

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
NANCY ARGENZIANO
NATHAN A. SKOP



EXECUTIVE DIRECTOR
MARY ANDREWS BANE
(850) 413-6068

Public Service Commission

October 15, 2009

Jerry L. McDaniel, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Council Director
House Full Appropriations Council on General Government & Health Care
221 Capitol
Tallahassee, Florida 32399-1300

Skip Martin, Council Director
House Full Appropriations Council on Education & Economic Development
221 Capitol
Tallahassee, Florida 32399-1300

Cynthia Kelly, Staff Director
Senate Policy and Steering Committee on Ways and Means
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, *Florida Statutes*, our Legislative Budget Request for the Public Service Commission is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2010-11 Fiscal Year. This submission has been approved by the Commissioners.

Sincerely,

A handwritten signature in black ink that reads "Mary Andrews Bane".

Mary Andrews Bane
Executive Director

MAB:ce

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us



Florida Public Service Commission

Department Level Exhibits and Schedules

Non-Strategic IT Service:		Network Service		Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1				
Dept/Agency: Florida Public Service Commission								
Prepared by: Lee Kissell, CIO								
Phone: 413-6324								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		A	Estimated IT Service Costs		
			Number used for this service	Number w/ costs in FY 2010-11	Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel			2.50		\$0	\$192,151	\$192,151	\$0
A-1.1	State FTE	1	2.50		\$0	\$192,151	\$192,151	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware			148	36	\$0	\$137,081	\$36,500	-\$100,581
B-1	Servers	2	29	0	\$0	\$3,710	\$0	-\$3,710
B-2	Server Maintenance & Support	3	0	0	\$0	\$0	\$0	\$0
B-3.1	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)	4	26	26	\$0	\$128,000	\$24,000	-\$104,000
B-3.2	Other Hardware Assets (e.g., system mgt workstation, printers, UPS, etc)	5	93	10	\$0	\$5,371	\$12,500	\$7,129
C. Software		6			\$0	\$65,000	\$65,000	\$0
D. External Service Provider(s)					\$0	\$20,000	\$20,000	\$0
D-1	LAN External Service Provider		0	0	\$0	\$0	\$0	\$0
D-2	WAN External Service Provider	7	0	0	\$0	\$20,000	\$20,000	\$0
E. Plant & Facility for LAN/WAN Service		8	1	1	\$0	\$6,580	\$6,580	\$0
F. Other (Please describe in Footnotes Section below)		9			\$0	\$16,990	\$16,990	\$0
H. Total for IT Service					\$0	\$437,802	\$337,221	-\$100,581
Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	The PSC did not submit the Schedule IV-C last year so we do not have estimated costs.							
2	Because of the PSC's migration to a virtualized server environment no new server hardware will be purchased during 2010 - 2011.							
3	The PSC does not pay for maintenance contracts for servers. Instead we have chosen to repair them as needed, which to this point has never been necessary.							
4	The estimated cost for 2010 - 2011 is for renewal of our annual maintenance contracts. In 2009 - 2010 the PSC purchased new SAN hardware along with two new firewalls for our district offices.							
5	The PSC plans to replace 10 laser printers.							
6	Our network operating systems software and client access licenses are purchased under our Microsoft Enterprise Agreement. The total annual payment is approximately \$105,000, and I have assigned 35% of this cost to the network service. The remainder is assigned to desktop computing. The annual maintenance for VMWare, backup software and other support software is also included.							
7	DMS provides Internet connectivity for Tallahassee based employees and remote access for our district offices.							
8	This cost is based on a 383 square foot data center with a per square foot cost of \$17.18.							
9	Standard Expense and HR Packages for 2.5 FTE's.							
10								
11								
12								
13								
14								
15								

Non-Strategic IT Service: E-Mail, Messaging, and Calendaring Service

Agency: **Florida Public Service Commission**

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Prepared by: **Lee Kissell, CIO**

Phone: **413-6324**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2009-10		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		1.15		\$0	\$88,858	\$88,858	\$0
A-1 State FTE		1.15		\$0	\$88,858	\$88,858	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		41	0	\$0	\$0	\$0	\$0
B-1 Servers		1	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support	1	0	0	\$0	\$0	\$0	\$0
B-3.1 Wireless Communication Devices & Related Hardware	2	40	0	\$0	\$0	\$0	\$0
B-3.2 Other Hardware Assets (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0
C. Software	3			\$0	\$11,000	\$11,000	\$0
D. External Service Provider(s)	4	39	39	\$0	\$65,000	\$65,000	\$0
E. Plant & Facility	5	0	0	\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)	6			\$0	\$7,815	\$7,815	\$0
G. Total for IT Service				\$0	\$172,673	\$172,673	\$0

Administrative Overhead - Percentage of Other Non-Strategic IT Service Costs Supporting Email Service

OT-1	Non-Strategic Service	Footnote	%	Cost	To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. For the purposes of the Schedule IV-C analysis, the data submitted in this section will NOT be added to the cost of the e-mail service.
	Network				
OT-2	Desktop IT Service		5.00%	\$ 16,631	
OT-3	Help Desk		10.00%	\$ 10,282	
OT-4	IT Security & Risk Mitigation				
OT-5	IT Administration & Management				
			SUBTOTAL	\$ 26,912	

Fully-loaded IT Service Cost \$ 199,585

Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	The PSC does not pay for maintenance contracts for servers. Instead we have chosen to repair them as needed, which to this point has never been necessary.
2	Included in the 40 device total is our BES server hardware and 39 handhelds. The cost for service on the handhelds is included under item D - external service providers. There are no costs associated with the BES server hardware.
3	This category includes annual maintenance for Exchange, E-Mail vaulting, anti-spam, Blackberry and fax software.
4	This category includes our annual charges for Blackberry data and voice air time.
5	E-mail runs on four virtual servers so the amount of physical space is minimal. This cost is captured under network.
6	Standard Expense and HR Packages for 1.15 FTE's.
7	
8	
9	
10	

