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

The Lottery is a member of Multi-State Lottery Association (MUSL). MUSL has a strict set of rules requiring each Party Lottery to have sufficient systems in place to mitigate and manage any and all risk associated with participating in a multi-jurisdictional lottery game. The minimum requirements include a computer gaming system (CGS), an internal control system (ICS), and various controls to protect these systems from unauthorized access, tampering, power outages, and any event or combination of events that may affect the security, integrity, or the availability of the game. The Board's Security and Integrity Committee reviews and approves or disapproves each Product Group's standards and each Member's controls for its product offerings and any significant changes to those standards and controls and forwards its conclusions to the Board. No product shall be offered by a MUSL Product Group or Member unless its systems and controls meet or exceed the Board's minimum requirements for security and integrity as determined by the Security and Integrity Committee.

The Florida Lottery leases its HQ location, which is 22 years old, with the current term expiring in 2019. By contract, the Lottery's gaming vendor is co-located at the primary site in Tallahassee and leases data center space from the Florida Lottery. At the backup site in Orlando, the Lottery is co-located with the gaming vendor at their facility. The data center space at the backup site is provided

**IT Service Requirements Worksheet: Data Center Service**

through the online gaming contract with the gaming vendor. The gaming vendor provides all environmental, generator, Uninterrupted Power Systems (UPS) and Power Distribution Units (PDU). The Lottery controls the security of the facility. The gaming systems and Internal Control Systems are hot backup in Orlando. The co-location of Lottery and the gaming vendor is intended to provide for zero downtime and tight security for the Lottery's gaming systems, internal control systems and prize payment systems.

For Lottery controlled systems, outside service providers need to provide on-site, on-call support staff available 24/7 with 30 minute response time.

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

- Restricted system administration rights
- Secured entrance to facility
- Systems access through internal network only
- Systems access through secure encryption
- Criminal background check for data center staff
- Other \_\_\_\_\_

**4. User/customer satisfaction**

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

- Yes
- No

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

Operator reports are electronically distributed on a daily basis to business stakeholders from both the Tallahassee Primary Data Center and the Orlando Backup Data Center.

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

- Yes
- No

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

\_\_\_\_\_

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

**IT Service Requirements Worksheet: Data Center Service**

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.



# Listing of Agency IT Systems

FY 2010-11 Schedule IV-C  
Worksheet SC-1

Dept/Agency: **Florida Lottery**  
 Prepared by **Randall E. O'Bar**  
 Phone: **850.487.7718**  
 Date Completed: **October 1, 2010**

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
1	<b>Lottery Gaming Systems</b>	<ol style="list-style-type: none"> <li>1. GTech Enterprise System (ES).</li> <li>2. Internal Control System (ICS).</li> <li>3. Prize Payment System.</li> </ol>	Florida Statute 24 – State Lotteries, Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.115 – Payment of prizes and Florida Statute 24.1153 – Assignment of prizes in installments.	
2	<b>Advertising and promotion of lottery games</b>	<ol style="list-style-type: none"> <li>1. Lottery Internet Website update systems.</li> <li>2. Florida Lottery Internet Website.</li> <li>3. Merchandise Inventory Control System.</li> <li>4. Lottery Graphics system.</li> <li>5. Market Research systems.</li> </ol>	Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.107 – Advertising and promotion of lottery games and Florida Statute 24.1215 – Duty to inform public of lottery's significance to education.	
3	<b>Lottery Game and financial reporting</b>	<ol style="list-style-type: none"> <li>1. Lottery ETL process.</li> <li>2. Business Intelligence/WE BI.</li> </ol>	Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.121 – Allocation of revenues and expenditure of funds for public education.	

# Listing of Agency IT Systems

FY 2010-11 Schedule IV-C  
Worksheet SC-1

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
4	<b>Division of Security; duties; security report</b>	<ol style="list-style-type: none"> <li>1. Lost/Stolen or Destroyed Incident system.</li> <li>2. Lottery identification system.</li> <li>3. Integrated Security system (ISS).</li> <li>4. Case Info.</li> </ol>	Florida Statute 24.108 – Division of Security; duties; security report.	
5	<b>Retailers of lottery</b>	<ol style="list-style-type: none"> <li>1. Corporate Account Reporting system.</li> <li>2. ADA Retailer Compliance system.</li> <li>3. Territory Management system.</li> <li>4. Retailer Recruiting system</li> <li>5. Retailer Contracting Support process.</li> </ol>	Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.112 – Retailers of lottery tickets and Florida Statute 24.113 – Minority Participation.	
6	<b>Bank deposits and control of lottery transactions</b>	<ol style="list-style-type: none"> <li>1. Accounts Receivable system (ARS).</li> <li>2. General Ledger Interface system.</li> <li>3. IRS Tax</li> </ol>	Florida Statute 24.114 – Bank deposits and control of lottery transactions and Florida Statute 24.115 – Payment of prizes.	

# Listing of Agency IT Systems

FY 2010-11 Schedule IV-C  
Worksheet SC-1

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		reporting.		
7	<b>Retailer and public services</b>	1. Customer Service Tracking system. 2. Call Tracking system.	Florida Statute 24.105 – Powers and duties of department.	
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# Listing of Agency IT Systems

FY 2010-11 Schedule IV-C  
Worksheet SC-1

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
29				
30				
31				
32				

*(Insert as many rows into table as needed.)*

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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**Dept/Agency: Florida Lottery**

**Prepared by: Randall E. O'Bar**

**Phone: 850.487.7718**

**Date Completed: October 1, 2010**

## 1. Lottery Gaming Systems

### 1. GTECH Enterprise System (ES)

The GTECH Enterprise System (ES) is the Online Gaming System provided under contract by GTECH Corporation. It performs the gaming functions for online and scratch tickets. This system interfaces with Scientific Games' Scratch systems and with Lottery Internal Control Systems. The system tracks ticket and ticket stock inventory, active retailer demographic information, generates on-line tickets, records retailer prize redemptions activity and issues weekly invoices for retailers. This system is the primary source used by the department to record revenue and related liabilities.

### 2. Internal Control System (ICS)

The Internal Control System (ICS), provided by LAPIS Software Associates, LLC, records and reprocesses online transactions to independently sum sales, cancels, payment and claims for all On-line games. The ICS is used to report the number of winners and prize liability for each On-line game drawing. It is also used to balance with the gaming vendor's reports on a daily basis.

### 3. Prize Payment system

This Lottery mission critical system provides the ability for Headquarters and District Office staff to validate instant, on-line, and promotional Lottery tickets and issue checks for payment of winning tickets to players. Accessible by users with appropriate authority, this system communicates through a gateway to the Lottery's online vendor to retrieve scratch and online ticket validation information. The system verifies claims for winners of \$600 or greater through the SOD database to look for a match on SSN, name and birth date. If a match is found, the debt is confirmed with the flagged agency and if necessary withheld from the winner and transmitted to the appropriate agency. The system provides for the creation and maintenance of claimant annuity information. Many reports, both batch and online, are available, such as check reconciliation, tax liability, accounting, auditing, district, public information requests, etc.

These systems contribute to the fulfillment of Florida Statute 24 – State Lotteries, Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.115 – Payment of prizes and Florida Statute 24.1153 – Assignment of prizes in installments.

## 2. Advertising and promotion of lottery games

### 1. Lottery Internet Website update systems –

This is a collection of Oracle forms programs used by Lottery staff from Games Administration and Communications that allows for the maintenance of data used by the Florida Lottery's Internet. The Internet page accesses the data entered by these programs for display on the Internet page. These programs include Media Survey Report; Online Quick Poll Report and Administration, Amber Alert Update, Winning Number Entry/Approval, New Data Entry, Expiring Ticket Data Entry, Scratch Off Game Data Entry and Verification, Promotion Data Entry/Approval, Raffle Tickets Remaining Data Entry, Raffle Winning Ticket Number Data Entry, EZMATCH Promotion Winners Counts Data Entry and EZMATCH Promotion Winners Counts by Prize.

### 2. Florida Lottery Internet Website

The Florida Lottery's Internet Website was developed and is maintained by the Software and Data Services unit. Key Lottery staff make updates as required to the winning numbers information, news releases, and job opportunity announcements. The Lottery's website provides a multitude of information regarding the many online and instant games, upcoming promotions, biographical information of past winners, how to play, etc. In addition, visitors to the Lottery's website may view past online game drawings and other video content.

### 3. Merchandise Inventory Control System (MICS)

This system provides real-time inventory management at Lottery Headquarters and in the remote district offices for Lottery merchandise that is used for retailer promotions and special events. MICS also provides inventory information reports.

### 4. Lottery Graphics systems

These systems provide overall art design for the Lottery, including quality control for scratch-Off ticket design, publications, promotional items, Internet content, website support, point of sale materials, out of home advertising and graphic presentations.

### 5. Market research systems

The systems, Claritas Imark and MapInfo, are used to conduct market research, which includes analysis of the demographic characteristics of the players of each lottery game and analysis of advertising, promotion, public relations, incentives, and other aspects of communications.

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.107 – Advertising and promotion of lottery games and Florida Statute 24.1215 – Duty to inform public of lottery's significance to education.

## **3. Lottery Game and financial reporting**

### 1. Lottery ETL process

This collection of nightly jobs, process interface files transferred from the Lottery's online gaming vendor (GTECH). The files include retailer demographic information, retailer sales information, general ledger files, draw files, etc. These files are processed with the data loaded into various Lottery systems, including the data warehouse.

### 2. Business Intelligence/WEBI

Business Intelligence is the Lottery's tool for ad hoc and canned reporting and analytics. It is comprised of a multitude of reports and provides information on combined sales, EFT, adjustments, sales goals, minimum sales, inventory, general ledger history, call tracking, and demographic information on the Lottery's retailers. Data is loaded from interface files provided by the Lottery's online vendor, GTECH. A web-based user front end, WEBI (Web Intelligence), accessed from the Lottery's Intranet, provides the ability to run and retrieve both canned and ad-hoc reports.

The Weekly Sales Reporting process consolidates fourteen reports providing a multitude of information on all products from life to date and allows executive management staff a dashboard to maintain information on product activity and contribution rates specified by the Legislature for transfer to the Educational Enhancement Trust Fund. There are a series of reports that summarize weekly sales by game for scratch-off and on-line and to provide Fiscal Year comparisons. The reports are available to Lottery staff in a variety of formats including electronic through the Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.121 – Allocation of revenues and expenditure of funds for public education.

## **4. Division of Security; duties; security report**

### 1. Lost/Stolen or Destroyed Incident System

This is an automated system that tracks lost, stolen, or destroyed tickets to enable the Division of Security to capture history for tickets in these conditions. This system keeps historical records of tickets, updates their status, and electronically mails reports and notices to appropriate management to monitor daily lost, stolen or destroyed ticket activity and the retailer history associated with these tickets.

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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## 2. Lottery identification System

This system provides for the maintenance of contact information (photo, address, emergency contact information, work unit, supervisor information, etc) for Lottery staff, to be used in cases of the implementation of the COOP plan. It also provides reporting of Lottery staff by district or office section.

## 3. Integrated Security System (ISS)

The ISS is the primary control mechanism for physical security. It includes card key access-control panels, passive monitoring sensors, and monitoring cameras as well as related operational procedures. The ISS, which is integrated statewide through a network, provides real-time monitoring of all Lottery facilities to enable instantaneous response to problems. The Lottery is also responsible for physical security for the GTECH offices and data center because they co-exist with the Lottery at headquarters and the Orlando data center.

## 4. Case Info System

Case management system with unique investigative support features, allowing integration and linking of data.

These systems contribute to the fulfillment of Florida Statute 24.108 – Division of Security; duties; security report.

## **5. Retailers of lottery**

### 1. Corporate Account Reporting System (CARS)

The CARS system provides a menu-driven reporting capability that allows Lottery Sales Executives to better communicate with the Corporate Accounts regarding how each of their individual stores is doing in sales for each Lottery product in comparison with their other stores across the state. The CARS system provides the ability to geographically align corporate account retail stores with the chains operational structure. It is a marketing tool that provides a mechanism for the Sales Executives to illustrate where the greatest opportunities exist for potential sales increases and to recommend strategies to realize those increases in sales.

