

# Department of Administration and Information

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## ❖ *Mission and philosophy*

The mission of the Department of Administration and Information (A&I) is to provide quality services to its customers in a cost-effective, timely manner.

## ❖ *Results of outcomes*

The Director's Office processed 23,014 documents during the year including 1,251 for the Governor's Office, 262 for the Wyoming Business Council and 147 for the Governor's Residence. Special monthly reports were developed from the WOLFS system for all division administrators. These reports compared the monthly expenditures with what would be expected for the period of time. If the expenditures exceeded the percentage as projected, these would be brought to the attention of the administrator for explanation.

The financial statements for the Internal Service funds are created each month for the applicable division. These are strictly internal documents for use as a planning guide or to determine if any corrections are needed.

A&I accounting personnel produced the annual Internal Service Fund reconciliations for the federal fund statements and over/under recoveries in September 2000.

See specific division reports for report on outcomes.

## ❖ *Strategic plan changes*

The Department of Administration and Information was at the time of writing of this report in the process of developing a completely revised strategic plan. This change came about due to appointment of a new director.

### **General information**

Frank Galeotos, Director

### **Agency contact**

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### **Other locations**

Services provided statewide

### **Year established and reorganized**

Established July 1, 1971; reorganized April 1, 1991

### **Statutory references**

W. S. 9-2-1001 et seq

### **Number of authorized personnel**

349 full-time, seven part-time, 15 at-will employee contract (AWEC)

### **Organizational structure**

Seven divisions including the Office of the Director make up the department. An accounting section is placed within the Director's Office to serve all divisions of the department. In addition to the Director's Office, there are six divisions, which are as follows: Budget, Information Technology, Economic Analysis, General Services, Human Resources and State Library.

### **Clients served**

All state and local government agencies, libraries, legislators and private citizens.

### **Budget information**

|                        |                     |
|------------------------|---------------------|
| General funds          | \$19,519,117        |
| Federal funds          | 1,263,998           |
| Trust and agency funds | 36,847,247          |
| Other                  | 19,310,326*         |
| <b>Total</b>           | <b>\$76,940,688</b> |

\* other funds include \$6.2 million for Y2K and the remainder was for capital outlay projects.

## Budget Division

### General information

Arthur Burgess, Administrator

### Agency contact

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### Year established and reorganized

Established July 1, 1971; reorganized April 1, 1991

### Statutory references

W.S. 9-2-1002, 9-2-1004 to 9-2-1008, 9-2-1010 to 9-2-1013  
W.S. 9-4-201 through 9-4-217  
W.S. 28-1-115 and 28-1-116

### Number of authorized personnel

Nine full-time

### Clients served

Governor, legislators, elected officials, state agencies

### Budget information

General fund 694,829

## ❖ *Mission and philosophy*

Provide assistance and technical expertise to the Governor, the Legislature and state agencies on the allocation of state resources to best accomplish the goals and objectives of government programs.

## ❖ *Results of outcomes*

The director for each agency required to have a four-year plan certified that the budget request for the 2001-2001 Biennium was developed in accordance with the agency plan.

## ❖ *Strategic plan changes*

The strategic plan for fiscal year 2001 has been updated and is on the Internet at <http://www.state.wy.us/ai/budget.html>

## Information Technology Division

### General information

David J. Bliss, Administrator

### Agency contact

David J. Bliss  
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2001 Capitol Ave., Room 237  
Cheyenne, WY 82002  
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### Other locations

801 W. 20th St.  
Cheyenne, WY 82002

### Year established and reorganized

Established March 1974; reorganized July 1990

### Statutory references

W.S. 9-2-1018, 9-1-1005, W.S. 9-2-1026.1/2, and W.S. 9-2-1101-1106

### Number of authorized personnel

132 full-time

### Organizational structure

Administration, MIS Support, Systems Development, Computing Center, Telecommunications

### Clients served

Primary clients served are Legislative, Judicial and Executive branches of state government, including University of Wyoming. Other clients include community colleges, K-12 education, counties, municipalities and law enforcement, Army National Guard, Air Guard and some private industries for video services.

### Budget information:

|                        |                     |
|------------------------|---------------------|
| General fund           | \$1,213,421         |
| Intergovernmental Fund | 24,527,199          |
| Trust and Agency Funds | 800,053             |
| <b>Total</b>           | <b>\$26,540,673</b> |

## ❖ *Mission and philosophy*

The mission of the Information Technology Division (ITD) is to provide computer technology leadership and services, to support and enhance the information content and information transfer needs of the state and to meet the service needs of customers, through internal and external partnerships.

## ❖ *Results of outcomes*

Fiscal year 2000 was a relatively successful year for the Y2K project. A remodel of the Emerson Building basement gave the state a contingency site for information technology operations. A contingency plan was developed that was targeted quite closely to the data rollover period of Dec. 31 to Jan. 1. This will be expanded in the future to handle generic use of the site.

The chosen Y2K contractor, Cayenta.Com (formerly, Titan Software Systems), performed four client/server platform upgrades for a relatively complex application and performed validation testing for four other complex client/server applications. Several other projects were started, but terminated when the agency withdrew.

The subcontractor for the mainframe environment, Cap Gemini America, performed Quick Check services for

- 15 mainframe COBOL and Natural applications,
- Two client/server Natural applications, and
- Nine FOCUS applications.

The results were delivered to either the state programming teams supporting the applications or the contractors supporting the applications. This represented approximately one-third of the mainframe inventory and most of the program critical applications.

Other deliverables provided to the state included the framework for a statewide test plan, a configuration management plan and a great deal of knowledge regarding the state's application inventory. The Y2K rollover occurred with only minor application errors occurring. The Feb. 29/March 1 rollover occurred with no application errors identified. End of fiscal year also occurred with no identified errors.

The Equipment Service Center (ESC) portion of the Management Information Systems (MIS) Section processed 6,110 jobs and used 12,036 hours for FY00. These figures were obtained from ESC's work order database and account for all staff hours and jobs performed. The work is maintained on a database, and the data is entered from work orders completed by the technicians. It should be noted that jobs performed did not increase dramatically over last year. This is due to the number of personal computers (PCs) owned by the agencies leveling off at about 7,000. The MIS PC support section processed 1,010 calls for support of software, hardware, local area networks and wide area networks. This section also processed three needs analysis for state agencies. The response time on trouble calls was 46 percent of the calls in under one day, 21 percent were resolved in one to seven days, and 33 percent of the calls took longer than seven days to resolve. This section also provided support to 6,300 employees on the statewide e-mail system.