Non-Strategic IT Service:		Desktop Computing Service		Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1			
Agency: Florida Public Service Commission							
Prepared by: Lee Kissell, CIO							
Phone: 413-6324							
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		2.15		\$0	\$139,000	\$139,000	\$0
A-1 State FTE		2.15		\$0	\$139,000	\$139,000	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		450	0	\$0	\$116,854	\$90,000	-\$26,854
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3.1 Desktop Computers		375	0	\$0	\$66,854	\$65,000	-\$1,854
B-3.2 Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)		75	0	\$0	\$50,000	\$25,000	-\$25,000
B-3.3 Other Hardware Assets (e.g., system mgt workstation, printers, scanners, etc)		0	0	\$0	\$0	\$0	\$0
C. Software	1			\$0	\$89,000	\$89,000	\$0
D. External Service		0	0	\$0	\$0	\$0	\$0
E. Plant & Facility		0	0	\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)	2			\$0	\$14,611	\$14,611	\$0
G. Total for IT Service				\$0	\$359,465	\$332,611	-\$26,854
Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
1	This figure is calculated by taking 65% of our total annual Microsoft Enterprise Agreement installment payment. The remainder of the EA payment is captured in the LAN service. This figure also includes desktop anti-virus and other miscellaneous desktop software.						
2	Standard Expense and HR Packages for 2.15 State FTE's.						
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Non-Strategic IT Service:		Helpdesk Service		Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1				
Agency: Florida Public Service Commission								
Prepared by: Lee Kissell, CIO								
Phone: 413-6324								
Service Provisioning -- Assets & Resources (Cost Elements)		# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs				
				A	B	C	D	
				Initial Estimate for Fiscal Year 2009-10	Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)	
		Footnote Number	Number used for this service	Number w/ costs in FY 2010-11				
A. Personnel			1.50		\$0	\$92,624	\$92,624	\$0
A-1	State FTE		1.50		\$0	\$92,624	\$92,624	\$0
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware			0	0	\$0	\$0	\$0	\$0
B-1	Servers		0	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0
C. Software		1			\$0	\$0	\$0	\$0
D. External Service Provider(s)			0	0	\$0	\$0	\$0	\$0
E. Plant & Facility			0	0	\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)		2			\$0	\$10,191	\$10,191	\$0
G. Total for IT Service					\$0	\$102,815	\$102,815	\$0
Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	The PSC uses free help desk software.							
2	Standard Expense and HR Packages for 1.5 FTE's.							
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Non-Strategic IT Service: **IT Security/Risk Mitigation Service**

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Agency: **Florida Public Service Commission**

Prepared by: **Lee Kissell, CIO**

Phone: **413-6324**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		0.75		\$0	\$29,895	\$29,895	\$0
A-1 State FTE		0.75		\$0	\$29,895	\$29,895	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		2	2	\$0	\$12,000	\$12,000	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (e.g., system mgt workstation, printers, UPS, etc)	1	2	2	\$0	\$12,000	\$12,000	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Plant & Facility		0	0	\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)	2			\$0	\$5,097	\$5,097	\$0
G. Total for IT Service				\$0	\$46,992	\$46,992	\$0

Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	This is the cost for annual maintenance for our firewalls.
2	Standard Expense and HR Packages for .75 FTE's.
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Non-Strategic IT Service:

IT Support Service for Agency Financial and Administrative Systems

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Agency: **Florida Public Service Commission**

Prepared by: **Lee Kissell, CIO**

Phone: **413-6324**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Initial Estimate for Fiscal Year 2009-10	Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11		A	B	C	D
					Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)	
A. Personnel		0.20		\$0	\$9,850	\$9,850	\$0	
A-1 State FTE		0.20		\$0	\$9,850	\$9,850	\$0	
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0	
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0	
B. Hardware		0	0	\$0	\$0	\$0	\$0	
B-1 Servers		0	0	\$0	\$0	\$0	\$0	
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0	
B-3 Other Hardware Assets (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0	
C. Software	1			\$0	\$2,000	\$2,000	\$0	
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0	
E. Plant & Facility		0	0	\$0	\$0	\$0	\$0	
F. Other (Please describe in Footnotes Section below)	2			\$0	\$1,360	\$1,360	\$0	
G. Total for IT Service				\$0	\$13,210	\$13,210	\$0	

Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	The PSC uses the following software to support this service: Attachmate, Cognos, Eforms and Visio.
2	Standard Expense and HR Packages for .2 FTE's.
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Non-Strategic IT Service: IT Administration and Management Service

Form: FY 2010-11 Schedule IV-C -Non-Strategics; Ver 1

Agency: **Florida Public Service Commission**

Prepared by: **Lee Kissell, CIO**

Phone: **413-6324**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2010-11		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2010-11	A Initial Estimate for Fiscal Year 2009-10	B Estimated FY 2009-10 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		1.00		\$0	\$82,230	\$82,230	\$0
A-1 State FTE		1.00		\$0	\$82,230	\$82,230	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (e.g., system mgt workstation, printers, etc)		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Plant & Facility		0	0	\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)	1			\$0	\$6,796	\$6,796	\$0
G. Total for IT Service				\$0	\$89,026	\$89,026	\$0

Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Standard Expense and HR Packages for 1 FTE.
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Non-Strategic; Ver 1				Agency: Florida Public Service Commission	Network Service	E-Mail, Messaging, and Calendaring Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation Service	IT Support Service for Agency Financial and Administrative Systems	IT Administration and Management Service
Budget Entity Name	BE Code	Program Component Code	Program Component Name		Identified Funding as % of Total Cost of Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				Costs within BE	Funding Identified for IT Service						
Utility Regulation and Consumer	6100	1205000000	Consumer Safety / Protection	\$1,094,548	\$337,221	\$172,673	\$332,611	\$102,815	\$46,992	\$13,210	\$89,026
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				\$0							
				Sum of IT Cost Elements Across IT Services							
				Personnel State FTE (#)	9.25	2.50	1.15	2.15	1.50	0.75	1.00
				Personnel State FTE (Costs)	\$634,608	\$192,151	\$88,858	\$139,000	\$92,624	\$29,895	\$82,230
				Personnel OPS FTE (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
				Personnel OPS FTE (Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Personnel Vendor/Staff Augmentation (# Positions)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
				Personnel Vendor/Staff Augmentation (Costs)	\$0	\$0	\$0	\$0	\$0	\$0	\$0
				Hardware	\$138,500	\$36,500	\$0	\$90,000	\$0	\$12,000	\$0
				Software	\$167,000	\$65,000	\$11,000	\$89,000	\$0	\$2,000	\$0
				External Services	\$85,000	\$20,000	\$65,000	\$0	\$0	\$0	\$0
				Plant & Facility	\$6,580	\$6,580	\$0	\$0	\$0	\$0	\$0
				Other	\$62,860	\$16,990	\$7,815	\$14,611	\$10,191	\$5,097	\$1,360
				Totals of Costs	\$1,094,548	\$337,221	\$172,673	\$332,611	\$102,815	\$46,992	\$13,210
				Totals of FTE	9.25	2.50	1.15	2.15	1.50	0.75	1.00

