

PROGRAM FACT SHEET

Arizona Department of Economic Security
Division of Technology Services

Services:

The Division of Technology Services (DTS) provides technical and systems services for the development, maintenance, enhancement, and operation of the Department's automated business systems. The Division's responsibilities also include technical support for network and user information technology (IT) equipment and software; information security management; disaster recovery; customer support for IT and telecommunications equipment; IT help desk support for end users and field technical staff; and IT planning support for the Department.

DTS is part of the Department's central administration function, and does not carry out all IT-related activities within the Department. For example, the Department has 22 separate groups that support local area networks and computers with 72 network specialists, and 23 information security groups with 67 security representatives.

Facilities:

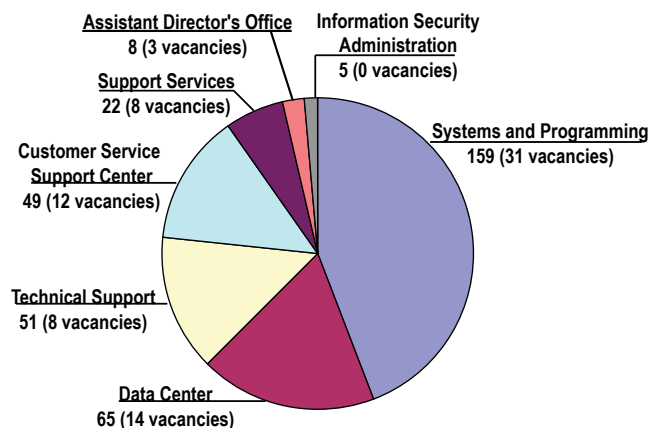
DTS' main administrative office and another facility are located in two state-owned buildings in Phoenix. In addition, DTS leases space in four other buildings in Phoenix, Tucson, and Flagstaff for an annual lease cost of \$603,257.

Equipment:

In addition to office furniture, DTS has specialized equipment for which it has department-wide responsibility, such as the Department's mainframe computer. In addition, DTS reports that it has approximately 280 servers, which are computers that manage functions such as the Department's electronic mail system, its e-Government environment, and other critical agency functions.

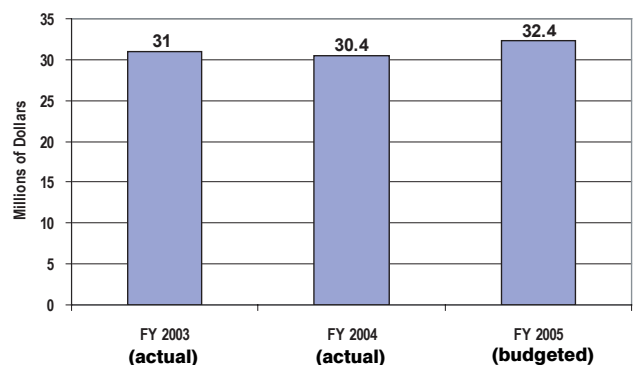
Program staffing:

359 FTE, including 76 vacancies (as of March 24, 2005)



Program revenue:

\$32.4 million (fiscal year 2005 budgeted)



Mission:

The mission of DTS is to deliver efficient, effective business technology services for the Department's customers and employees, in partnership with the Department's programs.

Program goals:

1. To increase protection for the Department's information and individual privacy by enhancing information technology security measures.
2. To improve public service by enhancing IT systems and expanding electronic access.
3. To increase operational efficiencies by implementing innovative IT solutions.
4. To improve service quality by providing expanded communication, skill development, and career opportunities, and tools to optimize employee performance.

Adequacy of performance measures

DTS has developed 20 performance measures to support its 4 goals, including 9 output measures, 9 outcome measures, 1 quality measure, and 1 efficiency measure. While these measures generally were aligned with its 4 goals, auditors identified some areas where DTS could clarify how it uses measures to provide information. Specifically, DTS should consider reporting a combination of measures for all of its goals. For example, all 4 measures associated with DTS' second goal are identified as output measures. In addition, DTS has not identified any input measures.

Source: Auditor General staff compilation of unaudited information obtained from the State of Arizona Master List of Government Programs; the Division's strategic plan; staffing information from the Division's human resources manager; lease information from the Division of Business and Finance; equipment inventory, and other information provided by the Department and the Division of Technology Services.