Computing Center Operations processed 638,730 batch jobs, system tasks and TSO sessions during FY00. Mainframe availability was 99.54 percent of 24 x 7 x 365 for online users. Removable storage of 20,600

tapes was cataloged and tracked. An average of 325 backup volumes were rotated to off-site storage weekly. Direct access storage administrators managed 544 billion bytes of disk storage. Average seek time for direct access devices was 10 milliseconds. Security requests numbering 3,460 were processed for access to 70,000 direct access and 19,000 tape files. Commands were issued numbering 24,200 to maintain security access levels. There were more than 100 transactions to administer 350 active electronic card keys, and 48 requests for access by conventional key were serviced. Wide Area Network Management was provided for state agencies to connect more than 8,400 IP/IPX nodes. Program modules migrated for ITD users was 538. PSS maintained more than 24,000 source modules in 30 source libraries and maintained 113 production JCL libraries. This number has increased due to additional systems and PSS responsibilities. Disaster Recovery alternate hotsite was included in RFP 0256-G. The request for proposal (RFP) was issued and vendor selected in FY00. Mainframe platform was prepared for Y2K readiness and supported a successful Y2K transition for all ITD mainframe users.

### **Major projects completed**

RFP 0256-G was issued for

- Mainframe central processing unit (CPU) replacement,
- Mainframe direct access storage replacement,
- Uninterruptible power supply (UPS) replacement,
- Mainframe laser printer subsystem,
- ITD computer room fire suppression,
- ITD computer room access floor replacement,
- Mainframe disaster recovery services,
- Off-site backup for ITD user data and software, and
- Statewide Web server and firewall.

A vendor was selected. Contract negotiations proceeded into FY01.

Mainframe platform and operating system Y2K readiness was achieved.

ITD Computing Center helped effect Y2K readiness for many mainframe user applications.

Statewide Network was prepared for Y2K.

ITD made major modifications to provide users a possible contingency site during Y2K and any future disasters.

Computing Center resources were a major player in the development and implementation of the new Wings Workers' Compensation system.

ITD effected a second consecutive chargeable rate decrease to mainframe users.

The Computing Center completed the major project of conversion from TMS to RMM as a tape library management system for all ITD users.

Conversion and testing of Transaction Server 1.2 to replace CICS 4.1 was completed.

Program System Support responded to 1,565 requests for assistance, of which 712 were repair/restarts on after hours calls.

ITD completed a reorganization to better serve users.

ITD Computing Center began to provide space and environmental support for critical statewide servers.

Systems Development processed 173 service requests during FY00 for application design, development, enhancement, maintenance, consulting, RFP assistance and Web services. New projects started were 13, development continued on 12 projects already in progress, projects completed were 39, applications converted for Y2K compliance were 12, enhancement/maintenance was performed on 62 systems, assistance was provided on four RFPs, and consulting services were provided to seven agencies.

Other major activities included ongoing support of the state's Internet and intranet home pages and links, Web hosting services, technical assistance for E-Portal project, Geographic Information System (GIS) presentations, Census 2000 Task Force, technical training, research on new technologies and representation on three information technology committees.

The Telecommunications section coordinated, enhanced and expanded the statewide network that supports voice, video and data communications. Frame relay circuits continue to provide the most economical means of connectivity for state agencies. Circuits are leased from Qwest as well as from the independent phone companies that serve the state. Circuit size usually is 1.544 mbps, but 56kbps circuits are also used. The older time division multiplexed network continues to be used to serve the compressed video system. It also is used to deliver data services to locations in which frame relay services are not yet available. The compressed video system was scheduled for and delivered 21,869.5 hours of video conferencing. Statewide, national and international conferences were conducted during the last reporting period. This system continues to provide video conferencing as it has for the past eight years. No new PBX systems have been installed in the last year, but 2,173 requests for adds, moves or changes were processed during this reporting period. The section continues to be heavily involved in the Wyoming Education Network (WEN). The data portion of the Education Network was completed last and the video portion will be completed in August 2000. All of the high schools, community colleges, and the University of Wyoming will be linked by a compressed video system. Ninety-two locations will be connected to a system that will allow them to interconnect or multi-conference using compressed video technology. Video scheduling and equipment services are being provided by the section. The WEN video system will be operational by this fall's semester.

## Division of Economic Analysis

### General information

Buck McVeigh, Administrator

### Agency contact

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### Year established and reorganized

Established 1971, reorganized 1991

### Statutory references

W.S. 9-2-1001, W.S. 9-2-1022 (a)(x), W.S. 9-2-1024, W.S. 9-3-419 (b)(i), W.S. 9-3-610 (d)(i), W.S. 9-3-707 (b)(i), W.S. 9-4-601 (a)(v)(A), W.S. 21-13-309 (o)(v), W. S. 21-15-109 (c)(iii), W.S. 39-13-107 (b)(iii)(M), W.S. 39-13-109 (c)(iii)(B), and W.S. 39-15-211 (a)(ii)(D-G)

### Number of authorized personnel

Six full-time, one at-will employee contract (AWEC)

### Organizational structure

Economic Analysis, Wyoming Housing Database Partnership (WHDP)

### Clients served

Governor, elected officials, state agencies, legislators, Wyoming local governments, Wyoming businesses and residents, federal government, and businesses and residents from other states and countries.

### Budget information

|                                 |                  |
|---------------------------------|------------------|
| General fund                    | \$329,551        |
| Trust and agency                | 0                |
| Other (Internal Service - WHDP) | 47,211           |
| <b>Total</b>                    | <b>\$376,762</b> |

## ❖ Mission and philosophy

The mission of the Division of Economic Analysis is to coordinate, develop and disseminate economic/demographic research and information.

## ❖ Results of outcomes

The division provided a central point of contact for citizens, businesses, organizations and governmental entities for economic and demographic information. It conducted research and analytical work on both its regular projects and more than 40 special projects and

assignments and published its standard reports and news releases for FY00. All active division databases were updated and include data for the latest time period available.

The effectiveness and quality of services and products provided by the division were determined by customer survey. A survey questionnaire was routinely included with all mailed and faxed information. In addition, customers could submit electronic comment on the division's services through its Web page. The survey results for FY00 yielded a perfect record for the division in the following areas of customer service: timeliness, accuracy, completeness, usefulness of information, courteousness of staff and overall experience. The rating for FY00 represented an improvement in customer satisfaction of 0.5 percent from the FY99 rating.

The division continued building and improving its working relationship with other state agencies, especially the Department of Employment, Research and Planning Section; the Legislative Service Office; the Wyoming Business Council; and the Wyoming Community Development Authority. The division, in cooperation with the Department of Employment's Research and Planning Section and the Wyoming Business Council, entered into a memorandum of understanding to produce congruent economic and demographic information.

All division reports and other economic/demographic data were posted to the Web site in a timely manner.

## ❖ *Strategic plan changes*

The Wyoming Housing Database Partnership program, as it currently exists within the division, will be discontinued at close of business on Dec. 29, 2000. No additional changes to this division are anticipated at this time.