IT Cost Element Data as entered on IT Service Worksheets

IT Service Requirements Worksheet: Network Service

Dept/Agency: **(Florida Public Service Commission)**
 Submitted by: **(Lee Kissell, CIO)**
 Phone: **(413-6324)**
 Date submitted: **(10/14/2009)**

Network Service

This service enables data connectivity and transport using Local Area Network (LAN) and/or Wide Area Network (WAN) technologies. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the LAN Service:			
1	Extreme Networks switches and routers	7	Network printers
2	Microsoft Windows 2003 network operating system software	8	ISCSI Storage Area Network (SAN)
3	Dell File Servers	9	NetVault Backup Software
4	Windows server client access licenses	10	
5	Tape Backup Library	11	
6	Network cabling	12	

1. IT Service Definition

1.1. Who is the LAN service provider? *(Indicate all that apply)*

- | | |
|--|--|
| <input checked="" type="checkbox"/> Central IT staff | <input type="checkbox"/> State Primary Data Center |
| <input type="checkbox"/> Program staff | <input type="checkbox"/> Other External service provider |
| <input type="checkbox"/> Another State agency | |

1.2. Who is the WAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.2)

1.4. Please identify the number of users of the Network Service. 331

1.5. How many locations currently host IT assets and resources used to provide LAN services? 3

1.6. How many locations currently use WAN services? 3

1.7. What types of WAN connections are included in this service? *(Indicate all that apply)*

- | | | |
|-------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> ATM | <input type="checkbox"/> Frame Relay | <input type="checkbox"/> Cellular Network |
| <input type="checkbox"/> SUNCOM RTS | <input type="checkbox"/> Internet | <input type="checkbox"/> Dedicated Wired connection |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Satellite | <input type="checkbox"/> Dial-up connection |

IT Service Requirements Worksheet: Network Service

Other MyFlorida Net Metro Ethernet

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

(Identical, Very Similar, No)

Similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for LAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

The expectation is for LAN service to be available 24/7 with the exception of our scheduled down time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are working to reduce our current downtime window by scripting maintenance tasks and adding additional automation to our backup routine.

3.2. Has the agency specified the service level requirements for WAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

The expectation is for LAN service to be available 24/7 with the exception of our scheduled down time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are working to reduce our current downtime window by scripting maintenance tasks and adding additional automation to our backup routine.

3.3. Timing and Service Delivery Requirements

3.3.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*) for:

3.3.1.1. Online availability

24/7 Sat-

W, 00 - 1800 TR, 600 - 2400 F

IT Service Requirements Worksheet: Network Service

3.3.1.2. Offline and availability for maintenance 1800 TR –
600 F

3.3.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 60 minutes

3.3.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Most agency activity stops when the LAN service is unavailable. PSC staff require access to e-mail / calendaring, agency specific applications, shared data files and the Internet. All of these services are delivered using the LAN.

3.3.3. Does the agency have a standard for required bandwidth its locations? Yes No
If yes, indicate the standard (e.g. fiber channels for certain locations)

Gigabit switched Ethernet to each desktop and Metro Ethernet connectivity to each district office.

3.3.4. Are there any agency-unique service requirements? Yes No
If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Secure remote control of Tallahassee based computers using Route1 MobiKey and Outlook Web Access for e-mail.

3.3.5. What are security requirements for this IT service? (Indicate all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> User ID/Password | <input checked="" type="checkbox"/> Access through Internet or external network |
| <input type="checkbox"/> Access through internal network only | <input checked="" type="checkbox"/> Access through Internet with secure encryption |
| <input type="checkbox"/> Other _____ | |

3.3.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.3.6.1. If yes, please specify and describe:

The agency has defined many layers of security that are used to provide limited access to data based on its sensitivity. In particular, information that is submitted by outside entities that qualifies as confidential data is handled according to the agency's confidential data rules. Our security model is used to ensure user privacy when appropriate, and to protect confidential data.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?
 Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? (Briefly explain)

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Network Service

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resources or system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service

Dept/Agency: **(Florida Public Service Commission)**
 Submitted by: **(Lee Kissell, CIO)**
 Phone: **(413-6324)**
 Date submitted: **(10/14/2009)**

E-Mail, Messaging, and Calendaring Service

This service enables users to send and receive e-mail and attachments, perform departmental calendaring, manage address lists, create and maintain shared or private folders, and store message data provided through the e-mail service. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the E-Mail Service:			
1	Dell server hardware.	7	Groupshield anti-virus software.
2	Microsoft Exchange software.	8	Microsoft Outlook.
3	Ninja Anti-Spam software.	9	Symantec Discovery Accelerator Software
4	Symantec e-mail archiving software.	10	NetSatisfaxtion Fax Hardware and Software
	Barracuda Spam Firewall	11	Blackberry Enterprise Server
	Outlook Web Access (OWA)	12	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|--|--|
| <input checked="" type="checkbox"/> Central IT staff | <input type="checkbox"/> State Primary Data Center |
| <input type="checkbox"/> Program staff | <input type="checkbox"/> Other External service provider |
| <input type="checkbox"/> Another State agency | |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.2)

1.3. Please identify the number of users (e-mail accounts/mailboxes) of this service. 331

1.4. How many locations currently host IT assets and resources used to provide e-mail, messaging, and calendaring services? 3

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)* Similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally

IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service

the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

The expectation is for E-mail to be available 24/7 (both locally and remotely) with the exception of our scheduled down time window. Scheduled downtime runs from 6:00 pm Thursday until 6:00 am Friday. We are working to reduce our current downtime window by scripting maintenance tasks and adding additional automation to our backup routine.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0600-2100 M-F, 24/7): 24/7 Sat-W, 00 - 1800 TR, 600 - 2400 F

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 1800 TR - 600 F

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Most business communications stop. Since our e-mail system is the primary means of communication, scheduling and maintaining lists of business contacts, this service is critical to our business function. In addition to user generated e-mail messages, our custom case management software uses our messaging system to automate PSC workflow.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

The PSC requires secure remote access to our Exchange server, Blackberry support, user customizable anti-spam software and e-mail vaulting that includes the ability to store historical data for its entire life as a public record and the ability to search the entire e-mail archive. Because the PSC receives a large number of public records requests, the ability to search all e-mail messages quickly, accurately and efficiently is vital. The results of the search must be in a format that can be used by the person who files the public records request. Our current system allows for a quick search of our entire e-mail vault and the subsequent generation of a CD ROM with an Outlook PST file.