### 2. ADA Retailer Compliance System

The ADA Retailer Compliance System provides an automated tool by which the Lottery's Business Development unit may track retailers' compliance with the Americans with Disabilities Act (ADA). The ADA system allows for the management of specific retailer ADA issues through the use of Oracle forms interface. The ADA System provides for the maintenance of retailer ADA evaluation information, the printing of reminder letters at specified intervals, and for various types of reports to track retailer compliance with ADA. This service adheres to the requirements of Title II of The Americans With Disabilities Act.



# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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## 3. Territory Management System

This system allows districts to maintain route information for retailers and allows for the assignment of territories (routes) to sales representatives. In addition, it provides for the maintenance of sale representative sales goals data and provides the ability to move retailers to a different route and assign employees to specified routes. Retailer route data from this system is transferred nightly to GTECH for the maintenance of their retailer data. Also, data from the Territory Management System is transferred nightly to the Lottery's warehouse to allow reporting of sales goals information.

## 4. Retailer Recruiting System

This system allows districts to maintain information on prospective retailers. This information includes address information, contact, phone number, chain information, etc. Sales representatives follow up on the retailers to encourage them to complete the application process to become Lottery retailers.

## 5. Retailer Contracting Support Process

This group of forms provides for the generation of retailer certificates, renewal application forms, and reprint functions in the support of the Retailer Contracting unit. A Retailer Contracting page is available on the Lottery's intranet that allows access to 16 functions in support of retailer contracting activities. In addition, FDLE background check data for retailer is transferred to the fileserver daily for upload to FDLE's system for processing. Background check information for retailers is transferred to the Department of Revenue daily, with the resulting report retrieved from DOR and posted on the Lottery's Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.112 – Retailers of lottery tickets and Florida Statute 24.113 – Minority Participation.

## **6. Bank deposits and control of lottery transactions**

### 1. Accounts Receivable System (ARS)

The Accounts Receivable System provides the Accounts Receivable and Cash Management unit with an automated tool by which all uncollected accounts receivables can be maintained and reported. The ARS system handles situations where EFT returned items occur as a result of weekly bank sweeps against retailer accounts or when other exceptions take place such as adjustments for lost/stolen books, partial returns, and other settlement debits/credits. The ARS system provides the unit with historical data on previous collection efforts for retailers and provides current information on delinquent amounts owed to the agency. The system also forwards retailer adjustment information back to the gaming system, and when appropriate forwards adjustment not needed by the gaming system but required for accounting purpose to FLAIR. It facilitates the agency unique incentive programs being applied to

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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a retailer's invoices when such incentive programs cannot be executed by the gaming system.

## 2. General Ledger Interface System

This system receives data files daily from the Vendor owned gaming system, which is the only source that records the sales of lottery tickets. This includes an Oracle forms application that allows for the updating of codes as required for FLAIR. This system formats each game's prize liability, retailer prize redemptions, daily sales information, and adjustment information from the Accounts Receivable System into predefined record formats for transfer to FLAIR. That summarized data is and then fed over to FLAIR nightly to record the transactions in the state financial statements. Without the GL interface, none of the financial transactions captured by the external gaming system would be recorded in FLAIR. The GL interface to FLAIR is the basis upon which monthly, quarterly and annual financial statements are prepared as required by F.S 24 and the Division of Bond Finance.

## 3. IRS Tax Reporting

The 1099-Miscellaneous Reporting system is for reporting Lottery retailer commissions and bonuses to the IRS and produces 1099-MISC forms that get mailed to the Lottery retailers. It interfaces with the Accounts Receivable System to retrieve any applicable adjustment information that may need to be incorporated into the total compensation reported to the IRS. Additionally, the End of Year Tax Reporting system consists of automated processes for IRS reporting on W2G, Form 5754, and Form 1042S as required by the Federal Government.

These systems contribute to the fulfillment of Florida Statute 24.114 – Bank deposits and control of lottery transactions, IRS taxable income reporting requirements and Florida Statute 24.115 – Payment of prizes.

## **7. Retailer and public services**

### 1. Customer Service Tracking System

The Customer Service Tracking System provides for the logging of detailed communication information from players, district offices, and retailers. Various types of incoming communications (telephone calls, e-mails, walk-ups and regular mail) are tracked by category and topic by the Customer Service unit. Canned reports are available to report calls by a specific category and topic. In addition, the system provides for a citizen services component, used by the Secretary's office, to track responses to requests for information forwarded from the Governor's office.

### 2. Call tracking system

The Call Tracking System provides for the logging of detailed call information, by category and topic for calls received in Games Administration from retailers, district office staff and vendors. In addition, the system provides a knowledge database to assist analysts in handling various issues and in answering common questions. A message board is available for management to post alerts to staff of hot issues. Canned

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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reports are available to report calls by specified category and topic. In addition, statistical reports are available which display information in various graphical formats.

This system contributes to the fulfillment of Florida Statute 24.105 – Powers and duties of department.

***(If agency has more than 10 Strategic IT Services, continue the listing of each additional service using established numbering sequence.)***

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Advertising and Promotion of Lottery Games**

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Advertising and Promotion of Lottery Games**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Lottery Internet Website update systems	5	Market research systems
2	Florida Lottery Internet Website	6	
3	Merchandise Inventory Control System (MICS)	7	
4	Lottery Graphics systems	8	

**1. IT Service Definition**

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

1. Lottery Internet Website update systems –

This is a collection of Oracle forms programs used by Lottery staff from Games Administration and Communications that allows for the maintenance of data used by the Florida Lottery's Internet. The Internet page accesses the data entered by these programs for display on the Internet page. These programs include Media Survey Report; Online Quick Poll Report and Administration, Amber Alert Update, Winning Number Entry/Approval, New Data Entry, Expiring Ticket Data Entry, Scratch Off Game Data Entry and Verification, Promotion Data Entry/Approval, Raffle Tickets Remaining Data Entry, Raffle Winning Ticket Number Data Entry, EZMATCH Promotion Winners Counts Data Entry and EZMATCH Promotion Winners Counts by Prize.

2. Florida Lottery Internet Website

The Florida Lottery's Internet Website was developed and is maintained by the Software and Data Services unit. Key Lottery staff make updates as required to the winning numbers information, news releases, and job opportunity announcements. The Lottery's website provides a multitude of information regarding the many online and instant games, upcoming promotions, biographical information of past winners, how to play, etc. In addition, visitors to the Lottery's website may view past online game drawings and other video content.

3. Merchandise Inventory Control System (MICS)

This system provides real-time inventory management at Lottery Headquarters and in the remote district offices for Lottery merchandise that is used for retailer promotions and special events. MICS also provides inventory information reports.

4. Lottery Graphics systems

These systems provide overall art design for the Lottery, including quality control for scratch-Off ticket design, publications, promotional items, Internet content, website support, point of sale materials, out of home advertising and graphic presentations.

5. Market research systems

The systems, Claritas Imark and MapInfo, are used to conduct market research, which includes analysis of the demographic characteristics of the players of each lottery game and analysis of advertising, promotion, public relations, incentives, and other aspects of communications.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.107 – Advertising and promotion of lottery games and Florida Statute 24.1215 – Duty to inform public of lottery's significance to education.

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

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* Claritas Imark and MapInfo, St. John and  
Partners, MDI, MRD, Alchemy 3
- Northwood Shared Resource Center
- Southwood Shared Resource Center
- Northwest Regional Data Center

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

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

1.4. Please identify the number of users of this service. Lottery  
Internet Website Update Systems - 35, Florida Lottery Internet Website – 3 million unique visitors per  
month, Merchandise Inventory Control System - 26, Lottery Graphics Systems – 10, Market research  
systems - 3

1.5. How many locations currently host this service? 1-3

**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  
services are available from external specialized vendors.

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

- Yes
- No

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

Would need to meet the requirements of Chapter 24 FS and other applicable laws. An extensive coordination effort to transition the Lottery website services over to external provider.

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

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

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

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Advertising and Promotion of Lottery Games**

- No; specific requirements have not been determined and approved by the department
- If you answered "Yes," identify major (formal or informal) service level requirements:

Florida Lottery Internet Website – contracts with providers for externally sourced content. Lottery Graphics Systems – contracted with an external provider for Apple product support. Market Research Systems are provided under contract with the Gaming System provider.

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) Florida  
Lottery Internet Website update systems 0600 – 0200 7 days/week, Lottery Internet Website 24/7, Merchandise Inventory Control System - 0600 – 2400 7 days/week, Lottery Graphics Systems 0700-1800 M-F, Market research systems 0700-1800 M-F.

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? Lottery  
Internet Website update systems 15 mins, Florida Lottery Internet Website – 0 mins, Merchandise Inventory Control System – 30 mins, Lottery Graphics Systems - 30 Mins, Market research systems – 60 mins

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

Lottery Internet Website update systems – outdated website content will cause an immediate negative response from the public, impact operations. Lottery Internet Website – failure of this service affects our ability to keep the public informed, which causes an immediate negative response and bad press, affecting public opinion and trust. Merchandise Inventory Control System – system downtime impedes the ability to properly track and distribute merchandise in support of the Lottery's promotional events, which can impact the sales results. Lottery Graphics Systems – missed deadlines with potential cost increases and missed advertising opportunities, Market research systems – Minimal.

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

Chapter 24.107 FS and Chapter 24.1215 FS

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

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

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

3.2.5.1. If yes, please specify and describe:

**4. User/customer satisfaction**

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Advertising and Promotion of Lottery Games**

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

Yes     No

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

Website statistics are collected daily and reported electronically to the stakeholders and agency management.

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

Yes     No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Advertising and Promotion of Lottery Games**

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support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.



FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Bank Deposits and Control of Lottery Transactions**

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Dept/Agency: **Florida Lottery**  
 Submitted by: **Randall E. O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Bank Deposits and Control of Lottery Transactions**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Accounts Receivable System (ARS)	5	
2	General Leger Interface System	6	
3	IRS Tax Reporting	7	
4		8	

**1. IT Service Definition**

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

1. Accounts Receivable System (ARS)

The Accounts Receivable System provides the Accounts Receivable and Cash Management unit with an automated tool by which all uncollected accounts receivables can be maintained and reported. The ARS system handles situations where EFT returned items occur as a result of weekly bank sweeps against retailer accounts or when other exceptions take place such as adjustments for lost/stolen books, partial returns, and other settlement debits/credits. The ARS system provides the unit with historical data on previous collection efforts for retailers and provides current information on delinquent amounts owed to the agency. The system also forwards retailer adjustment information back to the gaming system, and when appropriate forwards adjustment not needed by the gaming system but required for accounting purpose to FLAIR. It facilitates the agency unique incentive programs being applied to a retailer's invoices when such incentive programs cannot be executed by the gaming system.

2. General Ledger Interface System

This system receives data files daily from the Vendor owned gaming system, which is the only source that records the sales of lottery tickets. This includes an Oracle forms application that allows for the updating of codes as required for FLAIR. This system formats each game's prize liability, retailer prize redemptions, daily sales information, and adjustment information from the Accounts Receivable System into predefined record formats for transfer to FLAIR. That summarized data is and then fed over to FLAIR nightly to record the transactions in the state financial statements. Without the GL interface, none of the financial transactions captured by the external gaming system would be recorded in FLAIR. The GL interface to FLAIR is the basis upon which monthly, quarterly and annual financial statements are prepared as required by F.S 24 and the Division of Bond Finance.

3. IRS Tax Reporting

The 1099-Miscellaneous Reporting system is for reporting Lottery retailer commissions and bonuses to the IRS and produces 1099-MISC forms that get mailed to the Lottery retailers. It interfaces with the Accounts Receivable System to retrieve any applicable adjustment information that may need to be incorporated into the total compensation reported to the IRS. Additionally, the End of Year Tax Reporting system consists of automated processes for IRS reporting on W2G, Form 5754, and Form 1042S as required by the Federal Government.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Bank Deposits and Control of Lottery Transactions**

These systems contribute to the fulfillment of Florida Statute 24.114 – Bank deposits and control of lottery transactions, IRS taxable income reporting requirements and Florida Statute 24.115 – Payment of prizes.

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

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

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

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

1.4. Please identify the number of users of this service. 25

1.5. How many locations currently host this service? 2

**2. Service Unique to Agency**

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

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

- Yes       No

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

Data would have to be secured, available 7 days/week, customized for Lottery Accounts Receivable and Tax Reporting requirements.

