



Secretary of State

2015-17

Joint Committee on Ways and Means

Budget Presentation

Phase II – April 13, 2015

Administrative Services

The Administrative Services Division (ASD) consists of the Executive Office, Business Services, Human Resources and Information Systems.

ASD provides administrative support services to all divisions of the Secretary of State.

INNOVATION & SECURITY BUDGET

ENGAGE OREGONIANS -- INNOVATE FOR THE FUTURE -- DELIVER RESULTS

Administrative Services

2015-17 Agency Request Budget

The Administrative Services operations are financed by a GF appropriation combined with revenue transfers from those divisions operating with OF limitations as follows:

- General Fund: \$2,630,873
- Other Funds: \$16,160,423
- 62.69 FTE

Administrative Services

Administrative Services support all divisions in the agency through the following programs:

Executive Office (6.0 FTE)

- **Agency Management:** General oversight of the work of each division; managing external communications, including relations with other governments, other agencies of state government, the Legislature, the media and our customers.
- **Other Secretary of State Functions:** The Executive Office performs statutory and constitutional functions not assigned to any division, such as supporting the work of the State Land Board, accepting and filing original bills during the legislative session, and lending of the state flag and. The Secretary is also the custodian of the State Seal.

Administrative Services

Business Services (15.0 FTE)

- **Administration:** Strategic development & execution; financial management; policies and procedures; administrative support and safety and risk management
- **Accounting:** Financial reporting; accounts receivables and payables; and financial transaction processing
- **Budget:** Budget analysis; budget development; budget execution; fiscal impact statement preparation and Emergency Board
- **Business and Cash Management Services:** Blue Book sales and distribution; cash and cash equivalents processing; accounting assistance and mail distribution
- **Purchasing and Contracts:** Contract administration; formal & informal procurement; contract risk assessment; fixed asset tracking and storeroom and inventory management

Administrative Services

Information Systems (39.00 FTE)

- **Administration:** Strategic planning & execution; business continuity, policy for state and industry standards, governmental IT partnerships, IT contracts administration, security policy and compliance
- **Technical Support:** Service Desk administration; hardware & software purchase, distribution, and inventory; end-user support; service level monitoring; system baselines
- **Infrastructure Support:** Network support, security intrusion detection/protection, database administration & management, server administration, web services, quality assurance and testing, configuration and system document management
- **Application and Development Support:** Project management, business analysis, application development and security, quality assurance and testing

Administrative Services

Human Resources Services (2.69 FTE)

- **Compliance:** Interpretation, application and compliance of state and federal laws as well as policies, procedures and rules
- **Payroll:** Payroll and benefits administration; compensation and classification
- **Recruitment & Training:** Recruitment; employee orientation; employee training
- **Personnel Management:** Performance management; counseling; complaint resolution; progressive disciplinary action; employee reduction, layoff and outplacement assistance

Administrative Services

Budget Drivers

The Administrative Services Division's primary customers are the divisions of the agency. Other customers include state agencies, municipalities, elected officials, contractors, and the general public. The business needs of agency divisions drive the workload of ASD, which can include:

- Demand for online services to the public; increasing reliance on technology; continued increase in our customer and partnership base; and development for "*any data, any device, anywhere*" (applications must be tested for different devices and ever-changing Internet browsers)
- Impacts of new legislation; financial year-end reporting; agency division contracting needs; corporation and business registry filings.
- Number of recruitments, resignations, retirements, dismissals, and layoffs.

Administrative Services

KPM #9: Staff Diversity

HOW WE ARE DOING

(12/31/14 data)

Women represent 58% of the Agency workforce. Three individuals were hired in the representation of **people of color** and **persons with disabilities** representation remained steady.

HOW WE COMPARE

Our representation of **women** *exceeds* the statewide workforce. Our representation of **persons with disabilities** slightly trails the State's representation. Our representation of **people of color** *trails behind* the statewide workforce by 5%.

WHAT NEEDS TO BE DONE

Continue efforts to attract job applicants and retain employees that are representative of the diversity of the local workforce. Strive to maintain our gains and gradually increase representation in each job category. Diligently work toward achieving AA/EEO objectives. Maintain the requirement that 100% of all open competitive vacancies be advertised on diversity websites.

