# DEPARTMENT OF MANAGEMENT INFORMATION SYSTEMS

**MANAGEMENT INFO. SYSTEMS**                          **FUNCTION**          **1071**

| | | |
|---|---|---:|
| APPROPRIATIONS | $ | 3,334,647 |
| FRINGES | $ | 733,727 |
| TOTAL APPROPRIATIONS | $ | 4,068,374 |
| REVENUE | $ | 639,540 |
| NET COST | $ | (3,428,834) |

# DEPARTMENT OF MANAGEMENT INFORMATION SYSTEMS
## Data Processing
## Division #08-1071

## Goals

1. Deploy, maintain, and manage the City's information systems and communications infrastructure
2. Provide for, sustain, and manage City's presence on the internet for the provision and access of city's information to the public
3. Provide for, sustain, and manage a unified city intranet for the internal conduct of city business processes
4. Develop, deploy, maintain, and manage city's business applications systems and services
5. Train and prepare City's workforce for today's technology

## Activities

1. Help Desk - Provide phone support to City's work force for technical help on computer, network & information services
2. User Information Support – Provide services to City's work force for hardware installs, software installs, network access, reports and training
3. Manage City's website to provide information to public with online services (payments, submit applications, download forms etc)
4. Process payroll for City and its various agencies (over four thousand employees)
5. Process billing and accounts receivable for all city revenues
6. Manage all financial business processes for the city (General Ledger, A/P, Purchase, Budget Appropriation etc.)
7. Manage all code enforcement business processes for the City (Housing Codes, Licensing, Parking Enforcement etc.)
8. Manage City's VoIP phone system and related infrastructure
9. Provide for city's needs for document sharing and document management needs

## Work Program Statistics

|  | Actual 2009-2010 | Estimate 2010-2011 | Estimate 2011-2012 |
|---|---|---|---|
| Number of Help Desk calls processed | 9,867 | 12,148 | 15,000 |
| Number of service requests processed for hardware/ software installs | 2,587 | 3,550 | 4,000 |
| Number of service requests processed for training | 238 | 320 | 400 |
| Payroll processing- number of payroll checks processed | 112,000 | 110,000 | 110,000 |
| A/R processing- number of payments processed | 1.48 million | 1.46 million | 1.5 million |
| A/R processing-number of bills/invoices issued | 726,000 | 514,000 | 500,000 |
| Average Visitors per day to City's website | 3,934 | 4,000 | 4,500 |
| Total payments collected online over City's website | 217,000 | 223,000 | 300,000 |
| Average number of emails processed daily | 410,000 | 430,000 | 460,000 |
| Number of Code Enforcement Summons processed | 203,000 | 198,000 | 200,000 |