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

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

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

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

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

3.2. Timing and Service Delivery Requirements

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Bank Deposits and Control of Lottery Transactions**

3.2.1.1. User-facing components of this IT service (online) M-Sun  
0600-2400

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs *(e.g., 15 min, 30 min, 60 min)*? ARS – 1  
hour, General Ledger and Tax Reporting – 1 day

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

Potential risk of financial statement errors and retailer invoicing issues, resulting in an inability to manage retailer balances and potential lost earnings.

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

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

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

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

3.2.5.1. If yes, please specify and describe:

Chapter 24 FS. Data containing FEIN, SS#, or banking information must be controlled and kept confidential.

#### 4. User/customer satisfaction

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

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

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

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Bank Deposits and Control of Lottery Transactions**

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

ARS is critical to daily cash management activities to maximize investment earnings and collection of revenue. The General Leger Interface is critical for the agency to be able to comply with monthly and annual report requirements in Chapter 24 FS, provide DFS with accounting data for State Wide Financial Statements (CAFR) and quarterly FS to support bond sales by the Director of Bond Finance.

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Bank Deposits and Control of Lottery Transactions**

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FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Division of Security; Duties; Security Report**

Dept/Agency: **Florida Lottery**  
 Submitted by: **Randall E. O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Division of Security; Duties; Security Report**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Lost/Stolen or Destroyed Incident System	5	
2	Lottery Identification System	6	
3	Integrated Security System	7	
4	Case Info System	8	

**1. IT Service Definition**

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

**1. Lost/Stolen or Destroyed Incident System**

This is an automated system that tracks lost, stolen, or destroyed tickets to enable the Division of Security to capture history for tickets in these conditions. This system keeps historical records of tickets, updates their status, and electronically mails reports and notices to appropriate management to monitor daily lost, stolen or destroyed ticket activity and the retailer history associated with these tickets.

**2. Lottery identification System**

This system provides for the maintenance of contact information (photo, address, emergency contact information, work unit, supervisor information, etc) for Lottery staff, to be used in cases of the implementation of the COOP plan. It also provides reporting of Lottery staff by district or office section.

**3. Integrated Security System (ISS)**

The ISS is the primary control mechanism for physical security. It includes card key access-control panels, passive monitoring sensors, and monitoring cameras as well as related operational procedures. The ISS, which is integrated statewide through a network, provides real-time monitoring of all Lottery facilities to enable instantaneous response to problems. The Lottery is also responsible for physical security for the GTECH offices and data center because they co-exist with the Lottery at headquarters and the Orlando data center.

**4. Case Info System**

Case management system with unique investigative support features, allowing integration and linking of data.

These systems contribute to the fulfillment of Florida Statute 24.108 – Division of Security; duties; security report.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Division of Security; Duties; Security Report**

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

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

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

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

1.4. Please identify the number of users of this service. 500

1.5. How many locations currently host this service? 2-3

**2. Service Unique to Agency**

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

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

- Yes       No

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

Must meet the requirements of Chapter 24 FS and MUSL rules and requirements.

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

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

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

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

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

3.2. Timing and Service Delivery Requirements

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

3.2.1.1. User-facing components of this IT service (online) 24/7

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

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

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

The Lottery is a multi-billion dollar state revenue resource where customer value, public trust and an unwavering commitment to the enhancement of public education are cultivated and celebrated with honesty, creativity and diversity. Physical and electronic breaches to security directly or indirectly impacting Lottery systems, immediately impacts the Lottery's mission of maximizing revenues in a manner consonant with the dignity of the State and the welfare of its citizens. Interruptions to this service greatly affect the Lottery's business ability to provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund.

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

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

The Lottery is a member of Multi-State Lottery Association (MUSL). MUSL has a strict set of rules requiring each Party Lottery to have sufficient systems in place to mitigate and manage any and all risk associated with participating in a multi-jurisdictional lottery game. The minimum requirements include a computer gaming system (CGS), an internal control system (ICS), and various controls to protect these systems from unauthorized access, tampering, power outages, and any event or combination of events that may affect the security, integrity, or the availability of the game. The Board's Security and Integrity Committee reviews and approves or disapproves each Product Group's standards and each Member's controls for its product offerings and any significant changes to those standards and controls and forwards its conclusions to the Board. No product shall be offered by a MUSL Product Group or Member unless its systems and controls meet or exceed the Board's minimum requirements for security and integrity as determined by the Security and Integrity Committee.

The Lottery's gaming system vendor's hardware is co-located in the Lottery's Tallahassee facility and the Lottery's backup equipment is co-located in the gaming system vendor's Orlando backup facility. The Gaming Systems, Lottery Internal Control Systems, and Lottery Prize Payment Systems communicate in real time. The co-location of Lottery and GTECH is intended to provide for zero downtime and tight security for the Lottery's gaming systems, internal control systems and prize payment systems.

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

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

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

Yes  No

3.2.5.1. If yes, please specify and describe:

Chapter 24 FS. Data containing FEIN, Florida Sales Tax numbers, SS#, banking information, consumer credit reports, and background investigations, must be controlled and kept confidential.

#### 4. User/customer satisfaction

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

Yes  No

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



FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Division of Security; Duties; Security Report**

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

- Yes       No

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

The Lottery's Integrated Security System (ISS), comprised of dual alarm stations, alarm monitoring and statewide access control interfaced with video surveillance, relies on equipment which has been in service for 23 years and has gone way beyond end of life. The system received an upgrade in 1999 to allow it to function after the year 2000. After the end of calendar year 2012, the equipment will no longer be able to accurately record timestamp information. Westinghouse, the manufacturer of the equipment, has no plans to continue supporting this equipment. In addition, because of the age of the system, and the lack of availability of parts, the costs to support this system have risen considerably. The mean time to repair the system is measured in months because the equipment has to be custom made. Failures to this equipment have increased steadily and security staff get pulled from their normal duties to handle access to secured areas when outages occur.

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Lottery Game and Financial Reporting**

Dept/Agency: **Florida Lottery**  
 Submitted by: **Randall E. O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Lottery Game and Financial Reporting**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Lottery ETL Process	5	
2	Business Intelligence/WEBI	6	
3		7	
4		8	

**1. IT Service Definition**

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

1. Lottery ETL process

This collection of nightly jobs, process interface files transferred from the Lottery's online gaming vendor (GTECH). The files include retailer demographic information, retailer sales information, general ledger files, draw files, etc. These files are processed with the data loaded into various Lottery systems, including the data warehouse.

2. Business Intelligence/WEBI

Business Intelligence is the Lottery's tool for ad hoc and canned reporting and analytics. It is comprised of a multitude of reports and provides information on combined sales, EFT, adjustments, sales goals, minimum sales, inventory, general ledger history, call tracking, and demographic information on the Lottery's retailers. Data is loaded from interface files provided by the Lottery's online vendor, GTECH. A web-based user front end, WEBI (Web Intelligence), accessed from the Lottery's Intranet, provides the ability to run and retrieve both canned and ad-hoc reports.

The Weekly Sales Reporting process consolidates fourteen reports providing a multitude of information on all products from life to date and allows executive management staff a dashboard to maintain information on product activity and contribution rates specified by the Legislature for transfer to the Educational Enhancement Trust Fund. There are a series of reports that summarize weekly sales by game for scratch-off and on-line and to provide Fiscal Year comparisons. The reports are available to Lottery staff in a variety of formats including electronic through the Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.121 – Allocation of revenues and expenditure of funds for public education.

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

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Lottery Game and Financial Reporting**

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

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

1.4. Please identify the number of users of this service. 400

1.5. How many locations currently host this service? 2

## 2. Service Unique to Agency

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

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

- Yes       No

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

Data would have to be secured, available 7 days/week, customized for Lottery management requirements. Another service provider would be required to use the platform used by the Gaming System provider or coordinate with the Gaming System provider to convert to a new system. This could result in the need to compensate the Gaming System provider for conversion costs.

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

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

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

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

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

Formal Service Level Agreements were established within the contracts with the vendors and modified through contract clarification documents or amendments. Performance is continually tracked and reported. Performance deficiencies are reviewed and assessed liquidated damages when appropriate. Liquidated damage performance categories include delivery of files and reports required for ETL and Business Intelligence.

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) 24/7

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Lottery Game and Financial Reporting**

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

Potential risk of management errors with negative financial impact, such as inability to effectively manage products, invoicing, and inventory controls.

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

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

Chapter 24.114 FS, Chapter 24.120 FS, Chapter 24.121 FS

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

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

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

Yes  No

3.2.5.1. If yes, please specify and describe:

Chapter 24 FS. Data containing banking information must be controlled and kept confidential.

**4. User/customer satisfaction**

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

Yes  No

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

The Gaming System vendor's performance is measured against the established contract requirements. Failure to meet any contract requirement is documented immediately, reported to the appropriate management staff, and tracked through resolution. Among other Liquidated Damages, the Online Gaming vendor is required to pay damages for late delivery of files or reports required for ETL and Business Intelligence.

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

Yes  No

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

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

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Lottery Game and Financial Reporting**

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**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

ETL and the dependent reporting processes are critical for timely management decisions in the operation of the business of the Lottery in order to maximize revenue.

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

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

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Lottery Gaming Systems**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	GTECH Enterprise System(ES)	5	
2	LAPIS Internal Control System(ICS)	6	
3	Lottery Prize Payment System (Fortune)	7	
4		8	

**1. IT Service Definition**

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

1. GTECH Enterprise System (ES)

The GTECH Enterprise System (ES) is the Online Gaming System provided under contract by GTECH Corporation. It performs the gaming functions for online and scratch tickets. This system interfaces with Scientific Games' Scratch systems and with Lottery Internal Control Systems. The system tracks ticket and ticket stock inventory, active retailer demographic information, generates on-line tickets, records retailer prize redemptions activity and issues weekly invoices for retailers. This system is the primary source used by the department to record revenue and related liabilities.

2. Internal Control System (ICS)

The Internal Control System (ICS), provided by LAPIS Software Associates, LLC, records and reprocesses online transactions to independently sum sales, cancels, payment and claims for all On-line games. The ICS is used to report the number of winners and prize liability for each On-line game drawing. It is also used to balance with the gaming vendor's reports on a daily basis.

3. Prize Payment system

This Lottery mission critical system provides the ability for Headquarters and District Office staff to validate instant, on-line, and promotional Lottery tickets and issue checks for payment of winning tickets to players. Accessible by users with appropriate authority, this system communicates through a gateway to the Lottery's online vendor to retrieve scratch and online ticket validation information. The system verifies claims for winners of \$600 or greater through the SOD database to look for a match on SSN, name and birth date. If a match is found, the debt is confirmed with the flagged agency and if necessary withheld from the winner and transmitted to the appropriate agency. The system provides for the creation and maintenance of claimant annuity information. Many reports, both batch and online, are available, such as check reconciliation, tax liability, accounting, auditing, district, public information requests, etc.

These systems contribute to the fulfillment of Florida Statute 24 – State Lotteries, Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.115 – Payment of prizes and Florida Statute 24.1153 – Assignment of prizes in installments.

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

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

- Central IT staff
- Program staff
- Other state agency (*non-primary data center*)
- Other External Service Provider (*specify*)
- Northwood Shared Resource Center
- Southwood Shared Resource Center
- Northwest Regional Data Center
- GTECH Corporation, Scientific Games Corporation,  
and LAPIS Software Associates, LLC.

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

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

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

Millions

1.5. How many locations currently host this service?

2

**2. Service Unique to Agency**

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

Similar

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

- Yes
- No

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

Within the requirements of Chapter 24 FS, the Lottery has existing contracts with external providers for providing Scratch Tickets and for providing an Online Gaming System. These contracts are competitively bid. Perspective vendors must meet the requirements of Chapter 24.111 FS.