# General Services Division

## General information

Michael E. Abel, Administrator

## Agency contact

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## Other locations

State Capitol, Herschler Building, Hunt Building, MVMS Building, Pacific Building, Surplus Property Building, Wyott Building

## Year established and reorganized

Established 1990, reorganized 1996

## Statutory references

W.S. 9-2-1016, 9-2-1017, 9-2-1026, 9-2-1027 et seq., 9-2-1023, 16-6-1-1 et seq., 16-6-201 et seq., 16-6-3-1, 16-6-401 et seq., 16-6-602, 27-4-401 et seq., 1-39-101 et seq., 1-41-101 et seq. and 1-42-101 et seq.

## Number of authorized personnel

135

## Organizational structure

Central Mail, Facilities Management, Planning and Construction, General Services Administration, Motor Vehicle Management, Procurement, Risk Management/Self Insurance, Surplus Property

## Clients served

State agencies, local and county government, general public, school districts

## Budget information

|                 |                     |
|-----------------|---------------------|
| General fund    | \$9,715,389         |
| Internal fund   | 8,737,736           |
| Special revenue | 2,542,833           |
| Capital outlay  | 3,500,000*          |
| <b>Total</b>    | <b>\$20,995,958</b> |

\*Funding for Wyoming State Prison Construction

## ❖ *Mission and philosophy*

It is the mission of the General Services Division (GSD) to repair and maintain all state-owned Cheyenne Capitol Complex facilities, operate the state motor pool, provide fair and equitable distribution of federal and state surplus property, provide management of the statewide Wyoming public buildings construction program, provide management of the statewide leasing program, provide quality procurement and contracting services for state agencies, serve the insurance needs of the State of Wyoming for property and liability coverage and provide central mail services to state agencies.

## ❖ *Results of outcomes*

General Services Division (GSD) provided for all services as outlined in the mission and philosophy statement. Results and outcomes for each section in the division are included in this report. Legislation passed in Title IX (Enrolled Act Number 56) established mandatory requirements for the planning, management and construction of Wyoming public buildings. Funding for the program was not appropriated at the time of passage of the legislation, nor have any subsequent requests been funded. As a result, the division continues to be seriously impacted and is chronically short of funds and staff. Funding and staffing alternatives have been explored. The division

has worked cooperatively internally and externally to tap expertise and/or funds whenever possible. Requests for adequate funds will continue to be made.

### **Central Mail**

The Central Mail Section is responsible for providing comprehensive mail service to the Legislative, Judicial and Executive branches of Wyoming State Government and the general public in the Cheyenne area. All incoming and outgoing U.S. Mail, inter-agency and United Parcel Service mail for Cheyenne area state government offices is delivered, picked up, prepared, processed and loaded for pickup by the U.S. Post Office. As a means of providing efficient and effective service, mail is sorted and delivered twice daily to Cheyenne area agencies.

Other services provided include bulk mail and first class pre-sort preparation. State government agencies are encouraged to use these services to reduce postage charges whenever possible. Continual monitoring of all U. S. Postal Service rates and regulations is a necessity because there are constant changes. Initiating open lines of communications with state agencies is also necessary to ensure that appropriate staff are knowledgeable about services available from Central Mail. Central Mail recently acquired two new software systems to help reduce mailing costs. The "Arrival" software monitors receipt and delivery of incoming accountable mail (certified, registered, insured and express mail). "Smart Mail" edits mailing lists, thereby cutting costs on return mail. It will also teach users how to take advantage of better discounts on pre-sort mail. Central Mail also uses delivery confirmation software to save money on outgoing certified mail.

During FY00 the number of pieces of incoming mail sorted and distributed to Cheyenne area state agencies totaled 3,190,318. A total of 3,059,524 pieces of outgoing mail was prepared and processed for the U.S. Postal Service and United Parcel Service. A total of 296,405 pieces of bulk mail was prepared and processed, and 991,044 pieces were pre-sorted and processed. Central Mail provides folding and inserting services. In FY00, 1,262,570 sheets were folded and 1,178,911 pieces were inserted. Central Mail continues to sort, distribute, process, fold and insert time sensitive materials with efficiency and accuracy.

### **Facilities Management Operations**

Facilities Operations (FO) comprises four work units - Building Construction/Maintenance, Custodial Services, Grounds Maintenance and MEP (Mechanical, Electrical, Plumbing) Maintenance. Reports for each work unit are included below. Facilities staff are responsible for maintaining and repairing buildings and grounds within the Cheyenne Capitol Complex. Services provided include preventive maintenance, cleaning, repairs and remodeling of the buildings and their internal systems (electrical, HVAC, plumbing, etc.); oversight of construction of maintenance/repair projects per-

formed by the private sector; and care of the lawns, gardens, trees and shrubs around the buildings.

### **FO Building Construction/Maintenance**

The following projects were completed during FY00:

- 1) Capitol roof replacement oversight;
- 2) Oversight of replacement of windows and patio doors and repaint interior and exterior of Governor's Residence;
- 3) Relocation and/or construction of various walls in buildings throughout the Capitol Complex;
- 4) Installation of ceiling tiles and carpet, and painting/vinyl covering of walls in buildings throughout the Capitol Complex; and
- 5) Completion of 1,608 service requests/work orders.

### **FO Custodial Services**

FO Custodial Services provides housekeeping services for offices and common areas within the 22 state-owned buildings in the Capitol Complex and surrounding Cheyenne area. New carpet cleaning systems and new restroom renovation programs continue to be implemented. In addition, Custodial Services continues to implement the new management operation system started in FY96. These programs enable Custodial Services to provide better service and a healthier, cleaner work environment to customers. Custodial Services has continued to strip and refinish floor projects. Custodial Services has been assigned the burden of an additional building (113,011 square feet) to clean. Only one employee was added to the staff to accomplish the work that should equate to 3.9 employees. Additional workload assignments without funding for additional necessary equipment and supplies place limitations on this unit, which continues to strive to provide efficient services.

### **FO Grounds Maintenance**

The following projects were completed:

- 1) Planting of trees throughout the Capitol Complex, using Centennial Endowment and Exxon Grant monies;
- 2) Preparation and monitoring of more than 80 (tracked from February through June only) special functions at the State Capitol and Herschler Building;
- 3) Completion of more than 214 miscellaneous work order responses. This figure does not include responses to short order requests, i.e., responses made to requests without work orders entered on the maintenance software system;
- 4) Maintenance of parking lots, including reseal striping and pothole repairs; and
- 5) Maintenance of 18 acres of ornamental turf and nine acres of native turf. Turf maintenance includes irrigation start-up, repair and winterization; fertilization; tree trimming and removal; and planting/maintenance of flower beds. This unit also assists others in this section with temporary labor and technical functions.

### **FO Mechanical, Electrical, Plumbing (MEP) Maintenance**

Technicians continue to use 70 to 80 percent of their time to complete preventive maintenance tasks and 20 to 30 percent to complete work orders and/or complete equipment modifications that enable agencies to perform program assignments. More than 1,699 work orders were completed in FY00.