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other _____

3.2.5. Are there any federal, state, or agency records retention or privacy policies, restrictions, or requirements applicable to this IT Service?

- Yes
- No

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: E-Mail, Messaging, and Calendaring Service

3.2.5.1. If yes, please specify and describe:

Chapter 119 Florida Statutes (Public Records Law).

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

IT Service Requirements Worksheet: Desktop Computing Service

Dept/Agency: **(Florida Public Service Commission)**
 Submitted by: **(Lee Kissell, CIO)**
 Phone: **(413-6324)**
 Date submitted: **(10/14/2009)**

Desktop Computing Service

This service enables use of standard office automation functions, as well as access to other applications that require standard desktop functionality. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the Desktop Computer Service:

1	Desktop computer Hardware	5	
2	McAfee Anti-Virus Software	6	
3	Portable Computer Hardware	7	
4	Microsoft Windows and Office software	8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|--|--|
| <input checked="" type="checkbox"/> Central IT staff | <input type="checkbox"/> State Primary Data Center |
| <input type="checkbox"/> Program staff | <input type="checkbox"/> Other External service provider |
| <input type="checkbox"/> Another State agency | |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public

1.3. Please identify the number of users of this service.

331

1.4. How many locations currently use desktop computing services?

3

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

(Identical, Very Similar, No, Unknown)

Similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

IT Service Requirements Worksheet: Desktop Computing Service

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
 Yes; informal agreement(s)
 No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

No user should be without access to their desktop computer for more than two hours.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*)

24/7

3.2.2. What are the impacts on the agency's business if the Desktop Service is not available?

If users cannot access their desktop computer their ability to perform their job duties is severely compromised.

3.2.3. Are there any agency-unique service requirements?

Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

Must accommodate secure remote access for mobile and remote office workers.

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password Access through Internet or external network
 Access through internal network only Access through Internet with secure encryption
 Other _____

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.2.5.1. If yes, please specify and describe:

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Desktop Computing Service

4.2.2. List any significant projects (e.g., total cost more than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund

5.2. Other comments

IT Service Requirements Worksheet: Helpdesk Service

Dept/Agency: **(Florida Public Service Commission)**
 Submitted by: **(Lee Kissell, CIO)**
 Phone: **(413-6324)**
 Date submitted: **(10/14/2009)**

Helpdesk Service

This service involves the centralized or consolidated intake and resolution of IT system problems for users and stakeholders throughout the department. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify any major commercial hardware and software associated with the Helpdesk Service:			
1	None. The hardware is accounted for in the desktop computing service and we use free help desk software from Liberum.	5	
2		6	
3		7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Central IT staff
<input type="checkbox"/> Program staff
<input type="checkbox"/> Another State agency | <input type="checkbox"/> State Primary Data Center
<input type="checkbox"/> Other External service provider |
|---|--|

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.2)

1.3. Please identify the number of users of this service: 331

1.4. How many locations currently host IT assets and resources used to provide helpdesk services? 3

1.5. What communication channels are used for the service? *(Indicate all that apply)*

- | | |
|--|--|
| <input checked="" type="checkbox"/> On-line self-serve
<input checked="" type="checkbox"/> Telephone/IVR
<input checked="" type="checkbox"/> Remote desktop (e.g., PC Anywhere)
<input checked="" type="checkbox"/> Other E-Mail | <input type="checkbox"/> On-line interactive
<input checked="" type="checkbox"/> Face-to-face |
|--|--|

1.6. What is the scope of the service provided by the Help Desk: *(Check all boxes that apply)*

Help Desk Action	Simple problems	Moderately complex problems	Complex problems
Accepting and logging	X	X	X
Referring/escalating	X	X	X
Tracking and reporting	X	X	X
Resolving/closing	X	X	X

IT Service Requirements Worksheet: Helpdesk Service

1.7. Please identify the major IT systems or services for which the Help Desk must provide assistance:

1	Custom Database Applications	5	Custom Word Processing Macros
2	Messaging (E-mail, fax, Blackberry, etc.)	6	
3	Internet Explorer	7	
4	Microsoft Office Applications	8	

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

(Identical, Very Similar, No, Unknown)

Somewhat Similar. Our programmers respond directly to support calls for the applications that they have written. Because of their familiarity with our custom programming and network environment they are able to provide a much higher level of service than would an outsourced help desk.

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Help desk analysts must be available from 8:00 – 5:00 M-F. Analysts responsible for problem resolution must be available within thirty minutes, and must be available to visit the user's desk to discuss / resolve the problem face-to-face.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days the Help Desk service is required (*e.g., 0800-1600 M-F, 24/7*) 8:00 – 17:00 M-F

3.2.2. What are the impacts on the agency's business if the Help Desk service is not available?

Users experiencing computer related problems will not be able to seek assistance. Their ability to perform their job duties may be impaired until their problem is resolved.

3.2.3. What is the average monthly volume of calls/cases/tickets? 200

3.2.4. Are there any agency-unique service requirements? Yes No

IT Service Requirements Worksheet: Helpdesk Service

If yes, specify *(include any applicable constitutional, statutory, or rule requirements)*

The ability to have an analyst visit a user in person within thirty minutes, and the analyst who is very knowledgeable of agency unique programs such as our Case Management System, Master Commission Directory and Consumer Activity Tracking System. Further, the analyst responding to a help desk call must be familiar with the Agency's business processes and workflow to provide a timely and accurate response.

3.2.5. What are security requirements for this IT service? *(Indicate all that apply)*

- | | |
|--|---|
| <input checked="" type="checkbox"/> User ID/Password | <input type="checkbox"/> Access through Internet or external network |
| <input checked="" type="checkbox"/> Access through internal network only | <input type="checkbox"/> Access through Internet with secure encryption |
| <input type="checkbox"/> Other _____ | |

3.2.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes No

3.2.6.1. If yes, please specify and describe:

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Helpdesk Service

Trust Fund.