| | 2007-2008 ACTUAL AMOUNT | 2008-2009 ACTUAL AMOUNT | 2009-2010 ACTUAL AMOUNT | 2010-2011 ADOPTED BUDGET | 2010-2011 YTD 06/20/2011 | 2011-2012 ADOPTED BUDGET |
|---|---|---|---|---|---|---|
| **08 MANAGEMENT INFORMATION SYSTEMS** | | | | | | |
| | | | | | | |
| **1071 DATA PROCESSING** | | | | | | |
| | | | | | | |
| **10871001 MANAGEMENT INFORM SYSTEMS** | | | | | | |
| | | | | | | |
| 411001 ANNUAL SALARY | 1,361,330.77 | 1,441,920.75 | 1,528,523.40 | 1,815,555.00 | 1,551,124.15 | 1,816,960.00 |
| 413001 OVERTIME | 51,841.53 | 47,384.26 | 28,182.08 | 25,000.00 | 53,056.31 | 40,000.00 |
| 413003 ACTING TIME | 8,970.34 | 15,361.82 | 21,231.80 | .00 | 20,636.44 | .00 |
| 413004 SHIFT DIFFERENTIAL | 980.74 | 954.69 | 593.59 | 700.00 | 489.60 | 1,000.00 |
| 414001 LONGEVITY | 26,900.00 | 28,925.00 | 31,350.00 | 32,000.00 | 33,950.00 | 35,325.00 |
| 414004 IN LIEU OF SUMMER HOURS | 2,768.59 | 3,705.75 | 2,962.35 | 3,000.00 | 5,377.01 | 4,000.00 |
| 414007 PERFECT ATTENDANCE INCENTIVE | 8,951.36 | 10,046.06 | 11,597.74 | 9,000.00 | .00 | 9,000.00 |
| 415001 AUTOMOBILE ALLOWANCE | 2,004.00 | 2,439.00 | 1,566.00 | 1,600.00 | 2,988.00 | 2,400.00 |
| TOTAL 10871001 MANAGEMENT INFORM SYSTEMS | 1,463,747.33 | 1,550,737.33 | 1,626,006.96 | 1,886,855.00 | 1,667,621.51 | 1,908,685.00 |
| **10871004 MANAGEMENT INFORM SYSTEMS** | | | | | | |
| | | | | | | |
| 458001 TRANSPORTATION | .00 | .00 | 246.45 | 500.00 | 62.77 | 200.00 |
| 458002 MEALS & LODGING | 554.60 | 1,433.00 | 798.00 | 1,000.00 | 415.63 | 515.00 |
| 458003 REGISTRATION & MEMBERSHIP FE | 8,929.00 | 29,774.40 | 15,426.13 | 18,700.00 | 20,732.00 | 16,300.00 |
| 490000 FREEZE FUNDS | .00 | .00 | .00 | .00 | .00 | .00 |
| TOTAL 10871004 MANAGEMENT INFORM SYSTEMS | 9,483.60 | 31,207.40 | 16,470.58 | 20,200.00 | 21,210.40 | 17,015.00 |
| **10871005 MANAGEMENT INFORM SYSTEMS** | | | | | | |
| | | | | | | |
| 461001 OFFICE SUPPLIES | 4,621.12 | 11,709.88 | 8,537.87 | 8,857.00 | 8,627.88 | 8,462.00 |
| 467000 MISCELLANEOUS SUPPLIES | 1,077.82 | 1,449.50 | 1,640.64 | 1,250.00 | 3,523.17 | 2,500.00 |
| TOTAL 10871005 MANAGEMENT INFORM SYSTEMS | 5,698.94 | 13,159.38 | 10,178.51 | 10,107.00 | 12,151.05 | 10,962.00 |
| **10871006 MANAGEMENT INFORM SYSTEMS** | | | | | | |
| | | | | | | |
| 432004 ENGINEER & TECHNICAL SERVICE | 271,952.99 | 374,128.24 | 211,177.35 | 287,000.00 | 237,942.57 | 285,750.00 |
| 443301 MACHINERY & EQUIP REPAIRS | .00 | .00 | .00 | .00 | .00 | .00 |
| 443400 EQUIP MAINTENANCE CONTRACTS | 507,867.77 | 910,040.32 | 983,633.39 | 836,564.00 | 850,465.50 | 854,435.00 |
| 444101 RENTAL LAND & BUILDINGS | 8,272.57 | 3,978.93 | .00 | .00 | .00 | .00 |

| | 2007-2008 ACTUAL AMOUNT | 2008-2009 ACTUAL AMOUNT | 2009-2010 ACTUAL AMOUNT | 2010-2011 ADOPTED BUDGET | 2010-2011 YTD 06/20/2011 | 2011-2012 ADOPTED BUDGET |
|---|---|---|---|---|---|---|
| 444202 LEASE EQUIPMENT & VEHICLES | 59,978.07 | 66,329.81 | 40,491.16 | .00 | .00 | .00 |
| 455100 INTERNAL PRINT SHOP | .00 | .00 | .00 | .00 | .00 | .00 |
| TOTAL 10871006 MANAGEMENT INFORM SYSTEMS | 848,071.40 | 1,354,477.30 | 1,235,301.90 | 1,123,564.00 | 1,088,408.07 | 1,140,185.00 |
| 10871007 MANAGEMENT INFORM SYSTEMS | | | | | | |
| 474100 EQUIPMENT | 326,436.12 | 460,758.34 | 273,698.67 | 158,363.00 | 221,750.68 | 257,800.00 |
| 490000 FREEZE FUNDS | .00 | .00 | .00 | .00 | .00 | .00 |
| TOTAL 10871007 MANAGEMENT INFORM SYSTEMS | 326,436.12 | 460,758.34 | 273,698.67 | 158,363.00 | 221,750.68 | 257,800.00 |
| TOTAL 1071 DATA PROCESSING | 2,653,437.39 | 3,410,339.75 | 3,161,656.62 | 3,199,089.00 | 3,011,141.71 | 3,334,647.00 |
| TOTAL 08 MANAGEMENT INFORMATION SYSTEMS | 2,653,437.39 | 3,410,339.75 | 3,161,656.62 | 3,199,089.00 | 3,011,141.71 | 3,334,647.00 |