Other accomplishment examples are

- 1) Completion of various moves in all buildings that required HVAC (heating, ventilation and air conditioning), plumbing and/or electrical modifications;
- 2) Video camera/security system upgrade and trouble shooting;
- 3) Change out electrical supply from overhead to underground, in conjunction with Cheyenne Light, Fuel, and Power Company;
- 4) Major modifications completed in the Emerson Building basement in preparation for possible Y2K problems and to facilitate the agency's ability to respond to any future disasters;
- 5) Continued progress on the preventive maintenance software program;
- 6) Oversight of the upgrade to the Herschler underground fuel tank to comply with current state and federal regulations;
- 7) Installation of a backflow prevention system in the Emerson Building;
- 8) Change out of plumbing fixtures in the Herschler Building;
- 9) Upgrade of the Division of Criminal Investigation (DCI) security system in the Rogers Building;
- 10) Refurbish of the chiller system for the Rogers Building;
- 11) Oversight of the rebuild of chiller No. 4 in the Herschler/Capitol Complex;
- 12) Check, confirm and/or balance air supply to the entire 2nd floor west wing Herschler Building; and
- 13) Renovation of Capitol roof.

An Internal Air Quality (IAQ.) complaint at the Herschler Building was received by the division. The complaint is being investigated by the State Workers' Safety Division and has resulted in additional work, the extent of which is unknown at this time. The newly refurbished Barrett Building, with its high tech environmental and security equipment, requires much more maintenance and repair than the previous system. Staff have not been able to keep up with this necessary additional work, and funding was not increased to pay for these additional needs. Along with the added high-tech equipment now in the Barrett Building, the monitoring of security and HVAC equipment by computerized equipment is needed. The monitoring of building computerized control and security has, in the past, been monitored by the 24-hour Capitol Police staff at the Governor's Residence. This additional load, plus the need for

these officers to provide more executive security, is indicating that the monitoring of this equipment be relocated to a facility where it can be monitored 24 hours a day, seven days a week by Facilities Operations staff or contract services.

### **Planning and Construction**

The Planning and Construction Section continues to work toward a unified construction system to properly identify and manage the state's facility assets. Major completed projects include the re-roofing of the Capitol Building and completion of the four-building construction renovation to the Wyoming Girls' School in Sheridan. This included the addition of more classroom space and updated electrical, lighting, heating and plumbing systems. The Americans With Disabilities Act (ADA) construction component of the section completed a phone for the hearing impaired at the Barrett Building. They also completed accessible parking pads at the Capitol Building and an accessible ramp at the Wyoming State Fairgrounds.

Ongoing construction projects in the section include placement of four statues throughout the Capitol grounds; replacement of life safety issues at the Hathaway Building; initial covering of the electrical bus under the Herschler Plaza; an energy project to retrofit new interior lights in the Capitol Building; and ADA construction projects at Fort Bridger State Historic Site, Guernsey State Park and Glendo State Park.

### **General Services Administration**

The General Services administrator, in the capacity of secretary of the State Building Commission (SBC), directs staff serving as the administrative arm of the SBC. The administrator also has extensive responsibilities for developing and implementing a statewide facilities maintenance/management program. During FY00, this role was expanded and the GSD administrator now functions as the project administrator for the Wyoming State Prison construction project. This assignment is in addition to all other statutorily established duties. The administrator and the staff of the Administration Section provide the staff and necessary services to support all of the responsibilities assigned to GSD, including State Prison construction and management of contract staff for State Hospital construction.

The Capitol Information Desk staff assisted, and/or gave tours to more than 20,164 guests in FY00. This figure does not include visitors who stopped during the 2000 Legislative session. Assistance for 44 pre-scheduled special functions was provided. Specialized and/or school tours were given to 143 groups. The Herschler Information Desk responded to all incoming calls to the Wyoming State Government telephone switchboard. It is hoped that a method for automatically tracking numbers of incoming calls can be implemented during FY01. Staff also provides assistance to all walk-in customers and schedules

multi-user conference rooms in the Herschler, Hathaway and Barrett Buildings. A new database for the Leasing Program was designed and will be implemented early in FY 2001.

#### **Motor Vehicle Management System (MVMS)**

MVMS provides motor vehicles on a per trip basis and on a permanently assigned basis to state employees and state agencies for use in the conduct of state business. MVMS manages and maintains approximately 830 vehicles that travel approximately 10,000,000 miles per year. Of these, 105 are located in Cheyenne at the Motor Pool facility and are used by state employees on a per trip basis. The remaining vehicles are located throughout the state as permanently assigned vehicles for other state agencies.

The Motor Pool staff perform in excess of 3,000 repair and preventive maintenance procedures annually on vehicles owned by MVMS and other agencies. MVMS has implemented "e.fleet," an Internet-based fleet management system, to improve vehicle cost tracking and improve reporting capabilities. This system has also streamlined the reservation and dispatch of Motor Pool vehicles. The automated refueling system implemented by MVMS in conjunction with the Department of Transportation is in use throughout the state. There are currently 21 automated sites in operation providing more refueling capabilities along the I-25 and I-80 corridors. Also, MVMS has contracted with Wright Express Services Inc. to provide fleet fueling credit cards when a WYDOT (Wyoming Department of Transportation) facility is not available or a state driver is traveling out of state.

Overall, customer service has been improved while administrative and accounting overhead costs have been reduced.

MVMS continues to partner with WYDOT, Game and Fish Department and the University of Wyoming in a Statewide Vehicle Team. The team strives to reduce State of Wyoming fleet expenses by sharing and comparing data to more effectively manage the individual fleets.

#### **Procurement**

Major accomplishments of the Procurement Section have included the implementation and award of major requests for proposal (RFPs) in the area of electronic commerce. The resulting contracts for Web portal design and other electronic commerce applications should have a positive impact on future efficiencies of state government.

The Procurement Section, in conjunction with the State Auditor's Office, has awarded an RFP for a major procurement card program for state government. Although the program is not yet fully implemented, it shows promise for potential savings in the area of small dollar purchases as well as future state employee travel expenditures.

Overall, the Procurement Section has continued to receive positive feedback from user agencies concerning the quality of service provided by the staff and

has remained active in purchasing issues on regional and national levels.

Employee morale and salary compression continue to be the main problem areas in the Procurement Section.

#### **Risk Management/Self Insurance**

The Risk Management Section purchases commercial insurance, manages the State Self-Insurance Program and administers third-party liability, property damage, medical malpractice and subrogation claims on behalf of the State of Wyoming. The section provides loss control assistance and liability training to state agencies and local government law enforcement. Additionally, the section administers police liability claims filed against local and state law enforcement officers in their individual capacity. Pursuant to Wyo. Stat. § 1-41-105, the risk manager may adopt rules governing the administration of the state's self insurance account and loss prevention program and to carry out the purposes of this act.

The State of Wyoming revamped the property insurance program in 1999. A panel selected Arthur J. Gallagher of Denver and Talbot-BHJ, Sheridan to obtain aircraft liability and hull insurance, crime, money and securities and bond coverages. The brokerage team Willis Inc. of Seattle and Ed Murray and Sons of Cheyenne were selected to obtain property and ancillary insurance coverages on behalf of the State of Wyoming.