Administrative Services Policy Packages

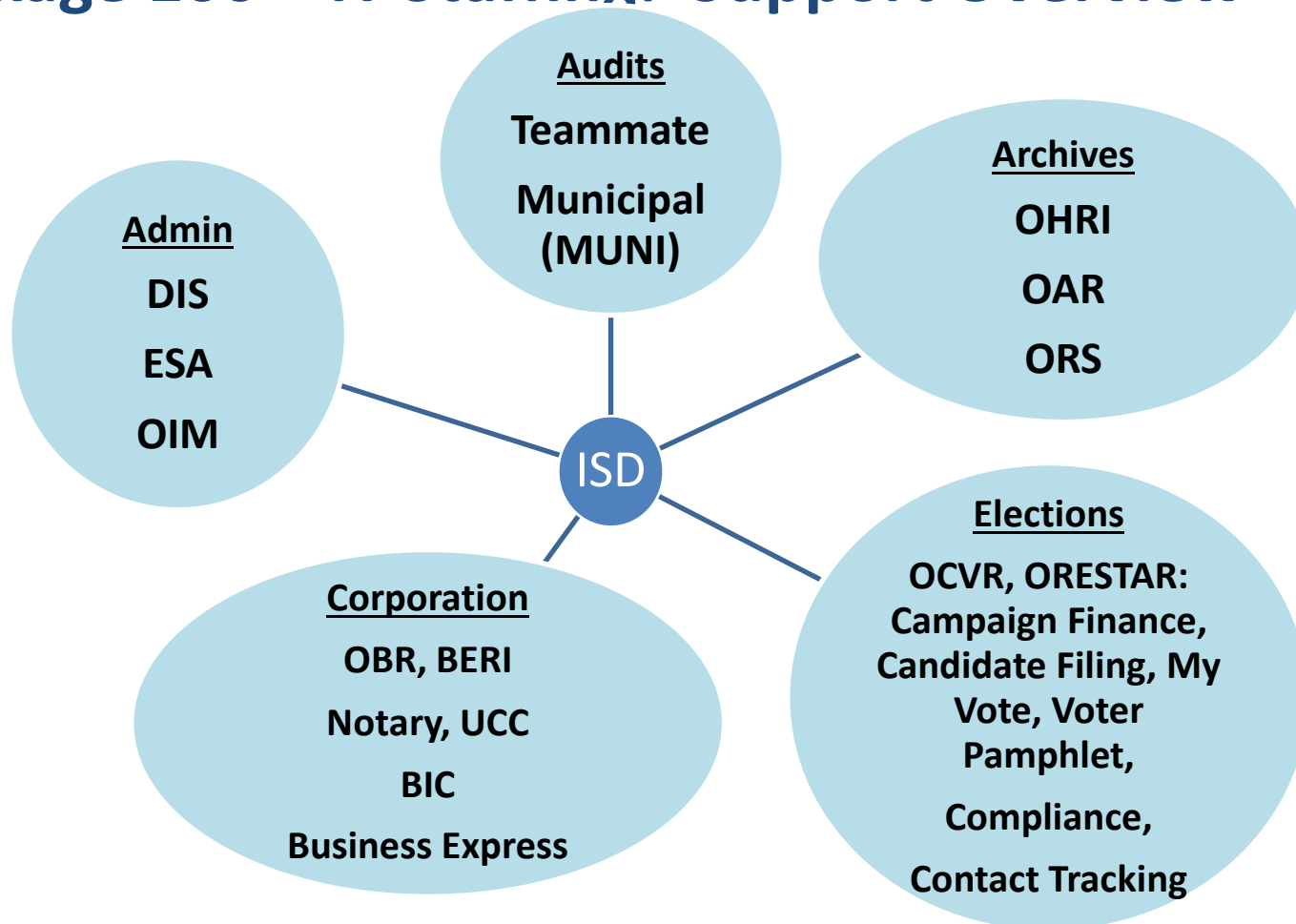
- Package 100 – Information Technology Staffing
 - \$559,260 GF, \$1,510,926 OF
 - 10 FTE
- Package 102 – Oregon Business Registry Enhancements
 - \$624,000 OF