- 5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

IT Service Requirements Worksheet: IT Security/Risk Mitigation Service

Dept/Agency: **(Florida Public Service Commission)**
Submitted by: **(Lee Kissell, CIO)**
Phone: **(413-6324)**
Date submitted: **(10/14/2009)**

IT Security/Risk Mitigation Service

This service involves the implementation of measures to reduce risk and ensure continuity of the IT Services supporting the agency. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | | | |
|-------------------------------------|----------------------|-------------------------------------|---------------------------------|
| <input checked="" type="checkbox"/> | Central IT staff | <input checked="" type="checkbox"/> | State Primary Data Center |
| <input type="checkbox"/> | Program staff | <input type="checkbox"/> | Other External service provider |
| <input type="checkbox"/> | Another State agency | | |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.2)

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No) **Similar**

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

IT Service Requirements Worksheet: IT Security/Risk Mitigation Service

Technologies that provide real-time protection from security breaches (anti-virus, firewall, etc.) should be operational 24/7 unless the system is down for maintenance. Agency personnel responsible for monitoring these systems and ensuring the continuing viability of our security measures should be available M-F 800 – 1700 and as needed to handle emergencies.

3.2. Timing and Service Delivery Requirements

- 3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*): 24/7
- 3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? 60 Minutes
- 3.2.3. How frequently must the IT disaster recovery plan be tested? Annually
- 3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs (*e.g., 10 min, 60 min, 4 hours*)? 60 Minutes
- 3.2.5. Are there any agency-unique service requirements? Yes No
If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.6. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password Access through Internet or external network
 Access through internal network only Access through Internet with secure encryption
 Other _____

- 3.2.7. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?
 Yes No

If yes, please specify and describe:

4. User/customer satisfaction

- 4.1. Are service level metrics reported regularly to business stakeholders or agency management?
 Yes No

If yes, briefly describe the frequency of reports and how they are provided:

- 4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

- 4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: IT Security/Risk Mitigation Service

4.2.2. List any significant projects (e.g., total cost greater than \$500,000) that are underway or planned to upgrade or enhance any resource or system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

IT Service Requirements Worksheet: IT Administration and Management Service

Dept/Agency: **(Florida Public Service Commission)**
Submitted by: **(Lee Kissell, CIO)**
Phone: **(413-6324)**
Date submitted: **(10/14/2009)**

IT Administration and Management Service

This service enables the management and administration of the agency's central IT program or unit. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT Systems (applications) that are included (in whole or part) in this IT Service:			
1	None Identified.	5	
2		6	
3		7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. How many locations currently host assets and resources used to provide IT administration and management services? 1

2. Service Unique to Agency

2.1. If the same level of service could be provided through another agency or external source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.1.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

2.1.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

IT Service Requirements Worksheet: IT Administration and Management Service

If you answered "Yes," identify major (formal or informal) service level requirements:

The PSC's Executive Management expects the person responsible for providing this service to be very familiar with the agency's purchasing rules, ethics rules, standard operating procedures, business processes, workflow and data processing infrastructure. All assignments must be completed in a timely manner, and work quality and a professional attitude are required. Further, the CIO must be able to analyze complex data sets and make appropriate recommendations to senior management.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*) for the systems included in this service: 800- 1700

M-F

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 5 min, 15 min, 60 min*)? N/A

3.2.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

If yes, please specify and describe:

3.2.4. Are there any agency-unique service requirements? Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

In-depth knowledge of PSC standard operating procedures, purchasing rules and technology requirements.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs of the agency?

Yes No

If no, what changes need to be made to the current IT service? (*Briefly explain*)

4.3. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund.

5.2. Other comments

IT Service Requirements Worksheet: IT Support Service for Agency Financial and Administrative Functions

Dept/Agency: **(Florida Public Service Commission)**
 Submitted by: **(Lee Kissell, CIO)**
 Phone: **(413-6324)**
 Date submitted: **(10/14/2009)**

IT Support Service for Agency Financial and Administrative Systems

This service enables users in the agency's administrative and support areas to operate and maintain the non-strategic applications that support agency administrative. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT Systems (applications) that are included (in whole or part) in this IT Service:			
1	TN 3270 Plus Software	5	
2	Attachmate 3270 Software	6	
3	Cognos Software	7	
4	Eforms Software	8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Central IT staff
<input type="checkbox"/> Program staff
<input type="checkbox"/> Another State agency | <input type="checkbox"/> State Primary Data Center
<input type="checkbox"/> Other External service provider |
|---|--|

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.2)

1.3. Please identify the number of users of this service. **11**

1.4. How many locations currently host agency financial/ administrative systems? 1

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No) **Similar**

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Vendors who offer similar services would need to be identified, costs and service levels would need to be negotiated, references would need to be verified, a "proof of concept" test would need to be conducted to confirm the viability of the proposed solution, a formal migration plan would be developed and finally the actual migration to a different service provider would take place assuming that no insurmountable problems were encountered during the prior phases of the project.

IT Service Requirements Worksheet: IT Support Service for Agency Financial and Administrative Functions

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

[Empty yellow box for answer]

3. IT Service Levels Required to Support Business Functions

Answer the following questions for the primary or dominant IT system within this IT Service.

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Agency administrative services must be available unless the network is down for scheduled maintenance.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0700-1800 M-F, 24/7) for:

3.2.1.1. User-facing components of this IT service (online) 24/7
except for our downtime window.

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7
except for our downtime window.

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? 1 Hour

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Most agency administrative tasks will be delayed until system access is restored.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

[Empty yellow box for answer]

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other _____

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

[Empty yellow box for answer]

FY 2010-11 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
**IT Service Requirements Worksheet: IT Support Service for Agency Financial and
 Administrative Functions**

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for FY 2010-11. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Trust Fund.

5.2. Other comments (Briefly describe the usage pattern for any public user groups identified in Question 1.3, e.g., annual use, occasional use, self-service, or optional use, and any other comments to explain the service.)