The property insurance program developed by Willis consists of replacement cost coverage for losses to state buildings, contents, boiler and machinery and inland marine in the amount of \$764,000,000. The insurance program also includes building appraisals, risk management services, builders' risk coverage on remodeling and additions to existing structures and flood and earthquake endorsements. The property coverage is subject to a \$25,000 deductible.

Additionally, the state purchased a \$5,000,000 excess liability insurance policy to provide coverage for claims brought in federal court and claims that occur outside of the state of Wyoming and are not subject to the tort caps found in the Wyoming Governmental Claims Act. This liability coverage is subject to a \$500,000 self-insured retention, and the policy is written to "wrap around" the Governmental Claims Act in order to protect the state's limits on liability. This policy will not respond to any claim that is or should be brought under the Governmental Claims Act.

A total of 812 liability and automobile physical damage claims were processed by Risk Management during FY00. Given the two-year reporting period for claims in Wyoming, outstanding claims from FY00 may be filed through June 30, 2002.

With the assistance of the Attorney General's Office, the Risk Management Section drafted legislation to clarify the definition, powers and duties of the risk manager pursuant to §§ 1-41-102 -1-41-106, which essentially accomplished the following:



- a. Changed the definition of risk manager from the administrator of General Services Division to the manager of the Risk Management Section;
- b. Implemented a \$2,500 deductible for state agencies for claims;
- c. Included subrogation and restitution claims on behalf of all state agencies in the powers and duties of the risk manager; and
- d. Increased the risk manager's settlement authority from \$20,000 to \$50,000 and from \$50,000 to \$100,000 upon attorney general approval.

Additionally, the risk manager and risk analyst increased the visibility of the Risk Management Section throughout state government by presenting a liability program for WYDOT snowplow drivers and WYDOT district managers. The number of liability analysis inquiries, contractual language reviews and other insurance requests continue to increase as the section becomes more visible among state agencies.

### Surplus Property

Wyoming Surplus Property is working to implement more efficient and cost-effective methods of receiving and reporting surplus state property and uses the Property Disposal Request (PP-4) form on SYSM. Due to the elimination of the Forms Program, Surplus Property has developed the form in WordPerfect and e-mails it to the agencies as requested. The *Surplus Saver News* flyer continues to be published for distribution to eligible agencies and institutions to provide better visibility of the surplus federal property.

The Federal Surplus property program completed two auctions to reduce inventories and compliance checks statewide; more than 7,000 persons visited the facility. Federal Surplus distributed \$1.188 million, based on federal acquisition cost, of property to eligible programs within the state for a cost savings of 92 cents for each dollar spent. State agencies acquired \$384,177, local public agencies acquired \$803,991, and non profit agencies acquired \$53,858 worth of federal property based on the federal acquisition cost.

The program redistributed a total of \$67,126 to the general fund (either directly or through other agencies) in state surplus property revenues. Surplus Property conducted on-site, bid and retail property sales grossing \$70,518, returning \$10,740 to the general fund and \$3,591 in sales tax revenue to the state. On-site sales average 150 persons per day attending the event.

Surplus Property coordinated and processed the distribution of \$8,751 (based on federal acquisition cost) to state and local law enforcement agencies through the federal excess 1033 law enforcement property program for a cost savings of 99.6 cents on the dollar.

## Human Resources Division

### General information

Darald L. Dykeman, Administrator

### Agency contact

Darald L. Dykeman  
307/777-6713  
Human Resources Division  
2001 Capitol Ave.  
Emerson Building, Room 128  
Cheyenne, WY 82002-0060  
[ddykem@state.wy.us](mailto:ddykem@state.wy.us)

### Year established and reorganized

Established 1971, reorganized 1991

### Statutory reference

W.W.9-2-1019, 9-2-1022 and 9-2-1034

### Number of authorized personnel

21 full-time

### Organizational structure

Administrative Section, Classification Section, Selection Section

### Clients served

Executive branch agencies, boards and commissions, state employees, State Legislature, residents of Wyoming

### Budget information

|               |                    |
|---------------|--------------------|
| General fund  | \$2,226,297        |
| Internal fund | 561,713            |
| <b>Total</b>  | <b>\$2,788,010</b> |

## ❖ Mission and philosophy

To develop and administer uniform personnel policies, procedures and programs.

## ❖ Results of outcomes

### Administration Section

The Human Resources Division (HRD) completed a customer satisfaction survey of state agencies. Surveys were sent to 105 agency personnel with a response rate of 45.5 percent. The survey evaluated satisfaction and importance of services. The overall rating showed 93.5 percent of those responding were satisfied with the division as a whole in providing quality services on applicable statutes, regulations, procedures and programs.

The Human Resources Division referred 10 Personnel Review Board hearings to the Office of

Administrative Hearings according to W.S.9-2-1019. During FY00, eight grievance committees were established to hear appeals from permanent employees concerning disciplinary actions.

Supervisory development courses were conducted quarterly to provide state supervisors a foundation upon which to administer effective personnel management principles in accordance with state and federal laws and the state personnel rules, thus reducing the risk of lawsuits, grievances, appeals and allegations of unfairness.

### **Selection/Training Section**

The Human Resources Division participated in job fairs at University of Wyoming and Laramie County Community College (LCCC). Members of the Selection Section staff participated on employer advisory panels at the special request of LCCC. Members actively participate and provide advice on the Business Office Technology Advisory Committee through LCCC. The section developed new recruiting and promotional information to be given to applicants seeking employment with the State of Wyoming.

All open competitive employment opportunities released through a State of Wyoming position vacancy announcement were posted on an electronic job bulletin board on the Human Resources Division's Web site (<http://personnel.state.wy.us>). Staff developed an electronic employment application and posted it on the division's Web site for use by job seekers. The section completed revision of the continuous recruitments and made the information available in both printed and electronic formats on the division's Web site.

A screening process was continued that allowed state agencies to review and screen applications for meeting the minimum qualification requirements on 14.4 percent of their vacancy announcements. The section modified internal applicant screening documentation and trained agency staff as needed. Recruitment tracks and minimum qualifications for position classifications were created and revised.

There were 6,408 Employee and Probationary Employee performance appraisals received and processed. Training sessions on performance appraisal system for supervisors were held four times. There was one performance appraisal appeal received and reviewed for compliance as to the purpose and intent of the performance appraisal system and for adherence to the procedures of the performance appraisal system.

The section coordinated 229 training sessions, which consisted of 200 various types and levels of computer classes and 29 specialty workshops, with a total of 1,564 employees attending. The section coordinated four orientation sessions for new state employees.

The section received personnel rule revision requests from state agencies and is in the process of revising them. Selection staff attended the new payroll training on the Advantage HR Payroll system and design system.

The section converted all employment applications, performance appraisal documents and agency compensation plans received during the fiscal year into electronically imaged documents.

