Legislative Budget Request

FY 2011-12

Department of Legal Affairs
Office of the Attorney General
Department Level Exhibits and Schedules

PL 01 The Capital
Tallahassee, Florida 32399-1050

John L. Hamilton
Director of Administration

BILL McCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

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Legislative Budget Request

Department of Legal Affairs

Tallahassee

October 15, 2010

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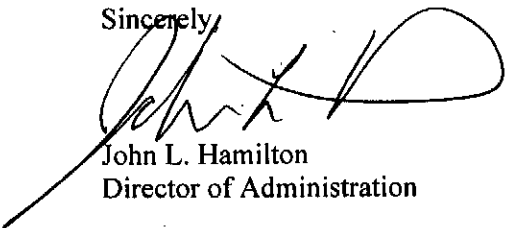Tallahassee, Florida 32399-0001

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 Legal Affairs is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2011-12 Fiscal Year. This submission has been approved by Attorney General Bill McCollum.

Sincerely,

John L. Hamilton
Director of Administration

Department Level Exhibits and Schedules

Schedule IV-C

Recurring Information Technology Budget Planning

Non-Strategic IT Services

IV-C Service	Currently Authorized Positions — State FTE	State FTE Cost	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
Network	2.50	$ 214,113	0.00	$ -	0.00	$ -	2.50	$ 214,113		42	$ 275,139	$ 22,994	$ 290,922	$ -	$ 803,168
Email, Messaging, @ Calendaring	1.00	$ 80,803	0.00	$ -	0.00	$ -	1.00	$ 80,803		6	$ 16,700	$ 36,885	$ 51,961	$ -	$ 186,349
Desktop Computing	5.50	$ 394,792	0.00	$ -	0.00	$ -	5.50	$ 394,792		0	$ 282,732	$ -	$ -	$ -	$ 677,524
Help Desk	1.00	$ 68,785	0.00	$ -	0.00	$ -	1.00	$ 68,785		0	$ -	$ -	$ -	$ -	$ 68,785
IT Security/Risk Mitigation	2.50	$ 198,763	0.00	$ -	0.00	$ -	2.50	$ 198,763		1	$ -	$ 55,423	$ -	$ -	$ 254,186
Financial and Administrative Systems Support	1.00	$ 73,004	0.00	$ -	0.00	$ -	1.00	$ 73,004		1	$ 9,700	$ 13,061	$ -	$ -	$ 95,765
IT Administration & Management	1.00	$ 80,353	0.00	$ -	0.00	$ -	1.00	$ 80,353		0	$ -	$ -	$ -	$ -	$ 80,353
Portal/Web Management	0.25	$ 13,463	0.00	$ -	0.00	$ -	0.25	$ 13,463		1	$ 7,000	$ -	$ 175	$ -	$ 20,638
Data Center	0.00	$ -	0.00	$ -	0.00	$ -	0.00	$ -	0	0	$ -	$ -	$ -	$ -	$ -
Total	**14.75**	**$ 1,124,076**	**0.00**	**$ -**	**0.00**	**$ -**	**14.75**	**$ 1,124,076**	**0.00**	**51.00**	**$ 591,271**	**$ 128,363**	**$ 343,058**	**$ -**	**$ 2,186,768**

Data Center Plant & Facility: $ - *(included in Data Center total)*

Strategic IT Services

IV-C Service	Currently Authorized Positions — State FTE	State FTE Cost	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
Agency Core Systems	9.00	$ 777,907	0.00	$ -	0.00	$ -	9.00	$ 777,907	0	13	$ 7,000	$ 102,215	$ -	$ -	$ 887,122
Legal and Investigative Case Development and Manag	4.25	$ 296,670	0.00	$ -	0.00	$ -	4.25	$ 296,670	0	6	$ 8,500	$ 44,123	$ -	$ -	$ 349,293
Victims Services	1.00	$ 83,759	0.00	$ -	0.00	$ -	1.00	$ 83,759	0	2	$ -	$ 18,159	$ -	$ -	$ 101,918
Agency Strategic IT Service #4	0.00	$ -	0.00	$ -	0.00	$ -	0.00	$ -	0	0	$ -	$ -	$ -	$ -	$ -
Agency Strategic IT Service #5	0.00	$ -	0.00	$ -	0.00	$ -	0.00	$ -	0	0	$ -	$ -	$ -	$ -	$ -
Agency Strategic IT Service #6	0.00	$ -	0.00	$ -	0.00	$ -	0.00	$ -	0	0	$ -	$ -	$ -	$ -	$ -
Agency Strategic IT Service #7	0.00	$ -	0.00	$ -	0.00	$ -	0.00	$ -	0	0	$ -	$ -	$ -	$ -	$ -
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	$ -	$ -	$ -	$ -	$ -
Total	**14.25**	**$ 1,158,336**	**0.00**	**$ -**	**0.00**	**$ -**	**14.25**	**$ 1,158,336**	**0.00**	**21.00**	**$ 15,500**	**$ 164,497**	**$ -**	**$ -**	**$ 1,338,333**

TOTALS

All Schedule IV-C Services	Currently Authorized Positions — State FTE	State FTE Cost	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
Non-Strategic IT Services	14.75	$ 1,124,076	0.00	$ -	0.00	$ -	14.75	$ 1,124,076	0	51	$ 591,271	$ 128,363	$ 343,058	$ -	$ 2,186,768
Strategic IT Services	14.25	$ 1,158,336	0.00	$ -	0.00	$ -	14.25	$ 1,158,336	0	21	$ 15,500	$ 164,497	$ -	$ -	$ 1,338,333
Total	**14.25**	**$ 1,158,336**	**0.00**	**$ -**	**0.00**	**$ -**	**29.00**	**$ 2,282,412**	**0.00**	**72.00**	**$ 606,771**	**$ 292,860**	**$ 343,058**	**$ -**	**$ 3,525,101**

+ Data Center Plant & Facility: $ 3,525,101

COST BREAKDOWN

All Schedule IV-C Services	% IT Positions	% Hardware	% Software	% External Service Provider	% Other	% of Total Reported IT Cost
Non-Strategic IT Services	51.40%	27.04%	5.87%	15.69%	0.00%	62.03%
Strategic IT Services	86.55%	1.16%	12.29%	0.00%	0.00%	37.97%
% of Total Reported IT Cost	64.747%	17.213%	8.308%	9.732%	0.000%	

Data Center Summary	Total	Total Utilized
Total Data Center Personnel		0.00
Total Servers from All IT Services - Mainframe		0
Total Servers from All IT Services - Non-Mainframe		72
Agency Data Center (TOTAL SQUARE FEET)	480	122
Computing Facilities (TOTAL SQUARE FEET)	3009	288
Office Space (TOTAL SQUARE FEET)	0	0
Backup Generator, Power Distribution Units, UPS, etc. (CAPACITY IN KW)	134	
Utilities-Electricity (ESTIMATED TOTAL ANNUAL KWH)	364354	

Agency: Dept. of Legal Affairs/Off of Attorney Gen

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	E-mail Total 100%	E-mail Fund Source GR=General Revenue STF=State TF FTF=Federal TF	Salary & Benefits	OPS	Expense	OCO	Contracted Services	Other Category	Network Service 100.0%	Desktop Computing Service 100.0%	Helpdesk Service 100.0%	IT Security/Risk Mitigation Service 100.0%	Agency Financial and Administrative Systems Support Service 100.0%	IT Administration and Management Service 100.0%
						$186,349		$80,803	$0	$36,885	$16,700	$0	$51,961	$803,168	$677,524	$68,785	$254,186	$95,765	$80,353
Executive Direction and Supp	41100500	1602000000	Executive Leadership and Support Se		$682,456	$59,259	GR	$25,695	$0	$11,729	$5,311		$16,524	$242,471	$215,453	$21,874	$80,831	$30,453	$25,552
Executive Direction and Supp	41100500	1602000000	Executive Leadership and Support Se		$1,463,630	$127,090	STF & FTF	$55,108		$25,156	$11,389		$35,437	$520,015	$462,071	$46,911	$173,355	$65,312	$54,801
Civil Enforcement	41100100	1203000000	Legal Representation		$25,200	$0	FTF							$25,200					
Civil Enforcement	41100100	1203000000	Legal Representation		$15,482	$0	STF & FTF							$15,482					
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Sum of IT Cost Elements Across IT Services (IT Cost Element Data as entered on IT Service Worksheets)

		E-mail Total		Salary & Benefits	OPS	Expense	OCO	Contracted	Other	Network Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation	Agency Financial	IT Admin
Personnel	State FTE (#)	14.75	1.00							2.50	5.50	1.00	2.50	1.00	1.00
	State FTE (Costs)	$1,124,076	$80,803							$214,113	$394,792	$68,785	$198,763	$73,004	$80,353
Personnel	OPS FTE (#)	0.00	0.00							0.00	0.00	0.00	0.00	0.00	0.00
	OPS FTE (Cost)	$0	$0							$0	$0	$0	$0	$0	$0
Personnel	Vendor/Staff Augmentation (# Positions)	0.00	0.00							0.00	0.00	0.00	0.00	0.00	0.00
	Vendor/Staff Augmentation (Costs)	$0	$0							$0	$0	$0	$0	$0	$0
Hardware		$591,271	$16,700							$275,139	$282,732	$0	$0	$9,700	$0
Software		$128,363	$36,885							$22,994	$0	$0	$55,423	$13,061	$0
External Services		$343,058	$51,961							$290,922	$0	$0	$0	$0	$0
Plant & Facility (Data Center Only)		$0													
Other		$0	$0							$0	$0	$0	$0	$0	$0
Totals of Costs		**$2,186,768**	$186,349		$80,803	$0	$36,885	$16,700	$0	$51,961	$803,168	$677,524	$68,785	$254,186	$95,765	$80,353
Totals of FTE		**14.75**	1.00							2.50	5.50	1.00	2.50	1.00	1.00

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Non-Strategic IT Service:	**Network Service**							
Dept/Agency:	**Dept. of Legal Affairs/Off of Attorney Gen**				Combined v.2011-12			
Prepared by:	**Deborah Stevens / Director of Information Services**				Estimated IT Service Costs			
Phone:	**850-414-3511**				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)*
A. Personnel			2.50		$288,478	$288,478	$214,113	-$74,365
A-1.1	State FTE	11,12	2.50		$288,478	$288,478	$214,113	-$74,365
A-2.1	OPS FTE		0.00		$0	$0	$0	$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware				104	$237,680	$224,139	$275,139	$51,000
B-1	Servers	1,4,9,10	42	8	$81,840	$21,000	$56,500	$35,500
B-2	Server Maintenance & Support	2	140	82	$0	$0	$0	$0
B-3	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)	1,3,4	70	14	$88,700	$90,398	$105,898	$15,500
B-4	Online Storage for file and print (indicate GB of storage)				$0	$0	$0	$0
B-5	Archive Storage for file and print (indicate GB of storage)				$0	$0	$0	$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)	1,4,7			$67,140	$112,741	$112,741	$0
C. Software		4, 6			$44,310	$20,904	$22,994	$2,090
D. External Service Provider(s)					$276,611	$290,922	$290,922	$0
D-1	MyFloridaNet	4, 5			$276,611	$220,026	$220,026	$0
D-2	Other (Please specify in Footnote Section below)	8			$0	$70,896	$70,896	$0
E. Other (Please describe in Footnotes Section below)					$0	$0	$0	$0
F. Total for IT Service					$847,079	$824,443	$803,168	-$21,275

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

1 Standard life expectancy for all Network Service hardware is 5 years. Of the 42 non strategic servers, 14 are out of warranty hardware used for various purposes, leaving 28as the number of servers used in calculating annual replacement costs.

2 We do not pay hardware maintenance on servers, nor have any service contracts. 5 year warranty is purchased with equipment and is supported by staff.

3 Total represents 20% annual switch replacement (5-yr replacement cycle) of $80,000 + $3,000 cabling + $22,898 annual maintenance. Total $105,898.

4 These expenditures may be paid from OCO, Expense, Data Processing Services, or numerous Special Catagories.

5 MFN - $16,937.54 x 12 = $203,250, MAN Access and Port charge $1398 x 12 = $16,776, Total $220,026

6 Annual software maintenance: Quantity includes (75 Diskeeper $5,370, 21 UnDelete $1,200, 40 ReplicationExec $7,000, 2 BackupExec $264, Total $13,834). Added Citrix Server and clients (70 client licenses $3,015 and annual Verisign certificate(s) $995, Tricerat Screwdriver $3,060, Total $7,070). Total $20,904

7 Quantity includes 209 network printers and 38 UPS devices. Annual maintenance on network printers: $3500. Annual maintenance on network copier/scanner/printers $37,184. Printers are only replaced as needed, approx 8-yr cycle, 26 x $2000 each $52,000. UPS annual costs approximately $15,640/yr. , Cisco ASA Firewall - $4,437

8 Service plan costs for 99 aircards is $53,012. Needed for mobile workforce of field investigators and attorneys. ISDN $1,186, 10 investigative networks $16,698. Total $70,896

9 There are a total of 72 servers. 21 are strategic. Others: 6 Email/Messaging, 1 Risk, 1 Agency Admin, 1 Portal Leaving a total of 42 Non-Strategic servers.

10 Previous estimate included servers from other service areas, in addition server costs are less than in previous years.

11 Total staffing includes statewide support of network printers by field office IT staff

12 Staff reduction represents decrease of 2 statewide support staff (one loss of position, 1 shifted to Litigation Support), which decreased staff time in Network, Desktop, Help Desk, and Security/Risk

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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

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	Intel Windows 2003/2008 Server	5	Nortel/Cisco Routers
2	Nortel/Cisco Ethernet Switches	6	HP Openview Network Management
3	MFN for WAN and Internet Access	7	HP Network Printers / Dell Printers/APC Power Backup
4	Citrix XenApp	8	Verizon aircards for mobile computing needs

1. IT Service Definition

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

☒ Central IT staff   ☐ Southwood Shared Resource Center

☐ Program staff   ☐ Northwood Shared Resource Center

☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

☐ Other External Service Provider *(specify)* _____

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.   1333

1.5. How many locations currently host IT assets and resources used to provide LAN services?   16

1.6. How many locations currently use WAN services?   15

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

☐ ATM   ☐ Frame Relay   ☐ Cellular Network

☒ SUNCOM RTS   ☐ Internet   ☐ Dedicated Wired connection

☐ Radio   ☐ Satellite   ☐ Dial-up connection

☒ Other MyFloridaNet Public VRF and MyFloridaNet WAN and Internet

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)* <u>Very similar</u>

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

☐ Yes   ☒ No

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

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

> The agency utilizes DMS for these services. The Internet service is provided by a Communications Contract with DMS. If DMS stopped offering this service, we would evaluate other service providers for WAN and Intranet and Internet services on a public VRF. We would not utilize another service provider as long as it is provided through this recommended DMS solution.

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:

> Server, Switch and Router Hardware maintained to ensure maximum uptime; needed 24x7. Additionally included in this service is the cost for dedicated high-speed Internet access (e.g. Comcast) for undercover and investigative work that cannot be done from the agency's network for reasons of security and anonymity. Shared network printers are obviously needed to support the business functions.

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:

> Network service is required 24x7. Citrix Metaframe required 24x7 for remote access and aircards are needed for mobile computing for attorney access from courtrooms, field investigative staff, and secure network access while traveling and working offsite. Additionally, this agency relies heavily on videoconferencing, which is currently limited to a point-to-point desktop-based solution.

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   <u>24/7</u>

3.3.1.2. Offline and availability for maintenance   <u>Scheduled</u>

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 Minutes

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

   The WAN provides backbone connectivity between the Agency's facilities throughout the state and allows access to central computer applications that support strategic Agency services. If users lose access to data and the Internet, this could have an adverse impact on cases such as: inability to respond quickly in pending death penalty cases; inability to complete timely electronic filing of court documents; inability to support price gouging hotline during statewide emergencies; and significantly reduce field office efficiency.

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)*

   The majority of our sites are @ 3 Megabits and the remaining are T-1 lines, based upon amount of anticipated traffic to a given location.

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

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

   Need 24x7 network access to: respond quickly in pending death penalty cases; complete timely electronic filing of court documents; support price gouging hotline during statewide emergencies; and maintain office productivity that frequently requires after-hours work.

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

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

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:

   Agency policies, state policies, and federal policies. Data other than public record is available only to designated agency employees.

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)*

The statewide video-conferencing system is over 10 years old and it is insufficient to support our business needs. It has also become unreliable, does not provide multipoint capabilities and it does not allow for conferencing with outside entities.

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

The "Public" use this service every time they access any of our 13+ agency websites. However, public access to the website was not included in user count.

Number of users in this service area include all permanent State FTE, OPS, paid interns, and unpaid volunteers. Approximately half of agency employees are in locations outside of Tallahassee.

Number of locations is required in order to support staff located near judicial (courthouse) facilities around the state, as determined by business need of the agency.

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

Agency: Dept. of Legal Affairs/Off of Attorney Gen

Prepared by: Deborah Stevens / Director of Information Services

Phone: 850-414-3511

Form: FY 2011-12 Schedule IV-C -

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A — 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)*
A. Personnel		5.50		$427,904	$427,904	$394,792	-$33,112
A-1 State FTE	1,6,7	5.50		$427,904	$427,904	$394,792	-$33,112
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		2062	0	$300,680	$327,655	$282,732	-$44,923
B-1 Servers		0	0	$0	$0	$0	$0
B-2 Server Maintenance & Support		0	0	$0	$0	$0	$0
B-3.1 Desktop Computers	2	1482	0	$233,805	$244,530	$199,576	-$44,954
B-3.2 Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)	3	480	0	$63,750	$80,000	$80,000	$0
B-3.3 Other Hardware Assets *(Please specify in Footnote Section below)*	4, 5	100	0	$3,125	$3,125	$3,156	$31
C. Software				$0	$0	$0	$0
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$728,584	$755,559	$677,524	-$78,035

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

1 Total 6 FTE actually represents staff time across at least 17 different people, who also provide support in strategic and other non-strategic services.

2 Based on 17% replacements @ $808/desktop. Cost per PC has dropped and replacement schedule has been modified from 4 years to 6 years.

3 Based on 17% replacements @ $1000/laptop.   Replacement schedule has been modified from 5 years to 6 years.

4 Based on 25% replacement @ $125/unit for desktop printer/scanners.

5 Prior years used replacement schedule/costs as for high-end networked printers/scanners, which are now reported in Network Service. As more lower-end desktop printers have been purchased, life span is shorter, but replacement costs are much lower.

6 Includes staff time required for supporting strategic Lotus Notes client desktop, critical to this agency, since the Notes client is part of the agency's standard desktop configuration.

7 Staff reduction represents decrease of 2 statewide support staff (one loss of position, 1 shifted to Litigation Support), which decreased staff time in Network, Desktop, Help Desk, and Security/Risk.

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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

Desktop Computing Service

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

	Identify the major hardware and commercial software associated with the Desktop Computer Service:		
1	Lotus Notes Client Software	5	Corel WordPerfect 9
2	Dell Desktop and Laptops	6	Microsoft Windows XP Pro, Office Standard and Pro
3	Hewlett Packard Laptops and printers	7	Adobe Professional and other miscellaneous SW
4	Gateway Desktops and Laptops	8	e-Discovery (HW/SW/file formats)

1. **IT Service Definition**

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

    ☒ Central IT staff   ☐ Southwood Shared Resource Center

    ☐ Program staff   ☐ Northwood Shared Resource Center

    ☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

    ☐ Other External Service Provider *(specify)* _____

    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.   1333

    1.4. How many locations currently use desktop computing services?   16

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)*   No

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

    ☐ Yes   ☒ No

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

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

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Extensive support of the Lotus Notes client is essential to this agency. Additionally, agency IT staff are very cross-functional. While only 6 total FTEs are used for Desktop support throughout our 16 locations, at least 19 different IT staff provide some type of support to this desktop service area, including the 8 regional IT staff in locations outside of Tallahassee. Additionally, the regional IT staff performing the majority of the regional desktop support ALSO provide support for strategic services and numerous other non-strategic services. This enables us to provide this service in a very cost effective way, with statewide staff supporting both Help Desk and Desktop/Laptop support, and other services as needed. All desktops utilize unique Lotus Notes mail templates and applications that have been developed within the agency specifically for the business operation of the bureaus in which they are installed.

Service level requirements would need to be validated to ensure another IT service provider could install and update desktop software and trouble-shoot the desktops for the Agency's 1300 plus users in 16 locations throughout the state in a timely, cost efficient manner. Due to wide dispersion of office locations throughout the state, and the agency-specific Lotus Notes desktop configuration, it would be economically unfeasible for another state agency or IT service vendor to provide this service at the same or lesser cost than those currently incurred by the Agency. The Agency establishes and controls the priorities and order in which desktop computing services are provided and escalates problem resolution activities when the needs dictate an escalation is necessary.

Our Agency provides   excellent, timely, and quality customer service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, etc. Down-time could have an adverse legal impact on cases such as death penalty cases.

Also, see agency-unique service requirements below.

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:

Must support desktops and laptops in our Lotus Notes client environment. Additionally must support remote use of clients including courthouse access, field investigative work, and secure encrypted mobile computing when traveling and working offsite. Also see agency-unique service requirements below.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required *(e.g., 0800-1600 M-F, 24/7)*   M-F 7:30-5:30

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

Variable from low to severe depending on the unit and the current situation.

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

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

Must accommodate and support a mobile workforce and unique Agency software. Agency specific service requirements include Notes integration, historical "knowledge base", and technical support of agency-specific strategic services.

Desktop support may be provided by as many as 17 different staff, but only totaling approximately 5.5 FTEs. This allows the IT organization to be very "flat" and nimble, with extensive cross support, both for different subject areas and for different tiers of expertise. The Desktop service area also provides extensive support of strategic service areas including technical support of courtroom technology (for trials, hearings, depositions, etc.) and technology used for school cybersafety presentations in middle and high schools around the state, at times staff having to accompany users to offsite locations. Numerous types of hardware, software, and filetypes must be supported, both for internal use and for e-Discovery purposes. Additionally, in order to keep costs low, our Help Desk /Desktop staff perform extensive hardware repairs on desktops/laptops/printers/scanners, allowing the agency to avoid service contracts, and reducing money spent on parts by re-using parts from other equipment. Immediate response for mobile/remote computing is often needed, to support staff who travel extensively and sometimes on a moment's notice. In addition to regular hours, help desk assistance is available after hours via emergency contact numbers and/or escalation through IT Director.

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:

Agency Policies, data other than public record is available to designate agency employees.

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)*

The current service levels are basically adequate, but being challenged. Due to budget constraints we have not been able to maintain the agency's planned replacement schedule for desktops, laptops or printers. We are currently using surplus machines for spare parts and are unable to adequately support equipment that is no longer covered under extended service contracts. Further the agency has expanded its role in mobile computing, security encryption and document scanning,

which has stretched our already limited resources to the point where quality of service is being threatened.

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

Number of users in this service area include all permanent State FTE, OPS, paid interns, and unpaid volunteers. Approximately half of agency employees are in locations outside of Tallahassee.

Number of locations represents all locations statewide where employees utilize desktop systems. There are only 7 locations where IT staff performing desktop services are housed. Other locations are supported remotely or with occasional travel by IT staff as needed. As many as 17 different IT staff perform some level of desktop support as needed.

Non- Strategic IT Service:	**Helpdesk Service**							

Agency: **Dept. of Legal Affairs/Off of Attorney Gen**

Form: FY 2011-12 Schedule IV-C –

Prepared by: **Deborah Stevens / Director of Information Services**

Phone: **850-414-3511**

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	**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)*
A. Personnel		1.00		$76,418	$76,418	$68,785	-$7,633
A-1 State FTE	1, 2,4	1.00		$76,418	$76,418	$68,785	-$7,633
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		0	0	$0	$0	$0	$0
B-1 Servers		0	0	$0	$0	$0	$0
B-2 Server Maintenance & Support		0	0	$0	$0	$0	$0
B-3 Other Hardware Assets *(Please specify in Footnote Section below)*		0	0	$0	$0	$0	$0
C. Software	3			$0	$0	$0	$0
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$76,418	$76,418	$68,785	-$7,633

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

1	In prior years, staffing had incorrectly included resources resolving desktop, application, and strategic problems. Reduced number correctly reports total staff resources spent performing help desk duties.
2	Helpdesk durites are actually shared by at least 11 individuals statewide, who also perform duties in desktop, network, security/risk, IT admin, and strategic service areas.
3	Helpdesk System is custom in-house Notes based system developed 10 years ago which has no cost associated with it. No centralized helpdesk.
4	Staff reduction represents decrease of 2 statewide support staff (one loss of position, 1 shifted to Litigation Support), which decreased staff time in Network, Desktop, Help Desk, and Security/Risk
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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

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	Custom Developed Utilizing Lotus Notes (not commercial)	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: 1333

1.4. How many locations currently host IT assets and resources used to provide helpdesk services? 13

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

- ☒ On-line self-serve
- ☒ Telephone/IVR
- ☒ Remote desktop (e.g., PC Anywhere)
- ☒ Other   E-Mail self-serve_____

- ☒ On-line interactive
- ☒ Face-to-face

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

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

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

1	**Desktops/Laptops**	5	**Legal/e-Discovery SW (Summation, Concordance)**
2	**Security/Encryption**	6	**Courtroom Technology Support**
3	**Lotus Notes**	7	**Cybersafety presentation technology support**
4	**SIRE**	8	**Network and Remote Access**

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)   No

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

☐ Yes   ☒ No

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

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

This service supports unique Agency application problems and their resolutions and does so in a very cost effective way, with statewide staff supporting both Help Desk and Desktop/Laptop support. A small percentage of the calls to the help desk relate to commercial-off-the-shelf software (Microsoft Word, Excel, etc.). The majority of the questions received pertain to unique Agency Lotus Notes applications which another agency or source would have no knowledge or expertise in troubleshooting or resolving. Additionally, our statewide Help Desk staff assist with a variety of courtroom technologies, even providing onsite support in the courtroom when needed and justified.

