

Analysis of New Authorizations
for the General Bonding Subcommittee

Addendum

March 6, 2014

10:00 AM



OFFICE OF FISCAL ANALYSIS

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I. Hearing Schedule

The attached information was developed by OFA staff members for the legislative members of the GO Bonding Subcommittee.

General Bonding Subcommittee Hearings on Thursday, March 6, 2014

Time	Agency	Analyst	Page
10:00 - 11:00	Office of Government Accountability	Grant Gager	2

Office of Government Accountability

OFA Analyst: Grant Gager

Description	Unallocated 2/28/14 \$	PA 13-239 FY 15 \$	Proposed FY 15 \$
Information technology improvements	-	-	1,000,000

Agency Project

Information technology improvements (\$1,000,000 proposed by Governor)

The proposed authorization would be used for information technology upgrades in the areas of: (1) infrastructure, (2) telecommunications, and (3) hardware and software purchases (see below for further information). The Office of the Executive Administrator will use these upgrades to: (a) perform its administrative functions more efficiently, (b) achieve operating budget savings, and (c) coordinate IT needs among the nine consolidated agencies.

1. **Infrastructure** - Currently OGA has a small collection of servers that have limited connectivity and networking capabilities. The funds will be used to hire a consultant to assist with planning and implementing infrastructural upgrades, including:

- Architecture design plan
- Data center for proper and secure housing
- Server/networking equipment
- Wi-Fi all locations
- High-speed internet connection (Comcast cable)
- Intranet to support HR, AA, and fiscal data sharing within OGA and secure access for commissioners
- Electronic Security
- Improved website (searchable resources for the public, e.g. commission decisions)

2. **Telecommunications** - The proposed authorization would be used for the following telecommunication upgrades:

- Enterprise Unified Communications System (DOIT/BEST & SOTS)
- Cisco phones (with expanded capabilities, including conference calling)
- VoIP technology
- Conference Call phone
- Video Conferencing
- Call center ability to track calls by volume, subject/interest, disposition, including help desk for OEA IT

Further explanation: OGA currently uses two different technologies (OC3 & Manline) to provide internet services to the nine consolidated agencies. The technologies: (a) are outdated and more expensive than more modern devices, (b) make it difficult to provide effective customer service to the public, and (c) cannot be customized to meet the different requirements¹ among the consolidated agencies.

3. **Hardware and Software Upgrades** – The proposed authorization would be used for the following hardware and software upgrades:

- Portable devices, Tablets (e.g. Dell Venue II) - JSC (13), OCA (6), FOIC (9), OVA (5), OEA (2), BFPE (9)
- Desktop & laptop replacement
- Upgrade hardware in hearing room (recording & projection devices)
- Server and networking
- Legal Files (multi-division)
- Adobe Acrobat Professional and/or Illustrator
- Optical readers/scanner
- Electronic data storage/archiving
- Backup data (protocol and equipment)

Further explanation: Several OGA divisions conduct monthly administrative hearings and at least three² prepare comprehensive files³ prior to the hearings. This process is expensive and inefficient in terms of physical and human resources⁴ and contrary to green-office operation. There are also concerns about the security of confidential data at each stage of the process. OGA intends to use the proposed bond funds to reduce the cost of preparing for hearings by purchasing tablet computers that connect to secure intranet websites to allow commissioners to obtain the data required for hearings.

OGA also intends to use the proposed bond funds to purchase equipment and software that will improve the efficiency and effectiveness of managers and executive directors who provide services⁵ that require significant amounts of travel.

The proposed funds would also be used to purchase case-management software⁶ to allow agencies to securely and confidentially maintain contacts and organize workflow through the lifespan of a case. Currently, OGA maintains case data in an Access database that is cumbersome and not designed to support rapid data retrieval, data analysis or confidentiality. Effective case management software will also reduce

¹For example, the Office of the Victim Advocate has very different telephone needs than the Office of State Ethics.

²Judicial Selection Commission, Judicial Review Council and Board of Firearms Permit Examiners

³Preparation includes reproduction of thousands of printed pages so that they can be packaged and mailed to commissioners. When the hearings are complete, the pages are collected and shredded.

⁴Paper, toner ink, lease of the copier, envelopes, postage, shredding service and staff hours

⁵Office of the Victim Advocate and Office of the Child Advocate

⁶The software will need to be supported by property infrastructure. OGA also received a \$205,000 carry-forward into FY 14 for this purpose.

reliance upon paper case files, which will reduce costs and increasing customer service by providing the public with a timely and efficient response to questions.

Background: The Office of Governmental Accountability (OGA) was formed in 2011 by PA 11-48. The act consolidated nine agencies under an executive administrator within OGA⁷ but stipulated that each agency in OGA retains its independent decision-making authority, including for budgetary and employment decisions.

The nine consolidated agencies are:

- Board of Firearms Permit Examiners (BFPE)
- Freedom of Information Commission (FOIC)
- Judicial Review Council (JRC)
- Judicial Selection Commission (JSC)
- Office of the Child Advocate (OCA)
- Office of State Ethics (OSE)
- Office of the Victim Advocate (OVA)
- State Contracting Standards Board (SCSB)
- State Elections Enforcement Commission (SEEC)

⁷OGA provides consolidated personnel, payroll, affirmative action, and administrative and business office functions, including information technology associated with these functions, for the nine consolidated state agencies.