Other activities of the Selection, Recruitment and Training Section consisted of receiving, processing and screening 17,211 employment applications and 1,476 official requests for recruitment; developing and distributing 695 certificates of eligible applicant lists to state agencies; administering and/or scoring 1,659 employment examinations; and producing 451 official state vacancy announcements. The section made available keyboard testing during office hours, which provided immediate results to applicants.

On a daily basis, the section provides advice and counsel to agencies, applicants, supervisors and managers regarding recruitment, selection, interviewing, Family Medical Leave Act (FMLA), ADA, performance appraisal, supervision guidance, disciplinary problems and procedures, residency requirements and personnel rule interpretations.

### **Classification and Compensation Section**

A multi-agency committee, the Market Pay Advisory Group, was formed to review market issues and present recommendations to the State Employee Compensation Commission. Representatives of the Public Defender's Office, Department of Family Services, Game and Fish Department, Department of Revenue, Attorney General, State Auditor's Office, Budget Division, Economic Analysis Division, Department of Employment, Department of Audit and Human Resources Division participated in the market review process. All state agencies were surveyed regarding high market impact classifications and recruitment and retention issues.

The Human Resources Division completed a regional salary survey of executive level positions. The survey states included South Dakota, Nebraska, Montana, Vermont, Maine and Idaho. Results of the survey will be used to update the Wyoming Directors' Pay Plan.

The Market Pay Advisory Group evaluated each class title and determined whether it is local or regional market. The group also matched local classes to Wyoming Wage Survey titles. Definitions for entry market, journey market and expert market were developed along with salary rates for each class.

The Compensation Commission met several times to review market issues and funding distribution methods and to discuss a legislative mandate to review total compensation.

Data was compiled from the Central States Compensation Association and the Department of Employment salary survey for determination of entry, journey and expert target markets by classification title; these data sources will be used to move employees toward market in September of 2000.

Statewide occupational studies of human services positions were completed. Positions included 140 highway patrol positions.

The Human Resources Division worked with the State Auditor's Office on developing data needs for the new payroll/human resource information system. Research on the possibility of developing a data warehouse is being considered.

An agency coordinator manual, information brochure and evaluator's guide were developed for the state suggestion awards program. An information letter was sent to all state employees and many meetings were held to introduce agencies to the re-engineered program. A first award event to honor employees was held in the Governor's Office in December 1999.

The Human Resources Division presented its annual statewide personnel conference to provide information and educational opportunities to 80 agency business managers, human resources professionals and supervisors. The conference focused on cultural diversity and the new Savings, Tips and Rewards (STAR) Program.

A Web site for the STAR Program was developed and put on line in May. Information on the program, manuals, board members, etc. is found at [www.wyweb.state.wy.us/ai/personnel/star/mainpage.html](http://www.wyweb.state.wy.us/ai/personnel/star/mainpage.html).

## State Library

### General information

Lesley Boughton, State Librarian

### Agency contact

Linn Rounds  
307/777-5915  
Supreme Court/State Library Building  
2301 Capitol Ave.  
Cheyenne, WY 82002-0060  
[lround@state.wy.us](mailto:lround@state.wy.us)

### Year established and reorganized

Established 1871, reorganized into the Department of Administration and Information 1991

### Statutory references

W.S. 9-2-1026.3 to 9-2-1026.7

### Number of authorized personnel

28.25 full-time

### Organizational structure

Administration; Statewide Information Services (Reference); Bibliographic Services; Business Office, Acquisitions and LAN; Wyoming Libraries Database (WYLD); Public Programs, Publications and Marketing; Library Development Office

### Clients served

Elected officials; state employees; local governments;

directors, boards and staff of the 23 county libraries; academic librarians and staff; special librarians; residents of Wyoming

### Budget information

|                        |                    |
|------------------------|--------------------|
| General funds          | \$1,484,991        |
| Trust and agency funds | 1,008,195          |
| Federal                | 773,813            |
| <b>Total</b>           | <b>\$3,266,999</b> |

## ❖ Mission and philosophy

The mission of the Wyoming State Library (WSL) is to anticipate and respond to the needs of the people of Wyoming for information and library services in partnership with libraries, government agencies and other information providers.

The State Library supports A&I's Goal 3 to support and enhance the information content and information transfer needs of the state by focusing its activities and resources in these major areas: networking; interlibrary loan and cooperative collection development; and training and staff development for its primary constituencies, the libraries and information providers and information development and delivery partnerships.

## ❖ Results of outcomes

**Objective A:** Complete the integrated Wyoming Information Infrastructure so it will be accessible to 90 percent of Wyoming residents by the year 2000

A major undertaking for the Wyoming Libraries Database (WYLD) system was initiated this fiscal year. An assessment of WYLD services was completed through a statewide survey of 3,000 residents. It was conducted by the University of Wyoming Department of Statistics and had a return rate of 33 percent. The data is still being analyzed. Survey results will be important in planning for future growth and improving service to users.

The WYLD System, administered by the State of Wyoming, underwent another year of growth and development to make information resources more readily accessible and usable to Wyoming residents. Newcastle High School and the Sheridan Veterans Affairs (VA) Center went live on the system.

With the Wyoming Education Network (WEN) in place, community college libraries and schools migrated to the WEN while the public libraries remained on the old state network. There are problems with connectivity and response time, but with assistance from the Telecommunications Division, the Department of Education and US West (Qwest), these continue to be resolved.

Staff conducted regional training to assist local librarians in visualizing, marketing and developing their own libraries' Web presence. This included migration to the Web-based catalog, accessing licensed databases, building other library pathfinders

and integrating the World Wide Web into library services. The Web-page training followed sessions on the public access catalog, filtering issues and computer and Internet security.

The Wyoming State Library Web site was named a Netscape Editor's Choice site. That recognition came to the site as a gateway to the libraries of Wyoming and for its ability to search for titles and find out what libraries they are in, making it a good research site for Wyoming.

To provide more training and technical support, a new staff member was hired and based in the northwest corner of the state. She works out of the Park County Library and serves local libraries throughout the Northwest Region with WYLD issues and other automated resources.

With the coordination of a State Library staff member, 21 Wyoming libraries qualified for \$72,936 E-rate Program awards in Cycle 2, more than doubling the amount received in the first year. A successful application for telecommunications support of the eligible WYLD libraries was also completed. The amount approved was \$58,718. In Cycle 3, which was not complete by June 30, 2000, 19 of 24 libraries had qualified for \$57,099 of support. The program is administered by the Schools and Libraries Division of the Federal Communications Commission (FCC) to meet the need for equitable access to telecommunications resources for all libraries and schools. Libraries are eligible to receive discounts based on poverty level and location, rural or urban. Discounts range from 20 to 90 percent and may be applied to telecommunications services, Internet access or internal connections, not to computers, software or unrelated services.