Our Agency provides   excellent, timely, and quality customer service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, legal research and brief banks etc. Down-time would have an adverse legal impact on cases such as death penalty cases.

Also, see agency-unique service requirements below.

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:

> Response to help desk request within 15 min. Also, see agency-unique service requirements below.

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)*　M-F 7:30 – 5:30

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

> Users will not be able to obtain assistance that could be needed to access mission critical applications and legal functions.

　3.2.3. What is the average monthly volume of calls/cases/tickets?　887

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

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

> Agency specific service requirements include Notes integration, historical "knowledge base", and technical support of agency-specific strategic services.
>
> Effectively, there is no centralized Help Desk, nor is there any cost for Help Desk software, since a custom Notes app was developed 10 years ago that provides full-text searching of historical tickets, enabling low-cost knowledge base functionality. Help Desk requests can be made via phone or e-mail. E-mail requests automatically generate a ticket that can then be "picked up" or assigned by virtually anyone in the IT staff. This allows the IT organization to be very "flat" and nimble, with extensive cross support, both for different subject areas and for different tiers of expertise. The "Help Desk" also provides extensive support of strategic service areas including technical support of courtroom technology (for trials, hearings, depositions, etc.) and technology used for school cybersafety presentations in middle and high schools around the state, at times staff having to accompany users to offsite locations. Numerous types of hardware, software, and filetypes must be supported, both for internal use and for e-Discovery purposes. Additionally, in order to keep costs low, our Help Desk /Desktop staff perform extensive hardware repairs on desktops/laptops/printers/scanners, allowing the agency to avoid service contracts, and reducing money spent on parts by re-using parts from other equipment. Immediate response for mobile/remote computing is often needed, to support staff who travel extensively and sometimes on a moment's notice. In addition to regular hours, help desk assistance is available after hours via emergency contact numbers and/or escalation through IT Director.

　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 policy states that any data other than public record is accessible to designated employees with the agency.

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

Number of users in this service area include all permanent State FTE, OPS, paid interns, and unpaid volunteers. Approximately half of agency employees are in locations outside of Tallahassee.

Number of locations is required in order to support staff located near judicial (courthouse) facilities around the state, as determined by business need of the agency.

IT Security/Risk Mitigation Service

Non- Strategic IT Service:

Agency: **Dept. of Legal Affairs/Off of Attorney Gen**

Prepared by: **Deborah Stevens / Director of Information Services**

Phone: **850-414-3511**

Form: FY 2011-12 Schedule IV-C –

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A — 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)*
A. Personnel		2.50		$172,275	$172,275	$198,763	$26,488
A-1 **State FTE**	1,5	2.50		$172,275	$172,275	$198,763	$26,488
A-2 **OPS FTE**		0.00		$0	$0	$0	$0
A-3 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		1	0	$0	$0	$0	$0
B-1 **Servers**	2	1	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
C. Software	3			$16,781	$50,385	$55,423	$5,038
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other (*Please describe in Footnotes Section below*)				$0	$0	$0	$0
F. Total for IT Service				$189,056	$222,660	$254,186	$31,526

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

1	Increased staff time represents implementation of additional encryption technology, and increased planning for additional DR capability in key regional office. This was greater than the decrease due to reduction of 2 statewide support staff.
2	Safeboot/Symantec parent server
3	Renewals: Safeboot 400 machines/800 users - $6820, Symantec Antivirus for 1350 users - $16,303, Ironport Web Security - $22,262, GFI LanGuard - $5,000, Total $50,385
4	Cost increase due to the implementation of Ironport security (web filtering) which was deemed critical to the security and functionality of the agency
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Dept/Agency:	**Department of Legal Affairs/Office of the Attorney General**
Submitted by:	**Deborah Stevens, Director of Information Services**
Phone:	**850-414-3511**
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)*

    ☒ Central IT staff   ☐ Southwood Shared Resource Center

    ☐ Program staff   ☐ Northwood Shared Resource Center

    ☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

    ☐ Other External Service Provider *(specify)* _____

    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)*   No

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

    ☐ Yes   ☒ No

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

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

    > Lotus Notes replication and redundancy is critical.
    >
    > Service level requirements will need to be validated to insure another agency or source could provide the necessary support for the Agency's risk assessment, mitigation, and disaster recovery processes and plans. The Agency must be able to retain its authority for establishing priorities and schedules for continuity of operation plan and disaster recovery plan executions and implementation.

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Our Agency provides excellent, timely, and quality security-risk service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, etc. Down-time could have an adverse legal impact on cases such as death penalty cases.

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:

Agency management has identified a business requirement for e-mail, remote access, and core Lotus Notes applications to be available as quickly as possible following a major disaster affecting core operations in Tallahassee.

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? __15 minutes – 72 hours__

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

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)?* __15 minutes__

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

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

Must support internally-developed applications running on a Lotus Notes system, including replication and redundancy.

3.2.6.   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

3.2.7.   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 Policies and Data, other than Public Record, available only to designated Agency staff.

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)*

Current Disaster Recovery Plan provides for adequate data recovery, but does not provide sufficient operational support for ongoing services in the event of a disaster affecting core operations in Tallahassee. Plans are underway to consolidate hardware in Collins to move some additional hardware to Orlando for improved DR.

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

Non- Strategic IT Service:	**Agency Financial and Administrative Systems Support Service**							
Agency:	**Dept. of Legal Affairs/Off of Attorney Gen**					Form: FY 2011-12 Schedule IV-C –		
Prepared by:	**Deborah Stevens / Director of Information Services**		*# of Assets & Resources Apportioned to this IT Service in FY 2011- 12*		Estimated IT Service Costs			
Phone:	**850-414-3511**				*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)*
A. Personnel			1.00		$73,004	$73,004	$73,004	$0
A-1	State FTE		1.00		$73,004	$73,004	$73,004	$0
A-2	OPS FTE		0.00		$0	$0	$0	$0
A-3	Contractor Positions (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware			1	1	$0	$0	$9,700	$9,700
B-1	Servers	1	1	1	$0	$0	$9,700	$9,700
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
C. Software					$0	$11,874	$13,061	$1,187
D. External Service Provider(s)			0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*					$0	$0	$0	$0
F. Total for IT Service					$73,004	$84,878	$95,765	$10,887

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

1	SQL server used for Accounting and Finance transaction and reporting
2	Citrix GoToMeeting 10 Trainers $5,764. Passport $5,160. Camtasia $400. OSCFile $550 Total $11,874
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File: Schedule IV-C-Agency Financial and Administrative Systems Support Services.xls
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at 9:51 AM

Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

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	See Attached Application Inventory - 30 Total Applications	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   ☐ Southwood Shared Resource Center

    ☐ Program staff   ☐ Northwood Shared Resource Center

    ☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

    ☐ Other External Service Provider *(specify)* _____

    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.   1333

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

2. **Service Unique to Agency**

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

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

    ☐ Yes   ☒ No

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

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

File: Schedule IV-C-Agency Financial and Administrative System Support Services Worksheet.doc   **FY 2011-2012**
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Lotus Notes integration is critical. These applications are integrated with each other and with other Notes applications to minimize data entry, eliminate data redundancy, maximize data quality, and improve efficiency in the Agency. As one example, the customized Staff Directory application is used for application determination of roles and access controls for many of our agency-wide applications.

Our Agency provides excellent, timely, and quality customer service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, etc. Down-time could have an adverse legal impact on cases such as death penalty cases.

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:

Availability during standard hours of operation; integration with Lotus Notes; support of automation of bi-annual employee evaluations; integration with FLAIR for nightly and monthly data feeds and reconciliation.

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) Sun/Wed PM

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)?* 10 min

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

The applications are utilized throughout the Agency and if unavailable, employees would not be able to compete many tasks such as purchasing, disbursements, revenue processing, leave authorization, expense reimbursements, wireless billing verification, employee evaluations, etc.

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

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

Lotus Notes integration is critical. These applications are integrated with each other and with other Notes applications to minimize data entry, eliminate data redundancy, maximize data quality, and improve efficiency in the Agency. As one example, the Lotus Notes customized Staff Directory

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application is used for application determination of roles and access controls for many of our agency-wide applications.

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:

Agency policies and statutes regarding data security and privacy.

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

General Revenue, State and Federal Trust Funds.

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.)

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5.3. Other pertinent information related to this service

Number of users in this service area include all permanent State FTE, OPS, paid interns, and unpaid volunteers. Approximately half of agency employees are in locations outside of Tallahassee.

Support for Agency Admin is in Tallahassee office.

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IT Administration and Management Service

Non- Strategic IT Service:

			# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs			

Agency: Dept. of Legal Affairs/Off of Attorney Gen

Prepared by: Deborah Stevens / Director of Information Services

Phone: 850-414-3511

Form: FY 2011-12 Schedule IV-C –

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A 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)*
A. Personnel		1.00		$91,302	$91,302	$80,353	-$10,949
A-1 State FTE	1, 2	1.00		$91,302	$91,302	$80,353	-$10,949
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions *(Staff Augmentation)*		0.00		$0	$0	$0	$0
B. Hardware		0	0	$0	$0	$0	$0
B-1 Servers		0	0	$0	$0	$0	$0
B-2 Server Maintenance & Support		0	0	$0	$0	$0	$0
B-3 Other Hardware Assets *(Please specify in Footnote Section below)*		0	0	$0	$0	$0	$0
C. Software				$0	$0	$0	$0
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$91,302	$91,302	$80,353	-$10,949

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

1	In prior years, staff time spent on strategic services areas had been incorrectly included in this service. Reduction represents correction.
2	Low IT Admin cost correctly indicates the flat IT organizational structure (matrix) and lack of overhead for extensive management, project management, and contractual oversight.
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Printed: 10/14/2010
at 9:48 AM

Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

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	See Attached Application Inventory - 24 Total Applications	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   ☐ Southwood Shared Resource Center

   ☐ Program staff   ☐ Northwood Shared Resource Center

   ☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

   ☐ Other External Service Provider *(specify)* _____

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

2. **Service Unique to Agency**

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

   ☐ Yes   ☒ No

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

File: Schedule IV-C-IT Administration and Management Services Worksheet.doc
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2.1.2. If not, why does your agency need to maintain the current provider for this IT service?

This is part of our Lotus Notes system. IT Administration and Management Service relates to an agency program that is part of the Agency's management function. It cannot be performed by an external service provider. Additionally, our IT organization is very flat and nimble, providing a very cost effective support structure that would be jeopardized with outsourcing of IT Administration and Management.

Our Agency provides   excellent, timely, and quality customer service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, etc. Down-time could have an adverse legal impact on cases such as death penalty cases.

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:

I.T. technical response via Help Desk during work hours is 15 minutes for high priority requests such as emergency terminations. After-hours emergency support is provided 24x7 via emergency contact numbers. All technology purchases are reviewed, configured, and approved by IT. Escalation of any IT issues can be made directly to IT Director on a 24x7 basis.

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)?*   15 min

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

☒ Yes   ☐ No

If yes, please specify and describe:

Agency policies and statutes pertaining to data security/privacy.

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

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

Must support internally-developed applications running on a Lotus Notes system. Need 24x7 IT management service to ensure IT and agency ability to: respond quickly in pending death penalty cases; complete timely electronic filing of court documents; support price gouging hotline during statewide emergencies; and maintain office productivity that frequently requires after-hours work.

4. User/customer satisfaction

File: Schedule IV-C-IT Administration and Management Services Worksheet.doc   **FY 2011-2012**
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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 of the agency?

☒ Yes   ☐ No

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

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

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

5. Additional Information

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

General Revenue, State and Federal Trust Funds

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

5.3. Other pertinent information related to this service

Number of users in this service area include all permanent State FTE, OPS, paid interns, and unpaid volunteers. Approximately half of agency employees are in locations outside of Tallahassee.

Number of locations is required in order to support staff located near judicial (courthouse) facilities around the state, as determined by business need of the agency. In addition to IT management and supervision in Tallahassee, front-line IT supervisors are currently located in Tampa/St. Pete and WPB/Ft Lauderdale/Miami.

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Non-Strategic IT Service:	**Portal/Web Management Service**							
Dept/Agency:	**Dept. of Legal Affairs/Off of Attorney Gen**					Form: Schedule IV-C -Combined v.2011-12		
Prepared by:	Deborah Stevens / Director of Information Services			# of Assets & Resources Apportioned to this IT Service In FY 2011-12		Estimated IT Service Costs		
Phone:	850-414-3511					A	B	C	D

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	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
A. Personnel		0.25		$0	$0	$13,463	$13,463
A-1.1 **State FTE**		0.25		$0	$0	$13,463	$13,463
A-2.1 **OPS FTE**		0.00		$0	$0	$0	$0
A-3.1 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware				$0	$0	$7,000	$7,000
B-1 **Servers**	1	1	1	$0	$0	$7,000	$7,000
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
C. Software				$0	$0	$0	$0
D. External Service Provider(s)		5	5	$0	$175	$175	$0
E. Other (Please describe in Footnotes Section below)				$0	$0	$0	$0
F. Total for IT Service				$0	$175	$20,638	$20,463

G.	**Footnotes -** *Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.*
1	Agency non-strategic web portal
2	Domain name registration 5 x $35 = $175
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Printed: 10/14/2010
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Dept/Agency:	**Department of Legal Affairs/Office of the Attorney General**
Submitted by:	**Deborah Stevens, Director of Information Services**
Phone:	**850-414-3511**
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	HP Servers	5	
2	IBM Lotus Notes	6	
3		7	
4		8	

1. IT Service Definition

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

☒ Central IT staff   ☐ Northwood Shared Resource Center

☐ Program staff   ☐ Southwood Shared Resource Center

☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

☐ Other External Service Provider *(specify)* _____

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. |_____|

1.4. Please identify the number of intranet users of this service. | 1333 |

1.5. How many locations currently host IT assets and resources used to provide this service? | 1 |

2. Service Unique to Agency

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

End-to-end Notes integration for purposes of content management, to synchronize information from our Notes applications to be posted on the web.

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

Our Agency provides excellent, timely, and quality web portal service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

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:

Web presence 24x7 except for required maintenance. Web support provided upon request to "webmaster" internal e-mail. Business units able to maintain much of recurring web content, some of which is automatically synchronized with internal Notes application databases. Also provides portal to Citrix Metaframe for remote access to the agency network.

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)?* 15 Minutes

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

Primary effect is on consumer awareness and information dissemination.

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

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

Cybercrime and Cybersafety websites required for coordination for school presentations and statutory notification to victims of child predator cybercrime.

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:

Privacy laws and policies with respect to crime victims; secured access control for Internet based portal into Citrix Metaframe for remote network access.

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)*

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

Non-Strategic IT Service: **Data Center Service**

Dept/Agency: **Dept. of Legal Affairs/Off of Attorney Gen**

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

Prepared by: **Deborah Stevens / Director of Information Services**

Phone: **850-414-3511**

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 (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
A. Personnel *(performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)*		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. Hardware Calculated total non-mainframe servers from all IV-C services 72 / Calculated total mainframes from all IV-C services 0				$0	$0	$0	$0
B-1 **Non-Mainframe Servers** *(including single-function logical servers not assigned to another service)*		0	0	$0	$0	$0	$0
B-2 **Servers - Mainframe**		0	0	$0	$0	$0	$0
B-3 **Server Maintenance & Support**		0	0	$0	$0	$0	$0
B-4 **Online or Archival Storage Systems** *(indicate GB of storage)*		0		$0	$0	$0	$0
B-5 **Data Center/ Computing Facility Internal Network**				$0	$0	$0	$0
B-6 **Other Hardware** *(Please specify in Footnotes Section below)*				$0	$0	$0	$0
C. Software				$0	$0	$0	$0
D. External Service Provider(s)				$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)*				$0	$0	$0	$0
E. Plant & Facility		Total	Est Utilized	$0	$0	$0	$0
E-1 **Agency Data Center (indicate total square feet)**		480	122	$0	$0	$0	$0
E-2 **Computing Facilities (indicate total square feet)**	1	3009	288	$0	$0	$0	$0
E-3 **Office Space (indicate total square feet)**		0	0	$0	$0	$0	$0
E-4 **Backup Generator, Power Distribution Units, UPS, etc.** *(indicate capacity in KW)*	2	133.5	42	$0	$0	$0	$0
E-5 **Utilities (e.g., electricity and water)** *(estimated total annual KWH)*	3, 4	364354		$0	$0	$0	$0
E-6 **Environmentals (e.g., HVAC, fire control, and physical security)**				$0	$0	$0	$0
E-7 **Other** *(please specify in Footnotes Section below)*				$0	$0	$0	$0
F. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
G. Total for IT Service				$0	$0	$0	$0

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

1	There are 20 Computer/LAN rooms in 13 offices around the state
2	Collins 11 - 6KVA + 2 - 1.5KVA = 69. Regional offices 2 - 6KVA + 35 - 1.5KVA = 64.5. Total = 133.5
3	Annual KWH for Servers, Expansion Chassis, Tape Drives is 224807.88. For newer hardware this number was calculated based on actual power consumption as reported by sensors on the equipment, the range was 10%-19% of maximum capacity of power supplies. For older hardware,
4	Annual KWH for Switches, Routers, Hubs is 139546.8. This number was calculated using 50% of the maximum capacity of the power supply.
5	
6	
7	
8	
9	

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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

Data Center Service

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

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

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

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

	Identify the non-strategic *and strategic* IT services that are supported (in whole or part) by data center services offered at the following data centers and computing facilities.	
1	Northwood Shared Resource Center	None
2	Southwood Shared Resource Center	None
3	Northwest Regional Data Center	None
4	Agency (non-primary) Data Center	All
5	Agency Computing Facilities	All
6	Other External Data Center(s)	None

1. IT Service Definition

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

☒ Central IT staff ☐ Northwood Shared Resource Center

☐ Program staff ☐ Southwood Shared Resource Center

☐ Other state agency *(non-primary data center)* ☐ Northwest Regional Data Center

☐ Other External Service Provider *(specify)* _____

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)   1

    1.3.2.   List the major IT application systems[1] hosted at each of these facilities:

Name of Agency Data Center	Major IT Application Systems Supported	External Agency Supported *(If applicable)*
Collins Building Data Center	All	

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

    1.4.1.   Number of agency computing facilities   15

    1.4.2.   List the major IT application systems[1] hosted at each of these facilities:

Name of Computing Facility	Major IT Application Systems Supported	External Agency Supported *(If applicable)*
Jacksonville		
Daytona		
Orlando		
West Palm Beach		
Ft. Lauderdale		
Miami Criminal		
Miami MFCU		
Ft. Myers		
Bradenton		
St. Petersburg		
Tampa Concourse		
Tampa Mack Center		
Pensacola		
Milton		
Capitol		

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[1] supported by these servers in 1.5.1 and 1.5.2:

---

[1] **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.***

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2. Data Center Consolidation

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

> *Not Available*

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

      ☐ Yes   ☒ No

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

> TBD

      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 Min._____

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

         ☒ Yes   ☐ No

         If yes, please specify and describe:

> Agency policies, state policies, and federal policies. Data other than public record is available only to designated agency employees.

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

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

> Need 24x7 network access to: respond quickly in pending death penalty cases; complete timely electronic filing of court documents; support price gouging hotline during statewide emergencies; and maintain office productivity that frequently requires after-hours work.

      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:

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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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

E-Mail, Messaging, and Calendaring Service

Non- Strategic IT Service:

Agency: **Dept. of Legal Affairs/Off of Attorney Gen**

Prepared by: **Deborah Stevens / Director of Information Services**

Phone: **850-414-3511**

Form: FY 2011-12 Schedule IV-C -

Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	A — 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)*
A. Personnel		1.00		$91,192	$91,192	$80,803	-$10,389
A-1 State FTE	1,8	1.00		$91,192	$91,192	$80,803	-$10,389
A-2 OPS FTE		0.00		$0	$0	$0	$0
A-3 Contractor Positions *(Staff Augmentation)*		0.00		$0	$0	$0	$0
B. Hardware				$0	$16,700	$16,700	$0
B-1 Servers	2	6	2	$0	$16,700	$16,700	$0
B-2 Server Maintenance & Support		0	0	$0	$0	$0	$0
B-3 Wireless Communication Devices *(e.g., Blackberries, I-phones, PDAs, etc.)*		0	?	$0	$0	$0	$0
B-4 Online Storage *(indicate GB of storage)*		0		$0	$0	$0	$0
B-5 Archive Storage *(indicate GB of storage)*		0		$0	$0	$0	$0
B-6 Other Hardware Assets *(Please specify in Footnote Section below)*	3			$0	$0	$0	$0
C. Software	4, 5			$35,914	$33,532	$36,885	$3,353
D. External Service Provider(s)				$40,939	$47,237	$51,961	$4,724
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)*	6			$40,939	$47,237	$51,961	$4,724
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$168,045	$188,661	$186,349	-$7,036

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

Non-Strategic Service	Footnote	%	Cost
Network			
OT-1			
OT-2 Desktop IT Service	7	0.00%	$
OT-3 Help Desk	7	0.00%	$
OT-4 IT Security & Risk Mitigation			
OT-5 IT Administration & Management			
SUBTOTAL			$

To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. **For the purposes of the Schedule IV-C analysis, the data submitted in this section will NOT be added to the cost of the e-mail service.**

Fully-loaded IT Service Cost	$	186,349

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

1 Total 1 FTE actually represents staff time across at least 7 different people. At least 90% of this staffing would still be required by the agency to support strategic and workflow apps, even if migrated to statewide email system.

2 There are a total of 6 Email/Messaging servers, 3 mail, 1 smtp, 1 blackberry, 1 sametime. Server replacements for 2010-11 Tampa Email and Sametime. Server replacements for 2011-12 SMTP and FTL Email

3 Ironport Email Security Appliance(s)

4 Software licensing costs: (Notes Licenses 4 x $1,678=$6,712, Domino Blackberry Messaging - $650 , Blackberry Server Maintenance(1-30 users $1,285.94 + 31-96 users $1,529.22 = $2,815.19), Ironport Email filter subscription $23,355 Total $33,532 Reported total of $36,885 represents estimated 10% increase.

5 Because of different category structures with different budget entities these expenditures can be paid from OCO, Expenses, Data Processing Services or numerous Special Categories.

6 Blackberry service plan costs paid to Verizon for e-mail (unlimited data) service: 105 devices x $37.49/mo x 12 => $47,237 per year. Needed for mobile workforce of field investigators and attorneys.

7 Personnel costs already represent e-mail overhead for the entire I.T. staff, actually representing staff time across at least 8 different people

8 Decrease in staff costs represents shifting of Blackberry support to lower paid staff, and correction of some strategic service support.

9

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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

E-Mail, Messaging, and Calendaring Service

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

Identify the major hardware and commercial software associated with the E-Mail Service:			
1	Lotus Notes Server	5	Verizon Data Plan for Blackberry Service
2	Lotus Notes Client	6	Sametime Server
3	Blackberry Server	7	
4	Blackberry Client	8	

1. **IT Service Definition**

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

    ☒ Central IT staff   ☐ Southwood Shared Resource Center

    ☐ Program staff   ☐ Northwood Shared Resource Center

    ☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

    ☐ Other External Service Provider *(specify)* _____

    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.   1368

    1.4. How many locations currently host IT assets and resources used to provide e-mail, messaging, and calendaring services?   3

2. **Service Unique to Agency**

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

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

    ☐ Yes   ☒ No

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

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

E-Mail is one integral component of the enterprise wide Lotus Notes architecture. It is essential to the successful development and operations of the hundreds of workflow and collaboration applications customized for this agency. In addition to the agency's application portfolio being almost entirely dependent upon the Notes framework, security, and functionality, many of the agency's custom Notes applications actually utilize the built-in Notes mail and calendar functions and processes. Email cannot be separated from the enterprise Notes platform without extensive cost and effort, both up front and recurring, as well as residual loss in productivity for IT staff and agency employees.