POP 100

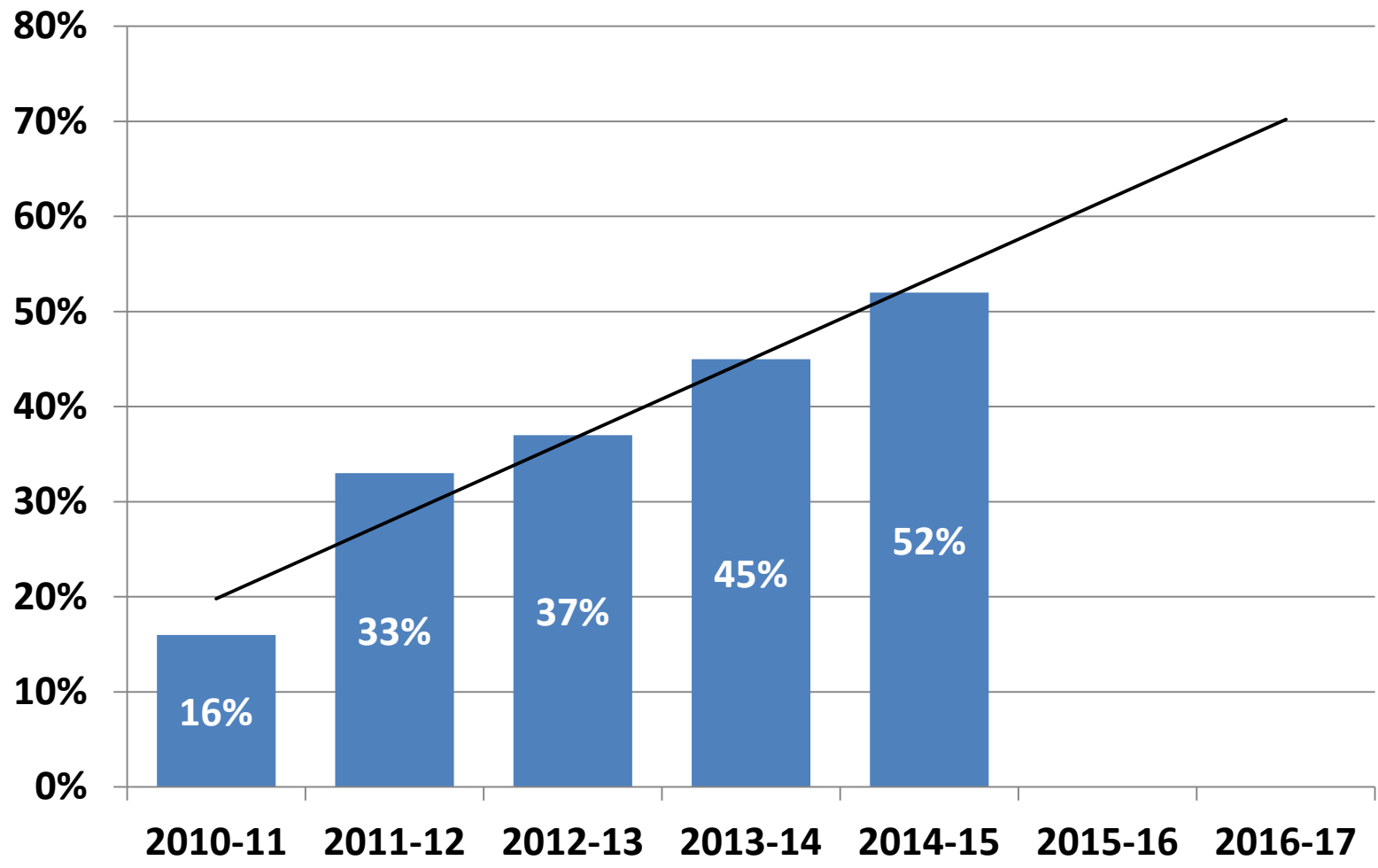
Information Technology Staffing

Innovation & Security – Administrative Division

Package 100 – IT Staffing: Support Overview

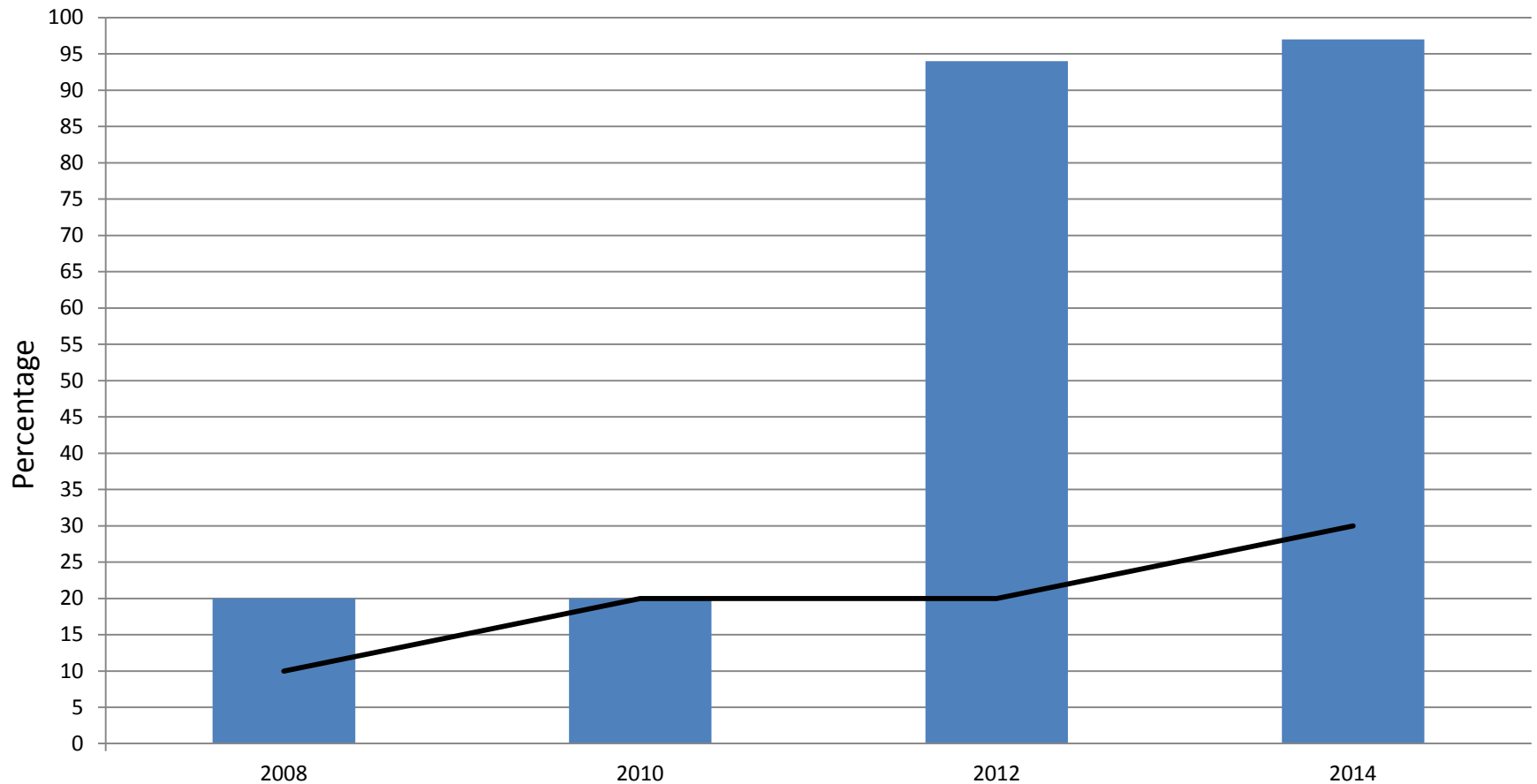