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

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

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

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

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

Formal Service Level Agreements were established within the contracts with the vendors and modified through contract clarification documents or amendments. Performance is continually tracked and reported. Performance deficiencies are reviewed and assessed liquidated damages when appropriate. Liquidated damage performance categories include Terminal Provisioning, Central Computer System, Network, Timely and Accurate Reports and Files, Terminal Repair, Terminal Preventative Maintenance, Failure to make Required Software Changes, Failure to Support a Lottery Game, Unauthorized Software/Hardware Modifications, Unauthorized Access, Supply Shortages, Failure to Report Incidents, and Failure to Comply



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

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) M-Sun  
0600-2400 with the ability to support 23 hour sales M-Sun

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 15 min, 30 min, 60 min*)? 0 Min

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

The Lottery is a multi-billion dollar state revenue resource where customer value, public trust and an unwavering commitment to the enhancement of public education are cultivated and celebrated with honesty, creativity and diversity. Gaming System or prize payment system downtime immediately impacts the Lottery's mission of maximizing revenues in a manner consonant with the dignity of the State and the welfare of its citizens. Interruptions to this service greatly affect the Lottery's business ability to provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund.

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

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

The Lottery is a member of Multi-State Lottery Association (MUSL). MUSL has a strict set of rules requiring each Party Lottery to have sufficient systems in place to mitigate and manage any and all risk associated with participating in a multi-jurisdictional lottery game. The minimum requirements include a computer gaming system (CGS), an internal control system (ICS), and various controls to protect these systems from unauthorized access, tampering, power outages, and any event or combination of events that may affect the security, integrity, or the availability of the game. The Board's Security and Integrity Committee reviews and approves or disapproves each Product Group's standards and each Member's controls for its product offerings and any significant changes to those standards and controls and forwards its conclusions to the Board. No product shall be offered by a MUSL Product Group or Member unless its systems and controls meet or exceed the Board's minimum requirements for security and integrity as determined by the Security and Integrity Committee.

The Lottery's gaming system vendor's hardware is co-located in the Lottery's Tallahassee facility and the Lottery's backup equipment is co-located in the gaming system vendor's Orlando backup facility. The Gaming Systems, Lottery Internal Control Systems, and Lottery Prize Payment Systems communicate in real time. The co-location of Lottery and GTECH is intended to provide for zero downtime and tight security for the Lottery's gaming systems, internal control systems and prize payment systems.

For Lottery controlled systems, outside service providers need to provide on-site, on-call support staff available 24/7 with 30 minute response time.

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

- User ID/Password  Access through Internet or external network  
 Access through internal network only  Access through Internet with secure encryption  
 Other \_MUSL Rules, Data Encryption\_\_\_\_\_

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

Yes  No

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

If yes, please specify and describe:

Retailer bank accounts and FEIN are stored on the GTECH Gaming System and are considered confidential. Prize Payment System has confidential banking, street address, and telephone number information, for players who have received prize payments. To prevent fraud, all data files that could be used to potentially identify any unclaimed prizes are kept confidential. Gaming vendor trade secrets; Lottery and vendor security measures, systems, procedures and reports are considered confidential. All Lottery employees, vendors and contracted staff, are required to pass a full background check.

**4. User/customer satisfaction**

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

Yes     No

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

The Gaming System vendor's performance is measured against the established contract requirements. Failure to meet any contract requirement is documented immediately, reported to the appropriate management staff, and tracked through resolution. Among other Liquidated Damages, the Online Gaming vendor is required to pay damages for system downtime, network failures and loss of redundancy.

Business Intelligence is the Lottery's tool for ad hoc and canned reporting and analytics. It is comprised of a multitude of reports and provides information on combined sales, EFT, adjustments, sales goals, minimum sales, inventory, general ledger history, call tracking, and demographic information on the Lottery's retailers. Data is loaded from interface files provided by the Lottery's online vendor, GTECH. A web-based user front end, WEBI (Web Intelligence), accessed from the Lottery's Intranet, provides the ability to run and retrieve both canned and ad-hoc reports.

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

Yes     No

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

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

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

**5. Additional Information**

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

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: [Lottery Call and Services Tracking Systems]**

Dept/Agency: **Department of the Lottery**  
 Submitted by: **Randy O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Retailer and Public Services**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Customer Service Tracking system	5	
2	Call Tracking system	6	
3		7	
4		8	

**1. IT Service Definition**

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

**1. Customer Service Tracking System**

The Customer Service Tracking System provides for the logging of detailed communication information from players, district offices, and retailers. Various types of incoming communications (telephone calls, e-mails, walk-ups and regular mail) are tracked by category and topic by the Customer Service unit. Canned reports are available to report calls by a specific category and topic. In addition, the system provides for a citizen services component, used by the Secretary's office, to track responses to requests for information forwarded from the Governor's office.

**2. Call tracking system**

The Call Tracking System provides for the logging of detailed call information, by category and topic for calls received in Games Administration from retailers, district office staff and vendors. In addition, the system provides a knowledge database to assist analysts in handling various issues and in answering common questions. A message board is available for management to post alerts to staff of hot issues. Canned reports are available to report calls by specified category and topic. In addition, statistical reports are available which display information in various graphical formats.

This system contributes to the fulfillment of Florida Statute 24.105 – Powers and duties of department.

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

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

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

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: [Lottery Call and Services Tracking Systems]**

Public (please explain in Question 5.3)

1.4. Please identify the number of users of this service. 32

1.5. How many locations currently host this service? 2

**2. Service Unique to Agency**

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

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

Yes       No

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

The service would need to provide at least the same level of granularity in call tracking and services management that the current service provided. It would need to interface with the Lottery's network email to ensure immediate communication with vendors and districts of action requests.

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

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

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

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

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

3.2. Timing and Service Delivery Requirements

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

3.2.1.1. User-facing components of this IT service (online) 0600-2400  
M-Sun

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs *(e.g., 15 min, 30 min, 60 min)*? 0 Min

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

The service provides the ability to create the call, document the request, and automatically email the vendor or district office contact with the action needed to solve the issue. The service is shared among many employees who view call history from the retailer or player on the phone and make assessments of the issue at hand based on that history. As calls are logged, the time is captured, which can play a critical role in addressing requests for refunds on misprinted tickets, or documenting software or gaming system problems. When the service is down, calls are not logged

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: [Lottery Call and Services Tracking Systems]**

nor time stamped, analysts cannot view call history, and relying on manual documentation for entry at a later date loses the integrity of the call management.

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

The Lottery functions in the manner of an entrepreneurial business enterprise. Statutory requirements dictate the agency engage in the sale of lottery tickets to raise money for educational enhancement. Due to the structure and industry related subject matter of the Lottery's retailer and player call centers, services provided are very specific and unique. Retailers and players are reliant on connectivity with the Lottery as they conduct the daily business of selling our products or playing our games.

- 3.2.4. What are security requirements for this IT service? *(Indicate all that apply)*
- User ID/Password
  - Access through Internet or external network
  - Access through internal network only
  - Access through Internet with secure encryption
  - Other \_\_\_\_\_

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

3.2.5.1. If yes, please specify and describe:

\_\_\_\_\_

**4. User/customer satisfaction**

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

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

Weekly Call Reports by category and topic are provided to each of the district office managers for action and/or follow-up with the retailer. Quantities of calls logged by hotline analysts are maintained and reported for performance review purposes. Reports capturing chronic field issues by category and topic are used to determine trends and for management analysis of product performance.

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

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

\_\_\_\_\_

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

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

--	--	--	--	--

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Retailers of Lottery Tickets**

Dept/Agency: **Florida Lottery**  
 Submitted by: **Randall E. O'Bar, Chief Information Officer**  
 Phone: **850-487-7718**  
 Date submitted: **October 15, 2010**

**Retailers of Lottery Tickets**

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

Identify all major IT application systems (custom developed or commercial software) that are included (in whole or part) in this IT Service:			
1	Corporate Account Reporting System (CARS)	5	Retailer Contracting Support Process
2	ADA Retailer Compliance System	6	
3	Territory Management System	7	
4	Retailer Recruiting System	8	

**1. IT Service Definition**

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

**1. Corporate Account Reporting System (CARS)**

The CARS system provides a menu-driven reporting capability that allows Lottery Sales Executives to better communicate with the Corporate Accounts regarding how each of their individual stores is doing in sales for each Lottery product in comparison with their other stores across the state. The CARS system provides the ability to geographically align corporate account retail stores with the chains operational structure. It is a marketing tool that provides a mechanism for the Sales Executives to illustrate where the greatest opportunities exist for potential sales increases and to recommend strategies to realize those increases in sales.

**2. ADA Retailer Compliance System**

The ADA Retailer Compliance System provides an automated tool by which the Lottery's Business Development unit may track retailers' compliance with the Americans with Disabilities Act (ADA). The ADA system allows for the management of specific retailer ADA issues through the use of Oracle forms interface. The ADA System provides for the maintenance of retailer ADA evaluation information, the printing of reminder letters at specified intervals, and for various types of reports to track retailer compliance with ADA. This service adheres to the requirements of Title II of The Americans With Disabilities Act.

**3. Territory Management System**

This system allows districts to maintain route information for retailers and allows for the assignment of territories (routes) to sales representatives. In addition, it provides for the maintenance of sale representative sales goals data and provides the ability to move retailers to a different route and assign employees to specified routes. Retailer route data from this system is transferred nightly to GTECH for the maintenance of their retailer data. Also, data from the Territory Management System is transferred nightly to the Lottery's warehouse to allow reporting of sales goals information.

**4. Retailer Recruiting System**

This system allows districts to maintain information on prospective retailers. This information includes address information, contact, phone number, chain information, etc. Sales representatives



follow up on the retailers to encourage them to complete the application process to become Lottery retailers.

5. Retailer Contracting Support Process

This group of forms provides for the generation of retailer certificates, renewal application forms, and reprint functions in the support of the Retailer Contracting unit. A Retailer Contracting page is available on the Lottery's intranet that allows access to 16 functions in support of retailer contracting activities. In addition, FDLE background check data for retailer is transferred to the fileserver daily for upload to FDLE's system for processing. Background check information for retailers is transferred to the Department of Revenue daily, with the resulting report retrieved from DOR and posted on the Lottery's Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.112 – Retailers of lottery tickets and Florida Statute 24.113 – Minority Participation.

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

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

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

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

1.4. Please identify the number of users of this service. Corporate  
Account Reporting System - 6, ADA Retailer Compliance – 15, Territory Management System - 25,  
Retailer Recruitment System – 144, Retailer Contracting Support Process - 200

1.5. How many locations currently host this service? 2

2. Service Unique to Agency

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

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

- Yes       No

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

Would need to meet the requirements of Chapter 24 FS and other applicable laws. An extensive coordination effort to transition over to external provider.

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

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

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

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

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

Formal SLAs exist between the Lottery and the Gaming System provider for externally provided components, and are governed by contract requirements.

3.2. Timing and Service Delivery Requirements

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

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

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? Corporate Account Reporting System – 60 mins, ADA Retailer Compliance – 60 mins, Territory Management System – 60 mins, Retailer Recruitment System – 60 mins, Retailer Contracting Support Process – 15 mins.

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

Any extended time in processing applications, which could delay getting a retailer established and actively selling Lottery tickets. Delays in generating reports or adjusting sales routes impact the ability to properly manage and service our retailers. Interruptions and delays in these services affect the Lottery's business ability to provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund.

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

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

Chapter 24.112 FS

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

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

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

- Yes
- No

3.2.5.1. If yes, please specify and describe:

Chapter 24 FS. Data containing FEIN, Florida Sales Tax numbers, SS#, banking information, consumer credit reports, and background investigations, must be controlled and kept confidential.

### 4. User/customer satisfaction

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Retailers of Lottery Tickets**

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

Yes  No

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

Electronically, monthly, quarterly and upon request.

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

Yes  No

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

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

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

**5. Additional Information**

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

Trust Fund. The Lottery is "a self supporting, revenue-producing department" as mandated by F.S. 24.102(2)(c).

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

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

5.3. Other pertinent information related to this service

Chapter 24.102 (2)(b) FS, That the lottery games be operated by a department of state government that functions as much as possible in the manner of an entrepreneurial business enterprise. The Legislature recognizes that the operation of a lottery is a unique activity for state government and that structures and procedures appropriate to the performance of other government functions are not necessarily appropriate to the operation of a state lottery.

Chapter 24.102 (2)(c) FS, That the lottery games be operated by a self-supporting, revenue-producing department.

In order to support the Lottery's business functions and provide the maximum amount of sales and revenues to the Educational Enhancement Trust Fund, it is imperative that all gaming systems and support systems maintain the highest possible levels of availability, reliability and security. Internal

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements  
**IT Service Requirements Worksheet: Retailers of Lottery Tickets**

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operations, management and oversight by the Lottery can only provide the needed services that support the sale of Lottery games. It is imperative that certain core technical functions are dedicated solely for Lottery purposes and are performed only by the Lottery.