Also, the Agency must retain its ability to add, delete, or change email accounts and access in a timely manner, immediately in emergency terminations. The ability to retrieve and review deleted or archived email is a requirement in ongoing investigations and public record requests.

Our Agency provides excellent, timely, and quality customer service, but at an extremely low cost. The Agency is very cost conscientious and is constantly exploring alternatives to reduce costs, and is not interested in acquiring lesser quality and lesser service at the expense of its employees, AND at a greater cost to the agency.

We must support internally-developed applications running on a Lotus Notes system. The applications are utilized throughout the agency and if unavailable, employees would not be able to complete many tasks such as purchasing, disbursements, revenue processing, legal case billing and cost recovery, etc. Down-time could have an adverse legal impact on cases such as death penalty cases.

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:

Need 24x7 e-mail access to: respond quickly in pending death penalty cases; complete timely electronic filing of court documents; support price gouging hotline during statewide emergencies; and maintain office productivity that frequently requires after-hours work. Need outgoing e-mail sent with near-immediate (5 minute) delivery to external business partners including other state agencies, lawfirms, and other legal/judicial contacts. Need to be able to send thousands of outgoing e-mails for weekly newsletter without getting blacklisted.

3.2. Timing and Service Delivery Requirements

3.2.1.   Hours/Days that service is required *(e.g., 0600-2100 M-F, 24/7)*:   24x7

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 Minutes

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

Mail delivery is delayed, and while mail is store and forward, down-time greater than 30 min will impact day-to-day functions. Possible impacts: inability to respond quickly in pending death penalty cases; inability to complete timely electronic filing of court documents; inability to support price gouging hotline during statewide emergencies; and significantly reduce field office efficiency.

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

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

Must accommodate a mobile workforce. Must support agency unique Lotus Notes infrastructure for workflow and client applications and databases. Need 24x7 e-mail access to: respond quickly in pending death penalty cases; complete timely electronic filing of court documents; support price gouging hotline during statewide emergencies; and maintain office productivity that frequently requires after-hours work. Need outgoing e-mail sent with near-immediate (5 minute) delivery to external business partners including other state agencies, lawfirms, and other legal/judicial contacts. Need to be able to send thousands of outgoing e-mails for weekly newsletter without getting blacklisted.

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:

Sensitive data must be protected in accordance with State policy; records must be retained to comply with State records retention policies.

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:

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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)*

E-mail functionality, support, and application integration is adequately meeting the business needs. The current challenge in this service area is due to the lack of an automated, fully functional, archival system. Our current archival system is able to adequately capture historical e-mails for public records retention, but is not easily accessible by employees and requires staff time for manually performing the archive process. No-cost changes to the archival process are being undertaken to automate and reduce productivity impact on staff agencywide. However, there are still limitations to the use of the document-based archival system, rather than a mail-specific archival system.

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

General Revenue, State and Federal Trust Funds.

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

5.3. Other pertinent information related to this service

Number of users in this service area include all permanent State FTE, OPS, paid interns, unpaid volunteers and those mailboxes not directly associated with a single individual. Approximately half of agency employees are in locations outside of Tallahassee.

Locations "hosting" e-mail are: Tallahassee, Tampa, and Ft. Lauderdale.

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Agency: Dept. of Legal Affairs/Off of Attorney Gen

Combined v.2011-12

Strategic Services

Budget Entity Name	BE Code	Program Component Code	Program Component Name	Costs within BE	Funding Identified for IT Service	Agency Core Systems	Legal and Investigative Case Development and Management	Victims Services	Agency Strategic IT Service #4	Agency Strategic IT Service #5	Agency Strategic IT Service #6	Agency Strategic IT Service #7	Agency Strategic IT Service #8	Agency Strategic IT Service #9	Agency Strategic IT Service #10	Agency Strategic IT Service #11	Agency Strategic IT Service #12	Agency Strategic IT Service #13	Agency Strategic IT Service #14	Agency Strategic IT Service #15	Agency Strategic IT Service #16
			Identified Funding as % of Total Cost of Service			100.0%	100.0%	100.0%													
						$887,122	$349,293	$101,918	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
1 Executive Direction and Support Serv	41100500	1602000000	Executive Leadership & Support Service		$1,107,108	$887,122	$219,986														
2 Civil Enforcement	41100100	1203000000	Legal Representation		$129,307		$129,307														
3 Victims Services	41100400	1602000000	Executive Leadership & Support Service		$101,918			$101,918													
4					$0																
5					$0																
6					$0																
7					$0																
8					$0																
9					$0																
10					$0																
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26					$0																
27					$0																
28					$0																
29					$0																
30					$0																

Sum of IT Cost Elements Across IT Services

IT Cost Element Data as entered on IT Service Worksheets					
Personnel	State FTE (#)	14.25	9.00	4.25	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	State FTE (Costs)	$1,158,336	$777,907	$296,670	$83,759	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Personnel	OPS FTE (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	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)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Vendor/Staff Augmentation (Costs)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Hardware		$15,500	$7,000	$8,500	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Software		$164,497	$102,215	$44,123	$18,159	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
External Services		$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Other		$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Totals of Costs		$1,338,333	$887,122	$349,293	$101,918	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Totals of FTE		14.25	9.00	4.25	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Listing of Strategic IT Services

Dept/Agency: **Department of Legal Affairs**
Prepared by: **Deborah Stevens, CIO**
Phone: **850-414-3511**
Date Completed: **10/15/2010**

The Attorney General's Office has created a complex information technology ecosystem which allows the agency to support the enterprise business functions in a cost effective, self supporting environment.

Lotus Notes is the agency's core application platform for enterprise-wide, fully integrated, custom-developed applications and databases. Of the 950+ Notes databases in the agency inventory, over 75% are strategic in nature, supporting the legal and investigative mission of this agency. Several of these applications are complex, transactional systems; many are moderately complex and customized by unit; smaller, less complex systems can be grouped into several categories. The entire Notes application/database inventory is attached.

Additionally, the agency also utilizes a variety of non-Notes systems for case and document management, including the enterprise-wide multi-purpose use of SIRE, a commercial document management system integrated into the agency's custom Notes applications.

1. Agency Core Systems

There are two major enterprise-wide technology platforms that are critical to all other services: Lotus Notes and SIRE. Essentially all other services encompass applications and systems dependent upon core services provided by these two platforms. Additionally, dependencies upon certain non-strategic services are included to better define service requirements.

The following IT Systems constitute elements of this enterprise-wide Strategic IT Service.

1.a. ***Strategic Notes Framework*** – The Notes framework is used to drive agency-wide business collaboration and work flow . This would include all processes from the initial creation of a new user through each facet of the business process. These processes would include but would not be limited to time tracking, case management, purchasing requests, website creation, system security and access controls for processes as well as users, "paper free" collaboration, and agency-wide workflow, for strategic applications. The framework includes several custom developed system core components: Staff Directory, Legal Profiles, Agency Tables, and Workflow Engine. (This system is also utilized to support non-strategic applications at no additional cost.)

1.b.   ***SIRE Enterprise Document Management System*** – The SIRE imaging and document management system is a customizable off-the-shelf system from SIRE Technologies, which provides imaging, indexing, search and retrieval capabilities. Sire is used for strategic services in the management of legal case files as well as investigative case files. Custom integration with Notes databases (by in-house development staff) has been performed to support divisional business processes. (This system is also utilized to support non-strategic applications at no additional cost.)

1.c.   ***Internet Access*** – Internet access is a critical underlying component of this strategic service. This is not a single system. The availability of external systems for legal and investigative purposes is mission critical including access to the following: State and Federal Court Systems for electronic filing and access to dockets and documents (Pacer, CCIS), Westlaw, Lexis-Nexis (File and Serve), DHSMV DAVID system, Choicepoint (CLEAR and Autotrack), GPSit tracking system.

1.d.   ***Network Access and System Availability –*** Access to the agency network, both locally and remotely, is a critical component of this strategic service, requiring 24x7 availability of network resources and systems. This is not a single system, but multiple resources and service requirements. Scheduled maintenance is allowed and limited to non-working hours; but is not permitted during times of high criticality (e.g., pending death warrants and hotline activation during state emergencies). The availability of internal systems for legal and investigative purposes is mission critical, including access to the following: file and print resources; Lotus Notes mail, calendar, application, and database resources; and all other strategic systems noted above.

2. Legal and Investigative Case Development and Management

Of the 950+ Notes databases in the agency inventory, over 75% are strategic in nature, supporting the legal and investigative mission of this agency. Several of these applications are complex, transactional systems; many are moderately complex and customized by unit; smaller, less complex systems can be grouped into several categories. Additionally, the agency also utilizes a variety of non-Notes systems for case and document management.   This service also encompasses extensive data storage and various software tools required to

handle e-Discovery, data mining, and computer forensic requirements for investigative and legal cases.

2.a. ***Citizens Services Hotline System —*** The Citizens Services Hotline and Issue Tracking System is made up of multiple databases used for the management of front-line consumer communications, complaints, and department responses. Incoming complaints and inquiries are the first step to initiating and building a case against fraudulent companies, for both civil and criminal activity. Another important activity is the review of price gouging during declared emergencies. This system provides capabilities for the management, referral, and the agency response to these case-related issues. This system includes full integration with department web forms and e-mail. (Update) ((To date the department has received #of contacts))In only the first 9 months of 2009 calendar year, 84,000 consumer contacts, received from online complaint form submittal, were tracked and managed.

2.b. ***CSE —*** Child Support Enforcement Caseload System (aka "Teddy2"). This system is made up of multiple databases and provides extensive case tracking and scheduling functionality for cases of Child Support Enforcement, in which DLA represents the Department of Revenue (DOR). The system includes an automated interface with DOR's PAILS System, to minimize duplicate entry by staff in both agencies. Many of the requirements of this system are driven by DOR.

2.c. ***CLS —*** Children's Legal Services Caseload System. This system is made up of multiple databases and provides extensive case tracking and scheduling functionality for cases involving Children's Legal Services, in which DLA represents the Department of Children and Families (DCF). Many of the requirements of this system are driven by DCF, including DCF's FSFN system, currently underway.

2.d. ***MFCU*** - Medicaid Fraud Control Unit Caseload System. This system is made up of multiple databases and provides extensive case tracking and document management capabilities, including a custom-developed high-volume data repository, or document library, utilizing Lotus Notes and Windows file structure to allow scalability and improved performance.

2.e. ***Legal Time Tracking —*** This system is made up of approximately 25 databases which provide consolidated management of billable legal hours recorded by legal staff throughout the agency. This consolidated data is used for cost recovery, in some cases resulting in hundreds of thousands of dollars being returned to the state. This system is also integrated with all OAG legal case tracking systems.

2.f.   ***Other Legal and Investigative Application Databases —*** In addition to the major application databases described above, there are over 125 Strategic Application Databases which are customized to provide specific functionality to the legal and investigative units that are mission-critical to this agency. Some of these databases provide integrated web functionality; others are for internal use only.

2.g.   ***VICTRE —*** This internet- and client- based system provides a secure method for victims of child pornography repeat exploitation to obtain information related to cases in which their images are involved, including court hearing dates and statuses.

2.h.   ***Cybersafety School —*** This internet- and client-based system provides a secure site for schools to access information related to the scheduling of cybersafety presentations for their school. It also provides to internal staff the functionality needed for the scheduling and reporting of these presentations.

2.i.   ***Teamcases and Document Analysis Databases*** – The agency currently has 431 Teamcase and Document Analysis databases, approximately 410 of which are **strategic**. These databases are used for managing case-specific and unit-specific data and documents specific to a given case, board activity, or unit assignments. **Strategic Teamcases (approx 375)** are used primarily for case-, unit-, or topic-specific document and information management, providing shared storage of e-mails, shared storage and group-edit of documents and files (preserving all drafts), management of shared calendars, and forums to post discussion items.   **Strategic Document Analysis Databases (approx 35)** are custom developed to assist legal staff and investigators in indexing, sorting and analyzing documents in document-driven cases. They allow users to tag documents with document type, source, date, keywords, summaries, comments, categories and cross-links to related documents. Users can also flag documents as exhibits and generate an exhibit list. And last, there are several analytical tools, such as timeline, who-knew-what-when and communication flow.

2.j.   ***Summation, Concordance, LiveNote/CaseNotebook*** – These systems are used for legal and investigative case management, both prior to and during courtroom proceedings, for e-Discovery and case preparation. E-ScanIt and Adobe Pro are used in conjunction with these products to provide enhanced scan processing capabilities, Bates stamping, redaction, and batch processing.

2.k.   ***FRED, Investigative Networks*** – Criminal and Civil investigative units have very specific requirements for undercover and forensic work. Many

of these units are self-supportive, but the IT division provides assistance as needed.

2.l. **GPSit System** – The GPSit system is used by MFCU investigators to track the movements of a target vehicle. It includes devices attached to vehicles and a web-based service for real-time tracking of these vehicles. Additionally, related GPS systems provide investigators with real-time navigational assistance during the course of their mobile duties.

2.m. **E-Discovery Storage –** E-Discovery presents challenges in terms of data volume and unpredictable diversity of format. Multiple storage methods are required, along with the potential need for various software to access the files and documents provided as part of the legal "discovery" process.

2.n. **Undercover Networks -** This is not a single system, but a number of various similar systems required to maintain the anonymity and autonomy of investigative equipment used by multiple criminal and civil legal and investigative units. These system include workstations NOT connected to OAG network (and often purchased and configured to appear as "Joe Q Public"), but with direct access to Internet through Comcast or other ISP. Anonymity and unrestricted access requires isolation from OAG network and home/personal type of configuration.

2.o. **Internet Applications –** All OAG websites are application driven and are integrated with other strategic systems for effective content management and single-source distribution and reception. These sites promote public awareness and gather crucial information which generates and assists in OAG investigations/cases. Several applications also provide external agency access for case management, knowledge sharing and collaboration.

3. Victims Services

The Division of Victims Services provides support to victims of crime through several avenues: management of federal grant monies to support this service; compensation to victimized citizens of crime-related expenses through a claim approval process; and, training and support provided to the statewide network of Victims Advocates. The IT Systems below are constituent elements of this enterprise-wide Strategic IT Service, and are critically dependent upon the "Agency Core Systems" service defined above.

3.a.   ***VAN*** – Victims Assistance Network. This statewide transactional system is a custom developed and internally supported system used to manage and process all Florida claims for monetary assistance provided to victims of violent crime through federal grant monies. During FY 2008-09, total claim payments processed through this system was $31 Million. The application was developed in Lotus Notes and fully integrated with SIRE, and as such is critically dependent upon the Agency Core Systems defined above. It is comprised of approximately 25 Lotus Notes databases, and utilizes SIRE for front-end scanning, imaging and document management.

3.b.   ***Victims SIRE System*** – The instance of SIRE used specifically for the integrated VAN system includes licensing costs specific to this service, however it is fully dependent upon the SIRE core system.

3.c.   ***Internet Application –*** Several application driven sites have been developed to assist Victims Services with on-line registration and program management. These integrated content management systems provide single-source distribution and data reception.

3.d.

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

4.   (Insert Name of Fourth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

4.a.   ***(List IT System)*** *– briefly describe the system*

4.b.   ***(List IT System)*** *– briefly describe the system*

4.c.   ***(List IT System)*** *– briefly describe the system*

4.d.   ***(List IT System)*** *– briefly describe the system*

5.   (Insert Name of Fifth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

5.a.   *(List IT System) – briefly describe the system*

5.b.   *(List IT System) – briefly describe the system*

5.c.   *(List IT System) – briefly describe the system*

5.d.   *(List IT System) – briefly describe the system*

6.   (Insert Name of Sixth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

6.a.   *(List IT System) – briefly describe the system*

6.b.   *(List IT System) – briefly describe the system*

6.c.   *(List IT System) – briefly describe the system*

6.d.   *(List IT System) – briefly describe the system*

7. (Insert Name of Seventh Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

7.a.   *(List IT System) – briefly describe the system*

7.b.   *(List IT System) – briefly describe the system*

7.c. *(List IT System)* – *briefly describe the system*

7.d. *(List IT System)* – *briefly describe the system*

8. (Insert Name of Eighth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

8.a. *(List IT System)* – *briefly describe the system*

8.b. *(List IT System)* – *briefly describe the system*

8.c. *(List IT System)* – *briefly describe the system*

8.d. *(List IT System)* – *briefly describe the system*

9. (Insert Name of Ninth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

9.a. *(List IT System)* – *briefly describe the system*

9.b. *(List IT System)* – *briefly describe the system*

9.c. *(List IT System)* – *briefly describe the system*

9.d. *(List IT System)* – *briefly describe the system*

10. (Insert Name of Tenth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the "end-to-end" service that enables the agency to perform the associated program function.)

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

10.a.   ***(List IT System)*** *– briefly describe the system*

10.b.   ***(List IT System)*** *– briefly describe the system*

10.c.   ***(List IT System)*** *– briefly describe the system*

10.d.   ***(List IT System)*** *– briefly describe the system*

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

Strategic IT Service: **Agency Core Systems**

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

Dept/Agency: **Dept. of Legal Affairs/Off of Attorney Gen**
Prepared by: **Deborah Stevens / Director of Information Services**
Phone: **850-414-3511**

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
A. Personnel		**9.00**		$0	$0	$777,907	$777,907
A-1.1 **State FTE**	1, 2	9.00		$0	$0	$777,907	$777,907
A-2.1 **OPS FTE**		0.00		$0	$0	$0	$0
A-3.1 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		**13**	**1**	$0	$0	$7,000	$7,000
B-1 **Servers** - Mainframe		0	0	$0	$0	$0	$0
B-2 **Servers** - Non-Mainframe	3, 4	13	1	$0	$0	$7,000	$7,000
B-3 **Server Maintenance & Support**				$0	$0	$0	$0
B-4 **Other Hardware Assets** (e.g., system mgt workstation, printers, UPS)				$0	$0	$0	$0
C. Software	5			$0	$0	$102,215	$102,215
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$0	$0	$887,122	$887,122

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

1	State FTEs are also required for "Legal and Investigative Case Development and Management" and "Victims Services" Strategic Services
2	Total of 9 FTEs represents staff time across 24 positions
3	Servers reported in this service are also required for the "Legal and Investigative Case Development and Management" and "Victims Services" Strategic Services
4	2 Servers reported in this service area are end of life hardware used for development and are not part of any purchasing replacement schedule
5	Includes: Lotus Notes Client and Domino, SIRE, and Development Utility Licensing
6	
7	
8	
9	
10	
11	
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14	
15	

File: Schedule IV-C-Agency Core Systems.xls
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Page 1 of 1

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Printed: 10/14/2010
at 9:50 AM

Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

Core 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	See Attached Application Inventory - 168 Total Applications	5	
2		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).

    > There are two major enterprise-wide technology platforms that are critical to all other services: Lotus Notes and SIRE. Essentially all other services encompass applications and systems dependent upon core services provided by these two platforms.   Additionally, dependencies upon certain non-strategic services are included to better define service requirements.

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

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

    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.   1333

    1.5. How many locations currently host 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)*   No

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

    ☐ Yes   ☒ No

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

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

The applications serving this agency would have to be reengineered to use another service provider.

3. IT Service Levels Required to Support Business Functions

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

☐ Yes; formal Service Level Agreement(s)

☒ Yes; informal agreement(s)

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

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

On demand

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)?*   5 min.

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

All agency systems are so tightly integrated that interruption of service will result in statewide disruption. The agency would not be able to support any of its strategic mission critical, applications. Dependencies on CORE service are required for all other Strategic services.

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

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

Federal Requirements for handling of Federal Funds

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:

This service is sensitive and security must be configured so that no personal information can be retrieved outside of this agency and that all data is handled based on Federal requirements or regulations for the Federally funded programs.

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:

On demand

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

General Revenue, State and Federal Trust Funds

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

5.3. Other pertinent information related to this service

Websites are integrated with internal systems for efficient processing.

	Strategic IT Service:	**Legal and Investigative Case Development and Management**						

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

Dept/Agency: Dept. of Legal Affairs/Off of Attorney Gen
Prepared by: Deborah Stevens / Director of Information Services
Phone: 850-414-3511

		# of Assets & Resources apportioned to this IT Service		**Estimated IT Service Costs**			
Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	Number used for this service	Number w/ costs In FY 2011-12	**A** 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
A. Personnel		**4.25**		$0	$0	$296,670	$296,670
A-1.1 **State FTE**	1	4.25		$0	$0	$296,670	$296,670
A-2.1 **OPS FTE**		0.00		$0	$0	$0	$0
A-3.1 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		**6**	**1**	$0	$0	$8,500	$8,500
B-1 **Servers** - Mainframe		0	0	$0	$0	$0	$0
B-2 **Servers** - Non-Mainframe	2	6	1	$0	$0	$8,500	$8,500
B-3 **Server Maintenance & Support**				$0	$0	$0	$0
B-4 **Other Hardware Assets** (e.g., system mgt workstation, printers, UPS)				$0	$0	$0	$0
C. Software	3, 4, 5			$0	$0	$44,123	$44,123
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$0	$0	$349,293	$349,293

G.	**Footnotes** - *Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.*
1	FTEs represent staff time across 15 positions; additionally, much of the staff time reported under the "Agency Core Systems" Strategic Service is required by this service.
2	This service also requires services (servers) reported under the "Agency Core Systems" Strategic Service
3	This service also requires services (software) reported under the "Agency Core Systems" Strategic Service
4	Includes:Concordance, Summation, LiveNote, Trial Director, e-Scanit, Analyst Notebook and Development Utility Licensing
5	Includes: GPSIt $4,169 & GPS Garmin updates $49.95 used by MFCU
6	Includes: $1301 for server Backup Exec
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at 9:49 AM

Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

Legal and Investigative Case Development and Management

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:		
See Attached Application Inventory - 639 Total Applications. 157 listed, 482 not listed due to secure nature of Case Information.		

1. IT Service Definition

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

Of the 950+ Notes databases in the agency inventory, over 75% are strategic in nature, supporting the legal and investigative mission of this agency. Several of these applications are complex, transactional systems; many are moderately complex and customized by unit; smaller, less complex systems can be grouped into several categories. Additionally, the agency also utilizes a variety of non-Notes systems for case and document management. This service also encompasses extensive data storage and various software tools required to handle e-Discovery, data mining, and computer forensic requirements for investigative and legal cases. The IT Systems below are constituent elements of this enterprise-wide Strategic IT Service, and are critically dependent upon the "Agency Core Systems" service.

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

☒ Central IT staff   ☐ Northwood Shared Resource Center

☒ Program staff   ☐ Southwood Shared Resource Center

☒ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

☒ Other External Service Provider *(specify)*   Depends on Legal Nature and Scope of case

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.   3639

1.5. How many locations currently host this service?   6

2. Service Unique to Agency

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

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

☐ Yes   ☒ No

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

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

The service has been written specifically to respond to the agency business needs and is maintained by in-house staff.

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:

On demand

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)?*   5 min.

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

Exceeding downtime standard will cause an interruption in criminal prosecutions, capitol executions and civil cases which are governed by explicit guarantees of procedural rights under the Bill of Rights.

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

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

Federal Requirements for handling of Federal Funds

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:

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This service is sensitive and security must be configured so that no personal information can be retrieved outside of this agency and that all data is handled based on Federal requirements or regulations for the Federally funded programs.

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:

On demand - Monday Agencywide Managers Meeting

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

General Revenue, State and Federal Trust Funds

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

5.3.   Other pertinent information related to this service

Case collaboration and real time data synchronization with other legal entities and state agencies through custom built on-line services.   CyberSafety school registration is available only through SafeFlorida.net.

File: Schedule IV-C-Legal and Investigative Case Development and Management Worksheet.doc   **FY 2011-12**
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Strategic IT Service:	**Victims Services**							

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

Dept/Agency: Dept. of Legal Affairs/Off of Attorney Gen
Prepared by: Deborah Stevens / Director of Information Services
Phone: 850-414-3511

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
A. Personnel		**1.00**		$0	$0	$83,759	$83,759
A-1.1 **State FTE**	1	1.00		$0	$0	$83,759	$83,759
A-2.1 **OPS FTE**		0.00		$0	$0	$0	$0
A-3.1 **Contractor Positions** (Staff Augmentation)		0.00		$0	$0	$0	$0
B. Hardware		**2**	**0**	$0	$0	$0	$0
B-1 **Servers** - Mainframe		0	0	$0	$0	$0	$0
B-2 **Servers** - Non-Mainframe	2	2	0	$0	$0	$0	$0
B-3 **Server Maintenance & Support**				$0	$0	$0	$0
B-4 **Other Hardware Assets** (e.g., system mgt workstation, printers, UPS)				$0	$0	$0	$0
C. Software	3, 4			$0	$0	$18,159	$18,159
D. External Service Provider(s)		0	0	$0	$0	$0	$0
E. Other *(Please describe in Footnotes Section below)*				$0	$0	$0	$0
F. Total for IT Service				$0	$0	$101,918	$101,918

G.	**Footnotes -** *Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.*
1	1 FTE dedicated to this service
2	Additional servers required for this service has been reported under the "Agency Core Systems" Strategic Service
3	Additional software licensing required for this service has been reported under the "Agency Core Systems" Strategic Service
4	Includes: Lotus Notes Client and Domino, SIRE, and Development Utility Licensing used for this service
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Dept/Agency: **Department of Legal Affairs/Office of the Attorney General**

Submitted by: **Deborah Stevens, Director of Information Services**

Phone: **850-414-3511**

Date submitted: **10/15/2010**

Victims 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	See Attached Application Inventory - 43 Total Applications	5	
2		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).