Schedule VII: Agency Litigation Inventory

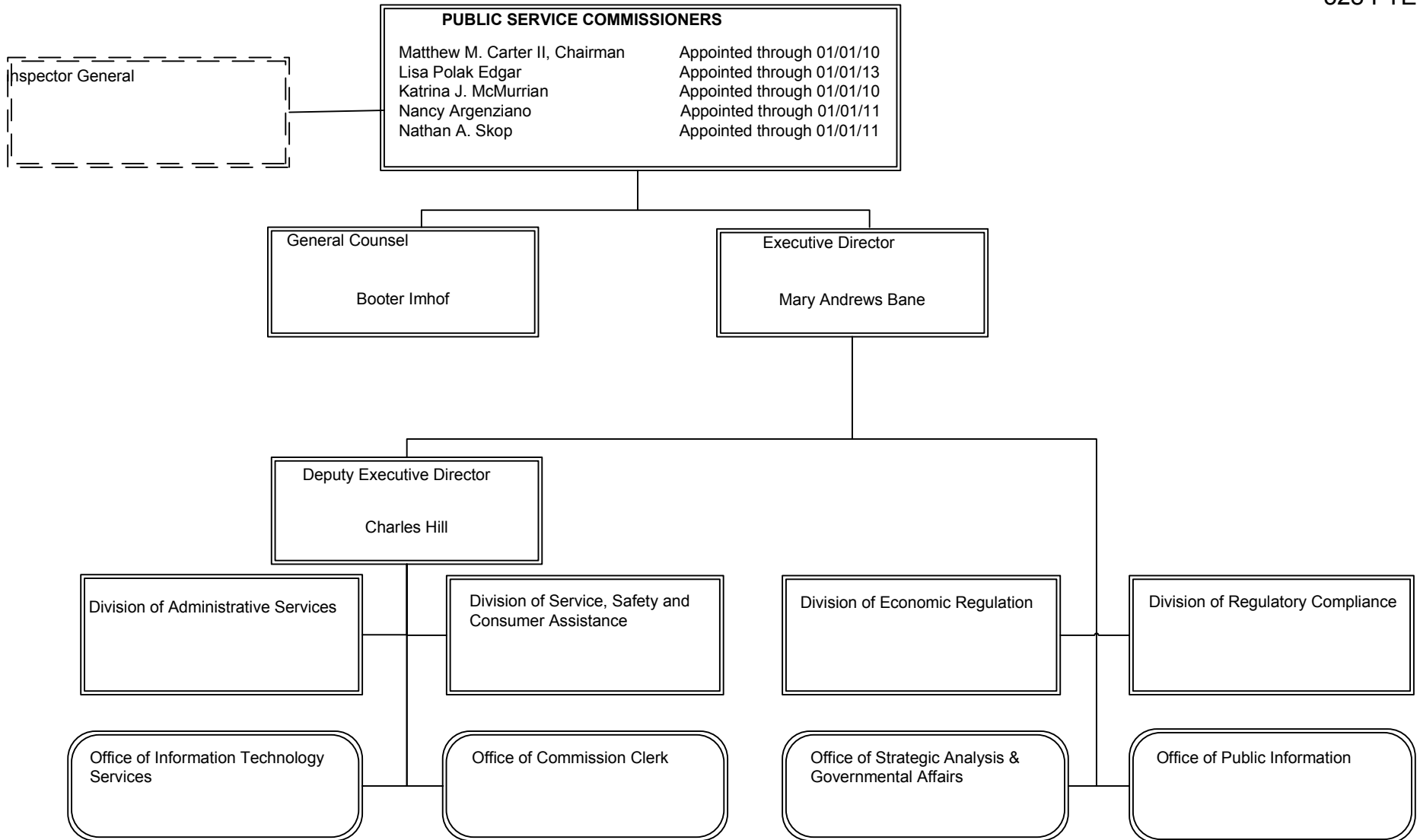
For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

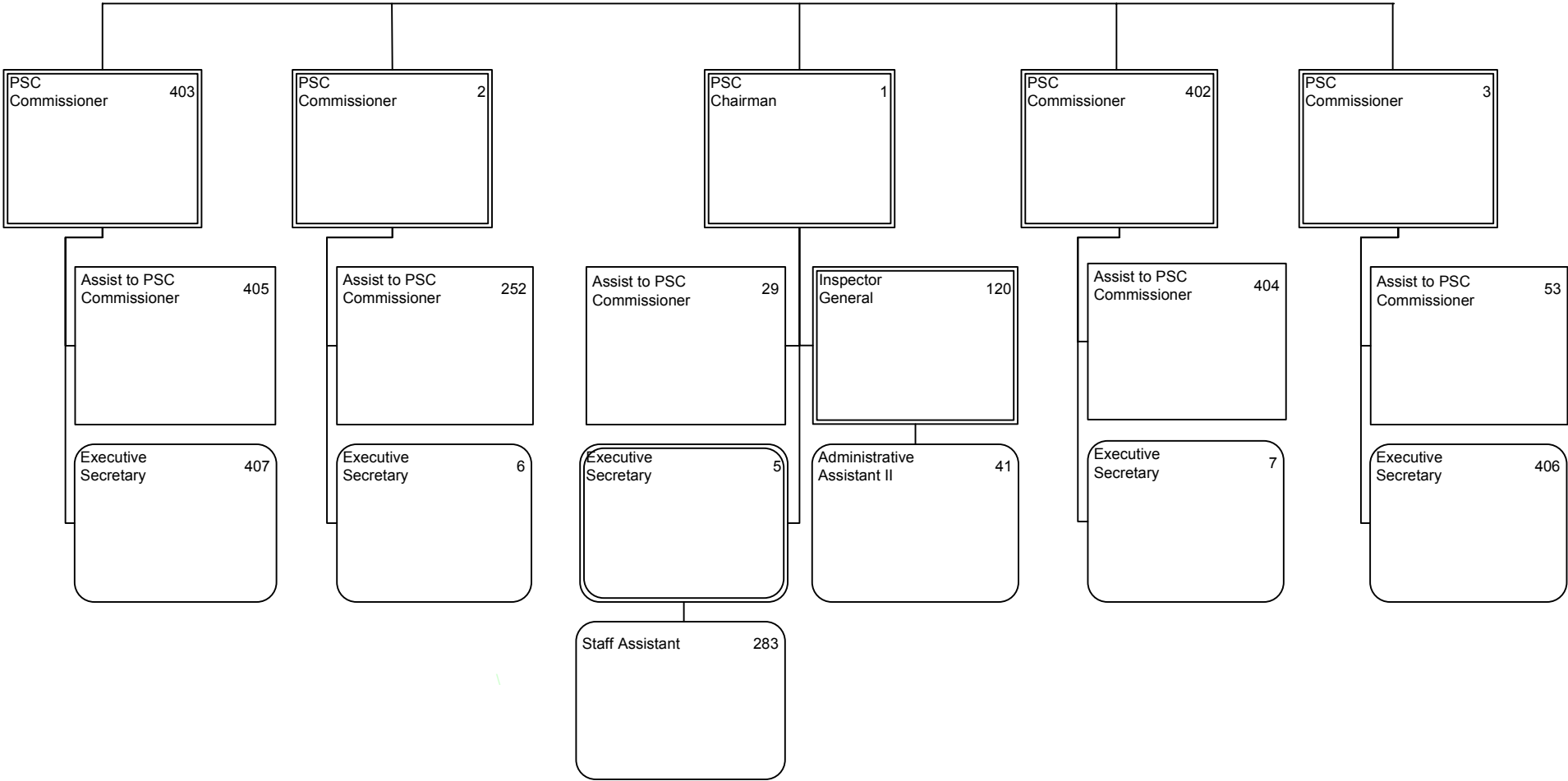
Agency:	Florida Public Service Commission		
Contact Person:	Mary Anne Helton Deputy General Counsel	Phone Number:	850-413-6199
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	N/A		
Court with Jurisdiction:	N/A		
Case Number:	N/A		
Summary of the Complaint:	N/A		
Amount of the Claim:	\$ N/A		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	N/A		
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel	
		Office of the Attorney General or Division of Risk Management	
		Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