The State Library continued its associate member status in the Southeast Wyoming Cooperative Technology Consortium (WYCOT). This is a regional group that works to coordinate and provide staff development and technology support to southeast Wyoming public libraries, school districts, the University of Wyoming (UW), Laramie County Community College and the State Library.

Wyoming On the Web (WOW) meets regularly and is chaired by State Library staff. It continues to play a part in information technology policy development, especially in the areas of copyright, e-mail, filtering, digital preservation and information technology (IT) training.

Management of the Gartner Group contract was turned over to Information Technology Division. This contract provides up to date information and consulting on the use and application of information technology.

The State Library continued to work on the State Partnership Grant Program of the Gates Library Initiative. This will qualify eligible public libraries serving low-income communities to receive computer equipment, technical support and training through the Gates Center for Technology Assessment. Staff continued to negotiate a more favorable distribution

of funds based on Wyoming needs rather than the standardized state plans. This is important because some states didn't have computers in libraries whereas Wyoming has had a statewide system for more than 10 years.

**Objective D:** Retrieve, coordinate, collect and interpret information from electronic and print resources for the end user and continue to support and develop the traditional and evolving role of libraries.

The Research Sharing Council, an advisory group to the State Library, was convened in May after a year and half. The group offered insights into collection development in relation to Internet resources, education and training issues for librarians, marketing and development of libraries. The council will also assist with the next Library Services and Technology Act five-year plan.

The Library Development Office (LDO) tracks WSL training efforts, and the count shows 76 continuing education programs to 1,583 attendees throughout the state. LDO assisted Park and Uinta counties' library boards in recruiting library directors. It monitored and responded to federal initiatives that impact libraries.

A cataloging video conference was organized for library directors, catalogers, reference staff and other public service staff. There were 15 conference sites, and more than 100 attended. Main topics included evolution of WYLD, system limitations and cataloging issues and solutions. A follow-up session was also held, and the expectation is for better trained catalogers and more consistent cataloging of records in the database.

The State Library launched two new online services: The Wyoming Union List of Periodicals (WULP) and Discard List. WULP is an index of periodicals held in libraries around the state. The electronic format provides a more convenient way for library patrons and staff to find magazines and other periodicals. It also shows the availability of those periodicals in the licensed databases. The discard list allows libraries to add their own materials and request other libraries' offerings. In both cases, the printed versions have been discontinued.

#### **Statewide Information Services (SIS)**

The SIS manager provided ongoing leadership in developing a plan for collaborative collection development strategies in Wyoming libraries. A project for statewide collection of periodicals involves more than 30 libraries and 300 titles of newspapers and magazines.

The interlibrary loan (ILL) staff mediated 3,270 interlibrary loan requests, including the facilitation of more than 1,800 requests for Wyoming libraries, and loaned 2,800 articles from the State Library collection. Staff provided reference services for 3,200 author/title queries and 2,100 research requests.

The State Library's collection is being updated and enhanced by an agreement developed with the

Governor's Office. When publications are received in the Governor's Office, they are sent to the State Library, approximately one box per week. Materials are reviewed and cataloged and made available to other libraries, agencies and the public.

Another significant accomplishment in collection development was completion of the document review. This was the final stage of "downsizing," and many of the items were donations from agencies as well as uncataloged government publications. Retained items will be cataloged and made available through WYLD. Many are unique Wyoming materials and will be of interest statewide.

A list of periodicals that the State Library receives was compiled and holdings compared with those of Laramie County Community College Library and Laramie County Library System. There was a 10 percent overlap with LCCC and 8 percent with LCLS. Most of the titles that overlap are those that every library receives for current awareness or professional development.

The collection is focusing on government, public policy, library and information science and Wyoming. Materials outside these were offered to libraries with these considerations:

1. Libraries that received subject collections in the early 1990s downsizing;
2. Subject commitments that libraries made to statewide collection development of periodicals; local source availability in Cheyenne;
4. Regional source availability as reflected in WYLD; and
5. Direct communication with librarians.

Letters were sent to 168 state agency contacts to remind them of the WSL state documents depository, and response has increased the number of submissions.

WSL entered into a partnership with the Governor's Office; ESRI, a software producer; and libraries to provide statewide Geographic Information System (GIS). Software and training was provided to libraries interested in participating in the GIS program. Sweetwater, Campbell and Laramie Counties, along with Northwest and Sheridan Colleges, are participants. A staff member was invited to make a presentation on the Wyoming GIS in Libraries at a national conference.

SIS staff provided the research and sources for the "Countdown 2000" project of the *Wyoming Tribune-Eagle*. It involved identifying two significant events, one for Wyoming and one for Cheyenne, for each of the past 100 years.

### **Bibliographic Services**

Bibliographic Services processed 23,211 federal documents, 2,061 state publications, 8,632 trade books and 294 large print volumes. The section checked in 3,365 federal serial, 221 state serial and 5,522 trade serials on WYLD; withdrew 479 federal documents, 648 state documents, 236 trade materials and 70 large print books; and did electronic maintenance on 670 federal documents, 1,160 state documents, 933 trade

materials and 1,275 large print books on WYLD and the Library of Congress and OCLC databases. A total of 825 serials were added to the WYLD serials module.

Original cataloging of state documents totaled 366 records.

### **Public Programs, Publications and Marketing**

Public Program, Publications and Marketing (P3M) unit staff compiled, edited, produced and distributed publications including *Wyoming State Government Annual Report*, *Wyoming Libraries Directory*, *Catalog of Wyoming Grant Programs*, *The Outrider* and *Coming Attractions* and one issue of *Sage Readers*. These publications help legislators, residents and librarians to navigate state government and library services. An additional 200 copies of the grants catalog were ordered to keep up with the increasing number of requests.

Staff received a first-place award and third-place award from the Wyoming Press Association. Awards were for an information program on how to use the WYLD databases and WSL's newsletter, *The Outrider*.

The State Library serves as the host agency for the Wyoming Center for the Book (WCB), a project of the Library of Congress (LC). P3M coordinates and provides other assistance to the WCB as needed. This year, two special events were conducted. In observance of the Library of Congress's 200th birthday, P3M coordinated a Local Legacy project for the state in cooperation with the state's Congressional delegation. Cheyenne Frontier Days was selected and submitted through Sen. Craig Thomas. It featured a multimedia display that was assembled through the cooperation of the Cheyenne Frontier Days Committee, Old West Museum, American Heritage Center and State Parks and Cultural Resources Department.

In May, the office coordinated a six-county effort that observed the LC anniversary with Second Day of Issue postal covers and special cancellations. The U.S. Postal Service issued a commemorative postage stamp, and libraries worked with local postmasters for the special cancellations. The observance brought hundreds of people to the participating libraries in Laramie, Sweetwater, Sublette, Goshen and Platte counties.