The Division of Victims Services provides support to victims of crime through several avenues: management of federal grant monies to support this service; compensation to victimized citizens of crime-related expenses through a claim approval process; and, training and support provided to the statewide network of Victims Advocates. The IT Systems below are constituent elements of this enterprise-wide Strategic IT Service, and are critically dependent upon the "Agency Core Systems" service.

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

☒ Central IT staff   ☐ Northwood Shared Resource Center

☒ Program staff   ☐ Southwood Shared Resource Center

☐ Other state agency *(non-primary data center)*   ☐ Northwest Regional Data Center

☐ Other External Service Provider *(specify)* _____

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.   4790

1.5. How many locations currently host this service?   1

2. Service Unique to Agency

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

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

☐ Yes   ☒ No

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

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

> The service has been written specifically to respond to the agency business needs and is maintained by in-house staff.

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:

> On demand

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)?*   5 min.

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

> Exceeding downtime standard will cause an interruption in emergency compensation payments to victims of violent crime for medical, disability, sexual battery forensics examinations, domestic violence relocation and funeral expenses.

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

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

> Federal Requirements for handling of Federal Funds

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:

> This service is sensitive and security must be configured so that no personal information can be retrieved outside of this agency and that all data is handled based on Federal requirements or regulations for the Federally funded programs.

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:

> On demand - Monday Agencywide Managers Meeting

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

> General Revenue, State and Federal Trust Funds

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.)

> N/A

5.3.   Other pertinent information related to this service

> On-line scheduling for continued education for Law Enforcement Officers, Victim advocates etc.. and registration for the Preventing Crime in the Black Community conference is provided through the service.

Listing of Agency IT Systems

Dept/Agency: **Department of Legal Affairs**
Prepared by: **Deborah Stevens, CIO**
Phone: **850-414-3511**
Date Completed: 10/15/2010

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
1	Notes Applications and Databases	Lotus Notes is our enterprise custom development platform for both client and web applications. It is used in all legal and investigative units to provide legal and investigative case and document management, low-volume e-Discovery and document analysis, complaint and correspondence tracking, legal time tracking, integrated calendaring/scheduling and case collaboration. It is also used for Victims Assistance in Victims Services area for complex Victim Claim Processing, and is fully integrated with our enterprise imaging and document management system (SIRE). It is also used for the development and deployment of web-based strategic services agencywide. Complete list of Notes applications and databases is attached.	ALL Agency strategic functions in all program areas statewide.	See Attached Notes Application/Database Inventory and Strategic Services list.
2	Summation	Summation is a legal and investigative case and document management platform used for e-Discovery and case preparation.	Economic Crimes, Anti-Trust	

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#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		E-ScanIt and Adobe Pro are used in conjunction with Summation to provide enhanced scan processing capabilities, Bates stamping, redaction, and batch processing.		
3	Concordance	Concordance is a legal and investigative case and document management platform used for e-Discovery and case preparation. E-ScanIt and Adobe Pro are used in conjunction with Concordance to provide enhanced scan processing capabilities, Bates stamping, redaction, and batch processing.	Medicaid Fraud Control Unit, General Legal State Programs, Law Library	
4	LiveNote / CaseNoteBook	This system is used for real-time streaming of court transcriptions and depositions, as well as case management and preparation of exhibits and documents prior to and during courtroom proceedings.	General Legal State Programs	
5	SIRE	SIRE is our enterprise Document Management and Archival platform, used for all Legal and Investigative case file management and archival, as well as Victims Services claims processing and active case management. In-house customization have provided integration between Lotus Notes and SIRE.	ALL Agency strategic functions in all program areas. Integrated with Lotus Notes applications, databases and e-mail	
6	FRED	FRED is our Forensic Recovery of Evidence Device. The FRED family	Child Predator Cybercrime Unit	

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#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		of forensic workstations are highly integrated, flexible and modular forensic platforms. This allows forensic analysis of computer systems required by the Child Predator Cybercrime Unit in the criminal investigations and prosecution of Internet child predators.		
7	GPSit Tracking System	This system is used by MFCU investigators to track the movements of a target vehicle. It includes devices attached to vehicles and a web-based service for real-time tracking of these vehicles.	Medicaid Fraud Control Unit	
8	GPS Navigation Systems	These systems are used by MFCU investigators to enable quick and error-free navigation during mobile duties such as arrests, target locating, route management etc.	Medicaid Fraud Control Unit	
9	Web Applications	The agency has numerous custom-developed websites which are used for case development through public feedback, complaints, and inquiries etc. Secure websites are also used to provide confidential information regarding cases, court dates, and school cybersafety presentation schedules. These sites are integrated with client/server Lotus Notes applications.	Economic Crimes, Anti-Trust, Statewide Prosecution, Child Predator Cybercrime, Medicaid Fraud Control Unit, General Legal, all legal and investigative units agency-wide	Included in Notes Inventory

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#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
10	Internet Access to External Systems (Legal Dependencies required to meet Statutory Obligations)	This is not a single system. The availability of external systems for legal and investigative purposes is mission critical, including access to the following: State and Federal Court Systems for e-filing and access to dockets and documents (Pacer, CCIS), Westlaw, Lexis-Nexis (File and Serve), DHSMV DAVID system, Choicepoint (CLEAR and Autotrack), GPSit tracking system, FCIC, NCIC.	Economic Crimes, Anti-Trust, Statewide Prosecution, Child Predator Cybercrime, Medicaid Fraud Control Unit, General Legal, all legal and investigative units agency-wide	
11	E-Discovery Storage	This is not a single system, but is actually made up of various storage options available to legal and investigative units for the storage and retention of e-Discovery documents and files.	Economic Crimes, Anti-Trust, Statewide Prosecution, Child Predator Cybercrime, Medicaid Fraud Control Unit, General Legal, all legal and investigative units agency-wide	Required to meet Legal requirements and Case Development
12	Undercover Networks	Anonymity and unrestricted access requires isolation from OAG network. This is not a single system, but a number of various similar systems required to maintain the autonomy of investigative equipment used by multiple criminal and civil legal investigative units. Traditional consumer grade ISP's are utilized to pose as consumer configurations. These systems include hardware and software	Economic Crimes, Statewide Prosecution, Child Predator Cybercrime, Medicaid Fraud Control Unit	Not established or managed by IT staff due to the required investigative process.

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#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		that is isolated from the OAG network.		
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14				
15				
16				

(Insert as many rows into table as needed.)

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Department of Legal Affairs - Application System List

IV-C Service	Application	Description	Unit
1 Agency Admin	Accounting	This application tracks accounting information and mail enabled forms, such as the "Witness or Filing Fee Check Request" form, that are initiated from AG Net.	Administrative Services - Finance and Accounting
1 Agency Admin	AG REQs 95-96	Repository of 1995 -96 Purchase Requisitions, from request to receipt of the item(s) ordered.	Administrative Services - Finance and Accounting
1 Agency Admin	AG REQs 96-97	Repository of 1996-97 Purchase Requisitions from request to receipt of the item(s) ordered.	Administrative Services - Finance and Accounting
1 Agency Admin	Agency Cost Savings	Used to track cost savings by Division	Executive Staff (AG)
1 Agency Admin	Approval Processing - ARCHIVE	Workflow Approval ARCHIVE	Agency
1 Agency Admin	Award Nomination System	Award Nomination Application	Executive Staff (AG)
1 Agency Admin	BlackBerry PIN and SMS Logs	Used for BlackBerry PIN and SMS Public Record fullfillment. Two agents read the previous days logs into the db as individual documents.	Information Technology
1 Agency Admin	Citizen Service Help Desk	Mail enabled repository used to document and track requests for assistance received by the Citizen Services Unit. Includes tracking and notification feature for posted requests and serves as a resource for future requests.	Citizen Services
1 Agency Admin	Electronic Travel	Mail enabled repository for processing travel authorization forms Request for travel authorization forms originate in mail database and are routed to supervisor's mail. If approved by supervisor, form is mailed to this database for processing by the Deputy and retention.	Administrative Services - Finance and Accounting
1 Agency Admin	Electronic Travel (Archive)	Archive of old Travel Requests	Administrative Services - Finance and Accounting
1 Agency Admin	Expense Reimbursement	Used to track all expense reimbursement vouchers.	Administrative Services - Finance and Accounting
1 Agency Admin	Expense Reimbursement Archive	Used to track all expense reimbursement vouchers.	Administrative Services - Finance and Accounting
1 Agency Admin	General Legal - Desk Manual	Database set up for General Legal Director's Office. This database was created initially by Kathleen Faircloth and developed to something she needed to share with her office. The purpose is to maintain information specific to their office with the goal of developing an office procedures manual. It is based on the Personal Journal template.	General Legal
1 Agency Admin	HR Personnel	Used to track projects and tasks for agency personnel issues	Personnel
1 Agency Admin	Inventory Control	Used to track equipment moves throughout the agency.	Agencywide
1 Agency Admin	Leave Archive	Public records depository for leave requests.	Personnel
1 Agency Admin	Leave Request	Leave Request System	Information Technology
1 Agency Admin	Personnel Desk	Mail in help desk type app for Personnel	Personnel
1 Agency Admin	Personnel Evaluation System	Evaluation System	Agencywide
1 Agency Admin	Policy & Orientation	Searchable archive containing agency's policy manual and directory of legal entities in need of Pro Bono services	Personnel
1 Agency Admin	Position Description	Will be used for Job Descriptions and Job Advertising. Currently data being used for Staff Directory Position Numbers	Personnel
1 Agency Admin	Position Information	Used by Personnel to track job applicant information. It also includes profile information for our attorney applicant pool.	Personnel
1 Agency Admin	Project Tracking - Printshop	Used to track projects and tasks for Print Shop	Print Shop
1 Agency Admin	Purchasing	Mail enabled repository used to process requests for goods and services and to track information about each purchase. Automates the workflow approval process and provides a receiving report.	Agencywide
1 Agency Admin	Purchasing Desk	Mail enabled help desk for purchasing assistance.	General Services
1 Agency Admin	Records Management	Provides a central index for locating records in warehouse storage.	General Services
1 Agency Admin	Records Retrieval	Mail enabled records request application	General Services

1	Agency Admin	Telephone Billing	A repository for telephone billing data imported from Sprint. Includes a function for creating credit card billing statements that are reconciled by staff. Also included is a listing of telephone line profiles which are used to track all information about a particular phone line (including CSAs).	Administrative Services
1	Agency Admin	Time Card Archive		Personnel
1	Agency Admin	Workflow Approval Processing	This is the Approval Processing database that houses all Approval Requests. It contains 2 types of documents. Approval Profile - created for each Approval Process (1 or more per database with Approvals) Approval Document - represents a request for APPROVAL - one per process - per document Should be housed on the ROOT of each APPLICATION server	Agencywide
30				
1	Core	AG Calendar	Publishing point for AG's schedule	Communications Office
1	Core	AG Dashboard	Central portal used by agency staff to navigate internal applications.	Agencywide
1	Core	AG Forms (Domino)	Mechanism to display forms on our home page, including attorney profiles from job applicants	Web
1	Core	AG Link Registration	Registry of external requests for links to the OAG website.	Agencywide
1	Core	AG Link (Web)	AG Link is a controlled-access Internet port for the general counsels of state agencies and their legal staffs to access a variety of legal research and practice of law libraries on our internal Lotus Notes network.	Agencywide
1	Core	AG Net	The AG Net is an information distibution resource for all members of the Department, covering such subject areas as notices, personnel matters, legal research, computing help and reserving conference rooms at various locations.	Agencywide
1	Core	AG Net (Web)	This is a web-enabled, scaled down version of AG Net used to publish content such as job listing to the agency home page	Agencywide
1	Core	Agency Tables	A index of common tables for Contract Number and Loa information, Organization Codes, Expansion Options, Employee info	Administrative Services - Finance and Accounting
1	Core	Appearance Requests	Internal application used to handle and schedule the Attorney General's attendance of events.	Executive Staff (AG)
1	Core	Appearance Requests (Web)	On-line form used by citizens and organizations to submit requests for the Attorney General to attend functions.	Executive Staff (AG)
1	Core	Calendar Print R5 Template	This database is a R5 template provided by Lotus for printing calendar views. The template has been modified as noted in a script library entry titled OAG modifications.	Template
1	Core	Call Center	An email enabled telephone message repository used by Collins Call Center to record and forward telephone messages to agency staff. Also receives and provides workflow tracking for emails to the "Phone Desk" regarding problems and changes to phone numbers.	Citizen Services
1	Core	Case Database Catalogue	A registry for case-specific applications such as document analysis, team case and mega case application that can be accessed and installed by staff.	Litigation Support Center
1	Core	Caseload-Economic Crimes (Web)	Web-enabled companion to the caseload repository used to publish active case content (public only) to the agency home page.	Economic Crime
1	Core	Caseload-General Legal (Web)	Web-enabled companion to the caseload repository used to publish confidential content to the agency home page for registered external access by other agencies	General Legal
1	Core	Caseload-Solicitor General (Web)	Web-enabled companion to the caseload repository used to publish confidential content to the agency home page for registered external access by other agencies.	Solicitor General
1	Core	Click Through Counter	Universal click through counter	Web
1	Core	Correspondence-Active	A workflow application that is used to track and respond to pending OAG General & Executive Correspondence and Internet Mail.	Citizen Services
1	Core	Correspondence-Active Internet	Web-based companion to Correspondence Tracking that captures and forwards internet mail communications submitted via the web	Citizen Services
1	Core	Correspondence-Agency Net Incoming	This database is part of a workflow application that sends outbound replies for Citizen Services email correspondence. It is also serves as a temporary container for emails received by executive staff email that need to be routed by Citizen Services for response.	Citizen Services
1	Core	Correspondence-Filed	An archive repository for completed for General & Executive Correspondence and Internet Mail.	Citizen Services
1	Core	Correspondence-Reports	A repository for processing analysis reports for unit managed applications.	Citizen Services

1 Core	Correspondence Archive Template	This template is used each year to create an archive of documents being removed from the Filed correspondence database.	Information Technology
1 Core	Cyber Crime EDU - emails	Mail in db that contains the CYBERCRIME emails	Cybercrime
1 Core	CyberCrime Education Scheduling	The db has a WEB & Client component. External users register their Schools and sign up for Presentation appointments. CyberCrime Advocates will accept the registrations, will create Presentation appointments that the schools can sign up for, and accept the request for appointments.	Cybercrime
1 Core	CyberCrime Stories	Used for CyberCrime stories posted from and published to the web	Executive Staff (AG)
1 Core	Deepwater Horizon Response - Template	Template for Deepwater Horizon website design	Information Technology
1 Core	Deepwater Horizon Response Website	Deepwater Horizon Website	Executive Staff (Deputy AG)
1 Core	Domain catalog (Web)	Website search engine	Web
1 Core	E-Learning	Used to publish online learning Flash videos	Administrative Services, Information Technology
1 Core	Elected Officials Directory	Searchable directory of contact information for Florida elected officials	Executive Staff (Deputy AG)
1 Core	FEC WEb Files	File Search for FEC orders.	Florida Elections Commission
1 Core	Feeder (Web)	Used to feed misc. pages to our Home Page and the Sarosota S.O.'s home page	Web
1 Core	Florida DEC	Website for Florida Drug Endangered Children	Executive Staff (AG)
1 Core	Forum-Administrative Law	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Administrative Law
1 Core	Forum-Administrative Services	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Administrative Services
1 Core	Forum-Antitrust	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Antitrust
1 Core	Forum-Capitol	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Executive Staff (AG)
1 Core	Forum-Cap. Coll. and Crim. Appeals	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Criminal Appeals
1 Core	Forum-Civil Ft. Laud. WPB	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil
1 Core	Forum-Civil Rights	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Civil Rights
1 Core	Forum-CLS Ft. Lauderdale	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Children's Legal Services
1 Core	Forum-CLS Tampa	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Children's Legal Services
1 Core	Forum-Comm. on Status of Women	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Commission on the Status of Women
1 Core	Forum-Complex Litigation	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Complex Litigation
1 Core	Forum-Corrections	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil-Corrections

1 Core	Forum-CSE	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Child Support Enforcement
1 Core	Forum-Cybercrime	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Cybercrime
1 Core	Forum-Economic Crimes	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Economic Crime
1 Core	Forum-Eminent Domain	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Eminent Domain
1 Core	Forum-Employment Litigation	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil
1 Core	Forum-Ethics	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil-Ethics
1 Core	Forum-General Civil Tampa	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil
1 Core	Forum-General Legal	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Legal
1 Core	Forum-Lemon Law	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Lemon Law
1 Core	Forum-Library	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Library Services
1 Core	Forum-Managers' Forum	An executive management portal that includes the following: 1) Managers Conference -- a bulletin board where notices are posted. Responses can be added to both initial posts and subsequent responses. 2) Notes Express -- a collection of alerts to activities in other databases. 3) Background -- a repository for background documents on major issues, cases and initiatives, to help foster institutional memory. 4) Unit How To Reach - a bulletin board where staff can advise where they can be reached when away from their desks. 5) Agencywide How To Reach - consolidation of all active How To Reach reports in all unit forums.	Executive Staff (AG)
1 Core	Forum-Medicaid Fraud	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Medicaid Fraud
1 Core	Forum-Revenue Litigation	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Revenue Litigation
1 Core	Forum-Solicitor General	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Solicitor General
1 Core	Forum-State Programs	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil-State Programs
1 Core	Forum-Statewide Prosecution	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP), a shared phone directory and new releases.	Statewide Prosecution
1 Core	Forum-Tort	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	General Civil-Tort

1 Core	Forum-Unit Forum Template	Template for electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Template
1 Core	Forum-Victims Services and CJP	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Victims Services
1 Core	Forum - Fla. Elections Comm.	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Florida Elections Commission
1 Core	Forum Citizen Services	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Citizen Services
1 Core	Forum Inspector General	This is a electronic organizer that includes a unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP) and a shared phone directory.	Inspector General
1 Core	Foundations	This database has been assembled to track information about non-profit organizations.	Agencywide
1 Core	General Archive	Public Records archive for AG Managers, AG Net, Legislation and NAAG databases	Agencywide
1 Core	General Knowledge Base Template	For small unit Knowledge Base and notices.	Template
1 Core	Global Resources & Images	This db houses images/resourses for general use. Currently holds the IMAGES for the WF Process. The images are accessed thru HTML and the HTTP process on the TLH07 server - thru myfloridalegal.com URL	Information Technology
1 Core	Grand Jury - Public Corruption	19th Statewide Grand Jury on Public Corruption Website	Statewide Prosecution
1 Core	Health Care Lawsuit	http://www.healthcarelawsuit.us/ website	Executive Staff (Deputy AG)
1 Core	Hispanic Advisories	Used to publish Hispanic Advisories to the web.	External Affairs
1 Core	Hold Rmail Test	SIRE Mail Exceptions Repository	Information Technology
1 Core	Home Page Monitor	A utility that checks AG Web servers every hour to make sure they are up and running.	Information Technology
1 Core	Hotline Complaint - ARCHIVE Database	An archive copy of the original Hotline Complaint application containing pre 2000 price gouging complaints	Citizen Services
1 Core	Hotline Messages	Routes and assigns NO-SCAM Hotline voice mail messages.	Citizen Services
1 Core	HTML Mail out	Used to mass mail HTML emails to large lists per front office request.	Information Technology
1 Core	Identity Theft Hotline	Provides tracking and reporting for consumer complaints of Identiy Theft	Victim Services-Advocacy & Grants
1 Core	IG Contacts	Used to route Internet contacts directly to Inspector Generals email instead of through citizen services.	Information Technology, Inspector General
1 Core	Inspector General Correspondence	Primarily used for Inspector General Unit only to track letter (mail) correspondence.	Inspector General
1 Core	Internet Contact	Internet Contact Form gateway. The documents in this app are copied to a replica of Active Correspondence.	Citizen Services
1 Core	Law Enforcement Forms	Holds forms for small number of police agencies, such as crime tips and bike registration.	Information Technology
1 Core	Law Enforcement Mailer	Used to send Web Contact form information to Law Enforcement Agency.	Information Technology
1 Core	Law Enforcement Mailer	Used to send Web Contact form information to Law Enforcement Agency.	Information Technology
1 Core	Legal Controls	Used to serve stylesheets and images to myfloridalegal.com	Information Technology
1 Core	Legal Profiles (Web)	Web accessible counterpart to attorney profile directory	Agencywide
1 Core	Legal Resources (Web)	Web accessible counterpart to Legal Resources Directory	Library Services
1 Core	Lemon Law - Resale (Web)	Web enabled counterpart to Resale application that provides consumer information about vehicles reacquired under Florida's Lemon Law.	Lemon Law
1 Core	Mail Router Mailbox (R5)		Information Technology
1 Core	Mail Router Mailbox (R6) ** OAG CUSTIMIZATION		Information Technology
1 Core	Mail Template AG Mail(R6)	Mail database Template name: AGR60Mail, Original design from: StdR60Mail	Template
1 Core	Mail Template (R8.5)	Mail database Template name: R85 OAG Mail Template (Original Notes template StdR85Mail)	Information Technology
1 Core	Maintenance Management	Performs and tracks regular and scheduled PC maintenance.	Information Technology
1 Core	Master	OAG Web site template	Web
1 Core	Master AG Link	Template for Upgraded AG Link.	Web
1 Core	Master Rx Template	Html design template for Rx Prices.	Web

1 Core	Media Contacts	A media contact repository used to email new release announcements to media representatives statewide.	External Affairs
1 Core	Media Inquiry	Tracks questions from Press agencies that call in.	External Affairs
1 Core	Megacase-FMU-Graduates	Record graduate complaints about Fla Metropolitan University	Solicitor General
1 Core	Megacase-FMU-Withdrawals	Record withdrawal complaints about Fla Metropolitan University	Solicitor General
1 Core	Misc. Fraud Hotline	Derived from MegaCase template to handle miscellaneous citizen calls on fraud	Citizen Services
1 Core	Misc. Fraud Hotline (Web)	Web enabled counterpart for miscellaneous fraud complaint tracking.	Citizen Services
1 Core	Moore Files	This dB is used to house all of the Harry Moore case files for web publishing.	External Affairs, Information Technology
1 Core	Mortgage Fraud	Mortgage Fraud Website	Executive Staff (Deputy AG)
1 Core	Most Wanted	Websited devoted to displaying the Attorney Generals most wanted fugitives. Application also houses predators who are displayed on the Safe Florida website.	Statewide Prosecution
1 Core	MS Office 2007 User Library	This is an online manual for OAG staff to utilize for the MS Office 2007 Rollout. It will contain tips and help for issues unique to the AG Office and also deal with WordPerfect conversion to Word.	Agencywide
1 Core	News Briefs	Provides a newsletter for public subscribers to receive as a bi-weekly mail out.	External Affairs
1 Core	News Releases	A repository of recent news releases issued by the Office of the Attorney General.	External Affairs
1 Core	News Releases (Web)	A web enabled utility for publishing news releases to the home page	External Affairs
1 Core	OAG DMZ Mail Router	The purpose of the database is to facilitate the routing of mail from TLH07 which is in the DMZ to the mail servers in the internal network.	Information Technology
1 Core	OAG Welcome Page	8.5 Welcome Page for Notes Clients. Set through custom Bookmark.ntf	Agency
1 Core	OAG Widget Catalog	Catalog of certified Widgets to be installed on User's desktop	Agency
1 Core	On-Line News and Clips	Information captured from the Internet, on-line sources and daily news clippings of potential interest to the Office of the Attorney General.	External Affairs
1 Core	Outside Counsel Contracts	Used to publish pdfs of the Outside Counsel Contracts to the web.	Administrative Services - Finance and Accounting
1 Core	Pages	Home Page for the Office of the Attorney General	Web
1 Core	Pages - AG Link	Pages for AG Link	Web
1 Core	Phone Databank	Used by personnel answering general telephone numbers statewide to receive notices from managers during developing situations; includes a databank of referral numbers for other agencies.	Citizen Services
1 Core	Podcasts	Used to publish audio podcasts	Communications Office
1 Core	Position Information (Web)	Web enabled counterpart to Position Information application that receives attorney biographical profiles from prospective employees.	Personnel
1 Core	Press Inquiry	For Capitol staff to organize thier records of press inquiries.	Executive Staff (AG)
1 Core	Price Gouging Complaints - 2005 - ARCHIVE	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - 2006	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - 2007	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - 2008	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - 2009	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - 2010	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Price Gouging Complaints - ARCHIVE 2004	Used to track price gouging complaints which occur after natural disasters.	Citizen Services
1 Core	Project Electronic Substation	Used to manage information relating to Project Electronic Substation.	Information Technology
1 Core	Project Tracking-Training	Used to track projects and tasks for agency training issues	Personnel
1 Core	Project Tracking Template	This application organizes projects by grouping related tasks, meetings, and notes. This project tracking database has been deployed to requesting units to track paralegal and administrative assignments related to cases (projects).	Template
1 Core	Public Records Request Tracking	Application for Units to enter and track their Public Records Requests.	Opinions
1 Core	Public Records Request Tracking	Manages public records requests and to documents any information which has been ruled confidential, trade secret, or otherwise exempt from the public view.	Opinions