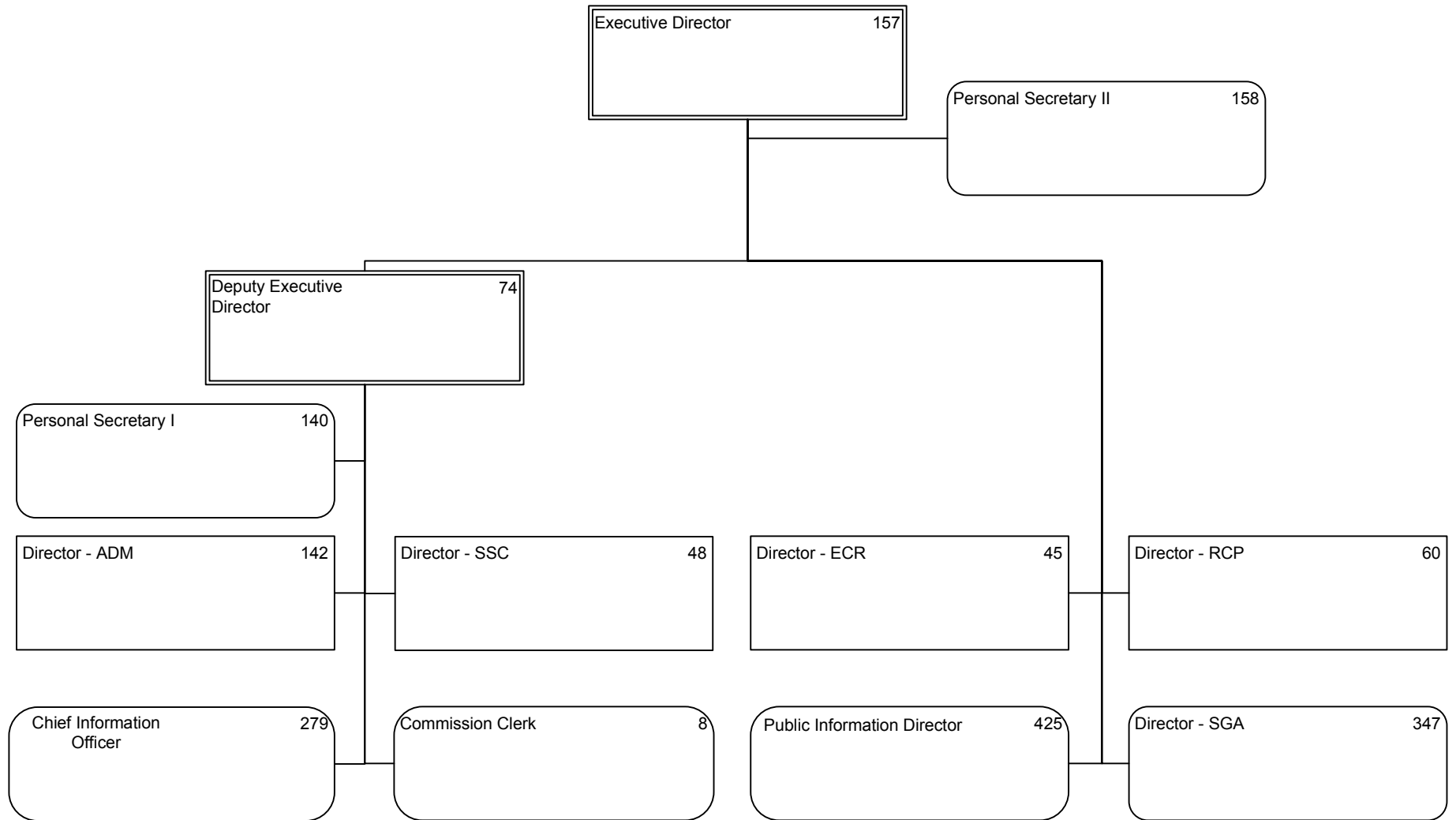
EFFECTIVE 07-01-2009

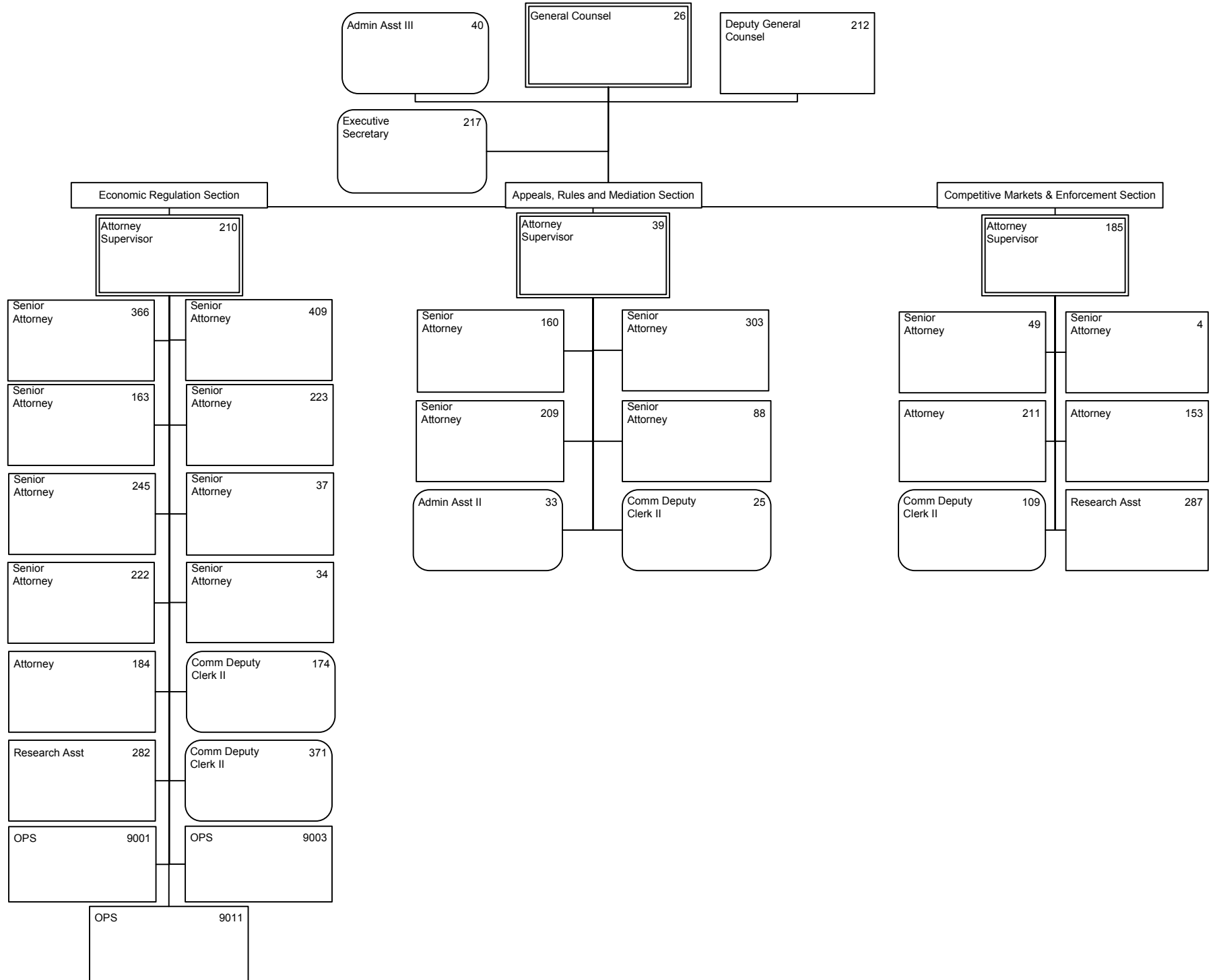