Corporation Division Business Registry Online Filing Adoption



Archives Division

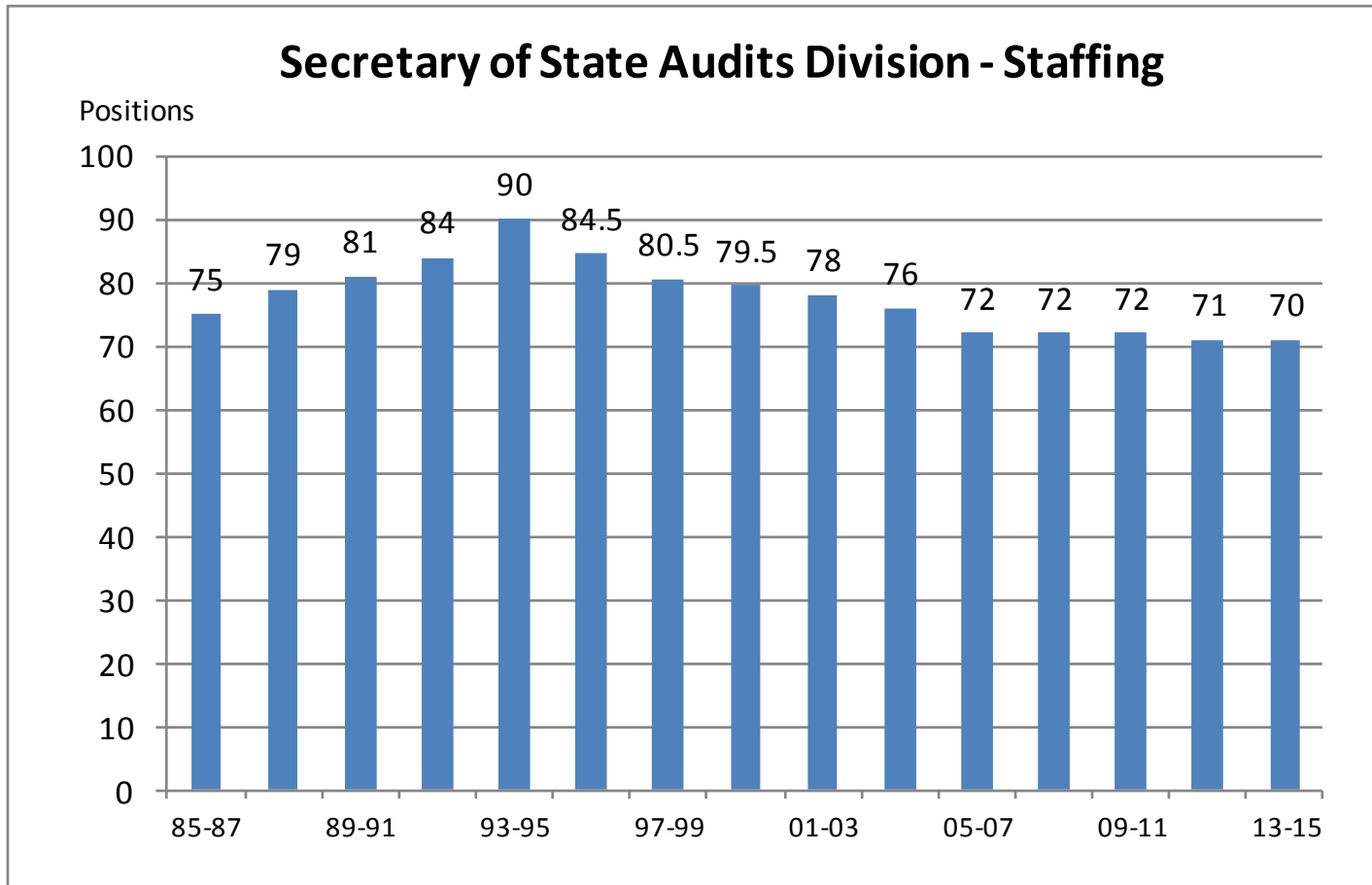
KPM #1 – Electronic Access to Public Information-



INNOVATION & SECURITY BUDGET

ENGAGE OREGONIANS -- INNOVATE FOR THE FUTURE -- DELIVER RESULTS

Audits Division



Elections Division

- Over 2.1 million active registered voters served using OCVR in 2014.
- Over 5,100 political committee users serviced since 2007 using ORESTAR.
- 300,001 transactions filed in ORESTAR in 2014.