1 Core	Published News Briefs	This is a copy that deletes all content each night. An agent in the Internal database re-adds the documents. These documents have code on them to redirect the browser to the Internal document. This is used only for the domain catalog.	Web
1 Core	Rmail Test	SIRE Mail Repository	
1 Core	Rmail Test	SIRE Mail Repository	Agency
1 Core	Rmail Test	SIRE Mail Repository	
1 Core	Rmail Test	SIRE Mail Repository	
1 Core	Rx Contacts	Used to receive and rep contacts to TLH07 for processing into Active Correspondence.	Information Technology
1 Core	Rx Finder (Web)	Web-based index provided on home page for locating prescription drug pricing information	External Affairs
1 Core	Rxdata databases	Lookup data for RX searches.	Information Technology
1 Core	Safe Florida - Revised	New Safe Florida Website	Executive Staff (AG)
1 Core	SafeFlorida.net	SafeFlorida and SafeSurf websites	Executive Staff (AG)
1 Core	SIRE Load Repository FLL	This is a repository for FLL01 documents pending import into SIRE. The source template for this db is 'SIRE Repository Template'. Lotus Notes Revision 8.5 Sire Import view is 'SireLoad'	Information Technology
1 Core	SIRE Load Repository TLH	This is a repository for TLH01 documents pending import into SIRE. The source template for this db is 'SIRE Repository Template'. Lotus Notes Revision 8.5 Sire Import view is 'SireLoad'	Information Technology
1 Core	SIRE Load Repository TPA	This is a repository for TPA01 documents pending import into SIRE. The source template for this db is 'SIRE Repository Template'. Lotus Notes Revision 8.5 Sire Import view is 'SireLoad'	Information Technology
1 Core	SIRE R6 Load Repository Master Template	This is a master template for the R6 SIRE mail repository application. The template name is 'SIRE Repository Template'. This tempate provides the design object source for all SIRE repository databases used to load documents into SIRE. Lotus Notes Revision 6.53	Information Technology
1 Core	SIRE R8 Load Repository Master Template	This is a master template for the SIRE mail repository application. The template name is 'SIRE Repository Template'. This tempate provides the design object source for all SIRE repository databases used to load documents into SIRE. Lotus Notes Revision 8.51	Information Technology
1 Core	SPAM Enforcement	Intake for SPAM complaints from consumer calls and on-line form.	Economic Crime
1 Core	SPAM Enforcement (Web)	Web-based counterpart for Intake of SPAM complaints	Economic Crime
1 Core	Staff Directory	Searchable database of staff contact information	Agencywide
1 Core	Staff Directory (Web)	Web accessible counterpart to Staff Directory	Agencywide
1 Core	Statewide Prosecution Operations	This is an electronic organizer that includes library of standard operating procedures (SOP) and new releases.	Statewide Prosecution
1 Core	Sunshine Manual (Web)	A web accessible version of the repository that contains information from the annually updated Sunshine Manual.	Opinions
1 Core	Talking Points Tracker	Used to assign and track talking points for major issues.	Executive Staff (Deputy AG)
1 Core	Training	Tracks agency training	Agencywide, Personnel
1 Core	Transition Team	A collaboration portal that includes (1) Briefing book used to store division/bureau reports, etc; (2) A page of links to the major databases in our system; (3) An area for conference between the transition team and agency managers; (4) Ability to store emails in an area secured to transition team members; (5) Secured discussion area for transition team members; (6) How to reach information for transition team members and links to the how to reach information for managers, agencywide personnel and off-hours phones; (7) Ability to archive the conference with agency managers and the transition team discussion; (8) Email notification to the managers when a new document is posted in the conference and email notification to the transition team when a new discussion item is posted.	Executive Staff (AG)
1 Core	User IDs	Hold user.id files from Name & Address Book person files	Information Technology
1 Core	VICTRE	Victims in Child Pornography Tracking Repeat Exploitation: designed for state prosecutors to enter case information involving sexually exploited materials. Victims of these Internet distributed materials can use the website to look up cases involving their images.	Cybercrime
1 Core	Videos	Used to publish YouTube access to videos from our site. Videos are streamed by Google but viewed through a player on MyFloridaLegal.	Executive Staff (Deputy AG)
1 Core	Web Error Log	Used to store general and authentication errors generated on TLH07 from web users.	Web
1 Core	Web Files	An electronic repository used to publish files to the OAG website	Web

1	Core	Web Survey	Client Survey database set up with Anonymous/Depositor access to web users.	Administrative Services
1	Core	Web Survey (Web)	Web-based counterpart to Client Survey	Administrative Services
1	Core	Webcheck		Web
1	Core	Zip Code Table (Agency)	An agency table used for zip, city, and county lookups. Used specifically by Citizen Services and Hotline staff.	Agency

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1	IT Admin (& Help Desk)	AG Computing (and Help Desk System)	Mail enabled repository used by all staff to report problems or request assistance with technology issues. Includes tracking and notification feature for all posted requests. Upon resolution, these entries are added to a central technology knowledgebase that serves as a resource for future requests. This application is also an electronic organizer that includes an IT unit calendar, staff in/out board (How To Reach), unit announcements (Notices), library of standard operating procedures (SOP), a shared phone directory, and a directory of IT inventory and resources.	Information Technology
1	IT Admin	Anti-virus scan	Auto processing that scans every mail database for a given string in a subject line, then deletes the mail if a match is found	Information Technology
1	IT Admin	Computer Security Incident	Used to track Computer Security Incidents	Agencywide
1	IT Admin	CSIRT - BlackMal	Used to track machines infected with the BlackMal.e virus	Information Technology
1	IT Admin	dB Stats	Used to report database size, Ft index size and document count for all databases on the servers.	Information Technology
1	IT Admin	Digital Information	Small database related to front office home page, fax mail and Lotus activities.	Information Technology
1	IT Admin	Help Desk archive	Archive for completed Help Desk assignments that serves as ad hoc knowledge base.	Information Technology
1	IT Admin	Homepage Feedback	A mail enabled repository for email messges sent to webmaster@oag.state.fl.us.	Information Technology
1	IT Admin	Info Technology	Used by IT Unit, Notes Development staff to manage the agency Domino application environment	Information Technology
1	IT Admin	IS-Ft. Lauderdale	Ft. Lauderdale IS notices and knowledge base. Spawned from General Knowledge Base template	Information Technology
1	IT Admin	IS-Tampa	Tampa IS notices and knowledge base. Spawned from General Knowledge Base template	Information Technology
1	IT Admin	Litigation Support Center	Request tracking for Litigation Support Center tickets, database registry, and knowledge base	Litigation Support Center
1	IT Admin	Litigation Support Center Archive	Archive	Litigation Support Center
1	IT Admin	Litigation Support Center Archive	Archive for resolved LSC tickets	Litigation Support Center
1	IT Admin	Mail ACLs	Sets LocalDomainServers access level to manager to allow for backup replication to tlh09. Sets Calendar Maintenance access to manager with deletion rights to preserve option of automated system-wide deletion of very old expired calendar entries.	Information Technology
1	IT Admin	Mail Management	Runs weekly agent to flag users with mail databases exceeding 25 mb; center of workflow processing in conjunction with Help Desk database for the deletion of mail databases used by terminated employees.	Information Technology
1	IT Admin	Metaframe Licensing	Registry for tracking Metaframe Licensing.	Information Technology
1	IT Admin	NAB Groups Monitor	This is a utility mail-in database used to monitor and memorialize changes made by the notes coordinators to groups in the name and address book (NAB) via the staff directory.	Information Technology
1	IT Admin	Policy Verification	Used to document policies and to record users who have signed and/or accepted each policy.	Agencywide
1	IT Admin	Replica Monitor	Logs replication failures for troubleshooting	Information Technology
1	IT Admin	Server Remote	Used to restart servers	Information Technology
1	IT Admin	System Monitor	This is a utility mail-in database to monitor duplicate messages sent with number changes in caseload databases as well as other automated system email noticing	Information Technology
1	IT Admin	TLH08 Monitor	Agents conducts hourly token replication with TLH08, our principal agent server; sends email alerts if TLH08 does not responde	Information Technology
1	IT Admin	VAN Maintenance	Tracking archive for VAN System Help tickets and all ACL/NAB changes.	Victims Services

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1	Legal	Abusive Litigants	Used to track Abusive/Vexatious Litigants	General Civil-Corrections
1	Legal	ACHA Provider Import	Used to import data provided by AHCA on a quarterly basis.	Medicaid Fraud
1	Legal	AG Lex	Full text searchable legal library/knowledgebase for the agency.	Agencywide
1	Legal	AG Opinions - Historical	Based on journal template provided with Lotus Notes software. AG opinions issued prior to 1974 (available only in print) we have been scanned as they are requested. This database will be used to store instead of the F Drive and then they will have the ability to sort by date of the opinion and topic.	Library Services
1	Legal	AG Oversight	Used to track Agency retainer contracts and outside counsel requests.	General Legal

1 Legal	AGO's	A searchable database of recent Attorney General formal and informal advisory opinions	Opinions
1 Legal	Appellate	Repository used to track notifications of "Appeals".	Solicitor General
1 Legal	Application Message Log	This is a repository that contains error messages written from auto processing.	Information Technology
1 Legal	BP/GCCF Claims	Used to track BP/GCCF Oil Spill Claims from Deepwater Horizon	Antitrust
1 Legal	Cabinet Affairs	A repository for tracking and generating meeting reports on Cabinet Affairs issues.	Cabinet Affairs
1 Legal	Calendar Print	This utility is used to print electronic calendars in standard formats for clients.	Agencywide
1 Legal	Case Calendar-Antitrust	An electronic case calendar included in the case tracking application suite.	Antitrust
1 Legal	Case Calendar-Capital Collateral	An electronic case calendar included in the case tracking application suite.	Capital Collateral
1 Legal	Case Calendar-Children's Legal Services	An electronic case calendar included in the case tracking application suite.	Children's Legal Services
1 Legal	Case Calendar-Civil Rights	An electronic case calendar included in the case tracking application suite.	Civil Rights
1 Legal	Case Calendar-Criminal Appeals	An electronic case calendar included in the case tracking application suite.	Criminal Appeals
1 Legal	Case Calendar-CSE	An electronic case calendar included in the case tracking application suite.	Child Support Enforcement
1 Legal	Case Calendar-Economic Crimes	An electronic case calendar included in the case tracking application suite.	Economic Crime
1 Legal	Case Calendar-General Legal	An electronic case calendar included in the case tracking application suite. Includes integration with automated tickler system.	General Legal
1 Legal	Case Calendar-Medicaid Fraud	An electronic case calendar included in the case tracking application suite.	Medicaid Fraud
1 Legal	Case Calendar-OSWP	An electronic case calendar included in the case tracking application suite.	Statewide Prosecution
1 Legal	Case Calendar-Solicitor General	An electronic case calendar included in the case tracking application suite.	Solicitor General
1 Legal	Case Calendar Template	Template for electronic case calendar.	Template
1 Legal	Case Time	Repository for monthly processing of contractual case time	Agencywide
1 Legal	Case Time archive	Archive for processed attorney case time records	Agencywide
1 Legal	Caseload-Antitrust	A repository used to manage litigation caseload workflow tracking and documentation	Antitrust
1 Legal	Caseload-Capital Collateral	A repository used to manage litigation caseload workflow tracking and documentation	Capital Collateral
1 Legal	Caseload-Civil Rights	Tracks civil rights and whistleblower complaints	Civil Rights
1 Legal	Caseload-CLS Archive	An archive repository for closed litigation caseload tracking and documentation entries.	Children's Legal Services
1 Legal	Caseload-CLS Case Tracking	A repository used to manage litigation caseload workflow tracking and documentation	Children's Legal Services
1 Legal	Caseload-CLS External Users	This database is used to provide secure access of CLS case tracking information to HKI and Childcare Inc. via Notes client licenses.	Children's Legal Services
1 Legal	Caseload-CLS Forms	A repository for form templates used in the CLS Case Tracking Application.	Children's Legal Services
1 Legal	Caseload-Criminal Appeals	A repository used to manage litigation caseload workflow tracking and documentation	Criminal Appeals
1 Legal	Caseload-Criminal (Closed cases)	An archive repository for closed litigation caseload tracking and documentation entries.	Criminal Appeals
1 Legal	Caseload-CSE Message Log	This is a repository for error messages written from auto processing.	Information Technology
1 Legal	Caseload-CSE PAILs Interface	An electronic interface between the Department of Revenue, PAILS application and OAG Child Support Enforcement case tracking application	Child Support Enforcement
1 Legal	Caseload-CSE T1 Cases	A repository used to manage litigation caseload workflow tracking and documentation	Child Support Enforcement
1 Legal	Caseload-CSE T1 Forms	A repository for form templates and generated documents.	Child Support Enforcement
1 Legal	Caseload-CSE T2 Documents	A repository for generated documents.	Child Support Enforcement
1 Legal	Caseload-CSE T2 Forms	Holds form templates for CSE Caseload Database	Child Support Enforcement
1 Legal	Caseload-CSE T2 Profile Directory	This database is a member of a automated document management system that serves and an addressbook for parties to the case. General Information, instructions and procedures for application use can be accessed via the menubar by selecting Help, Using this Database.	Child Support Enforcement

1 Legal	Caseload-CSE T2 R1 CSE Case Tracking	This database is a member of a automated document management system that provides caseload workflow and tracking. General Information, instructions and procedures for application use can be accessed via the menubar by selecting Help, Using this Database.	Child Support Enforcement
1 Legal	Caseload-CSE T2 R3 CSE Case Tracking	This database is a member of a automated document management system that provides caseload workflow and tracking. General Information, instructions and procedures for application use can be accessed via the menubar by selecting Help, Using this Database.	Child Support Enforcement
1 Legal	Caseload-CSE T2 R5 CSE Case Tracking	Child Support Enforcement, Region 5 Case Tracking Application. This database is a member of a automated document management system that provides caseload workflow and tracking. General Information, instructions and procedures for application use can be accessed via the menubar by selecting Help, Using this Database.	Child Support Enforcement
1 Legal	Caseload-CSE T2 Tables	This database is a member of a automated document management system that provides shared tables of common values. General Information, instructions and procedures for application use can be accessed via the menubar by selecting Help, Using this Database.	Child Support Enforcement
1 Legal	Caseload-CSE T2 User Manual	Provides a repository for reading, searching, and printing CSE manuals. All computer help is also stored in this database and not in Computing help on AG NET.	Child Support Enforcement
1 Legal	Caseload-Cybercrime Case Tracking	A repository used to manage caseload workflow.	Cybercrime
1 Legal	Caseload-Economic Crimes	A repository used to manage litigation caseload workflow tracking and documentation	Economic Crime
1 Legal	Caseload-Economic Crimes Receivables	The purpose of this application is to summarize revenue the Economic Crimes Section has received for a specified time period, for tracking compliance with pre-established payment schedule, for statistics on the distribution of funds, and allow reporting of funds collected per attorney.	Economic Crime
1 Legal	Caseload-General Legal	A repository used to manage litigation caseload workflow tracking and documentation	General Legal
1 Legal	Caseload-General Legal (Closed cases)	An archive repository for closed litigation caseload tracking and documentation entries.	General Legal
1 Legal	Caseload-Lemon Law	Used to manage Lemon Law Arbitration Cases. Includes functions to monitor the status of each case, produce notices for distribution, notify Lemon Law staff (statewide) of upcoming deadlines and other date sensitive activities that need to be performed, and to comply with statutory data collection and reporting.requirements.	Lemon Law
1 Legal	Caseload-Lemon Law archive	Used to manage Lemon Law Arbitration Cases. Includes functions to monitor the status of each case, produce notices for distribution, notify Lemon Law staff (statewide) of upcoming deadlines and other date sensitive activities that need to be performed, and to comply with statutory data collection and reporting.requirements.	Lemon Law
1 Legal	Caseload-MFCU Case Management	A repository used to manage litigation caseload workflow tracking and documentation	Medicaid Fraud
1 Legal	Caseload-MFCU Case Tracking - CLOSED CASES	Closed cases for Auditors	Medicaid Fraud
1 Legal	Caseload-Multi-State and Amicus Cases (NAAG)	A collaboration portal for agency's activities with the National Association of Attorneys General	Multi-State Litigation
1 Legal	Caseload-OSP Case Tracking	A repository used to manage litigation caseload workflow tracking and documentation	Statewide Prosecution
1 Legal	Caseload-OSWP Statistics	Provides statistics reporting for Office of Statewide Prosecution's case tracking repository.	Statewide Prosecution
1 Legal	Caseload-Referrals	A repository used to manage litigation caseload workflow tracking and documentation	Agencywide
1 Legal	Caseload-Solicitor General	A repository used to manage litigation caseload workflow tracking and documentation	Solicitor General
1 Legal	Constitutional Challenges	Tracks notifications of "Consititutional Challenges" to statutes.	Solicitor General
1 Legal	Criminal Appeals Planner Archive	Historical archived time entries from the Criminal Planner	Criminal Appeals
1 Legal	Debt Mgmt/Credit Repair Case Mgmt	Tracking for Debt Management/Repair cases	Economic Crime
1 Legal	DFS Complaints	Repository containing Department of Agriculture, Division of Consumer Services, Consumer Complaints. Updates will be provided periodically.	Economic Crime
1 Legal	Docket Builder Demo	Demo of litigation Docket Builder code	Information Technology
1 Legal	Document Analysis Template 8.5	Template to spawn document management databases for document-heavy cases.	Template
1 Legal	Domain Catalog	Intranet search engine for agency staff.	Agencywide

1 Legal	Economic Crimes Preliminary Inquiries	Used to track preliminary inquiries that could lead to economic crimes cases	Economic Crime
1 Legal	Evaluations, 2004-2005	Used to calculate time entered for the attorney performance evaluation period	Agencywide
1 Legal	Evaluations, 2005-2006	Used to calculate time entered for the attorney performance evaluation period (2005-2006)	Agencywide
1 Legal	Evaluations, 2006-2007	Used to calculate time entered for the attorney performance evaluation period (2006-2007)	Agencywide
1 Legal	Expert Witnesses	Contains profiles of expert witnesses in capital cases with scanned transcripts of their testimony	Capital Collateral
1 Legal	Federal Time Tracking	Tracks Information Services time on federal Victims and Medicaid Fraud computing activities, excluding normal operation and maintenance.	Agencywide
1 Legal	Field Information Reports	Repository for field information reports.	Medicaid Fraud
1 Legal	Florida Housing Council	Team Calendar	Antitrust
1 Legal	Florida Internet Fraud Tracking	Used by Economic Crimes (Orlando) to track and refer Internet Fraud complaints.	Economic Crime
1 Legal	Foreclosure Rescue Case Management	Tracking for Mortgage Fraud complaints	Economic Crime
1 Legal	General Civil Litigation Calendar	A staging calendar to assist managers and key staff members in reporting, planning and operations.	General Legal
1 Legal	General Legal Deletions		Information Technology
1 Legal	Irby	Team Calendar	Complex Litigation
1 Legal	Jacsonville Economic Crimes Calendar	Shared calendar for Jacksonville EC Unit.	Economic Crime
1 Legal	Legal Profiles	Directory of attorney profiles. Provides an index to the legal talent within the Office of the Attorney General. Identifies attorneys with special expertise and multi-jurisdictional experience to help meet the demands of specific cases and provides a resource for attorneys with common areas of interest within the practice of law to identify one another.	Agencywide
1 Legal	Legal Resources	AG Library Card Catalog, CD Rom, Pro Bono Directory, Court Reporters, CLE Information and other computer resources and file attachments relating to outside contracts	Library Services
1 Legal	Lemon Law - Defect Notification	A directory of consumer name, vehicle, and warranty defect code information for the purpose of automating Lemon Law's consumer notification process.	Lemon Law
1 Legal	Lemon Law - Resale Disclosure	Tracks resale disclosure of nonconformity information.	Lemon Law
1 Legal	Lemon Law - Vehicle	Repository for vehicle information used by Lemon Law management suite.	Lemon Law
1 Legal	Lemon Law Board Decisions	Searchable index of Board Decisions by issue and subject.	Lemon Law
1 Legal	Lexis Account Tracking	Lexis Nexis account and password management	Library Services
1 Legal	Medicaid Fraud Employee Training Workflow	Provides a simple workflow and tracking repository for employee training.	Medicaid Fraud
1 Legal	Medicaid Fraud Time Track	Repository for attorney and investigator time and expense information for specific investigations.	Medicaid Fraud
1 Legal	MegaCase	Template to spawn temporary call tracking databases for major cases triggering massive numbers of complaints. Modified from the Hotline Database intended for natural disasters.	Template
1 Legal	Megacase-MFCU Complaints	Derived from MegaCase template to manage telephone complaint calls for the Medicaid Fraud Unit.	Medicaid Fraud
1 Legal	MFCU Attachments		Medicaid Fraud
1 Legal	MFCU Discussion	Discussion database for MFCU.	Medicaid Fraud
1 Legal	MFCU Evidence Tracking	Tracking application for MFCU evidence rooms.	Medicaid Fraud
1 Legal	MFCU Home	Holds the "Splash Page" for MFCU application. Will also Hold keywords for 1. Case Management 2. Complaint 3. Home page application	Medicaid Fraud
1 Legal	MFCU Intel	Mainly used to capture Emergency Suspension Order emails from DOH. But will be expanded to include other topics from various outside agencies.	Medicaid Fraud
1 Legal	MFCU Inventory Control	Inventory list of MFCU equipment.	Medicaid Fraud
1 Legal	MFCU Money Tracker	Used for tracking money that is posted in the Case in the Case Management db.	Medicaid Fraud
1 Legal	NorVergence Complaints	A repository for tracking consumer complaints regarding the NorVergence case	Economic Crime
1 Legal	Planner-Capital Collateral	An electronic case calendar included in the case tracking application suite. Used by unit managers to assign cases based on attorney activities for past 30 days and future 90 days. Also includes some statistics reporting.	Capital Collateral
1 Legal	Planner-Criminal Appeals	An electronic case calendar included in the case tracking application suite. Used by unit managers to assign cases based on attorney activities for past 30 days and future 90 days. Also includes some statistics reporting.	Criminal Appeals
1 Legal	Project Tracking-Corrections	Used to track projects and tasks for cases in Corrections.	General Civil-Corrections

1 Legal	Project Tracking-Employment	Used to track projects and tasks for Employment Litigation assignments	General Civil
1 Legal	Project Tracking-TLH Criminal Appeals	Used to track projects and tasks for TLH office of Criminal Appeals	Criminal Appeals
1 Legal	Project Tracking-Tort	Used to track projects and tasks for Tort section.	General Civil-Tort
1 Legal	Property Rights Dispute Tracking	Used to manage Bert Harris Act complaints and land use and environmental disputes pursuant to Florida Statutes, Chapters 70.001 and 70.51, respectively.	Cabinet Affairs
1 Legal	Rule Development	Rule Tracking System. Authorized attorneys have access to edit draft rules that have been input by paralegals. Paralegals then incorporate changes to the final document.	Administrative Law
1 Legal	SIA Inquiries	Database to be used by Tampa - EC for special investigations & assignments. Assignment may or may not be the preliminary stage of case development.	Economic Crime
1 Legal	Slip Opinions & Legal Alerts	A searchable collection of recent legal alerts issued by the Office of the Attorney General. These include Appellate Alert, Criminal Law Alert and Crime Victims & the Law Memo.	Opinions
1 Legal	St. Pete Courts	Team Calendar	Child Support Enforcement
1 Legal	Sunshine Manual	A searchable repository for information from the annually updated Sunshine Manual edited by General Counsel Patricia Gleason.	Opinions
1 Legal	Sunshine Mediation	Tracks Sunshine mediation disputes and queries.	Opinions
1 Legal	Team Case 8.5 Template	Combination discussion, unit calendar and file sharing with versioning for multi-city litigation units. Also includes an email repository for AG staff to paste emails of relevance to the case, particularly mail from the Internet. The lead counsel will have the option of using this database as a public records repository on a CD.	Template
1 Legal	Time Entry	This application accumulates case time from the AWP team case database	Agencywide
1 Legal	Time Performance Evaluations	Used to calculate time entered for the attorney performance evaluation period. This dB will be reset every 6 months.	Agencywide
1 Legal	Time Processing - Angelina	This is a container used by Angelina Wai for multi-quarter billing	
1 Legal	Time Processing - Finance	An interface to allow for cross application Time billing.	Administrative Services - Finance and Accounting
1 Legal	Time Reporting, FY 2003-2004	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2003-2004	Agencywide
1 Legal	Time Reporting, FY 2004-2005	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2004-2005	Agencywide
1 Legal	Time Reporting, FY 2005-2006	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2005-2006	Agencywide
1 Legal	Time Reporting, FY 2006-2007	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2006-2007	Agencywide
1 Legal	Time Reporting, FY 2007-2008	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2007-2008	Agencywide
1 Legal	Time Reporting, FY 2008-2009	A repository used to accumulate Time Tracking entries for reporting for fiscal year 2008-2009	Information Technology
1 Legal	Time Tracking 2003, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agencywide
1 Legal	Time Tracking 2004, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2004, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2004, 3rd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2004, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2005, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency

1 Legal	Time Tracking 2005, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2005, 3rd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2005, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2006, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2006, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2006, 3nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2006, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2007, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2007, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2007, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2007, 3nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2007, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2008, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2008, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2008, 3rd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2008, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2009, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2009, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency

1 Legal	Time Tracking 2009, 3rd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2009, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	Time Tracking 2010, 1st Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Information Technology
1 Legal	Time Tracking 2010, 2nd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Information Technology
1 Legal	Time Tracking 2010, 3rd Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Information Technology
1 Legal	Time Tracking 2010, 4th Qtr	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Information Technology
1 Legal	Time Tracking Design Template	Master Time Template	Information Technology
1 Legal	Time Tracking (2003)	This application has been assembled to provide analysis and reporting of practice and administrative time utilization. This database replaces functionality of Case Time and Case Time Archive.	Agency
1 Legal	U.S. District Courts	A searchable archive of scanned U.S. District Courts' opinions, orders and reports in criminal cases.	Agencywide

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1 Victims	Address Confidentiality	This is a directory used by the Address Confidentiality Progam to track their participants and application assistants.	Victims Services
1 Victims	BOT Log	A repository of data mining entries from the Victims Assistance application that identify potential duplicate applications, fradulent applications and overlapping applications.	Victims Services
1 Victims	Capital Victim Families	Directory of surviving family members of victims of Capital Crimes with logging of our contats with them. Much of this data is CONFIDENTIAL by law.	Capital Collateral
1 Victims	Crime Stoppers	A repository for information about grants issued by the Crime Stoppers Grant Management Team (CSGMT).	Victims Services
1 Victims	CSSBMB.Com	Website for the Council on the Social Ststus of Black men and Boys	Victims Services
1 Victims	Florida Gang Reduction	floridagangreduction.com	Executive Staff (Deputy AG)
1 Victims	Gang Reduction Strategy	Regional task forces and gang related info	Victim Services
1 Victims	Link Analysis	Index cross-linking records in victims.nsf and receives link records from the BOT agent in victims.nsf	Victims Services
1 Victims	Medical Code Library	Contains the AMA CPT and Diagnostic codes used by Victims Comp, MFCU. This CPT code library is provided under a special licensing agreement to strictly maintain licenced acess	Victims Services
1 Victims	Preventing Black Crimes	Web-based on-line registration application for the annual National Conference on Preventing Crime in the Black Community.	Victims Services
1 Victims	Provider Call Tracking	Tracks provider call assignments to victim compensation intake staff and analysts	Victims Services
1 Victims	State Institutions Claims Fund	Used by Bureau of Victim Compensation to track the authorization of claims for other state agency's compensation programs.	Victims Services
1 Victims	VAN Archive-1992 & Prior Archived Claims	Archived victims claims for 1992 and earlier.	Victims Services
1 Victims	VAN Archive-1993 Archived Claims	Archived victims claims for 1993.	Victims Services
1 Victims	VAN Archive-1994 Archived Claims	Archived victims claims for 1994.	Victims Services
1 Victims	VAN Archive-1995 Archived Claims	Archived victims claims for 1995.	Victims Services
1 Victims	VAN Archive-1996 Archived Claims	Archived victims claims for 1996.	Victims Services
1 Victims	VAN Archive-1997 Archived Claims	Archived victims claims for 1997.	Victims Services
1 Victims	VAN Archive-1998 Archived Claims	Archived victims claims for 1998.	Victims Services

1 Victims	VAN Archive-1999 Archived Claims	Archived victims claims for 1999.	Victims Services
1 Victims	VAN Archive-2000 Archived Claims	Archived victims claims for 2000.	Victims Services
1 Victims	VAN Archive-2001 Archived Claims	Archived victims claims for 2001.	Victims Services
1 Victims	VAN Archive-2002 Archived Claims	Archived victims claims for 2002.	Victims Services
1 Victims	VAN Archive-2003 Archived Claims	Archived victims claims for 2003.	Victims Services
1 Victims	VAN Archive-2004 Archived Claims	Archived victims claims for 2004	Victims Services
1 Victims	VAN Archive-2005 Archived Claims	Archived victims claims for 2005	Victims Services
1 Victims	VAN Archive-2006 Archived Claims	Archived victims claims for 2006	Victim Services
1 Victims	VAN Archive-2007 Archived Claims	Archived victims claims for 2007	Victim Services
1 Victims	VAN Archive-2008 Archived Claims	Archived victims claims for 2008	Victim Services
1 Victims	VAN Archive-2009 Archived Claims	Archived victims claims for 2009	Victim Services
1 Victims	VAN Archive-2010 Archived Claims	Archived victims claims for 2010	Victim Services
1 Victims	Van Archive Template	Template for VAN arhive databases.	Victim Services
1 Victims	VAN Online Library	Provides a repository for reading, searching, and printing Bureau of Victim Compensation Procedures Manuals. All VAN computer help is also stored in this database and not in Computing help on AG NET.	Victims Services
1 Victims	VAN Statistics	An index to Victims Assistance Net (VAN) and all of its archive databases to generate statistical information required for federal reports	Victims Services
1 Victims	VAN Voids	Provides an audit trail for the Victims Assistance Net (VAN) by receiving copies of all VAN records that need to be deleted due to double entries, erroneous record creation, etc.	Victims Services
1 Victims	VC Activity Log	This database was created from a Notes template (Agent Log). It records both manual and agent document deletions in the Victim Compensation VAN and Archive databases.	Victims Services
1 Victims	VC Intake		Victim Compensation
1 Victims	Victim Services Directory	Program Description Listings	Victim Services
1 Victims	Victims 800 Call Tracking	Tracks 1-800 call assignments to victim comp analysts and victim advocates	Victims Services
1 Victims	Victims Assistance Net	Provides claim tracking and authorization of financial assistance for victims of crime	Victims Services
1 Victims	VOCA Grant Tracking Archive	Grant tracking application for Victims of Crime Act (VOCA) Grant Authority.	Victims Services
1 Victims	VOCA Grant Tracking v2.0	Grant tracking application for Victims of Crime Act (VOCA) Grant Authority	Victims Services
1 Victims	Zip Codes (Victim Comp)	A searchable archive of Five-digit USPS zip codes and a street index by zip code.	Agencywide

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Department Level Exhibits and Schedules

Schedule IIV

Agency Litigation Inventory

Schedule VII: Agency Litigation Inventory

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

Agency:	**Department of Legal Affairs**
Contact Person:	Jon Whitney/Tom Congdon	Phone Numbers:	(850) 414-3672 (850) 414-3635

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Michael Welch v. Electra Theodorides-Bustle, Carl Ford, Fred O. Dickinson, Stacy Arias, Gregory S. Bickford, Larry Bilbo, Trisha Hancke, Rod McQueen, Dana Reiding, and John Does 1-10
Court with Jurisdiction:	United States District Court, Northern District of Florida, Tallahassee Division.
Case Number:	4:09-cv-302-RH/WCS; **AG #L09-4-5054; Risk Mgt. #04-9000-2168.**
Summary of the Complaint:	Plaintiff purports to represent a class of all motor vehicles licensees who claim that the named Defendants (and others within the Department of Highway Safety and Motor Vehicles) unlawfully disclosed information protected by the federal Driver Privacy Protection Act (DPPA), which in turn is a violation of sec. 1983 of the Civil Rights Act.
Amount of the Claim:	$2,500,000,000+ (The DPPA authorizes liquidated damages of not less than $2,500 per person. If millions of driver license records were unlawfully disclosed, the amount could well reach in excess of $2,500,000,000, not including damages under sec. 1983).
Specific Statutes or Laws (including GAA) Challenged:	18 USC secs. 2721-2725; 42 U.S.C. sec. 1983.
Status of the Case:	Renewed Motion for Summary Judgment filed by Defendants, followed by Plaintiff's Motion to Strike and Motion to Reopen Discovery.

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

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	Harke & Clasby, LLP 155 South Miami Avenue, Ste. 600 Miami, FL 33130 Burgess & Lamb, P. C. 1000 Broadway, Suite 400 Kansas City, MO 64105 Ralph Phalen 1000 Broadway, Suite 400 Kansas City, MO 64105 Saxton Law Firm, LLC 1000 Broadway, Suite 400 Kansas City, MO 64105

Office of Policy and Budget – July 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.

Agency:	**Office of the Attorney General**
Contact Person:	Blaine Winship, Chesterfield Smith, Jr.	Phone Number:	850-414-3657

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	State of Florida, by and through Bill McCollum, Attorney General of the State of Florida, et al., v. United States Department of Health and Human Services, et al.
Court with Jurisdiction:	United States District Court, Northern District of Florida, Judge Roger Vinson
Case Number:	3:10-cv-91-RV/EMT
Summary of the Complaint:	The Patient Protection and Affordable Care Act, as amended, is unconstitutional in that it exceeds Congress's powers under Article I, violates the 9th and 10th Amendments and the Constitution's principles of federalism and dual sovereignty, and violates due process rights of individuals; declaratory and injunctive relief is sought
Amount of the Claim:	If the State of Florida prevails and the PPACA is not required to be implemented, the savings to the State of Florida will be in excess of $500 million annually.
Specific Statutes or Laws (including GAA) Challenged:	Patient Protection and Affordable Care Act codified as Pub. L. No. 111-148, 124 Stat. 119 (2010), as amended by Pub. L. No. 111-152, 124 Stat. 1029 (2010).
Status of the Case:	Amended Complaint has been filed; defendants have moved to dismiss; said motion to dismiss has been fully briefed and argued, and a decision from the Court is expected on or before October 14, 2010. Assuming the action is not dismissed, cross-motions for summary judgment will be filed by the parties on or before November 4, 2010, and argument on said motions will be heard by the Court on December 16, 2010.

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

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	

Office of Policy and Budget – July 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.

Agency:	***Department of Legal Affairs***

Contact Person:	Mary Leontakianakos	*Phone Number:*	(850) 414-3824

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	State of Florida, Office of the Attorney General, Plaintiff vs. Bradenton Group, Inc., et al., Defendants
Court with Jurisdiction:	Ninth Judicial Circuit, Orange County, FL
Case Number:	1995-CA-6890-O
Summary of the Complaint:	In 1995, a RICO injunction was filed against the Bradenton Group, for racketeering activity (Bingo). On 2/11/1996, a jury found in favor of the State on the issues. The Fifth District Court of Appeal reversed the verdict, and remanded the case back to the Ninth Circuit for reconsideration. The 9th Circuit judge awarded damages to the defendants in the case, and fees & costs to the defendants' attorneys.
Amount of the Claim:	$5,681,857.53
Specific Statutes or Laws (including GAA) Challenged:	Section 16 Attorney General Section 849 Gambling Section 895 Offenses Concerning Racketeering and Illegal Debts
Status of the Case:	The judgments have been awarded as wrongful injunction damages. In 1995, this Office filed a RICO action against the defendant corporations pursuant to §895.05(5), Fla. Stat., and obtained a temporary injunction without bond. The Florida Supreme Court ultimately determined that violations of the bingo laws did not constitute predicate acts under the RICO Act. Accordingly, the temporary injunction could not stand.[a] The defendants thereafter sought wrongful injunction damages. The Florida Supreme Court has held that a wrongful injunction is not a tort, and that such damages are not limited by section 768.28, Florida Statutes. Provident Management Corp. v. City of Treasure Island, 796 So. 2d 481, 486 (Fla. 2001). This judgment, dated August 20, 2008, awards damages, including prejudgment interest, in the amount of $5,681,857.53.
Who is representing (of	Agency Counsel

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[a] The history of this case is set out in Bradenton Group, Inc. v. Dep't of Legal Affairs, State of Florida, 701 So. 2d 1170 (Fla. 5th DCA 1997); Dep't of Legal Affairs v. Bradenton Group, Inc., 727 So. 2d 199 (Fla. 1998); and Bradenton Group, Inc. v. State of Florida, 970 So. 2d 403 (Fla. 5th DCA 2007), rev. denied, 987 So. 2d 1210 (Fla. 2008).

record) the state in this lawsuit? Check all that apply.	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A	

Office of Policy and Budget – July 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.

Agency:	**Office of the Attorney General on behalf of the State of Florida**		
Contact Person:	Lou Hubener	Phone Number:	414-3688

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	United Faculty of Florida International University, et al. v. Carolyn Roberts, et al. The Attorney General intervened on behalf of the State of Florida as a party defendant to defend the challenged statute.
Court with Jurisdiction:	U.S. Court of Appeals for the Eleventh Circuit
Case Number:	08-15647-E
Summary of the Complaint:	Suit against the members of the Board of Governors challenging the constitutionality of section 1011.90(6), Fla. Stat., which prohibits state colleges and universities from using state funds or nonstate funds to support travel to terrorist countries
Amount of the Claim:	$ n/a (but plaintiffs will submit claim for attorneys fees if they prevail)
Specific Statutes or Laws (including GAA) Challenged:	Section 1011.90(6), Fla. Stat.
Status of the Case:	The U.S. District Court, Southern District of Florida, held the statute invalid as it applied to use of nonstate funds in control of a university. On appeal, the Eleventh Circuit upheld the statute. Plaintiffs have moved for rehearing en banc.

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

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A

Office of Policy and Budget – July 2010

Department Level Exhibits and Schedules

Schedule X

Organization Structure

STATE OF FLORIDA
OFFICE OF THE ATTORNEY GENERAL

1287.50 Total FTEs

THE PEOPLE

ATTORNEY GENERAL
Bill McCollum
4 FTEs

INSPECTOR GENERAL
Jim Varnado
6 FTEs

STATEWIDE PROSECUTOR
Bill Shepherd - 65.5 FTEs

DEPUTY ATTORNEY GENERAL/CHIEF OF STAFF
Joe Jacquot - 9 FTEs

DEPUTY ATTORNEY GENERAL/CHIEF COUNSEL
Bob Hannah - 1 FTE

SOLICITOR GENERAL
Scott Makar - 11 FTEs

DEPUTY CHIEF OF STAFF
Bill Stewart

ASSOCIATE DEPUTY ATTORNEY GENERAL
Kent Perez - 1 FTE

ASSOCIATE DEPUTY ATTORNEY GENERAL
Trish Conners

SOUTH FLORIDA REGIONAL DEPUTY
Cindy Guerra - 3 FTEs

CENTRAL FLORIDA REGIONAL DEPUTY
John Paré - 5 FTEs

ASSISTANT DEPUTY CRIMINAL APPEALS
Carolyn Snurkowski
180 FTEs

ASSISTANT DEPUTY GENERAL CIVIL LITIGATION
Doug MacInnes
406.5 FTEs

ADMINISTRATION AND BUDGET DIRECTOR
John Hamilton - 44 FTEs

INFORMATION TECHNOLOGY DIRECTOR
Deborah Stevens - 32 FTEs

DIRECTOR OF COMMUNICATIONS
Sandi Copes - 6 FTEs

DIRECTOR OF CABINET AFFAIRS
Rob Johnson - 2 FTEs

CIVIL RIGHTS DIRECTOR
Danille Carroll - 5 FTEs

CYBER CRIME DIRECTOR
Maureen Horkan - 37 FTEs

ANTITRUST and MULTI-STATE LITIGATION
Trish Conners - 30 FTEs

LEMON LAW ARBITRATION DIRECTOR
Jan Smith - 18 FTEs

CITIZEN SERVICES DIRECTOR
Kim Oswald - 20 FTEs

DEPUTY COMMUNICATIONS DIRECTOR
Ryan Wiggins

DIRECTOR OF LEGISLATIVE AFFAIRS
Kimberly Case - 2 FTEs

LEGAL OPINIONS DIRECTOR
Joslyn Wilson - 4.5 FTEs

VICTIM SERVICES/CRIMINAL JUSTICE DIRECTOR / DIR. OF LAW ENFORCEMENT RELATIONS
Emery Gainey - 90 FTEs

MEDICAID FRAUD DIRECTOR
David Lewis - 214 FTEs

ECONOMIC CRIMES DIRECTOR
Mary Leontakianakos
74 FTEs

FINANCE AND ACCOUNTING BUREAU CHIEF
Sabrina Donovan

VICTIM COMPENSATION BUREAU CHIEF
Gwen Roache

MEDICAID FRAUD CRITICAL CIVIL ENFORCEMENT BUREAU CHIEF
Mark Bodner

ECONOMIC CRIMES SOUTH FL BUREAU CHIEF
Robert Julian

CRIMINAL APPEALS WEST PALM BCH BUREAU CHIEF
Celia Terenzio

COMPLEX LITIGATION
Lisa Raleigh

ADMINISTRATIVE LAW BUREAU CHIEF
Ed Tellechea

CIVIL APPEALS BUREAU CHIEF
Lou Hubener

STATEWIDE PROSECUTION TAMPA BUREAU CHIEF
Tom Smith

GENERAL SERVICES BUREAU CHIEF
Clark Rogers

CRIMINAL JUSTICE PROGRAMS BUREAU CHIEF
Rick Nuss

MEDICAID FRAUD REGIONAL CHIEF
Betty Zachem

ECONOMIC CRIMES ORLANDO BUREAU CHIEF
Elizabeth Starr

CRIMINAL APPEALS MIAMI/FT. LAUD BUREAU CHIEF
Richard Polin

STATE PROGRAMS BUREAU CHIEF
Chet Smith

ETHICS BUREAU CHIEF
Diane Guillemette

STATEWIDE PROSECUTION FT LAUDERDALE BUREAU CHIEF
Julie Hogan

OPERATIONS AND BUDGET BUREAU CHIEF
Sarah Nortelus

ADVOCACY/GRANTS MGMT BUREAU CHIEF
Christina Harris

MEDICAID FRAUD TAMPA BUREAU CHIEF
Scott Farr

ECONOMIC CRIMES TAMPA BUREAU CHIEF
Victoria Butler

CAPITAL APPEALS BUREAU CHIEF
Candance Sabella

REVENUE LITIGATION BUREAU CHIEF
Joe Mellichamp

GENERAL CIVIL FT. LAUD/WPB BUREAU CHIEF
Kathleen Savor

STATEWIDE PROSECUTION TALLAHASSEE BUREAU CHIEF
John Maceluch

PERSONNEL BUREAU CHIEF
Cathy Christensen

MEDICAID FRAUD SOUTH FL BUREAU CHIEF
Luis Martinez

ECONOMIC CRIMES TALLAHASSEE BUREAU CHIEF
Mark Hamilton

CRIMINAL APPEALS TALLAHASSEE BUREAU CHIEF
Trisha Pate

CORRECTIONS BUREAU CHIEF
Susan Maher

GENERAL CIVIL TAMPA BUREAU CHIEF
Diana Esposito

STATEWIDE PROSECUTION ORLANDO BUREAU CHIEF
John Roman

MEDICAID FRAUD CHIEF OF LAW ENFORCEMENT
Patrick Kelly

CRIMINAL APPEALS DAYTONA BUREAU CHIEF
Wes Heidt

TORT LITIGATION BUREAU CHIEF
Pamela L. Lutton

EMPLOYMENT LITIGATION BUREAU CHIEF
Glen Bassett

STATEWIDE PROSECUTION FT. MYERS BUREAU CHIEF
Brian Fernandes

CRIMINAL APPEALS TAMPA BUREAU CHIEF
Bob Krauss

CHILDREN'S LEGAL SVCS SOUTH BUREAU CHIEF
Hampton Peterson

LIBRARY
Betsy Stupski

STATEWIDE PROSECUTION WEST PALM BCH BUREAU CHIEF
Todd Weicholz

CYBER CRIME JACKSONVILLE SECTION CHIEF
Michael Mervine

CHILDREN'S LEGAL SVCS CENTRAL BUREAU CHIEF
Bill Navas

CHILD SUPPORT ENFORCEMENT BUREAU CHIEF
Priscilla Quinones

STATEWIDE PROSECUTION MIAMI BUREAU CHIEF
Carlos Guzman

CYBER CRIME ORLANDO SECTION CHIEF
Catherine Marlowe

CYBERFRAUD BUREAU CHIEF
Mark Campbell

EMINENT DOMAIN BUREAU CHIEF
Joseph Spejenkowski

CSE ST. PETE
Malinda Ottinger

STATEWIDE PROSECUTION JACKSONVILLE BUREAU CHIEF
John Wethington

CYBER CRIME TAMPA SECTION CHIEF
Stephanie Bergen

EMINENT DOMAIN TAMPA
Shirley B. Williams

CSE FT. LAUDERDALE
Ravi Brammer

CYBER CRIME CHIEF OF LAW ENFORCEMENT
Chuck McMullen

FL ELECTIONS COMMISSION EXECUTIVE DIRECTOR
Rosanna Catalano - 14 FTEs

CSE TALLAHASSEE
Sonia Garcia-Solis

COMM. ON STATUS OF WOMEN EXECUTIVE DIRECTOR
Kelly Sciba - 3 FTEs

COUNCIL ON THE SOCIAL STATUS OF BLACK MEN AND BOYS

Department Level Exhibits and Schedules

Schedule XI

Unit Cost Summary

LEGAL AFFAIRS, DEPARTMENT OF, AND ATTORNEY GENERAL

	FISCAL YEAR 2009-10	
SECTION I: BUDGET	**OPERATING**	**FIXED CAPITAL OUTLAY**
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT	180,637,072	0
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)	7,855,778	0
FINAL BUDGET FOR AGENCY	188,492,850	0

SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				0
Child Predator Cybercrime * **Number of active cybercrime cases**	302	9,499.85	2,868,956	
Lemon Law * **Number of Arbitration Hearings Conducted**	557	2,637.82	1,469,265	
Child Support Enforcement * **Number of final orders obtained representing the Department of Revenue in child support enforcement proceedings.**	96,641	79.80	7,711,925	
Antitrust * **Number of cases enforcing provisions of the Antitrust Act**	100	29,332.78	2,933,278	
Racketeer Influenced And Corrupt Organization (rico)/ Consumer Fraud * **Cases enforcing the Racketeer Influenced and Corrupt Act and Unfair and Deceptive Trade Practices Act.**	203	41,335.15	8,391,035	
Commission On Ethics Prosecutions * **Number of cases prosecuted before the Florida Commission on Ethics**	71	3,989.89	283,282	
Open Government Mediation * **Number of cases settled or mediated**	63	3,139.60	197,795	
Medicaid Fraud Control * **Number of cases investigated involving Medicaid fraud activities**	1,081	15,650.70	16,918,407	
Children's Legal Services * **Number of cases representing the Department of Children and Families in juvenile dependency and termination of parental rights proceedings**	34,775	258.25	8,980,666	
Civil Rights * **Number of cases investigated and prosecuted involving violations of civil rights**	38	10,404.00	395,352	
Solicitor General * **Number of cases**	353	4,185.91	1,477,625	
Opinions * **Number of Opinions Issued**	429	1,072.39	460,055	
Cabinet Support Services * **Number of Cabinet Meetings**	22	14,898.23	327,761	
Eminent Domain * **Cases representing the Department of Transportation and other government agencies in eminent domain proceedings.**	465	952.14	442,744	
Sexual Predator Civil Commitment Appeals * **Number of cases**	240	760.43	182,503	
Non-capital Criminal Appeals * **Number of cases - non-capital appellate litigation**	21,786	570.49	12,428,686	
Capital Appeals * **Number of cases - capital appellate litigation**	240	10,023.40	2,405,616	
Administrative Law * **Number of cases**	1,153	2,198.22	2,534,545	
Tax Law * **Number of cases enforcing, defending and collecting tax assessments**	934	1,626.30	1,518,962	
Civil Litigation Defense Of State Agencies * **Number of cases defending the state and its agents in litigation of appellate, corrections, employment, state programs and tort.**	9,558	1,022.05	9,768,742	
Grants-victims Of Crime Advocacy * **Number of victims served through grants.**	302,287	77.71	23,490,486	
Victim Notification * **Number of appellate services provided**	9,276	177.47	1,646,195	
Victim Compensation * **Number of victim compensation claims paid**	29,442	1,143.69	33,672,635	
Minority Crime Prevention Programs * **Number of crime prevention programs assisted**	4	1,626,497.25	6,505,989	
Grants-crime Stoppers * **Number of crime stopper agencies assisted**	32	116,797.16	3,737,509	
Crime Prevention/Training * **Number of people attending training**	3,591	142.87	513,047	
Investigation And Prosecution Of Multi-circuit Organized Crime-drugs * **Annual volume of investigations handled**	361	74.98	27,069	
Investigation And Prosecution Of Multi-circuit Organized Crime * **Annual volume of investigations handled/financial assessments**	526	12,632.18	6,644,528	
Prosecution Of Violations Of The Florida Election Code * **Number of prosecutions handled.**	245	5,050.50	1,237,371	
TOTAL			159,172,029	

SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			29,320,810	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			188,492,839	

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

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

Department Level Exhibits and Schedules

Schedule XIV

Variance from Long Range Financial Outlook

Schedule XIV
Variance from Long Range Financial Outlook

Agency: _____**Department of Legal Affairs**_____   Contact: ___**John L. Hamilton**_____

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

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

   Yes [ ]   No [X]

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

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

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

| |
| |

* R/B = Revenue or Budget Driver

Office of Policy and Budget - July 2010

Budget Entity Level Exhibits or Schedules

Civil Enforcement

41100100

Schedule I Documents are located in the Department Level – Manual Documents

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2010 - 2011

Department: Department of Legal Affairs

Chief Internal Auditor: Judy Goodman

Budget Entity: 4110100

Phone Number: (850) 414-3591

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
Office of Inspector General Audit 08-53	Sep-10	Child Support Enforcement Bureau	Finding No. 1: Case information in the OAG database could be updated. Recommendation: In addition to the PAMs reports, OAG should consider adopting a status report which analyzes trends in cases. Also, aged cases should be periodically reviewed and closed as appropriately necessary every six months.	Management's Response: OAG has requested the agency's Information Technology department to develop standardized reports in Teddy. These reports will assist the Managers in monitoring the timeliness and accuracy of employee updates which in turn allow them to better monitor the status of the cases and ensure that they move along within the required timeframes. With regards to the stalled cases and/or not meeting the PAMS, one must look at the totality of the circumstances. The following are not in control of the OAG: 1. Inaccurate or dated addresses 2. Clerk of court filing 3. Service of process 4. Hearing time availability 5. Parties failing to DNA test Obtaining hearing officer and/or judge signatures on recommendations and orders.	