Non-Strategic IT Service:		Network Service		Resources Apportioned to this IT Service in FY 2011-12				Combined v.2011-12	
Dept/Agency: <b>Florida Lottery</b>									
Prepared by: <b>Randall E. O'Bar</b>									
Phone: <b>850.487.7718</b>									
Service Provisioning - - Assets & Resources (Cost Elements)			Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Estimated IT Service Costs			
						A	B	C	D
						Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>				5.75		\$364,251	\$399,900	\$399,900	\$0
A-1.1	State FTE		1	5.75		\$364,251	\$399,899.60	\$399,900	\$0
A-2.1	OPS FTE			0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)			0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>					45	\$42,417	\$75,934	\$86,365	\$10,431
B-1	Servers		2,3,4	36	15	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		5,6	36	15	\$35,681	\$32,452	\$35,698	\$3,245
B-3	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)		7,8	185	15	\$3,682	\$4,003	\$5,481	\$1,478
B-4	Online Storage for file and print (indicate GB of storage)		9,10	3,200		\$0	\$5,346	\$5,880	\$535
B-5	Archive Storage for file and print (indicate GB of storage)		9,10	70		\$0	\$0	\$0	\$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)		11,12			\$3,054	\$34,133	\$39,306	\$5,173
<b>C. Software</b>			13			\$100,266	\$131,708	\$144,879	\$13,171
<b>D. External Service Provider(s)</b>						\$202,748	\$147,289	\$162,018	\$14,729
D-1	MyFloridaNet		14,15			\$202,748	\$147,289	\$162,018	\$14,729
D-2	Other (Please specify in Footnote Section below)					\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>						\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>						\$709,682	\$754,831	\$793,162	\$38,331
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>									
1	The 5.75 FTEs represent both IT and Information Security Management (ISM) staff that are split between multiple strategic and non-strategic services.								
2	The cost includes two (2) HP 2-node high-availability Clustered Servers (Fileserver and VM servers). All hardware maintenance and support costs associated with the physical and virtual servers are included.								
3	The VM Clustered Servers consist of 11 virtual machines, 5 allocated to Network Services, 5 to Strategic Services (3 Business Objects and 2 Compuware Application Reliability Solution (CARS)) and 1 to Desktop Services.								
4	36 servers (23 production, 2 Information Security Management (ISM) (2 sidewinders), 10 testing servers, 1 for MOM implementation).								
5	The server maintenance costs are for 15 servers including the SAN. The remaining 21 servers are under warranty, 4 servers until June 2012 and 17 until June 2013. FY 2011-12 is estimated at an increase of 10%.								
6	4 of the servers are obsolete and used for public record request to recover data from DLT tapes. In addition 19 obsolete servers are planned for surplus and are not included in the unit counts.								
7	The unit number includes 2 NAC appliances, 12 Cisco Firewalls, 37 switches, 3 core switch/routers in HQ, 1 sniffer, 1 modem pool appliance, 120 network printers and 12 switch/routers used for staff and in test labs.								
8	The Network infrastructure equipment that was purchased in FY 08/09 is under maintenance until June 2012 and (2) Cisco firewalls expire June 2011. FY 2011-12 maintenance is estimated at an increase of 10%.								
9	The SAN is used for File shares, Email and VM. Archive Storage for file and print is estimated. SAN hardware and support costs are inclusive in this Network Services category.								
10	Tape storage is not included in this number, and maintenance cost is inclusive with Online Storage.								
11	The increased costs in this category are related to the additional Webwasher maintenance. Dragon Intrusion software is under maintenance until December 31, 2011.								
12	FY 2011-12 is estimated at an increase of 10% and also includes District Offices UPS maintenance costs for FY 2011-12.								
13	Cost reflects HP software support services and ISM's recently acquired Authentication Services & Vulnerability Softwares. FY 2011-12 is estimated at an increase of 10% and includes Dragon software support costs.								
14	This represents 10 MFN connections which consist of 8 - 3MB connection to District Offices + 2 MAN connections to HQ. FY 2011-12 is estimated at an increase of 10%.								
15	The decrease in costs represents the additional 45MB pipe connection to the Backup Data Center being moved IT Security and Risk/Mitigation Services to Disaster Recovery (DR).								

Non-Strategic IT Service: <b>E- Mail, Messaging, and Calendaring Service</b>																																					
Agency: <b>Florida Lottery</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Form: FY 2011-12 Schedule IV-C -																																	
Prepared by: <b>Randall E. O'Bar</b>				Estimated IT Service Costs																																	
Phone: <b>850.487.7718</b>				A	B	C	D																														
Service Provisioning - - Assets & Resources (Cost Elements)			Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	Initial Estimate for Fiscal Year 2010- 11	Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)																												
<b>A. Personnel</b>					2.00		\$207,691	\$129,615	\$129,615	\$0																											
A-1	State FTE		1	2.00		\$207,691	\$129,615.20	\$129,615	\$0																												
A-2	OPS FTE			0.00		\$0	\$0	\$0	\$0																												
A-3	Contractor Positions (Staff Augmentation)			0.00		\$0	\$0	\$0	\$0																												
<b>B. Hardware</b>							\$30,081	\$37,446	\$41,190	\$3,745																											
B-1	Servers		2	8	4	\$0	\$0	\$0	\$0																												
B-2	Server Maintenance & Support		3	8	4	\$7,131	\$6,627	\$7,290	\$663																												
B-3	Wireless Communication Devices (e.g., Blackberries, I-phones, PDAs, etc.)		4,5	175	55	\$22,950	\$30,819	\$33,900	\$3,082																												
B-4	Online Storage (indicate GB of storage)		6	3900		\$0	\$0	\$0	\$0																												
B-5	Archive Storage (indicate GB of storage)		6	1800		\$0	\$0	\$0	\$0																												
B-6	Other Hardware Assets (Please specify in Footnote Section below)					\$0	\$0	\$0	\$0																												
<b>C. Software</b>							\$18,603	\$12,575	\$13,832	\$1,257																											
<b>D. External Service Provider(s)</b>							\$0	\$0	\$0	\$0																											
D-1	Southwood Shared Resource Center					\$0	\$0	\$0	\$0																												
D-2	Northwood Shared Resource Center					\$0	\$0	\$0	\$0																												
D-3	Northwest Regional Data Center					\$0	\$0	\$0	\$0																												
D-4	Other Data Center External Service Provider (specify in Footnotes below)		7			\$0	\$0	\$0	\$0																												
<b>E. Other (Please describe in Footnotes Section below)</b>							\$0	\$0	\$0	\$0																											
<b>F. Total for IT Service</b>						<b>\$256,375</b>	<b>\$179,635</b>	<b>\$184,637</b>	<b>\$5,002</b>																												
<b>G. Administrative Overhead - Percentage of Other Non- Strategic IT Service Costs Supporting Email Service</b>																																					
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.																																					
<table border="1"> <thead> <tr> <th>Non- Strategic Service</th> <th>Footnote</th> <th>%</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>OT-1</td> <td>Network</td> <td></td> <td></td> </tr> <tr> <td>OT-2</td> <td>Desktop IT Service</td> <td>8,9</td> <td>9.00%</td> </tr> <tr> <td>OT-3</td> <td>Help Desk</td> <td></td> <td></td> </tr> <tr> <td>OT-4</td> <td>IT Security &amp; Risk Mitigation</td> <td></td> <td></td> </tr> <tr> <td>OT-5</td> <td>IT Administration &amp; Management</td> <td></td> <td></td> </tr> <tr> <td colspan="3">SUBTOTAL</td> <td>\$ 52,256</td> </tr> </tbody> </table>										Non- Strategic Service	Footnote	%	Cost	OT-1	Network			OT-2	Desktop IT Service	8,9	9.00%	OT-3	Help Desk			OT-4	IT Security & Risk Mitigation			OT-5	IT Administration & Management			SUBTOTAL			\$ 52,256
Non- Strategic Service	Footnote	%	Cost																																		
OT-1	Network																																				
OT-2	Desktop IT Service	8,9	9.00%																																		
OT-3	Help Desk																																				
OT-4	IT Security & Risk Mitigation																																				
OT-5	IT Administration & Management																																				
SUBTOTAL			\$ 52,256																																		
<b>Fully- loaded IT Service Cost</b>						<b>\$</b>	<b>236,894</b>																														
<b>H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>																																					
7	The 2.0 FTEs represent both IT and ISM staff that are split between multiple strategic and non-strategic services categories.																																				
2	The 2-node Exchange cluster, Internet connector, OWA and Blackberry Server are located in HQ, and 1 server in Orlando Data Center (ODC) used for Disaster Recovery (DR). Additionally, there are 3 servers reported for the migration to Exchange 2010.																																				
3	The maintenance costs exist for 4 of the 8 servers. The other 4 servers are under warranty until June 2013. The maintenance cost FY 2011-12 is estimated at an increase of 10%.																																				
4	The Lottery has 175 active blackberries. Only 55 of the Blackberries are reported in this service. The Lottery's Gaming Vendor purchased 120 Blackberries for the Sales staff and reimburses the Lottery for the usage of these devices.																																				
5	The ongoing blackberry data costs are \$37.50 per month/per device. The additional costs represent the Annual RIM support for the blackberries mobile devices.																																				
6	Online Storage reported is the amount of space reserved for Email. Archive Storage is numbers reported is the amount of space reserved for Journaling and Archive Message Storage. Physical hardware cost are reported in Network Services.																																				
7	L-soft LISTSERV software maintenance costs are reported. ListServ is used to market Lottery products and as a tool to communicate with players. Anti-Spam Filtering is currently hosted by Department of Health (DOH) at no cost.																																				
8	Currently, no centralized metric system exists. Requests are tracked via Outlook tasks; therefore the percentage reported is estimated. Client support of the 175 Blackberry devices is included in the percentage.																																				
9	The percentage is an estimated allocation of ISM staff time spent for supporting access permissions and passwords for the IT infrastructure.																																				

Non-Strategic IT Service:		Desktop Computing Service			Form: FY 2011-12 Schedule IV-C -			
Agency: <b>Florida Lottery</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011- 12 Number used for this service Number w/ costs in FY 2011- 12			Estimated IT Service Costs			
Prepared by: <b>Randall E. O'Bar</b>					A	B	C	D
Phone: <b>850.487.7718</b>					Initial Estimate for Fiscal Year 2010- 11	Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
Service Provisioning - - Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	A	B	C	D
<b>A. Personnel</b>			7.50		\$334,985	\$431,512	\$431,512	\$0
A-1	State FTE	1	7.50		\$334,985	\$431,512.17	\$431,512	\$0
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>			713	8	\$47,022	\$69,909	\$76,900	\$6,991
B-1	Servers	2,3	10	4	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support	4,5	10	4	\$3,211	\$1,661.64	\$1,828	\$166
B-3.1	Desktop Computers	6,7	524	0	\$0	\$0	\$0	\$0
B-3.2	Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)	8	125	0	\$0	\$0	\$0	\$0
B-3.3	Other Hardware Assets (Please specify in Footnote Section below)	9	44	0	\$43,811	\$68,247	\$75,072	\$6,825
<b>C. Software</b>		10,11			\$80,132	\$65,648	\$72,213	\$6,565
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$462,139</b>	<b>\$567,069</b>	<b>\$580,625</b>	<b>\$13,556</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The 7.5 FTEs represent both IT and ISM staff that are split between multiple strategic and non-strategic services categories. The increase of staff is due to the reallocating of duties.							
2	3 servers are utilized by ISM, (2 for Safeboot and 1 for Office Scan), 1 RIS imaging and 1 SMS Server utilized for inventory reporting, 2 SMS Test Lab Servers and 1 virtual machine used for Windows Update Services (WUS).							
3	3 servers will be used for migration of SMS to System Center Configuration Management (SCCM).The Lottery plans to improve on distribution services and SCCM will assist in the desktop application deployments.							
4	3 SMS Servers & RIS imaging servers have associated maintenance costs. The 3 ISM servers are under warranty until June 2012, and the 3 servers allocated to SCCM until June 2013.							
5	The cost associated with the virtual machine that is allocated to WUS is reported in Network Services with the VM physical server.							
6	Included in the desktop count is 15 desktops which are stored at AHCA for Disaster Recovery, 13 in test labs, 7 conference room, 15 in training room and 9 used as Player Kiosks in the District Offices.							
7	465 desktops are deployed. Of the 465 desktops, 155 are under warranty until June 2011, 188 until June 2012, and 75 until June 2013. 56 desktops are being prepared for surplus and are not included in unit count.							
8	88 laptops are deployed. An additional 37 laptops are reserved for DR, testing, training, and presentations. 65 of the laptops are under warranty, 20 until June 2012, and 45 until June 2013.							
9	There are 44 desktop printers including BubbleJet printers. The estimated cost reflects replacement printer parts and supplies. FY 2011-12 is estimated at an increase of 10%.							
10	The software costs include TrendMicro, Safeboot, as well as Microsoft Enterprise Agreement. FY 2011-12 is estimated at an increase of 10%.							
11	The HP software support services for the respective servers are accounted for in Network Services.							
12								
13								
14								
15								