Innovation & Security – Administrative Division

Package 100 – IT Staffing: \$559,260 GF and \$1,510,926 OF

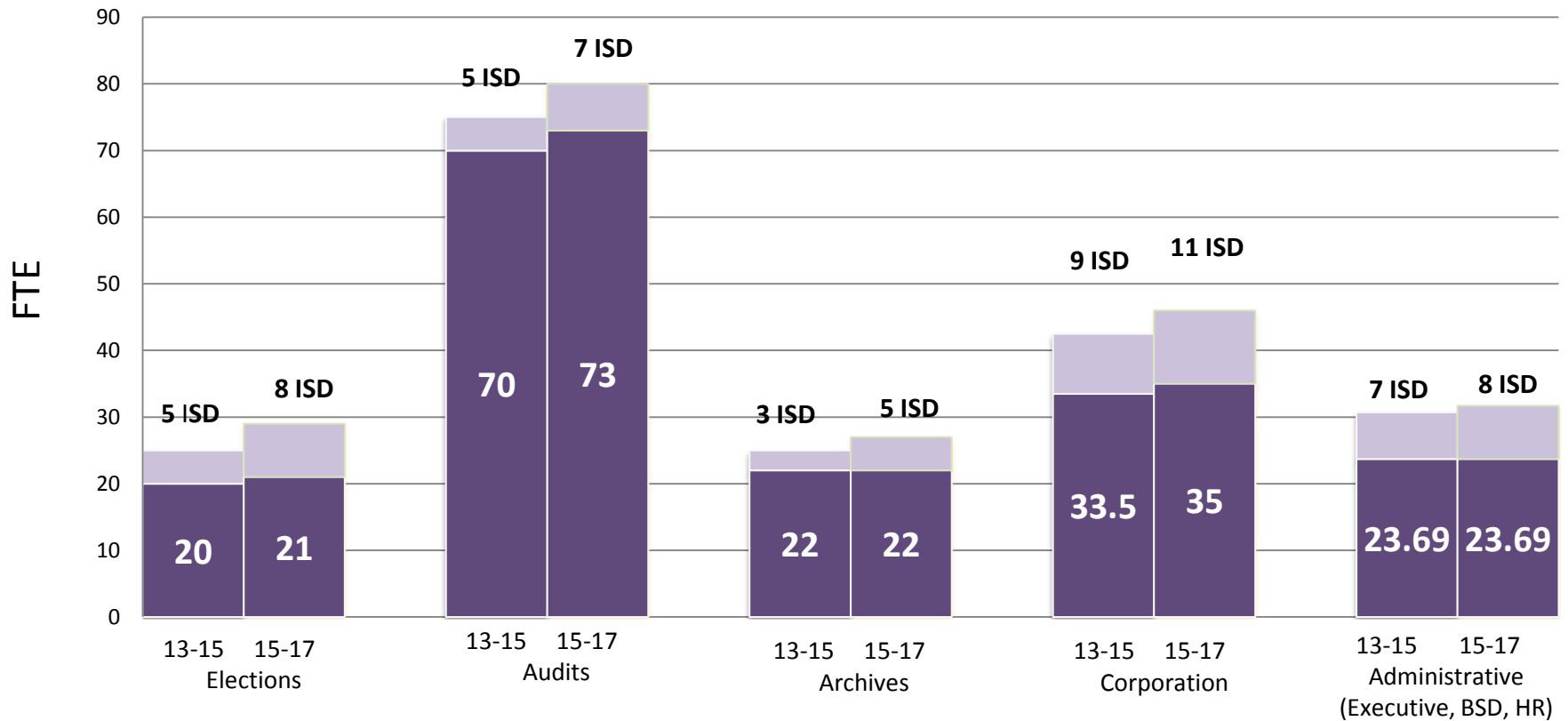
Please see our document titled “Order of Priority and Risk Evaluation” in Attachment G in the Appendix.

Each FTE is designed to address a specific need and risk identified in our agency. All risks identified are not acceptable to our agency and should be addressed by these additional requested FTEs:

1. **Security Analyst** - Information Systems Specialist 7 (1503011)
2. **Systems Architect** - Information Systems Specialist 8 (1503012)
3. **Enterprise Java Developer** - Information Systems Specialist 7 (1503014)
4. **Elections Java Developer** - Information Systems Specialist 7 (1503015)
5. **Web Project Lead** - Public Affairs Specialist 2 (1503007)
6. **Elections Business Analyst** - Information Systems Specialist 7 (1503006)
7. **CORP Applications Developer** - Information Systems Specialist 7 (1503008)
8. **Infrastructure Manager** - Principal Executive Manager D (1503013)
9. **Enterprise Business Analyst** - Information Systems Specialist 7 (1503010)
10. **Web Usability Tester** - Information Systems Specialist 4 (1503009)