Finding No. 2: Certain Court practices could be improved.

Recommendations:	Management's Response:
1. OAG should meet with administrative hearing officers and judicial personnel to discuss the option of having parties wait outside the Courtroom until their case is called; for paternity establishment cases, when possible, Court should not be scheduled until the results are received.	1. The child support hearings are public hearings and only information that is public record is divulged in open court. Where available, court hearings are conducted one at a time with no other parties in the courtroom; however, the hearings are public and open and anyone seeking access may attend.
2. OAG should meet with administrative hearing officer or Court personnel to discuss translators taking turns speaking.	2. Translators are seldom utilized in any of the regions that OAG covers and the use of translators rarely causes an issue in court.
3. Information Technology and OAG should work together in order to create form templates to assist in automating the process of creating Court orders. Designated OAG staff should have the ability to make minor edits as necessary to templates.	3. In certain instances, the handwritten "fill-in orders" are more efficient and expedient as Internet connectivity can be an issue in some of the courtrooms; in other instances, the Judiciary do not want the orders submitted by the OAG to be handwritten as there can be an issue with illegible hand writing. In the latter instance, these orders are prepared in the office immediately after court. OAG has requested the agency's IT department to load the "fill-in orders" to Teddy and to format them so the OAG staff is able to complete these electronically where internet connectivity is available.

| | | | | 4. If possible, for those cases whereby paternity is being established, Court should not be scheduled until paternity results are obtained. Perhaps the PAM addressing timing in Court issues should be revised upon contract extension negotiations. | 4. Some continuances are unavoidable such as those associated with DNA testing delays. Continuances were an issue in Region 1 but the number of continuances has significantly decreased in the last year. | |
| | | | | 5. OAG should work with DOR to focus more attention on determining a better address, to accept other more current addresses as supplied by the custodial parent. | 5. Improved addresses would benefit all involved. DOR uses a multitude of resources available to them to obtain valid addresses and this includes verifying information from the custodial parent as to the whereabouts of the non-custodial parent.

Non-custodial parents sometimes do not appear in court in order to avoid the possibility of arrest. If not present and the case criteria for contempt is met, a writ will issue. If the non-custodial parent appears in court and has a valid reason for non-payment, they may not be held in contempt by the court. | |

| | | | | 6. OAG should suggest to DOR that a phlebotomist be available at the Courthouse on certain days of the month; paternity hearings should be scheduled on those days. | 6. Each region has previously looked into this issue and will revisit the issue with DOR to determine if the recommendation is feasible at this time. In the past, limited availability of the phlebotomists along with available and appropriate physical space in courthouses have been issues.

In Region 1, there is one contracted phlebotomist who covers the entire region (six counties) and is only available certain dates which don't always correspond to our scheduled hearing times.

In Region 3, laboratory technicians are available in all courts where the physical facility allows. Paternity cases without genetic testing orders/results are scheduled on a day the laboratory technician is available to facilitate testing and minimize mailing of appointment letters.

In Region 5, the court administration does not allow testing citing concerns with the liability associated with DNA testing on the premises. | |

| | | | | 7. OAG should contact regional Court staff to see if additional space could be provided for OAG staff. | 7. Although there are not additional rooms provided in all of the courthouses for the OAG staff to work, each courtroom setting has space for the OAG staff to perform their required duties. All courthouses either have an area and courtrooms designated for child support hearings or, due to growth and space constraints, provide whatever space is available on an as needed basis. | | |
| | | | | 8. There does not seem to be a viable recommendation. The administrative hearing officers could issue higher penalties, but this is entirely up to them. | 8. DOR has many administrative enforcement tools in addition to judicial contempt. The cases that are referred for judicial contempt are typically the cases that are hard to enforce administratively. Many times the non-custodial parent does not pay until right before or at the hearing. These eleventh hour payments are the way the non-custodial parents mitigate the chances of going to jail for nonpayment. The court system is the enforcement mechanism. Case law prohibits purges that are too large as the court has to find that the non-custodial parent has the present ability to pay the purge. Remedies are limited by the law and the evidence. | | |

| | | | | 9. When feasible, Court time should be divided into blocks and parties scheduled accordingly. | 9. The hearing officers dictate how they want their cases scheduled. OAG works with all the hearing officers to set the maximum number of cases taking into consideration the court facility constraints as well as the requirements and preferences of the hearing officers. OAG works with court administration to make sure certain cases are scheduled as efficiently as possible. OAG has previously explored scheduling cases in blocks of time and our experience is that this was not practical. Parties who do not show or who are late to their scheduled hearings end up pushing back subsequent blocks of cases. | |

Finding No. 3: The amount of time that OAG attorneys spend entering billable hours in Lotus Notes could be used more productively.

Recommendation: OAG attorneys should not be required to enter time into the Lotus Notes billable hour database since they are a contract bureau.

Management's Response: Recording practice time, especially for contracted attorneys, takes a negligible amount of time and serves a critical purpose. Most CSE attorneys merely record large blocks of time by hours, unlike attorneys in hourly units that must record their time in tenths of hours. Recording time for contracted units like CSE is an important element in justifying the number of attorneys and paralegals we have, and proving to the client that its contract dollars are not being wasted.

Finding No. 4: The importance of confidentiality should be emphasized.

Recommendation: Reiterate and emphasize to non-CSE (OAG) employees that inquiring information of CSE staff for unofficial purposes is prohibited. Breaches in confidentiality should be immediately reported to appropriate authorities, including the Office of Inspector General and/or CSIRT.

Management's Response: OAG employees working in the Child Support Enforcement section are required to complete both OAG and DOR confidentiality training. OAG continues to emphasize confidentiality with all child support staff on a regular basis. OAG believes that the importance of confidentiality should be published to all divisions of OAG and monitored by management to ensure compliance.

				Finding No. 5: Diversified reports and analysis would assist in identifying problem areas that may otherwise be overlooked.	Management's Response:		
				Recommendation: OAG IT should develop a trend analysis report so CSE could produce quarterly analyses of case referrals by phase and compare among regions over time to gauge performance. This could help address conditions whereby problems might be emerging.	The reports currently available in Teddy are dependent upon the proper and timely data entry of OAG staff. These reports fluctuate daily depending on the action/update made that day. OAG has repeatedly requested Information Technology Department to produce more effective and efficient reporting tools.		
				Finding No. 6: Certain Performance Accountability Measures could be modified.			
				Recommendation: At the contract re-negotiation, PAMs should not be included for which OAG does not have control such as those relating to a judge's signing of the orders.	Management's Response: Many of the time frames in the contract and PAMs are necessary for DOR to comply with federal measures and time frames to qualify for federal funding. The PAMs that were out of OAG control were discussed during contract negotiations but they could not be excluded or modified without jeopardizing federal funding.		

| | | | Finding No. 7: Methodologies pertaining to process servers could be compared across the region for efficiency purposes.

Recommendation: OAG's Child Support Enforcement Bureau should compare practices among regions and try new methodologies to reduce costs. The service of process contract should be reviewed and possibly amended for cost efficiency. Region 1 should do what is appropriate to create confidence in the Courts' use of mail for regular notice versus service of process to minimize costs. | Management's Response: Mail notice is an accepted practice in Regions 3 and 5 and is used for most hearing notices. Service of process by sheriff or private process server is only used when legally required and/or requested by our client. Based on regional differences created by the judiciary, Region 1 was required to use service of process in certain instances that Regions 3 and 5 were not. Beginning May 2010, Region 1 began using mail notice more frequently, which should decrease the average cost of service of process per hearing. | |
| Office of Inspector General Audit 09-02 | Mar-10 | Child Predator CyberCrime Unit (CPCU) | Finding No. 1: CPCU vehicles were underutilized RECOMMENDATION: CPCU should utilize unused State vehicles as pool cars for victim advocates and the gasoline should be reimbursed through the VOCA grant program. CPCU should not replace the State vehicles if not needed. | Management's Response: We concur with the finding and the recommendations that the unused State vehicles be utilized by CPCU non law enforcement personnel as "pool" cars. The CPCU has already amended its vehicle utilization policy to permit the re-classification of unused State owned "law enforcement" vehicles to the classification of "pool" cars through the Department of Management Services. CPCU non law enforcement personnel are now allowed to utilize CPCU pool cars for work related travel. | |

We also concur with the finding and the recommendations that the CPCU should not replace the State vehicles if not needed. The CPCU, through its utilization of monthly vehicle inspections and mileage logs is able to keep track of the utilization, maintenance cost, and wear-and-tear of each state owned vehicle. The CPCU will only replace State vehicles that have been determined to be unsafe for operation, undependable for normal utilization, or damaged to the point that the cost of the repair is significantly more than the value of the vehicle.

Finding No. 2: The CPCU was behind in collecting reimbursements from federal agencies RECOMMENDATION: CPCU should ensure reimbursement requests are prepared monthly. One person should be assigned the responsibility of capturing overtime and billing the appropriate agencies. Supporting cost information should be obtained from Finance and Accounting to ensure the proper amount is billed for recovery and booked as a receivable. The receivables should be monitored by CPCU for payment status.

Management's Response:
We concur with the finding and the recommendations. One person should be assigned the responsibility of capturing overtime and billing the appropriate agencies. Though assignment of this task to a single person is ideal, we have been limited by legislative approval of any additional FTEs. CPCU has just requested and been approved to hire two additional administrative support personnel, and this will allow us the complete the task as recommended.

We concur with the finding and the recommendations that supporting cost information should be obtained from Finance and Accounting to ensure the proper amount is billed for recovery and booked as a receivable. The receivables should be monitored by CPCU for payment status. CPCU has requested and received the proper amount for billing. This information has been forwarded to the law enforcement supervisors in each location who will submit the monthly invoice. We have developed a spreadsheet with all overtime paid to law enforcement that we will forward to Finance and Accounting along with the monthly invoices to track bill recovery and receivables.

Finding No. 3: Grant administration could be improved
RECOMMENDATION: We recommend CPCU reconsider the match components or reduce direct costs which need match. The amount of time allocated as match by the Director should be reviewed to validate the percentage of time charged. Possibly the match percentage should be proportionate to the number of victim advocate employees supervised as a function of the whole unit. VOCA should reconsider reimbursing for gasoline for state cars. VOCA should also consider allowing other training expenses which CPCU victim advocates select if the State has been able to meet its match requirements.

Management's Response: We concur with the finding and the recommendation that CPCU reconsider the match components or reduce direct costs which need match. Possibly the match percentage should be proportionate to the number of victim advocate employees supervised as a function of the whole unit. CPCU will use this calculation in the upcoming 2010-2011 budget request.

We concur with the finding and the recommendation that VOCA should also consider allowing other training expenses which CPCU victim advocates select if the State has been able to meet its match requirements. However, this is a request that has been made and denied by VOCA in the past.

CPCU has been granted funding through other sources for select training for the victim advocates. CPCU will submit the request again in 2010-2011 budget.

Finding No. 4: Review of vouchers revealed some missing documentations, non-reimbursement for some private use of cell phones, and a P-Card expenditure that was not signed and dated by user.
RECOMMENDATION: CPCU should provide Finance and Accounting with documentation for all vouchers presented for payment. CPCU should review cell phone bills and ensure reimbursement for personal calls. Purchases that are made on the P-Card should be substantiated by invoices that are signed, dated, and provided as documentation.

Management's Response:
We concur with the finding and the recommendation that CPCU should provide Finance and Accounting with documentation for all vouchers presented for payment. The Division is now applying due diligence as CPCU has instructed all staff on the importance of completing and submitting proper backup and documentation when submitting vouchers for reimbursement.

| | | | We concur with the finding and the recommendation that CPCU should review cell phone bills and ensure reimbursement for personal calls. All CPCU staff members were reminded that cell phones should be used for official business only. CPCU members will submit their payment to their supervisor at their location. CPCU supervisors will ensure that payments for personal calls are received and forwarded to Jacksonville for executive assistant to review, the executive assistant will forward to Finance and Accounting.

We concur with the finding and the recommendations that purchases that are made on the P-Card should be substantiated by invoices that are signed, dated, and provided as documentation. All CPCU supervisors have been instructed to check for the completion of all reimbursement forms and back up documentation before approving reimbursement forms for payment. | |
| | | Finding No. 5: Monthly Mileage Log maintenance could be improved and commuting charges were incurred through SunPass transponder use RECOMMENDATION: 1). CPCU should continue to detail daily trips and utilization 2). SunPass should not be used for commute purposes 3). Management should review the reports for accuracy and ensure proper completion | Management's Response:
1). We concur with the finding and the recommendations that the CPCU should continue to detail daily trips and utilization. The CPCU has created a "Daily Mileage Log" that is utilized for each State owned vehicle and is submitted monthly, which details daily trips and utilization. | |

2). We disagree with the finding that the SunPass should not be used for commute purposes. As stated, CPCU Policy 10.1 J states a SunPass is provided to CPCU vehicles for use while conducting state business only. CPCU Law Enforcement Officers are issued State vehicles and are allowed to take them home because they are state law enforcement officers and are subject to call in emergency situations. In our interpretation, the CPCU Law Enforcement Officer would not be conducting "personal" business reporting (or "commuting") for work, since he/she would be required to have his/her issued state vehicle for work each day. Also, it should be noted that the Chief of Law Enforcement has inquired about the possibility of the CPCU being issued "non-revenue" cards from the State of Florida, which is a "swipe" card that allows access to toll roads, which would not incur an additional cost for the CPCU.

				3). We concur with the finding and the recommendations that the CPCU management should review the reports for accuracy and ensure proper completion. The CPCU has assigned an analyst in the Jacksonville Office to ensure that all of the Monthly Vehicle Expense reports and Monthly Vehicle Mileage Logs are submitted in a prompt manner and are completed as required. The Expense Reports and Mileage logs are reviewed by Law Enforcement supervisors in each CPCU Bureau Office before being submitted to the headquarters office in Jacksonville. The Chief of Law Enforcement will also be conducting random reviews of monthly paperwork.	

| | | | Finding No. 6: Routine psychological testing was not obtained for applicants hired from within other Attorney General Units and psychological reassessments are not routinely performed

RECOMMENDATION: We recommend that CPCU establish guidelines for providing psychological assessments or counseling for personnel who have exposure or will have exposure to child exploitation material. | Management's Response:
The CPCU concurs with the finding and the recommendations. CPCU is currently soliciting vendors who can provide this service. When a provider is selected, the policy will be modified to track the plan suggested by the mental health professional and will, at a minimum, include an initial and annual psychological assessment or counseling for personnel who have exposure to child exploitation material. Any plan presented by CPCU will require legislative approval of the additional funds expense. In the meantime CPCU will "strongly suggest" all employees utilize the agency's employee assistance program. | |

			Finding No. 7: Inventories need to be brought up-to-date and Evidence Rooms should be inventoried and reconciled to evidence logs RECOMMENDATION: It is recommended that inventory be conducted annually and documented accurately, with efforts made to reconcile CPCU's inventory lists with that of Finance and Accounting's.	Management's Response:We concur with the finding and the recommendations that the CPCU should conduct annual inventory and reconciliation of items of evidence and conduct annual inventory of CPCU property with that of Finance and Accounting's. The CPCU is applying due diligence in making sure that our evidence rooms are maintained with the highest security and evidence control procedures. The CPCU Case Tracking System (CTS) has been modified to be able to produce a document that shows what items of evidence are documented in the CTS system as being stored in each bureau's evidence storage area. This comprehensive list will be compared to the actual items located in the storage area by the evidence custodian and reviewed by the Law Enforcement Supervisor for each bureau.	

| | | | | This process has already been started in the Jacksonville and Milton bureaus and will be completed in the Ft. Lauderdale, Orlando, and Tampa bureaus by the end of March, 2010. This process will be completed at the beginning of every calendar year. Also, the CPCU is currently required to conduct an annual inventory of all items documented by Finance and Accounting and submit its report to Finance and Accounting. |
| | | | Finding No. 8: The CPCU Performance Measurement could be improved RECOMMENDATION: We recommend the CPCU evaluate the performance measure and develop a measure that is outcome focused. In addition, the CPCU should consider preparing an annual report containing statistics and information from their cybercrime endeavors. | Management's Response: CPCU concurs with the finding and the recommendations. Many additional performance measures are already being recorded by CPCU, but are not yet consolidated or published in a formal report. In addition to the number of cases opened, CPCU currently records outcomes in several areas: 1. agencies assisted 2. search warrants executed 3. Cyber-Tip Line referrals 4. trainings conducted for: Cyber safety (child & adult), Law Enforcement, Prosecutors, Judges, Victim Advocates, etc. 5. children rescued 6. victims served 7. arrests made 8. prosecutions (internal & external) 9. expertise provided to legislators, other state agencies, NAAG, DOJ, ICAC, FPAA, NDAA, and others. In compliance with this recommendation, CPCU will complete an Annual Report in the future. |

Office of Inspector General Follow-Up Report 08-52	Aug-09	Economic Crimes	Finding Number One: Accounts receivables were not always maintained properly.	Finance and Accounting Current Status: Finance and Accounting has provided a recommended list of accounts eligible for write-off for Victim Services, however, we have not received the required information from them to complete the request to DFS. EC has identified items for collections, but we have not yet sent the request to DFS.
			We recommend Finance and Accounting:	Auditor's Conclusion:
			Continue to work with Economic Crimes to ensure accounts are reconciled monthly.	Economic Crimes reconciled accounts receivable monthly to Finance and Accounting records.
			Periodically forward to the Department of Financial Services those accounts that need to be written off as well as accounts that need to be submitted to the collection agent for collection.	During the last fiscal year Economic Crimes, Statewide Prosecution, and MFCU provided Finance and Accounting a summary of accounts that needed to be written off.
			Meet with other divisions of the agency to assist in developing a mechanism to keep accounts reconciled.	Economic Crimes accounts were forwarded to DFS for collection and some written off.
			Request quarterly reconciliation reports from supporting divisions verifying their attempts to reconcile accounts receivable.	Quarterly reconciliations were not provided to Finance and Accounting by divisions other than Economic Crimes.
				Economic Crimes Current Status: As previously stated, all of the recommendations have been implemented, and have been in place for some time.
			We recommend Economic Crimes:	Auditor's Conclusion:

				Continue to supply Finance and Accounting with Requests to Establish Accounts Receivable" to establish accounts as soon as practical.	Economic Crimes routinely provided documentation to establish accounts receivable and as stated before, they reconciled accounts receivable to Finance and Accounting records.		
				Age accounts and determine those older than six months that could be sent to the Department of Financial Services for collection and notify Finance and Accounting.			
				Provide Finance and Accounting with timely submissions of those accounts which need to be written off.	Finance and Accounting was provided accounts to be written off.		
				Follow the prescribed procedure for completing the Uncollectible Caselist" and completing the "Uncollectible Affidavit" to properly approve accounts to be written off.	Economic Crimes provided an example of a recently approved uncollectible case checklist and uncollectible affidavit report regarding an uncollectible EC account.		
				Document the process of reconciling to Finance/Accounting records monthly upon receipt of the Aged Accounts Receivable Report from Finance/Accounting.	Economic Crimes provided reconciliation of accounts receivable to Finance and Accounting records.		
				Finding Number Two: Economic Crimes collection efforts could be improved.	Economic Crimes Current Status: All accounts are reported, and uncollectible accounts are sent to Finance & Accounting (for that bureau to forward on to DFS and their collection agency). The feasibility of devoting an attorney position to collections is under consideration.		
				We recommend Economic Crimes:	Auditor's Conclusion:		

The Division of Economic Crimes should ensure that all accounts are recorded, reported to collection agency if necessary, and written off in accordance with policy. EC should apply due diligence before accounts are written off and comply with the policy prepared by Economic Crimes. Perhaps Economic Crimes should consider hiring a collections attorney. Collection efforts could further include appropriate telephone contacts, dunning statements, or collection notices.	Economic Crimes reported uncollectible accounts receivable to Finance and Accounting. The accounts were sent to DFS for collection. Although an attorney was not dedicated to collections, there were attorneys within the Economic Crimes division who devoted increased time to collections and renegotiating settlement agreements, enhanced the review of financial documents, and increased the enforcement terms in assurance of voluntary compliance agreements.
Finding Number Three: Some settlement payments to victims of unfair or deceptive trade practices were late.	Economic Crimes Current Status: All restitution payments are current, and we will continue to follow up on restitution paid directly by a target company.
We recommend Economic Crimes:	Auditor's Conclusion:
Economic Crimes should keep current on payments to prevent delays in processing restitution. Consideration should continue to be given to the trustworthiness of a company to carry out restitution plans before allowing them to compensate the company directly rather than having the restitution flow through the State of Florida.	The settlement agreements provided for our review during the last six months demonstrated timely restitution payments.
Finding Number Four: Appealed cases should not be booked as a receivable until a verdict has been reached.	Economic Crimes Current Status: No additional cases have been appealed. We will not record settlements until all appeals have been exhausted.

| | | | | We recommend Economic Crimes:

Only settlements which have not been appealed should be booked as receivables. | Finance and Accounting Current Status: We have not been notified of any outstanding accounts receivable where the case is currently under appeal, therefore, we have not made any adjustments to the accounting records for this condition.

Auditor's Conclusion:

Regarding the case referred to in our February 2009 report, the defendant's appeal was denied.   There were no new reported instances of appealed cases for which accounts receivables were booked. | |

Office of Policy and Budget - July 2010

Budget Entity Level Exhibits or Schedules

Victim Services

41100400

Schedule I Documents are located in the Department Level – Manual Documents

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2010 - 2011

Department: Department of Legal Affairs

Chief Internal Auditor: Judy Goodman

Budget Entity: 41100400

Phone Number: (850) 414-3591

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
Office of Inspector General Follow-Up Report 10-05	Sep-10	Victim Compensation Payments Audit and Selected Bureau of Criminal Justice Programs Follow-Up Report of Victim Compensation Payments Audit Report (08-28)	Audit Finding One: A review of the Internal Controls related to the processing of claims indicated that in the Lotus Notes VAN system some people have the ability to both enter and approve claims. Recommendation: The duties of recording, approving, and paying of claims should be segregated to deter and detect inconsistencies and errors in the processing of claims.	VC Reported Status July 2010: VAN programming contains checks and balances that limit the ability of individuals in the processes of data entry, eligibility and benefits determinations, payment authorization, and actual payment. For example, while all employees can perform data entry and many can authorize payment, only a select few have an access level that generates a benefit payment record (BPR) that initiates a request to the Office of Finance and Accounting (OFA) to actually notify the Department of Financial Services to issue state warrants in payment on the claims. The current procedures function within an acceptable perceived level of risk based on the mission of the agency. Accordingly, no further action is anticipated on this issue. Auditors Current Conclusion: Auditee accepts risk, recommendation not implemented.	