Non-Strategic IT Service:		<b>Helpdesk Service</b>		Form: FY 2011-12 Schedule IV-C -								
Agency: <b>Florida Lottery</b>				<div style="display: flex; justify-content: space-between;"> <div> <p>Prepared by: <b>Randall E. O'Bar</b></p> <p>Phone: <b>850.487.7718</b></p> </div> <div> <p># of Assets &amp; Resources Apportioned to this IT Service in FY 2011- 12</p> </div> </div>								
Service Provisioning - - Assets & Resources (Cost Elements)		Footnote Number	Number used for this service					Number w/ costs in FY 2011- 12	A	B	C	D
									Initial Estimate for Fiscal Year 2010- 11	Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>			0.00		\$34,395	\$0	\$0	\$0				
A-1	State FTE	1	0.00		\$34,395	\$0	\$0	\$0				
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0				
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0				
<b>B. Hardware</b>			0	0	\$0	\$0	\$0	\$0				
B-1	Servers		0	0	\$0	\$0	\$0	\$0				
B-2	Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0				
B-3	Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0				
<b>C. Software</b>					\$0	\$0	\$0	\$0				
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0				
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0				
<b>F. Total for IT Service</b>					<b>\$34,395</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>				
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>												
1	The decrease in the number of FTEs is related to the reallocation of ISM staff.											
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												



Non-Strategic IT Service:		IT Security/Risk Mitigation Service			Form: FY 2011-12 Schedule IV-C -			
Agency: <b>Florida Lottery</b>					Estimated IT Service Costs			
Prepared by: <b>Randall E. O'Bar</b>					A	B	C	D
Phone: <b>850.487.7718</b>					Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
Service Provisioning - - Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12				
<b>A. Personnel</b>			5.75		\$339,859	\$305,864	\$305,864	\$0
A-1	State FTE	1	5.75		\$339,859	\$305,864.02	\$305,864	\$0
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>			4	0	\$0	\$0	\$0	\$0
B-1	Servers	2	1	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support	2	1	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnote Section below)	3	2	0	\$0	\$0	\$0	\$0
<b>C. Software</b>		4			\$0	\$6,684	\$7,352	\$668
<b>D. External Service Provider(s)</b>		4	0	0	\$0	\$33,911	\$37,302	\$3,391
<b>E. Other (Please describe in Footnotes Section below)</b>		6,7			\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$339,859</b>	<b>\$346,459</b>	<b>\$350,518</b>	<b>\$4,059</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The 5.75 FTEs include Information Security and Information Resources staff. The staff and service are considered strategic due to the mandate in statute to secure the Lottery's Gaming Systems and operate a Backup Data Center.							
2	ISM has one server that has been replaced and is under warranty until June 2012. Therefore no maintenance costs are associated with this category.							
3	ISM utilizes both Trigeo and Syslogger to assist in securing the network. All maintenance on Dragon and Webwasher appliances, firewalls, virus scanners, content filters, and etc. are reported in Network Services.							
4	Trigeo software maintenance costs are reported.							
5	The costs of 45MB pipe connection to the Backup Data Center for Disaster Recovery.							
6	The Data Center at the Orlando backup site is provided through the online Gaming Contract. The Lottery's Orlando Backup Data Center (ODC) operates as hot-site.							
7	Because Backup Data Center functions as part of the Continuity of Operations which meets the definition of IT Risk Migration service, the associated costs are reported in this Service.							
8								
9								
10								
11								
12								
13								
14								
15								

Non-Strategic IT Service: <b>Agency Financial and Administrative Systems Support Service</b>							
Agency: <b>Florida Lottery</b> Prepared by: <b>Randall E. O'Bar</b> Phone: <b>850.487.7718</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Form: FY 2011-12 Schedule IV-C -			
Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>		0.00		\$0	\$0	\$0	\$0
A-1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>		0	0	\$0	\$0	\$0	\$0
B-1 Servers	2	0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support	3	0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>				\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>				\$0	\$0	\$0	\$0
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>							
1	There are no resources reported for this service.						
2	BO and CARS are applications that are strategic in nature and stored on a VM Server. However, 100% of the business systems are accounted for in the Strategic Services.						
3	The physical VM Server and all associated costs are reported in Non-Strategic Network Services.						
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Non-Strategic IT Service: <b>IT Administration and Management Service</b>							
Agency: <b>Florida Lottery</b> Prepared by: <b>Randall E. O'Bar</b> Phone: <b>850.487.7718</b>				Form: FY 2011-12 Schedule IV-C -			
Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
<b>A. Personnel</b>		5.00		\$498,869	\$500,823	\$500,823	\$0
A-1 State FTE	1	5.00		\$498,869	\$500,823	\$500,823	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>				\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>		0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>				\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>				\$498,869	\$500,823	\$500,823	\$0
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>							
1	Includes all IT management and administrative costs, including those supporting Strategic Services.						
2							
3							
4							
5							
6							
7							
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9							
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11							
12							
13							
14							
15							

Non-Strategic IT Service:		Portal/Web Management Service			Form: Schedule IV-C -Combined v.2011-12			
Dept/Agency: <b>Florida Lottery</b>		# of Assets & Resources Apportioned to this IT Service in FY 2011-12			Estimated IT Service Costs			
Prepared by: <b>Randall E. O'Bar</b>					A	B	C	D
Phone: <b>850.487.7718</b>					Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12				
<b>A. Personnel</b>			0.00		\$0	\$0	\$0	\$0
A-1.1	State FTE		0.00		\$0	\$0	\$0	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>					\$0	\$0	\$0	\$0
B-1	Servers		0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnotes Section below)		0	0	\$0	\$0	\$0	\$0
<b>C. Software</b>					\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	Portal/Web Management Service is considered strategic and reported accordingly in the Strategic Services categories.							
2								
3								
4								
5								
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Non-Strategic IT Service:		<b>Data Center Service</b>		Form: Schedule IV-C -Combined v.2011-12				
Dept/Agency: <b>Florida Lottery</b>				# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs		
Prepared by: <b>Randall E. O'Bar</b>								
Phone: <b>850.487.7718</b>								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11 (if submitted)	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b> (performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)			10.50		\$0	\$631,179	\$631,179	\$0
A-1.1	State FTE	1	10.50		\$0	\$631,178.72	\$631,179	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>					\$0	\$0	\$0	\$0
Calculated total non-mainframe servers from all IV-C services		94						
Calculated total mainframes from all IV-C services		0						
B-1	Non-Mainframe Servers (including single-function logical servers not assigned to another service)	2	0	0	\$0	\$0	\$0	\$0
B-2	Servers - Mainframe	2	0	0	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	2	0	0	\$0	\$0	\$0	\$0
B-4	Online or Archival Storage Systems (indicate GB of storage)	3	1460		\$0	\$0	\$0	\$0
B-5	Data Center/ Computing Facility Internal Network	4			\$0	\$0	\$0	\$0
B-6	Other Hardware (Please specify in Footnotes Section below)	5			\$0	\$0	\$0	\$0
<b>C. Software</b>		6			\$0	\$0	\$0	\$0
<b>D. External Service Provider(s)</b>					\$0	\$0	\$0	\$0
D-1	Southwood Shared Resource Center (indicate # of Board votes)		0		\$0	\$0	\$0	\$0
D-2	Northwood Shared Resource Center (indicate # of Board votes)		0		\$0	\$0	\$0	\$0
D-3	Northwest Regional Data Center (indicate # of Board votes)		0		\$0	\$0	\$0	\$0
D-4	Other Data Center External Service Provider (specify in Footnotes below)	7			\$0	\$0	\$0	\$0
<b>E. Plant &amp; Facility</b>			Total	Est Utilized	\$0	\$180,814	\$198,896	\$18,081
E-1	Agency Data Center (indicate total square feet)	8	5,344	70%	\$0	\$125,807	\$138,388	\$12,581
E-2	Computing Facilities (indicate total square feet)	9	0	0	\$0	\$0	\$0	\$0
E-3	Office Space (indicate total square feet)	9	0	0	\$0	\$0	\$0	\$0
E-4	Backup Generator, Power Distribution Units, UPS, etc. (indicate capacity in KW)	10,11,12,13	125	85	\$0	\$34,007	\$37,408	\$3,401
E-5	Utilities (e.g., electricity and water) (estimated total annual KWH)	14	16,000		\$0	\$21,000	\$23,100	\$2,100
E-6	Environmentals (e.g., HVAC, fire control, and physical security)	15			\$0	\$0	\$0	\$0
E-7	Other (please specify in Footnotes Section below)				\$0	\$0	\$0	\$0
<b>F. Other</b> (Please describe in Footnotes Section below)					\$0	\$0	\$0	\$0
<b>G. Total for IT Service</b>					\$0	\$811,993	\$830,074	\$18,081
<b>H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	The 10.50 FTEs represent Computer Operations and Production Control staff.							
2	All devices associated with the Data Center Service are reported in their respective service categories. No additional servers are needed to support the Data Center Service.							
3	No systems are associated with this category. All storage systems located in the Data Center have been placed throughout the Strategic Services categories.							
4	All network costs are reported in the Non-Strategic Network Services.							
5	2 desktop computers are allocated to monitor the Lottery's website traffic. The PC are under service warranty until June 2013.							
6	The software used for monitoring the website is Sitescope. There is no recurring software support cost are associated with the Sitescope application.							
7	By contract, the Lottery's gaming vendor, GTECH, is co-located at the primary site in Tallahassee and leases data center space from the Florida Lottery.							
8	The DOL headquarters annual lease amount is \$2,516,141.88. The data center is approximately 1/20th of the building. We estimate the data center cost to be \$125,807.09. Approximately 70% of usable floor space is occupied.							
9	No separate cost exists for this category. All associated costs are identified above in row, E-1 Agency Data Center.							
10	Generator - Primary = rated for 1250 amps. Configured to handle load of 650 amps. Secondary = rated for 650 amps. Configured for operating critical circuits of approximately 200 amps.							
11	RingPower caterpillar 3412 is 1.25 meg primary for entire building. 650 KW secondary supplying critical circuits only. Fully automatic switch over.							
12	UPS is configured in a redundant fashion. One UPS system comprised of two UPS cabinets and one control cabinet. One PDU rated for 125 KVA supplies power to all computer equipment. UPS costs are \$2584.76 monthly.							
13	A second PDU rated for 125 KVA supplies power to the gaming system vendor's data center housed within the building.							
14	The utility services are allocated for the entire building. We used the formula of 1/20 as the Data Center usage of the building as noted in footnote #8. The average bill is \$35,000 per month.							
15	HVAC and FM200 Fires Suppression Control System is included in the lease and paid by the landlord. Physical security is controlled by the ISS Door System and reported in Strategic Services #4.							