Innovation & Security – Administrative Division

Package 100 – IT Staffing: Order of Priority & Risk Evaluation FTE



Package 100 – IT Staffing: Appendix G Overview

Innovation & Security – Administrative Division

1. **Security Analyst** - Information Systems Specialist 7

Need: Technical analyst for security program

Risk: Delays in security governance and implementation of security

FTE: .2 Audits, .2 Archives, .2 Corporation, .2 Elections, .2 Administrative

2. **Systems Architect** - Information Systems Specialist 8

Need: Application technical lead to standardize security best practices

Risk: Inability to strengthen our applications, exposing data

FTE: .2 Audits, .2 Archives, .2 Corporation, .2 Elections, .2 Administrative

3. **Enterprise Java Developer** - Information Systems Specialist 7

Need: Developer for three divisions and enterprise-initiatives

Risk: No development for enterprise, Audits, Archives, and Business Division

FTE: .33 Audits, .33 Archives, .33 Administrative

4. **Elections Java Developer** - Information Systems Specialist 7

Need: Programmer for ORESTAR application

Risk: Delays in improvements, security remediation, and new initiatives

FTE: 1 Elections

Package 100 – IT Staffing: Appendix G Overview

Innovation & Security – Administrative Division

5. **Web Project Lead** - Public Affairs Specialist 2

Need: Secure and develop web presence

Risk: Inability to progress with web-based security and ADA compliance

FTE: .2 Audits, .2 Archives, .2 Corporation, .2 Elections, .2 Administrative

6. **Elections Business Analyst** - Information Systems Specialist 7

Need: Technical liaison for ORESTAR application

Risk: Backlog of security issues, bugs, and enhancements

FTE: 1 Elections

7. **CORP Applications Developer** - Information Systems Specialist 7

Need: Programmer for Corporation-specific applications

Risk: Limited capacity to build, deploy, and remediate security of applications

FTE: 1 Corporation

8. **Infrastructure Manager** - Principal Executive Manager D

Need: Management of 12-person technical team

Risk: No direct oversight over network, server, database projects

FTE: .2 Audits, .2 Archives, .2 Corporation, .2 Elections, .2 Administrative

Package 100 – IT Staffing: Appendix G Overview

Innovation & Security – Administrative Division

9. **Enterprise Business Analyst** - Information Systems Specialist 7

Need: Technical liaison for enterprise-level projects

Risk: Potential failure or long delays in security remediation for enterprise projects

FTE: .33 Audits, .33 Archives, .33 Administrative

10. **Web Usability Tester** - Information Systems Specialist 4

Need: Browser compatibility testing /security compliance with applications

Risk: Limited access for users, browser security and non-compliant web presence

FTE: .2 Audits, .2 Archives, .2 Corporation, .2 Elections, .2 Administrative

POP 202 ORESTAR Upgrades

POP 202 – ORESTAR Upgrade

- ORESTAR began in 2007 with just two (2) modules.
- It is now eight (8) years old with eight (8) existing modules, and another two modules needed.

POP 202 – ORESTAR Upgrade

- The eight existing ORESTAR modules are:
 1. Campaign Finance
 2. Candidate Filing
 3. Compliance
 4. Statement of Organization
 5. My Vote
 6. Voters Pamphlet
 7. Contact Tracking
 8. Election Night Reporting

POP 202 – ORESTAR Upgrade

- Given the Election Cycle, maintaining and updating ORESTAR requires BOTH a:
 - Short Term Plan (POP 200 and *part of* POP 202)
 - Gets us through the 2016 Election with one additional ORESTAR administrator from POP 200 (\$161,000), and bug fixes and maintenance from POP 202 (\$285,000).
 - Long Term Plan (Remainder of POP 202)
 - Puts us on a path for an upgraded ORESTAR by the 2018 Election (\$1,900,000).

POP 202 – ORESTAR Upgrade

- Long Term Plan (Remainder of POP 202 - \$1,900,000)
 1. **In Progress Now:** ORESTAR assessment by consultant.
 - Identify modules to build in-house, and modules that can be satisfied off-the-shelf.
 2. **2015 Legislative Session:** POP funds allocated but not released (\$1,900,000).
 3. **February 2016 Legislative Session:** Report to Legislature on assessment and recommendations. Funds released to agency.
 4. **2016-2017:** Agency implementation of recommendations.

POP 202 – ORESTAR Upgrade

- **A way to help offset costs**: Retain fees for Candidate and Voters' Pamphlet fees (\$882,000 per biennium)
 - Currently, these fees are paid by Elections' customers and are transmitted to the general fund.
 - Elections could retain these fees to offset some of the cost of the ORESTAR upgrade.