			Audit Finding Two: Although in general, Victim Compensation claims sample payments reviewed were found to be in compliance with payment guidelines, there were opportunities for improvement.			
			Recommendation: That accountability in the processing of Victim Compensation claims can be improved by implementing the following:	VC Current Status July 2010:		
			a. The Bureau of Victim Compensation should request documentation for how incidental funeral funds are spent after defining guidelines for incidental funeral expenses.	a. Revised victim compensation claims processing rules were effective July 1, 2010. Under the revised rules, funeral expenses are limited to $5,000 and "incidental costs associated with the death of the victim" are disallowed. Payment is made directly to a provider except when the applicant has already paid all or a portion of the bill. In that situation, the claimant is reimbursed for his or her out-of-pocket expense and the balance is paid directly to the provider, which by law is payment in full, if accepted.		
			b. The Bureau of Victim Compensation should consider making payments only to health care providers; or if a victim is compensated directly, only 75% should be paid.	b. Under the revised rules, the benefit amount for medical/dental/mental health costs has been reduced to $7,500. Further reductions would seriously impede victims' accessibility to treatment, as providers would more frequently decline to treat victims of crime.		

| | | | | c. The Bureau of Victim Compensation should annualize the victim's salary in order to determine hourly rate before compensating for wage losses. | c. The wage loss formula is spelled out explicitly in the revised rules, including specific documentation required for wage loss benefits. Of particular note is the requirement that the wage loss documentation from the victim's employer include the printed name and title of the employer's chief executive or chief financial officer or authorized designee, signature and date. | |
| | | | | d. The vendor number database should be reviewed periodically and updated. | d. A review of payments processed during January through June, 2010, reflects that there were 15,277 payments and 129 payment rejections during this six-month period. This means that 99.99 percent of payments were processed with the accurate vendor identification. The current procedures function within an acceptable perceived level of risk based on the mission of the agency. Accordingly, no further action is anticipated on this issue. | |

| | | | | e. Claims analysts should follow up periodically on claims which haven't been maximized and contact victims to determine if payments should be made; or, alternatively, have the VAN program automatically send clients notification of impending time period expiration for payment of bills. | e. While there have been no VAN updates to accomplish this recommendation, the goal remains to have this procedural update within the next 24 months. | | |
| | | | | f. Victim Compensation payments should be adequately documented and payments made only from itemized invoices, not statements. Requests should be made for duplicate itemized invoices. | f. We concur with this recommendation and provide ongoing training to staff to ensure compliance. Revised rules specifically identify the information which is required in an "itemized" bill.

Auditor's Conclusion:
a. Incidental provision of $1,000 has been eliminated.

b. Maximum reduced from $10,000 to $7,500 limited to one year, the thrust of the recommendation met.

c. Attempts have been made to strengthen the proof of the wage hourly rate by adding to the requirement the Chief Executive or Chief Financial Officer verify the rate paid to the victim.

d. According to VC staff, updates to the database are made as time permits. Stated error rate appears low, management accepts risk.

e. No substantive VAN changes, recommendation not implemented. Considering the benefits have been reduced, this recommendation no longer appears to be relevant.

f. Recommendation accepted to pay from invoices, not statements. | | |

			Audit Finding Three: Enhancements could be made to the VAN system to improve accountability and claims processing performance.	VC Current Status July 2010: There have been no substantive programming updates to VAN beyond those required for implementation of revised victim compensation claims processing rules. These items remain on the listing of VAN enhancements that we anticipate being effected by June 2012.	
			Recommendation: That Information Technology management reconsiders workloads to accommodate or make changes as needed to improve the VAN system to meet the following needs: a. Capturing $2,500 spent on mental health needs.	Auditor's Current Conclusion: Not implemented.	
			b. Adding voids and refunds to the bills view in VAN. c. Preventing kicking out multiple cost category payments. d. Paying to the nearest penny, not dollar. e. Continuous auditing subroutines should be developed by Information Technology or a computer specialist employed within the Bureau to assist the VAN staff in preventing and detecting erroneous or fraudulent claims and to enhance the efficient use of Bureau Resources. These routines could also be used to assist the staff in evaluating the effectiveness of the program. A database extraction could be analyzed periodically by Quality Control to look for anomalies and overpayments in the VAN system. f. Improving link analysis to reduce the need for manual operations. g. Researching the computer problem to improve linking archived domestic violence claims to lessen the inclusion of manual operations during the processing of claims.		

			h. Advising clients of unpaid funds.	
			i. Develop and implement an effective interface for applicants to determine on-line or via the phone whether their claims have been paid. The Attorney General might consider employing a computer specialist in the Victims Assistance area to meet VAN information technology needs. Hardware needs would have to be addressed for interactive voice recognition.	
			Audit Finding Four: Fund balances continue to accumulate while health care bills remain unpaid.	VC Current Status July 2010: There have been no substantive programming updates to VAN beyond those required for implementation of revised victim compensation claims processing rules. These items remain on the listing of VAN enhancements that we anticipate being effected by June 2012.
			Recommendation:	Auditor's Current Conclusion:
			a. The area should evaluate the process to determine whether more training is needed by the victim advocates regarding determination of victims' eligibility.	a. Previously implemented.
			b. Additional contact is maintained with the victim to "push payments" if funds remain unspent.	b. Not implemented, but recommendation no longer viable.
			c. Management should develop a follow-up procedure to maximize payments to victims. Perhaps the VAN should be enhanced to process reminder letters advising the client the time period for reimbursement is going to expire and victims should direct the analysts as to which payments should be made. Benefit payments could be maximized to better serve the victims and health care providers. Analysts could routinely follow up with clients to evaluate payment of claims.	c. Not implemented, but recommendation no longer viable.

| | | | | d. Once eligibility has been denied by the claims analysts' management, pending bills should be set to "not payable" to differentiate them from eligible unpaid claims. | d. Not implemented, but recommendation still valid. |
| | | | | Audit Finding Five: The domestic violence program payment process is weak and allows opportunity for misuse of funds. | VC Current Status July 2010: Revised rules effective July 1, 2010, mandate more stringent requirements for domestic violence centers when certifying a victim's need for assistance. Additionally, revised forms will be developed to ensure that victims and domestic violence centers are aware of their duties and responsibilities under the revised rules. There have been no substantive programming updates to VAN beyond those required for implementation of revised victim compensation claims processing rules. These items remain on the listing of VAN enhancements that we anticipate being effected by June 2012. |

				Recommendation:	Auditor's Current Conclusion:
				a. Guidelines as to what is allowable should be better defined. The focus should be upon moving expenses and costs associated with relocating. This should curtail frivolous expenditures and keep the focus on the intent of the program. The area should monitor payments to supporting agencies on behalf of the victims and review supporting documentation on-site visits.	a. Not implemented although the domestic violence center handling the relocation check must certify the need for assistance and the center must assert the victim is cooperating with law enforcement and include documentation the victim has developed a safety plan.
				b. Checks should be written directly to the moving company, utility company, or phone company, and not to the victim. Perhaps reimbursements should be written directly to crisis intervention centers, and they should be responsible for allocating funds adequately.	b. Not implemented.
				Audit Finding Six: There is no determination of financial hardship when considering the effect of property losses on elderly/disabled victims. We were unable to determine whether serious diminution occurred, as required by Florida statute, in victims' lives based on current qualifying criteria.	VC Current Status July 2010: Revised rules effective July 1, 2010, mandate more stringent requirements for property loss claims, particularly in the definition of "substantial diminution" and "activities of daily living." Additionally, revised forms may be necessary to ensure that victims and victim assistance organizations are aware of the revised rules. There have been no substantive programming updates to VAN beyond those required for implementation of revised victim compensation claims processing rules. However, these items remain on the listing of VAN enhancements that we anticipate being effected by June 2012.
				Recommendation: That the program area should add income determination and property insurance confirmation before reimbursing those who have suffered losses.	Auditor's Current Conclusion: The income determination component has not been implemented but it appears as if collateral sources are considered.

				Audit Finding Seven: Accountability needs to be strengthened regarding sexual battery test approval documentation.	VC Current Status July 2010: Revised rules effective August 1, 2010, mandate more stringent requirements for facilities that perform forensic sexual assault examinations. Additionally, revised forms will be developed to ensure that sexual assault examination providers are aware of their duties and responsibilities under the revised rules. There have been no substantive programming updates to VAN beyond those required for implementation of revised victim compensation claims processing rules. There have been several staffing changes within the last year and we anticipate that the individual now responsible for quality assurance will be in a position to expand the scope of the quality assurance review to include some of the factors addressed in the audit.
				Recommendation: Victim Compensation ensures compensating controls are implemented to ensure sexual battery tests paid for by the state are valid. Compensating controls could consist of: Continuing quarterly monitoring of payments to sexual battery test providers. Utilizing continuous auditing routines analyzing payment history to providers to search for anomalies.	Auditor's Current Conclusion: Not implemented as intended, quarterly monitoring of aggregated payments to sexual assault examination providers are not performed and continuous auditing routines are not utilized.

		Follow-Up Report Audit of Selected Bureau of Criminal Justice Programs Report (08-40)	Finding No. 2: The monitoring of Crime Stoppers grants could be improved upon by requesting further documentation, requiring written approval of timesheets and vouchers, educating the council regarding allowable expenses, requiring timely remittances of reports, timely travel reimbursement submission, and monitoring of Single Audit Report findings.	Crime Stoppers Current Status July 2010: Beginning with the 2009-2010 grant year, support documentation is required for all requests for reimbursement from the Crime Stopper programs. Timesheets and travel vouchers require the signature of a board authorizing official; no executive director may sign his or her own timesheet or travel voucher. Reimbursement cannot be processed until all required signatures have been properly affixed to the appropriate timesheets, travel vouchers or other forms. Single audit reports required for Hillsborough County, Pinellas County, Central Florida CrimeLine, and Pinellas County Urban League are reviewed by the supervisor for time submission and any negative findings. There were no negative findings noted in any of these four programs.

				Negative findings would result in a corrective action plan as provided in the Performance Review Guidelines established for the management of the grant programs. Grant managers and the supervisor strive to bring all programs into compliance with the timely submission of quarterly and monthly reports. However, one program has not yet fully complied with the timely submission of reports. This program has not and will not receive any reimbursements until all required reports are submitted. The supervisor has applied the language in Article 9 of the Agreement, which authorizes the grant manager to hold up the processing of reimbursements until all required monthly and quarterly reports are submitted in a satisfactory manner. A monitoring tool has been developed which allows the staff to view the status of all required reports at any time during the month. See attachment 1-CS. This document allows us to better apply the sanctions in Article 9 of the Agreement.

| | | | | Finding No. 3: Florida Crime Prevention Institute accounting/record keeping could be strengthened. | Bureau of Criminal Justice Program Current Status July 2010: The Lotus Notes database, website, and on-line registration are still under construction. I.T. staff indicated that the website requires approximately one month for completion, while the database has approximately six months worth of work remaining until completed. On-line registration will be available once the website is complete. However, the efficiency level will be somewhat diminished until the database is operational. The delay is due to higher priority assignments of other division projects. | |
| | | | | Recommendation: The Office of Attorney General Information Technology Division should consider allocating resources to develop a Lotus Notes application that could be used to track registrations and designations. In addition, the Department should consider developing an on-line registration process. In addition, those responsible for handling checks should endorse checks immediately upon receipt, and ensure that checks deposited are reconciled to Finance and Accounting's records, and refunds are tracked. | Auditor's Current Conclusion: There has been significant progress in the development of the on-line registration and accounting system in Lotus Notes, but the Florida Crime Prevention Training Institute database is not deployable yet. Check handling and reconciliation portion of recommendation has been implemented. | |

Budget Entity Level Exhibits or Schedules

Executive Direction and Support Services

41100500

Schedule I Documents are located in the Department Level – Manual Documents

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS				**Budget Period: 2010 - 2011**	
Department: **Department of Legal Affairs**			**Chief Internal Auditor:** Judy Goodman		
Budget Entity:	41100500		**Phone Number:** (850) 414-3591		
(1)	**(2)**	**(3)**	**(4)**	**(5)**	**(6)**
REPORT	**PERIOD**		**SUMMARY OF**	**SUMMARY OF**	**ISSUE**
NUMBER	**ENDING**	**UNIT/AREA**	**FINDINGS AND RECOMMENDATIONS**	**CORRECTIVE ACTION TAKEN**	**CODE**
Auditor General Report No. 2010-200	Jun-10	Accounts Receivable Management and Prior Audit Follow-Up	Finding No. 1: Receivable Accounting and Reconciliation Recommendation: We recommend that program unit and Department receivable records be periodically reconciled. The reconciliation process should include investigation and disposition of all differences between records.	**Dept. of Legal Affairs Response:** Office of Finance and Accounting response: Finance and Accounting continues to provide monthly FLAIR reports of outstanding account receivable items and continue to encourage periodic reconciliation between program unit records and FLAIR. The proposed policy change would include the reconciliation and follow up by OFA (Office of Finance and Accounting) no less than biannually.	

				Office of Statewide Prosecution (OSP) Response: The OSP concurs that accounts receivable records between OAG divisions and Finance and Accounting should be reconciled and differences corrected. Checks sent to the Office of Statewide Prosecution by the Department of Corrections for payment of defendants costs include the remaining balance owed by the defendant listed on the check stub. This provides a way for OSP staff to compare DOC's balance with OSP's balance and reconcile any differences upon receipt of the check. This is done as checks are received. Errors between OSP and Finance and Accounting balances are usually discovered and corrected when OSP provides notice to Finance and Accounting that a defendant has paid the obligation in full.	

				As an alternative, when OSP staff sends the check deposit slip to Finance and Accounting, a column labeled "Account Balance" could be added to the deposit slip/check listing form. This would provide Finance and Accounting staff a way to reconcile their records to OSP's records similar to the way OSP balances with DOC.	
				The Division of Victim Services and Criminal Justice Programs (DVSCJP) and the Office of Finance and Accounting (OFA) collective response: The (DVSCJP) Division acknowledges that alternatives are available to accomplish this task. Staff is working with other OAG program units to identify successful practices with the goal of implementing similar procedures using electronic databases currently available. Particularly, we are looking at the Economic Crimes Division and the Office of Statewide Prosecution to learn from their experiences and develop strategies to implement individual accounts receivable tracking in the Division of Victim Services. This includes creating individual accounts receivable for offenders, coordinating court documents, correlating offender data with individual victim compensation claims in the Victim Assistance Network (VAN) database, where possible, and reconciling receipts with the offender accounts and Finance and Accounting.	

				Finding No. 2: Separation of Duties Recommendation: We recommend that the Department take appropriate steps to ensure that adequate separation of duties are maintained.	Economic Crimes Division: several steps have already been taken to improve the check handling process within Economic Crimes. The division will review the current process to determine whether there are additional opportunities to improve with current staffing limitations.	
					In response to the comment about check listings not being reviewed by a second person in the division, it should be noted that this has not occurred since the hiring of the Business Manager. All employees handling deposits were retrained on proper procedures.	
					Office of Statewide Prosecution (OSP) Response: The OSP concurs that steps should be taken to ensure that adequate separation of duties are maintained. The following policy will be put into place:	
					The Operations and Management Consultant Manager will take responsibility for Accounts Receivable establishment and notify Finance and Accounting of cases that are considered uncollectible. This would occur when the defendant is deceased, deported, or serving a life sentence. Other duties would be handled as follows:	

				AR establishment - OMC Consultant Manager; Collection – Criminal Financial Specialist; Check handling – Criminal Financial Specialist; Write-off – OMC Consultant Manager.	
			Finding No. 3: Collections and Receivable Write-Offs Recommendation: We recommend that the Department enhance its procedures by establishing guidelines prescribing the frequency of collection attempts and their escalation upon a failure to pay. The procedures should also prescribe when to send receivable information to the DFS for collection assistance and write-off review and approval and to the Lottery for offset of the debt against any prize winnings. Additionally, the Department should enforce its procedures requiring Victim Services staff to perform collection activities on accounts receivable or assign such responsibility elsewhere within the Department. Also procedures should be updated to provide for program unit director approval of receivable write-off requests.	Office of Finance and Accounting response: Since the department does not have centralized collection, it has been the policy for each unit to determine the frequency of attempts and the time frame for referral or write-off. The proposed policy change would include guidelines for the minimum number of collections attempts, the frequency, require division director or designee approval for write off or referral; and include referral to the Department of Lottery.	
				While we agree with the concept of referring accounts receivable for collection, in many instances we do not have the required information, i.e. social security number.	

				The Division of Victim Services and Criminal Justice Programs and the Office of Finance and Accounting collective response, see item 2. It is anticipated that in July 2010 at least one FTE will be realigned to handle this project, and additional Other Personal Services (OPS) and/or interns will also be utilized. The intent is to start with a specific date and coordinate accounts receivable at the division level from that point forward. Active accounts receivable for which no payments have been received within the past six months will undergo due diligence to determine the current status of the offender to determine whether write-off is appropriate.	

| | | | | The proposed procedures include checking with the appropriate jurisdiction (court, clerk, Department of Corrections, county probation, etc.) to determine the current status of the offender. If the offender is not incarcerated but is still under supervision, at least two written contacts will be attempted with the offender at the last known residential address. Accounts receivable will not be established for those offenders who face a life sentence or a period of incarceration greater than 5 years from the date of receipt of the court documentation. Periodic notice will be provided to the courts in the event further proceedings are necessary to ensure restitution is repaid to the Crimes Compensation Trust Fund. At any time that an offender initiates payment to the trust fund, the account receivable can be re-opened so that collections may be pursued. Requests for write-offs will include notation of the level of due diligence performed and will only be approved by the Division Director. | |

			RECOMMENDED STATUTORY REVISION		
			The Department should continue its efforts to obtain the revision of Section 16.53(7), Florida Statutes.	The Department agrees that the legislation needs clarification and will continue seek legislation to clarify this point. No action was taken on this clarification in 2010. The amendment language was developed and will be submitted as an amendment if a suitable bill can be identified. In conclusion, although suggestions were made for change, the Statute was not amended. The Administrative Staff each fiscal year at the close of the financial statement process review the Legal Affairs Revolving Trust Fund balance to ensure that the balance does not exceed the statutory maximum.	
PRIOR AUDIT FOLLOW-UP		The Department had taken corrective actions for the findings included in report Nos. 2008-012 and 2008-021.			

Department Level Exhibits and Schedules

Technical Checklist

Fiscal Year 2011-12 LBR Technical Review Checklist (Rev. 10-13-2010)

Department/Budget Entity (Service): Legal Affairs

Agency Budget Officer/OPB Analyst Name: Sarah Nortelus / Melissa Patino

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

Action	Program or Service (Budget Entity Codes)		
	41100XXX	41200100	41300100

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? **(CSDI)**	Y	Y	Y
1.2	Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? **(CSDI)**	Y	Y	Y

AUDITS:

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

2. EXHIBIT A (EADR, EXA)

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

3. EXHIBIT B (EXBR, EXB)

3.1	Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	Y	Y	Y
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	Y	Y

AUDITS:

	Program or Service (Budget Entity Codes)		
Action	41100XXX	41200100	41300100
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? **(NACR, NAC - Report should print "No Negative Appropriation Categories Found")**	Y	Y	Y
3.4 Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? **(EXBR, EXBC - Report should print "Records Selected Net To Zero")**	Y	Y	Y
TIP Generally look for and be able to fully explain significant differences between A02 and A03.			
TIP Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.			
TIP Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.			
4. EXHIBIT D (EADR, EXD)			
4.1 Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y	Y
4.2 Is the program component code and title used correct?	Y	Y	Y
TIP Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.			
5. EXHIBIT D-1 (ED1R, EXD1)			
5.1 Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y
AUDITS:			
5.2 Do the fund totals agree with the object category totals within each appropriation category? **(ED1R, XD1A - Report should print "No Differences Found For This Report")**	Y	Y	Y
5.3 FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? **(EXBR, EXBB - Negative differences need to be corrected in Column A01.)**	Y	Y	Y
5.4 A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? **(EXBR, EXBD - Differences need to be corrected in Column A01.)**	Y	Y	Y

		41100XXX	41200100	41300100
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.			

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

		41100XXX	41200100	41300100
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.			

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

		41100XXX	41200100	41300100
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	Y	Y	Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 65 of the LBR Instructions.)	Y	Y	Y
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?	N/A	N/A	N/A
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?	N/A	N/A	N/A
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)	Y	Y	Y
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	Y	Y	Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y	Y	Y

		Program or Service (Budget Entity Codes)		
	Action	41100XXX	41200100	41300100
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A	N/A	N/A
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A	N/A	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?	Y	Y	Y
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. **(PLRR, PLMO)**	N/A	N/A	N/A
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	N/A	N/A

		41100XXX	41200100	41300100
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	Y	Y	Y
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	Y
7.15	Do the issues relating to *salary and benefits* have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)	Y	Y	Y
7.16	Do the issues relating to *Information Technology (IT)* have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?	N/A	N/A	N/A
7.17	Are the issues relating to *major audit findings and recommendations* properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A
AUDIT:				
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. **(EADR, FSIA - Report should print "No Records Selected For Reporting")**	Y	Y	Y
7.19	Does the General Revenue for 160XXXX issues net to zero? **(GENR, LBR1)**	N/A	N/A	N/A
7.20	Does the General Revenue for 180XXXX issues net to zero? **(GENR, LBR2)**	N/A	N/A	N/A
7.21	Does the General Revenue for 200XXXX issues net to zero? **(GENR, LBR3)**	N/A	N/A	N/A
7.22	Have FCO appropriations been entered into the nonrecurring column A04? **(GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))**	N/A	N/A	N/A
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run **OADA/OADR** from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.			
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.			
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.			

	Program or Service (Budget Entity Codes		
Action	41100XXX	41200100	41300100
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	41100XXX	41200100	41300100

8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level *or* SC1R, SC1D - Department Level)

		41100XXX	41200100	41300100
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y	Y	Y
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	N/A	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	Y	Y
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling $100,000 or more for the fiscal year?	Y	Y	Y
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	N/A	N/A
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to *section 215.32(2)(b), Florida Statutes* - including the Schedule ID and applicable legislation?	N/A	N/A	N/A
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)?	Y	Y	Y
8.10	Are the statutory authority references correct?	Y	Y	Y
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	Y	Y
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A	N/A	N/A
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	Y	Y

		Program or Service (Budget Entity Codes		
	Action	41100XXX	41200100	41300100
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y	Y
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y	Y	Y
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling $100,000 or more.)	Y	Y	Y
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y	Y
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y
AUDITS:				
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? **(SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")**	Y	Y	Y
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. **(SC1R, DEPT)**	Y	Y	Y
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!			
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.)			

		Program or Service (Budget Entity Codes		
	Action	41100XXX	41200100	41300100
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.			
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.			

9. SCHEDULE II (PSCR, SC2)

AUDIT:

9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? **(BRAR, BRAA - Report should print "No Records Selected For This Request")** Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See *Base Rate Audit* on page 157 of the LBR Instructions.)	Y	Y	Y

10. SCHEDULE III (PSCR, SC3)

10.1	Is the appropriate lapse amount applied in Segment 3? (See page 87 of the LBR Instructions.)	N/A	N/A	N/A

		Program or Service (Budget Entity Codes		
	Action	41100XXX	41200100	41300100
10.2	Are amounts in *Other Salary Amount* appropriate and fully justified? (See page 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use **OADI** or **OADR** to identify agency other salary amounts requested.	Y	Y	Y
11. SCHEDULE IV (EADR, SC4)				
11.1	Are the correct Information Technology (IT) issue codes used?	N/A	N/A	N/A
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.			
12. SCHEDULE VIIIA (EADR, SC8A)				
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	Y	Y	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)				
13.1	Do the reductions comply with the instructions provided on pages 98 through 101 of the LBR Instructions regarding a 5% reduction in recurring and nonrecurring General Revenue and Trust Funds?	Y	Y	Y
14. SCHEDULE VIIIB-2 (EADR, S8B2)				
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 15% reduction in recurring General Revenue and Trust Funds?	Y	Y	Y
15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)				
15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to *section 216.023(4) (b), Florida Statutes,* the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match the Excel file e-mailed to OPB?	Y	Y	Y
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:				
15.3	Does the FY 2009-10 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (**GENR, ACT1**)	Y	Y	Y
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (**Audit #1 should print "No Activities Found"**)	Y	Y	Y
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (**Audit #2 should print "No Operating Categories Found"**)	Y	Y	Y

		Program or Service (Budget Entity Codes)		
	Action	41100XXX	41200100	41300100
15.6	Has the agency provided the necessary demand (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y	Y
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? **(Audit #4 should print "No Discrepancies Found")**	Y	Y	Y
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.			

16. MANUALLY PREPARED EXHIBITS & SCHEDULES

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

AUDITS - GENERAL INFORMATION

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

17. CAPITAL IMPROVEMENTS PROGRAM (CIP)

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

18. FLORIDA FISCAL PORTAL

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