Strategic IT Service: <b>Lottery Gaming System</b>								
Dept/Agency: <b>Florida Lottery</b>		Form: Schedule IV-C -Combined v.2011-12						
Prepared by: <b>Randall E. O'Bar</b>								
Phone: <b>850.487.7718</b>								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			8.50		\$0	\$704,206	\$704,206	\$0
A-1.1	State FTE	1	7.75		\$0	\$653,569	\$653,569	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	0.75		\$0	\$50,638	\$50,638	\$0
<b>B. Hardware</b>			6	6	\$0	\$47,801	\$52,581	\$4,780
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	6	6	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$45,261	\$49,787	\$4,526
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)	5			\$0	\$2,540	\$2,794	\$254
<b>C. Software</b>		6			\$0	\$110,844	\$121,928	\$11,085
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>		7			\$0	\$30,277,321	\$30,277,321	\$0
<b>F. Total for IT Service</b>					\$0	\$31,140,172	\$31,156,037	\$15,865
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	7.75 FTE - 4.5 from Software Quality Assurance, .5 from System, Network and Client Services, 2.50 from Software and Data Services. .25 from Information Security Management							
2	.75 from Contractors							
3	6 AIX Servers for the Prize Payment System and Internal Control System. This does not include the gaming system vendor's hardware.							
4	Maintenance on 6 AIX servers. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	6 switches and 4 firewalls dedicated to Lottery Gaming Systems. This does not include the gaming system vendor's hardware. The cost reflects an estimated increase of 10% for FY 2010-11.							
6	Oracle, Websphere, AIX, TSM, TWS and CARS testing software. The cost reflects an estimated increase of 10% for FY 2010-11.							
7	Online games contact + Instant Ticket Vending Machines.							
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Strategic IT Service: <b>Advertising and Promotion of Lottery Games</b>								
Dept/Agency: <b>Florida Lottery</b>		Form: Schedule IV-C -Combined v.2011-12						
Prepared by: <b>Randall E. O'Bar</b>								
Phone: <b>850.487.7718</b>								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			9.00		\$0	\$673,926	\$673,926	\$0
A-1.1	State FTE	1	7.25		\$0	\$536,825	\$536,825	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	1.75		\$0	\$137,101	\$137,101	\$0
<b>B. Hardware</b>			12	9	\$0	\$84,468	\$92,915	\$8,447
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	12	9	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$84,468	\$92,915	\$8,447
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)	5			\$0	\$0	\$0	\$0
<b>C. Software</b>		6			\$0	\$98,274	\$108,101	\$9,827
<b>D. External Service Provider(s)</b>		7	1	1	\$0	\$9,856	\$35,346	\$25,490
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$0</b>	<b>\$866,523</b>	<b>\$910,288</b>	<b>\$43,765</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	7.25 FTE - .25 from Software Quality Assurance, 2.00 from System Network and Client Services, 4.75 from Software and Data Services, .25 Information Security Management							
2	1.75 from Contractors							
3	9 AIX servers and 3 Windows servers. 2 Windows servers are on a virtual machine. 1 Windows server is a standalone and is under warranty.							
4	Maintenance costs for the 2 virtual Windows servers are reported in Network Services due to the majority of virtual machines on the 2 physical servers being non-strategic. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	1 switch at SSRC (has limited lifetime warranty)							
6	Oracle, Business Objects, Cenxic, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
7	SSRC hosting costs for 2010-2011. SSRC hosting and STS estimate for 2011-2012.							
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Strategic IT Service: <b>Lottery Game and Financial Reporting</b>								
Dept/Agency: <b>Florida Lottery</b>		Form: Schedule IV-C -Combined v.2011-12						
Prepared by: <b>Randall E. O'Bar</b>		# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs				
Phone: <b>850.487.7718</b>				A	B	C	D	
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	Estimated FY 2011-12 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			7.50		\$0	\$515,984	\$515,984	\$0
A-1.1	State FTE	1	7.50		\$0	\$515,984	\$515,984	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
<b>B. Hardware</b>			12	12	\$0	\$119,241	\$131,165	\$11,924
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	2	12	12	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	3			\$0	\$119,241	\$131,165	\$11,924
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
<b>C. Software</b>		4			\$0	\$156,093	\$171,702	\$15,609
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$0</b>	<b>\$791,318</b>	<b>\$818,851</b>	<b>\$27,533</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	7.50 FTE - .25 from Software Quality Assurance, 2.5 from System, Network and Client Services, 4.5 from Software and Data Services, .25 Information Security Management							
2	12 AIX Servers							
3	Maintenance on 12 AIX servers. The cost reflects an estimated increase of 10% for FY 2010-11.							
4	Oracle, Business Objects, Websphere, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
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**Strategic IT Service: Division of Security; Duties and Security Report**

Dept/Agency: **Florida Lottery**  
 Prepared by: **Randall E. O'Bar**  
 Phone: **850.487.7718**

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

Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			1.25		\$0	\$80,381	\$80,381	\$0
A-1.1	State FTE	1	1.00		\$0	\$65,781	\$65,781	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	0.25		\$0	\$14,600	\$14,600	\$0
<b>B. Hardware</b>			3	1	\$0	\$9,124	\$10,036	#REF!
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	3	1	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$9,124	\$10,036	#REF!
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
<b>C. Software</b>		5			\$0	\$10,381	\$11,419	#REF!
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>		6			\$0	\$15,235	\$18,390	\$3,155
<b>F. Total for IT Service</b>					\$10,381	#REF!	\$120,226	#REF!
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	1.00 FTE - .25 from System, Network and Client Services, .25 from Software and Data Services, .50 Security							
2	.25 from Contractor							
3	1 AIX Server and 2 UNIX servers							
4	Maintenance on 1 AIX server. 2 Unix servers are under a 3 year warranty. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	Oracle, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
6	Maintenance for the Integrated Security System is reported here due to hardware and software support being combined as one service. Due to the age of the system and the skyrocketing maintenance costs, the cost reflects an estimated increase of 20% for FY 2010-11.							
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Strategic IT Service: <b>Retailers of Lottery Tickets</b>								
Dept/Agency: <b>Florida Lottery</b>		Form: Schedule IV-C -Combined v.2011-12						
Prepared by: <b>Randall E. O'Bar</b>								
Phone: <b>850.487.7718</b>								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			1.75		\$0	\$134,001	\$134,001	\$0
A-1.1	State FTE	1	1.50		\$0	\$119,401	\$119,401	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	0.25		\$0	\$14,600	\$14,600	\$0
<b>B. Hardware</b>			2	2	\$0	\$21,936	\$24,130	\$2,194
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	2	2	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$21,936	\$24,130	\$2,194
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
<b>C. Software</b>		5			\$0	\$34,472	\$37,919	\$3,448
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					<b>\$0</b>	<b>\$190,409</b>	<b>\$196,050</b>	<b>\$5,641</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	1.5 FTE - .5 from Systems, Network and Client Services, 1 from Software and Data Services							
2	.25 Contractors							
3	2 AIX Servers							
4	Maintenance on 2 AIX servers. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	Oracle, Business Objects, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
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**Strategic IT Service: Bank Deposits and Control of Lottery Transactions**

Dept/Agency: **Florida Lottery**  
 Prepared by: **Randall E. O'Bar**  
 Phone: **850.487.7718**

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

Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
<b>A. Personnel</b>			5.25		\$0	\$400,873	\$400,873	\$0
A-1.1	State FTE	1	2.50		\$0	\$171,410	\$171,410	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	2.75		\$0	\$229,463	\$229,463	\$0
<b>B. Hardware</b>			3	3	\$0	\$32,002	\$35,202	\$3,200
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	3	3	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$32,002	\$35,202	\$3,200
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
<b>C. Software</b>		5			\$0	\$51,158	\$56,274	\$5,116
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other (Please describe in Footnotes Section below)</b>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>						<b>\$484,032</b>	<b>\$492,349</b>	<b>\$8,316</b>
<b>G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.</b>								
1	2.5 FTE - .75 from Systems, Network and Client Services, 1.75 from Software and Data Services							
2	2.75 Contractor							
3	3 Servers							
4	Maintenance on 3 AIX servers. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	Oracle, Business Objects, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
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Strategic IT Service: <b>Retailer and Public Services</b>								
Dept/Agency: <b>Florida Lottery</b>		Form: Schedule IV-C -Combined v.2011-12						
Prepared by: <b>Randall E. O'Bar</b>								
Phone: <b>850.487.7718</b>								
Service Provisioning -- Assets & Resources <small>(Cost Elements)</small>		Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			Planned Increase/Decrease Use of Recurring Base Funding
			Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	C Estimated FY 2011-12 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	
<b>A. Personnel</b>			0.50		\$0	\$40,124	\$40,124	\$0
A-1.1	State FTE	1	0.25		\$0	\$25,524	\$25,524	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)	2	0.25		\$0	\$14,600	\$14,600	\$0
<b>B. Hardware</b>			1	1	\$0	\$11,870	\$13,057	\$1,187
B-1	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2	Servers - Non-Mainframe	3	1	1	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support	4			\$0	\$11,870	\$13,057	\$1,187
B-4	Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
<b>C. Software</b>		5			\$0	\$17,786	\$19,565	\$1,779
<b>D. External Service Provider(s)</b>			0	0	\$0	\$0	\$0	\$0
<b>E. Other</b> <small>(Please describe in Footnotes Section below)</small>					\$0	\$0	\$0	\$0
<b>F. Total for IT Service</b>					\$0	\$69,779	\$72,745	\$2,966
<b>G. Footnotes</b> - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	.25 FTE - .25 from System, Network and Client Services							
2	.25 Contractor							
3	1 Server							
4	Maintenance on 1 AIX server. The cost reflects an estimated increase of 10% for FY 2010-11.							
5	Oracle, Business Objects, AIX, TSM, TWS. The cost reflects an estimated increase of 10% for FY 2010-11.							
6								
7								
8								
9								
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13								
14								
15								

Combined v.2011-12				Strategic Services																		
Agency: Florida Lottery				Lottery Gaming System	Advertising and Promotion of Lottery Games	Lottery Game and Financial Reporting	Division of Security; Duties and Security Report	Retailers of Lottery Tickets	Bank Deposits and Control of Lottery Transactions	Retailer and Public Services	Agency Strategic IT Service #8	Agency Strategic IT Service #9	Agency Strategic IT Service #10	Agency Strategic IT Service #11	Agency Strategic IT Service #12	Agency Strategic IT Service #13	Agency Strategic IT Service #14	Agency Strategic IT Service #15	Agency Strategic IT Service #16			
Budget Entity Name	BE Code	Program Component Code	Program Component Name	Identified Funding as % of Total Cost of Service																		
				Costs within BE	Funding Identified for IT Service	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
1	Department of Lottery	36010000	16010000	Governmental Operations	\$0																	
2					\$0																	
3					\$0																	
4					\$0																	
5					\$0																	
6					\$0																	
7					\$0																	
8					\$0																	
9					\$0																	
10					\$0																	
11					\$0																	
12					\$0																	
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24					\$0																	
25					\$0																	
26					\$0																	
27					\$0																	
28					\$0																	
29					\$0																	
30					\$0																	
				Sum of IT Cost Elements Across IT Services																		
				Personnel	State FTE (#)	7.75	7.25	7.50	1.00	1.50	2.50	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
				Personnel	State FTE (Costs)	\$2,088,494	\$653,569	\$536,825	\$515,984	\$65,781	\$119,401	\$171,410	\$25,524	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
				Personnel	OPS FTE (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
				Personnel	OPS FTE (Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Personnel	Vendor/Staff Augmentation (# Positions)	6.00	0.75	1.75	0.00	0.25	0.25	2.75	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
				Personnel	Vendor/Staff Augmentation (Costs)	\$461,001	\$50,638	\$137,101	\$0	\$14,600	\$14,600	\$229,463	\$14,600	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Hardware		\$359,086	\$52,581	\$92,915	\$131,165	\$10,036	\$24,130	\$35,202	\$13,057	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Software		\$526,909	\$121,928	\$108,101	\$171,702	\$11,419	\$37,919	\$56,274	\$19,565	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				External Services		\$35,346	\$0	\$35,346	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Other		\$30,295,711	\$30,277,321	\$0	\$0	\$18,390	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Totals of Costs		\$33,766,546	\$31,156,037	\$910,288	\$818,851	\$120,226	\$196,050	\$492,349	\$72,745	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Totals of FTE		33.75	8.50	9.00	7.50	1.25	1.75	5.25	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