Mother Goose asks "Why?", a WCB reading program funded by the National Science Foundation, reached 64 parents on the Wind River Indian Reservation and in Torrington, Lusk and Cheyenne. Parents gathered for four sessions to read and discuss selected children's books and try basic science experiments. The program is aimed at parents of children aged 3-7 who aren't regularly buying books or visiting libraries or museums. This year the program expanded: a day-long class was offered to 15 inmates at the Wyoming Women's Center; and two large train-the-trainer sessions were held in Riverton, with 42 attendees and Worland, with 40. These sessions were for Head Start teachers, Vista/Americorps volunteers, teachers and librarians.

For the third year, Wyoming participated in the Letters about Literature contest for students grades

four through 12. Nearly 300 students entered the WCB contest co-sponsored by the Weekly Reader Corp. and Library of Congress Center for the Book. This was an increase over last year.

All of the mailing lists maintained by this office were converted to a database program. This same technology was used to place the Wyoming Libraries Directory on the Web where it is searchable by names and types of libraries.

The program manager was named to the Wyoming Family Literacy Consortium, organized by the Department of Education. This required attendance at several meetings while the group prepared performance indicators for Even Start programs.

Members of the Resource Sharing Council ranked marketing of libraries in their top three concerns. This office coordinated a day and a half meeting of 12 library staff members from around the state. Results of the meeting indicated a need for additional training materials for library staff and materials to assist library users.

#### **Business Office**

The Business Office collected and analyzed statistical information for the Federal-State Cooperative System for Public Library Data. It also distributed a statistical report of data submitted biennially to the Integrated Postsecondary Education Data System (IPEDS) program within the National Center for Education Statistics from the academic libraries in Wyoming.

The central acquisitions service of the office ordered approximately 24,000 library materials valued at \$1,088,090 with discounts ranging up to 41.2 percent and free shipping with specific vendors. Savings on items ordered was \$141,660. The biggest increase came in state agency orders for \$21,251 worth of materials, an increase of 178 percent over last year. Agencies save money by receiving the same discounts the libraries receive, and acquisitions handles the ordering and payment functions, saving staff time.

## Office of Information Planning and Coordination

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#### **General information**

Joe Ahern, Acting Administrator

#### **Agency contact**

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Cheyenne, WY 82002;  
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<http://www-ipc.state.wy.us>

#### **Year established**

1995

#### **Statutory references**

The Information Planning and Coordination Office (IPC) does not have statutory recognition or authorization. The IPC Office exists at the discretion of the director of the Department of Administration and Information.

#### **Number of authorized personnel**

Nine full-time

#### **Organizational structure:**

Administration, Planning and Coordination,  
Business Recovery

#### **Clients served:**

State, county and local government entities; general public; private vendors

#### **Budget information:**

|               |                     |
|---------------|---------------------|
| General fund  | \$867,748.00        |
| Internal fund | \$3,594.76 (SALECS) |

### ❖ *Mission and philosophy*

The mission of the Office of Information Planning and Coordination (IPC) is to provide organization and facilitation for state enterprise activities, such as reorganization (IT), business recovery (State of Wyoming and the University of Wyoming), online government, electronic commerce and strategic planning. Its mission is to provide "single-point-of-contact review" for federal grants, evaluation of agency work flows and processes, analysis of risk and to identify purchase alternatives and establish vendor evaluation criteria.

The philosophy of the IPC is to facilitate agreement of common goals, problems and solutions

across agency lines, while increasing efficiency, reducing duplication and saving dollars by sharing systems, where possible.

## ❖ *Results of outcomes*

IPC staff provided project leadership and management for the Electronic Commerce/On-Line Government project. IPC facilitated the legislative draft that created the On-Line Government Commission. IPC staff researched and developed the RFP for the ePortal design development. In addition, IPC created an objective evaluation process for vendor selection. IPC staff remains in a facilitator role with the vendor and project management entities.

Working with the A&I Information Technology Division (ITD), IPC facilitated the discussion for and development of the mainframe RFP. The purpose of the RFP is to replace the ITD mainframe, direct access storage device (DASD), UPS, printer subsystem, fire suppression and raised floor and provide disaster recovery, off-site backup and storage, Web servers with mainframe firewall and a physical plan.

PC staff are providing project leadership and management for the wide area wireless communications system. In this role, IPC assisted the State Agency Law Enforcement Communications System (SALECS) Commission and the public safety users group in review of the current radio network, as well as worked with an outside consultant to assess future communications needs of the state's public safety users and develop strategies for the procurement of such a network.

IPC provided technology and model management for the A&I Budget Division's pilot project, which will develop proven management tools to successfully meet the challenges associated with the development and appropriation of the state's biennium budget. Serving as project manager and providing project oversight, the IPC staff is working with Budget Division staff, personnel from the Legislative Service Office and representatives of the Wyoming State Legislature, Governor's Office staff, staff from the State Auditor's Office and the private sector vendor.

IPC staff coordinates the installation of business continuity software for the various agencies of state government. During the period beginning July 1, 1999 through June 30, 2000, EnterPlan D/R (disaster recovery) software was installed at the Department of Environmental Quality, Department of Audit and Department of Fire Prevention and Electrical Safety. With these installations, the total number of agencies utilizing the EnterPlan D/R software is 18. As business recovery coordinator, IPC staff provides software and plan assistance and serves as liaison between state agencies and the software vendor.

IPC staff assists the A&I Telecommunications Office, the Department of Education and the Wyoming State Library in applying for E-Rate and universal service fund discounts. This year's activity resulted in the submission of forms that received a

commitment of \$105,687.81 from the universal service fund for the State's InterLATA transport services into Goshen County. Additionally, the Education Department's request for discounted services for the eligible Wyoming school districts resulted in nearly \$2 million. Staff activity also included bimonthly participation in conference calls of the E-Rate Action Committee of National Association of State Telecommunications Directors (NASTD). The committee works directly with the Schools and Libraries Division of the Universal Service Administrative Co. on the solution of problems that affect state telecommunications networks.

IPC staff served as state coordinator for the Centers for Excellence in Rural America (CERA) Project. The CERA program is a Western Governors' Association sponsored program with leadership from the governors of North Dakota and Wyoming. It is being piloted in North Dakota and Wyoming communities. CERA is focused on demonstrating that modern telecommunications and information technology can provide and increase lifestyle excellence in rural communities. The IPC representative assisted with preparation for submission of a Telecommunications and Information Infrastructure Assistance Program (TIIAP) grant application and the development of bylaws and a business plan, participated in four executive committee meetings and made a formal presentation at the 1999 Western Governors' Association annual conference.

Pursuant to federal executive order 12372, the Information Planning and Coordination Office, serving as the state clearinghouse, coordinated review of 270 federal grant applications that were submitted to the federal government by state agencies, local government entities, local educational groups and various non-profit organizations.

IPC directly assisted the director of the Department of Administration and Information in the ongoing efforts to consolidate size and processes across agency lines.

IPC continued to provide staff and administrative support to the nine-member Wyoming Telecommunications Council and the seven-member State Agency Law Enforcement Communications System (SALECS) Commission.

# Department of Administration and Information organization chart