BUDGET PROJECTION 21112   CITY OF BUFFALO - BUDGET PROJECTIONS 2011 - 2012

| ORG    OBJECT PROJ  ACCOUNT DESCRIPTION | CURRENT<br>ADJ BUDGET | PROJECTED<br>ACTUAL | | PERCENT<br>CHANGE |
|---|---|---|---|---|
| 10871001411001        MGMTINF PS ANNUAL SAL | 1,815,555.00 | .00 | 1,816,960.00 | .08 |
| 1000-08-1071-0000-1-00-0-40-411001- | | | | |
| SR DATA PROCESSING EQUIP OPER | 5.00 | 41,649.00 | 208,245.00 | |
| A026   STEP 5 | | | | |
| COMPUTER OPERATOR | 3.00 | 45,267.00 | 135,801.00 | |
| A040   STEP 5 | | | | |
| SR OPERATION COMMUNICATION COO | 1.00 | 45,267.00 | 45,267.00 | |
| A040    STEP 5 | | | | |
| COORDINATOR OF OFFICE AUTOMATION | 1.00 | 48,500.00 | 48,500.00 | |
| A049   STEP 5 | | | | |
| COMPUTER SHIFT SUPERVISOR | 1.00 | 48,500.00 | 48,500.00 | |
| A049   STEP 5 | | | | |
| COMPUTER PROGRAMMER | 3.00 | 52,585.00 | 157,755.00 | |
| A062   STEP 5 | | | | |
| SYSTEMS ANALYST | 4.00 | 56,848.00 | 227,392.00 | |
| A067    STEP 5 | | | | |
| SYSTEM SUPPORT ANALYST . | 1.00 | 56,848.00 | 56,848.00 | |
| A067    STEP 5 | | | | |
| SYSTEM SUPPORT SPECIALIST | 1.00 | 59,811.00 | 59,811.00 | |
| A073    STEP 5 | | | | |
| SUPERVISOR DATA PROC OPERATION | 2.00 | 63,211.00 | 126,422.00 | |
| A077   STEP 5 | | | | |
| SYSTEMS ADMINISTRATOR | 5.00 | 61,596.00 | 307,980.00 | |
| A075    STEP 5 | | | | |
| DIRECTOR OF DATA PROCESSING | 1.00 | 76,575.00 | 76,575.00 | |
| A085    STEP 5 | | | | |
| CHIEF INFORMATION OFFICER | 1.00 | 106,090.00 | 106,090.00 | |
| COMMISSIONER | | | | |
| SPECIAL ASSISTANT | 1.00 | 36,212.00 | 36,212.00 | |
| J010     STEP 5 | | | | |
| GIS SPECIALIST | 1.00 | 38,856.00 | 38,856.00 | |
| AO33 STEP 12 | | | | |
| NETWORK ENGINEER - I | 1.00 | 52,585.00 | 52,585.00 | |
| A062   - STEP 5 | | | | |
| SR OPERATION COMMUNICATION COO | 1.00 | 40,580.00 | 40,580.00 | |
| A040    STEP 2 | | | | |
| SYSTEMS COORDINATOR | 1.00 | 43,541.00 | 43,541.00 | |
| A033   STEP  5 | | | | |

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                              BUDGET CEILING:                                     1,815,555.00
                                     TOTALS:      1,815,555.00           .00      1,816,960.00       .08
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