IT Cost Element Data as entered on IT Service Worksheets

Non-Strategic IT Services	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
IV-C Service															
Network	5.75	\$ 399,900	0.00	\$ -	0.00	\$ -	5.75	\$ 399,900		36	\$ 86,365	\$ 144,879	\$ 162,018	\$ -	\$ 793,162
Email, Messaging, @ Calendaring	2.00	\$ 129,615	0.00	\$ -	0.00	\$ -	2.00	\$ 129,615		8	\$ 41,190	\$ 13,832	\$ -	\$ -	\$ 184,637
Desktop Computing	7.50	\$ 431,512	0.00	\$ -	0.00	\$ -	7.50	\$ 431,512		10	\$ 76,900	\$ 72,213	\$ -	\$ -	\$ 580,625
Help Desk	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
IT Security/Risk Mitigation	5.75	\$ 305,864	0.00	\$ -	0.00	\$ -	5.75	\$ 305,864		1	\$ -	\$ 7,352	\$ 37,302	\$ -	\$ 350,518
Financial and Administrative Systems Support	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
IT Administration & Management	5.00	\$ 500,823	0.00	\$ -	0.00	\$ -	5.00	\$ 500,823		0	\$ -	\$ -	\$ -	\$ -	\$ 500,823
Portal/Web Management	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
Data Center	10.50	\$ 631,179	0.00	\$ -	0.00	\$ -	10.50	\$ 631,179	0	0	\$ -	\$ -	\$ -	\$ -	\$ 830,074
<b>Total</b>	<b>36.50</b>	<b>\$ 2,398,893</b>	<b>0.00</b>	<b>\$ -</b>	<b>0.00</b>	<b>\$ -</b>	<b>36.50</b>	<b>\$ 2,398,893</b>	<b>0.00</b>	<b>55.00</b>	<b>\$ 204,455</b>	<b>\$ 238,276</b>	<b>\$ 199,320</b>	<b>\$ -</b>	<b>\$ 3,239,840</b>

Data Center Plant & Facility: \$ 198,896 (included in Data Center total)

Strategic IT Services	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
IV-C Service															
Lottery Gaming System	7.75	\$ 653,569	0.00	\$ -	0.75	\$ 50,638	8.50	\$ 704,206	0	6	\$ 52,581	\$ 121,928	\$ -	\$ 30,277,321	\$ 31,156,037
Advertising and Promotion of Lottery Games	7.25	\$ 536,825	0.00	\$ -	1.75	\$ 137,101	9.00	\$ 673,926	0	12	\$ 92,915	\$ 108,101	\$ 35,346	\$ -	\$ 910,288
Lottery Game and Financial Reporting	7.50	\$ 515,984	0.00	\$ -	0.00	\$ -	7.50	\$ 515,984	0	12	\$ 131,165	\$ 171,702	\$ -	\$ -	\$ 818,851
Division of Security; Duties and Security Report	1.00	\$ 65,781	0.00	\$ -	0.25	\$ 14,600	1.25	\$ 80,381	0	3	\$ 10,036	\$ 11,419	\$ -	\$ 18,390	\$ 120,226
Retailers of Lottery Tickets	1.50	\$ 119,401	0.00	\$ -	0.25	\$ 14,600	1.75	\$ 134,001	0	2	\$ 24,130	\$ 37,919	\$ -	\$ -	\$ 196,050
Bank Deposits and Control of Lottery Transactions	2.50	\$ 171,410	0.00	\$ -	2.75	\$ 229,463	5.25	\$ 400,873	0	3	\$ 35,202	\$ 56,274	\$ -	\$ -	\$ 492,349
Retailer and Public Services	0.25	\$ 25,524	0.00	\$ -	0.25	\$ 14,600	0.50	\$ 40,124	0	1	\$ 13,057	\$ 19,565	\$ -	\$ -	\$ 72,745
Agency Strategic IT Service #8	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #9	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #10	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #11	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #12	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #13	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #14	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #15	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #16	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>27.75</b>	<b>\$ 2,088,494</b>	<b>0.00</b>	<b>\$ -</b>	<b>6.00</b>	<b>\$ 461,001</b>	<b>33.75</b>	<b>\$ 2,549,495</b>	<b>0.00</b>	<b>39.00</b>	<b>\$ 359,086</b>	<b>\$ 526,909</b>	<b>\$ 35,346</b>	<b>\$ 30,295,711</b>	<b>\$ 33,766,546</b>

TOTALS	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
All Schedule IV-C Services															
Non-Strategic IT Services	36.50	\$ 2,398,893	0.00	\$ -	0.00	\$ -	36.50	\$ 2,398,893	0	55	\$ 204,455	\$ 238,276	\$ 199,320	\$ -	\$ 3,040,944
Strategic IT Services	27.75	\$ 2,088,494	0.00	\$ -	6.00	\$ 461,001	33.75	\$ 2,549,495	0	39	\$ 359,086	\$ 526,909	\$ 35,346	\$ 30,295,711	\$ 33,766,546
<b>Total</b>	<b>27.75</b>	<b>\$ 2,088,494</b>	<b>0.00</b>	<b>\$ -</b>	<b>6.00</b>	<b>\$ 461,001</b>	<b>70.25</b>	<b>\$ 4,948,387</b>	<b>0.00</b>	<b>94.00</b>	<b>\$ 563,541</b>	<b>\$ 765,185</b>	<b>\$ 234,666</b>	<b>\$ 30,295,711</b>	<b>\$ 36,807,490</b>

+ Data Center Plant & Facility: \$ 37,006,386

COST BREAKDOWN	Currently Authorized Positions		% Software	% External Service Provider	% Other	% of Total Reported IT Cost
	% IT Positions	% Hardware				
All Schedule IV-C Services						
Non-Strategic IT Services	78.89%	6.72%	7.84%	6.55%	0.00%	8.26%
Strategic IT Services	7.55%	1.06%	1.56%	0.10%	89.72%	91.74%
<b>% of Total Reported IT Cost</b>	<b>13.444%</b>	<b>1.531%</b>	<b>2.079%</b>	<b>0.638%</b>	<b>82.309%</b>	

Data Center Summary	Total	Total Utilized
Total Data Center Personnel		10.50
Total Servers from All IT Services - Mainframe		0
Total Servers from All IT Services - Non-Mainframe		94
Agency Data Center (TOTAL SQUARE FEET)	5344	1
Computing Facilities (TOTAL SQUARE FEET)	0	0
Office Space (TOTAL SQUARE FEET)	0	0
Backup Generator, Power Distribution Units, UPS, etc. (CAPACITY IN KW)	125	
Utilities-Electricity (ESTIMATED TOTAL ANNUAL KWH)	16000	

## Fiscal Year 2011-12 LBR Technical Review Checklist (Rev. 10-13-2010)

Department/Budget Entity (Service): DEPARTMENT OF THE LOTTERY  
 Agency Budget Officer/OPB Analyst Name: MELISA SPIVEY/LEE MOORE

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	3601					Program or Service (Budget Entity Codes)
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### 1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A36, A90, A91, A92, A93, A94, A95, IA1, IA4, IA5, IP1, V1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? <b>(CSDI)</b>	Y				
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? <b>(CSDI)</b>	Y				

### AUDITS:

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

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

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?	Y				
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 <i>Section 3</i> of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?	Y				
2.4 Have the coding guidelines in <i>Section 3</i> 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				
3.2 Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	Y				

### AUDITS:

3.3 Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? <b>(NACR, NAC - Report should print "No Negative Appropriation Categories Found")</b>	Y				
3.4 Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? <b>(EXBR, EXBC - Report should print "Records Selected Net To Zero")</b>	Y				



		Program or Service (Budget Entity Codes)				
Action		3601				
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
<b>4. EXHIBIT D (EADR, EXD)</b>						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y				
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.					
<b>5. EXHIBIT D-1 (ED1R, EXD1)</b>						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y				
<b>AUDITS:</b>						
5.2	Do the fund totals agree with the object category totals within each appropriation category? ( <b>ED1R, XD1A - Report should print "No Differences Found For This Report"</b> )	Y				
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? ( <b>EXBR, EXBB - Negative differences need to be corrected in Column A01.</b> )	Y				
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? ( <b>EXBR, EXBD - Differences need to be corrected in Column A01.</b> )	Y				
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2009-10 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
<b>6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)</b>						
6.1	Are issues appropriately aligned with appropriation categories?	Y				

		Program or Service (Budget Entity Codes)				
Action		3601				
TIP Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.						
<b>7. EXHIBIT D-3A (EADR, ED3A)</b>						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	Y				
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 69 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.	Y				
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.	N/A				
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	Y				
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 #11-006?	N/A				
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. <b>(PLRR, PLMO)</b>	N/A				
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A				

		Program or Service (Budget Entity Codes)				
Action		3601				
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	Y				
7.14	Do the amounts reflect appropriate FSI assignments?	Y				
7.15	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)	N/A				
7.16	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) 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 <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A				
<b>AUDIT:</b>						
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. <b>(EADR, FSIA - Report should print "No Records Selected For Reporting")</b>	Y				
7.19	Does the General Revenue for 160XXXX issues net to zero? <b>(GENR, LBR1)</b>	N/A				
7.20	Does the General Revenue for 180XXXX issues net to zero? <b>(GENR, LBR2)</b>	N/A				
7.21	Does the General Revenue for 200XXXX issues net to zero? <b>(GENR, LBR3)</b>	N/A				
7.22	Have FCO appropriations been entered into the nonrecurring column A04? <b>(GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L) )</b>	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 <b>OADA/OADR</b> from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.					
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.					
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.					
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).					
TIP	If an appropriation made in the FY 2009-10 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.					

	Program or Service (Budget Entity Codes)			
Action	3601			

<b>8. SCHEDULE I &amp; RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)</b>				
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y		
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y		
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?	Y		
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A		
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?	Y		
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y		
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	Y		
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.)	N/A		
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y		
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? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y		
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?	N/A		

		Program or Service (Budget Entity Codes)				
Action		3601				
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?	Y				
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y				
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				
<b>AUDITS:</b>						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y				
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? ( <b>SC1R, SC1A - Report should print "No Discrepancies Exist For This Report"</b> )	Y				
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. ( <b>SC1R, DEPT</b> )	Y				
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.)					
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
<b>9. SCHEDULE II (PSCR, SC2)</b>						
<b>AUDIT:</b>						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? ( <b>BRAR, BRAA - Report should print "No Records Selected For This Request"</b> ) Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 157 of the LBR Instructions.)	Y				
<b>10. SCHEDULE III (PSCR, SC3)</b>						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 87 of the LBR Instructions.)	Y				

		Program or Service (Budget Entity Codes)				
Action		3601				
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use <b>OADI</b> or <b>OADR</b> to identify agency other salary amounts requested.	N/A				
<b>11. SCHEDULE IV (EADR, SC4)</b>						
11.1	Are the correct Information Technology (IT) issue codes used?	Y				
TIP If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.						
<b>12. SCHEDULE VIIIA (EADR, SC8A)</b>						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	Y				
<b>13. SCHEDULE VIIIB-1 (EADR, S8B1)</b>						
13.1	Do the reductions comply with the instructions provided on pages 98 through 101 of the LBR Instructions regarding a 5% reduction in recurring and nonrecurring General Revenue and Trust Funds?	Y				
<b>14. SCHEDULE VIIIB-2 (EADR, S8B2)</b>						
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 15% reduction in recurring General Revenue and Trust Funds?	Y				
<b>15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)</b>						
15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to <i>section 216.023(4)(b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y				
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				
<b>AUDITS INCLUDED IN THE SCHEDULE XI REPORT:</b>						
15.3	Does the FY 2009-10 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? ( <b>GENR, ACT1</b> )	Y				
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? ( <b>Audit #1 should print "No Activities Found"</b> )	Y				
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? ( <b>Audit #2 should print "No Operating Categories Found"</b> )	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? ( <b>Audit #4 should print "No Discrepancies Found"</b> )	Y				
TIP If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.						

		Program or Service (Budget Entity Codes)				
Action		3601				
<b>16. MANUALLY PREPARED EXHIBITS &amp; SCHEDULES</b>						
16.1	Do exhibits and schedules comply with LBR Instructions (pages 110 through 154 of the LBR Instructions), and are they accurate and complete?	Y				
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				
<b>AUDITS - GENERAL INFORMATION</b>						
TIP	Review <i>Section 6: Audits</i> of the LBR Instructions for a list of audits and their descriptions.					
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.					
<b>17. CAPITAL IMPROVEMENTS PROGRAM (CIP)</b>						
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)?	N/A				
17.5	Are the appropriate counties identified in the narrative?	N/A				
17.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	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.					
<b>18. FLORIDA FISCAL PORTAL</b>						
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				