POP 201

OCVR Upgrades

POP 201 – OCVR Upgrade

- HAVA funds currently cover 100% of OCVR maintenance and support. Those federal funds are expected to be exhausted during the 2017-2019 biennium.
- This package allows us to give a focused effort toward making the application more robust and sustainable as the state assumes funding.

POP 201 – OCVR Upgrades

- Allows us to focus on 4 general areas:
 - Eliminate bugs and minor technical issues
 - New tabulation and technology interfaces
 - Pilot new technologies
 - Eliminate County payments for the system

POP 201 – OCVR Upgrades

- Eliminate bugs and minor technical improvements (\$225,500)

Currently, all development hours in the maintenance and support contract are focused toward new functionality requirements.

POP 201 – OCVR Upgrades

- New tabulation and technology interfaces (\$158,210)

Two (2) new election systems seeking certification in Oregon. Counties are also seeking new options for ballot sorters. Both of these will require new interface development before being available to the counties.

POP 201 – OCVR Upgrades

- Pilot new technologies (\$105,000)

New technologies are emerging in election administration which could enhance counties' efficiencies.

POP 201 – OCVR Upgrades

- Eliminate County payments for using the system (\$1,013,990 for biennium)

The county payments create a financial impediment to maintaining consistent use by the counties. This allows the state to assume leadership and training toward uniform use of the application.

Assessment Level Requests

10% Reductions

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
1. Corporation: Slow the growth and adoption of electronic filing	Decreased promotion and customer awareness will result in fewer online filings subject to credit card merchant fees resulting in longer wait times for customer documents mailed in for processing.		\$176,833	
2. Administration: Reduce Services and Supplies	The majority of General Fund and Other Fund controllable S&S would be depleted.	\$20,994	\$96,524	

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
3. Audits: Reduce Services and Supplies	Reduce in state travel, employee training, office expenses, telecommunications, publicity & publications, employee recruitment & development, professional services and other Services and Supplies.		\$330,883	
4. Elections: Reduce Office expenses	Reduce Office expenses which would impact our ability to purchase the number/volume of office supplies and equipment that contribute to the efficiency and effectiveness of our work product and all deliverables.		\$13,197	

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10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
5. Corporation: Eliminate Electronic Publishing Design Specialist Position	Eliminate one Electronic Publishing Design Specialist 2 position that supports app. development and database configuration design for the Oregon Central Business Registry, Business Registry, Notary and Uniform Commercial Code systems.		\$159,779	
6. Archives: Close State Records Center	Closing the State Records Center will cost the state more money as agencies will need to find storage for their records and this storage will come at a higher rate than what the Records Center currently charges		\$712,760	

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
7. Audits: Cut Auditing Staff by 14%	10 FTE- Only audits critical to state operations would occur. Less attention to effectiveness of agencies for example.		\$1,632,574	
8. Corporation: Eliminate Office of Small Business Assistance	Eliminating this program would cause businesses to have to rely on their own resources and ingenuity to attempt to resolve issues and concerns in dealings with state agencies.		\$338,347	
9. Corporation: Eliminate Notary Outreach & Training	Oregon notaries will no longer receive free in-person training on proper notarization procedures.		\$187,577	

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
10. Administrative Services: Staff reductions	Reduce to less-than full-time positions in Exec, HR and Bus. Services. The impact is increased workloads, longer wait times on requests for goods and services.	\$39,792	\$429,887	
11. Elections: Reduce HAVA Voter Services Professional Services	Reduce HAVA Voter Professional Services. This would reduce to ability to research and develop new programs.			\$257,204

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
12. Elections: Eliminate printing & distribution of Voter's Pamphlet.	Eliminate printing & distribution of Voter's Pamphlet. This eliminates the ability to produce, print and mail the pamphlet to every household.	\$703,779		
13. Elections: Reduce HAVA OCVR IT Professional Services.	This would inhibit the maintenance, support, and development of the OCVR system.			\$257,204

Secretary of State

10% All Funds Potential Reductions

Activity or Program	Describe Reduction	GF	OF	FF
14. Administrative: Eliminate Infrastructure Support Positions and Application Developer positions	(2) Infrastructure FTEs- These functions include helpdesk support and technical documentation activities.	\$146,376	\$870,739	
Total Reductions:		\$910,941	\$4,949,010	\$514,408