

PROGRAM FACT SHEET

Department of Administration
Information Services Division

Services:

The Information Services Division (Division) delivers state-wide information technology services to executive branch agencies and provides technology services to support internal functions within the Department of Administration (Department). In addition to eight positions that report to the assistant director and provide administrative support and planning, the Division provides services in five main areas:

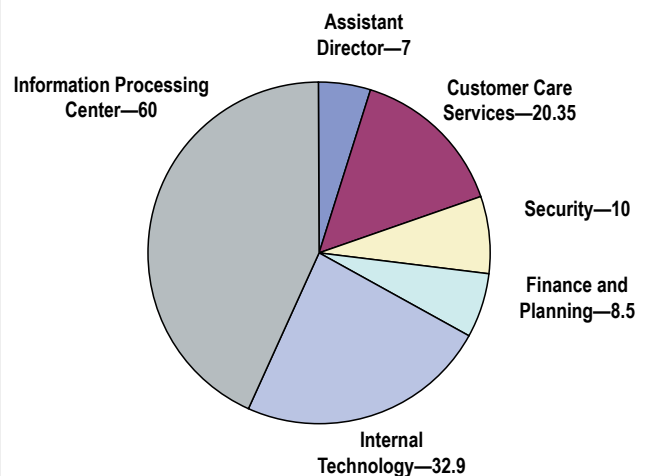
- **Information Processing Center**—Operates and maintains the Department's data center, which provides data processing and storage services for state agencies such as the Arizona Health Care Cost Containment System, the Arizona Department of Transportation, and the Department of Revenue.
- **Security**—Conducts a variety of security services for the Department and other state agencies, such as providing state employees with computer system and network security access, and security training for department employees.
- **Internal Technology**—Provides support for the Department's desktop computers, operates the Department's internal agency network, and supports the Department's Arizona Financial Information System and the Human Resources Information Solution.
- **Finance and Planning**—Provides budget, planning, and financial analysis to the Division and determines the rates agencies are charged for services. This section also administers the Department's 9-1-1 telecommunications services.
- **Customer Care Services**—Provides liaison services and customer support to the Division's internal and external customers and houses the state switchboard, which answers calls to a central state number and routes them to the appropriate person or agency.

Facilities:

The Department's headquarters are located at 100 North 15th Avenue in Phoenix and are leased under the private lease-to-own (PLTO) program. In fiscal year 2005, the

Division staffing:

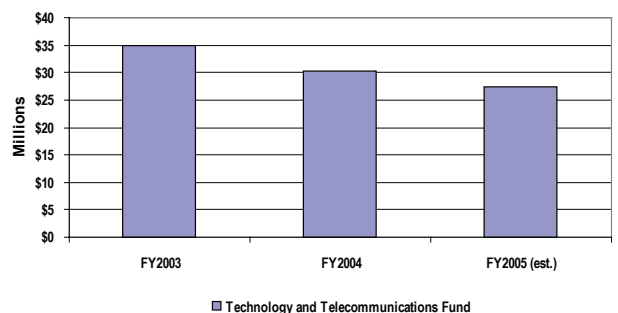
138.75 filled positions and 26.9 vacancies (as of July 2005)¹



¹ Includes 11 FTE funded by the Telecommunications Program Office appropriation but housed in the Division.

Division revenue:

\$27.4 million (fiscal year 2005, estimated)



Division used approximately 21,000 square feet at this facility and paid an annual lease fee of approximately \$419,000. In addition, the Division leases office or storage space in three other buildings in Phoenix and two buildings in Tucson, and paid annual lease fees of approximately \$390,000 for those facilities.

Equipment:

In addition to common office equipment, the Division has specialized equipment for which it has state- or department-wide responsibility, such as the mainframe system, backup power generators, servers, and other network equipment.

Mission:

The Division has adopted the Department's mission:

To provide effective and efficient support services to enable government agencies, state employees, and the public to achieve their goals.

Goals:

The Division has adopted the Department's three goals:

1. To deliver customer service second to none.
2. To attract and retain a high-performance team of employees.
3. To aggressively pursue innovative solutions and/or opportunities.

Adequacy of performance measures:

The Division's 66 performance measures are generally adequate and include measures for outcome, output, efficiency, and quality. Almost all of the Division's service units have their own set of performance measures, and each of the measures directly corresponds to one of the Division's three goals. However, Customer Care Services does not have any performance measures. The Division should develop performance measures that help ensure Customer Care Services meets division goals, such as the time it takes to respond to customer requests for service and customer satisfaction with the help desk.

Source: Auditor General staff compilation of unaudited information obtained from the Arizona Financial Information System (AFIS) for the years ended June 30, 2003 and 2004; the Department's fiscal years 2005-2009 strategic plan; and other information provided by the Department, including financial estimates for the year ended June 30, 2005.