FLORIDA PUBLIC SERVICE COMMISSION

328 FTE

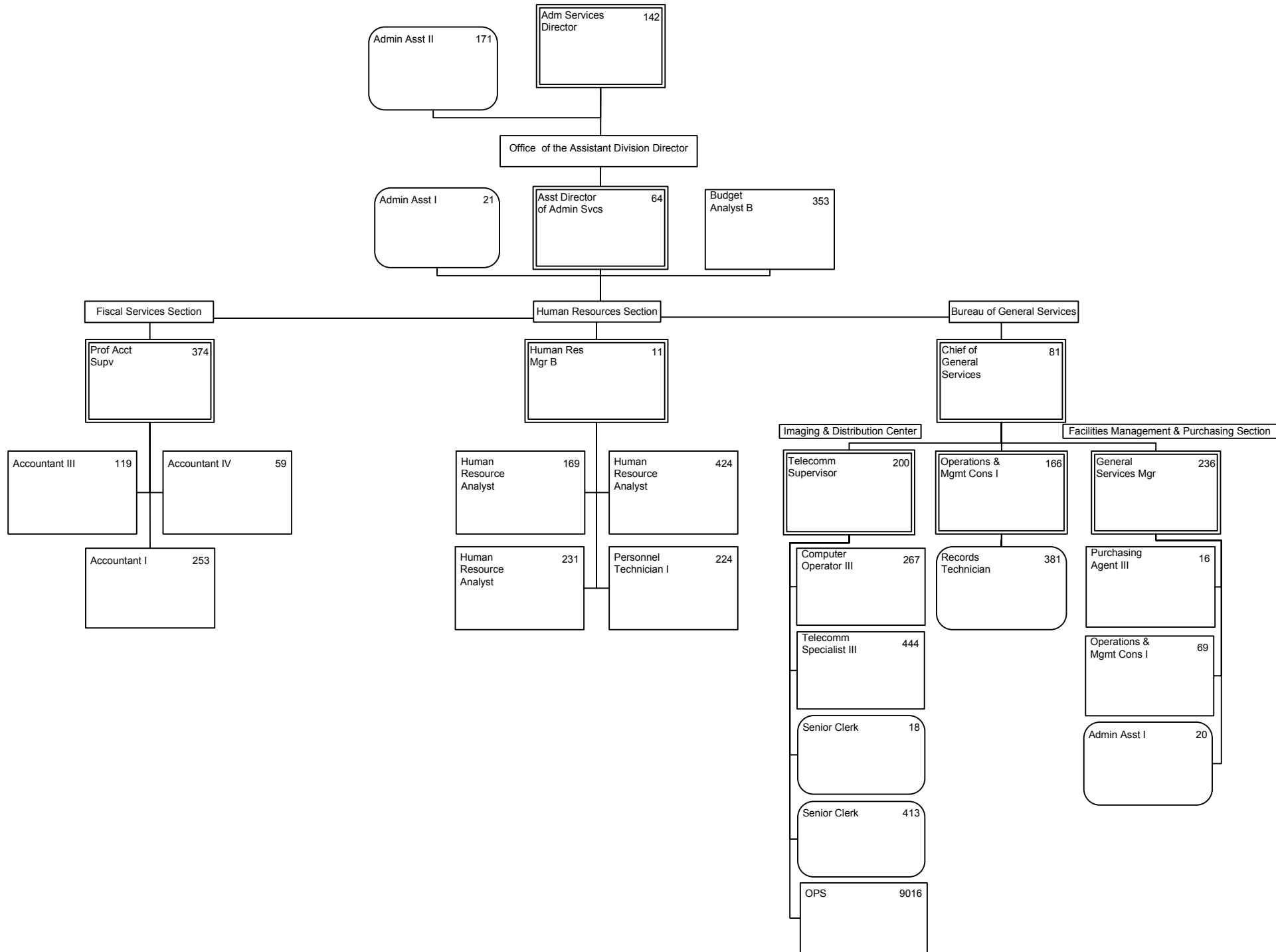


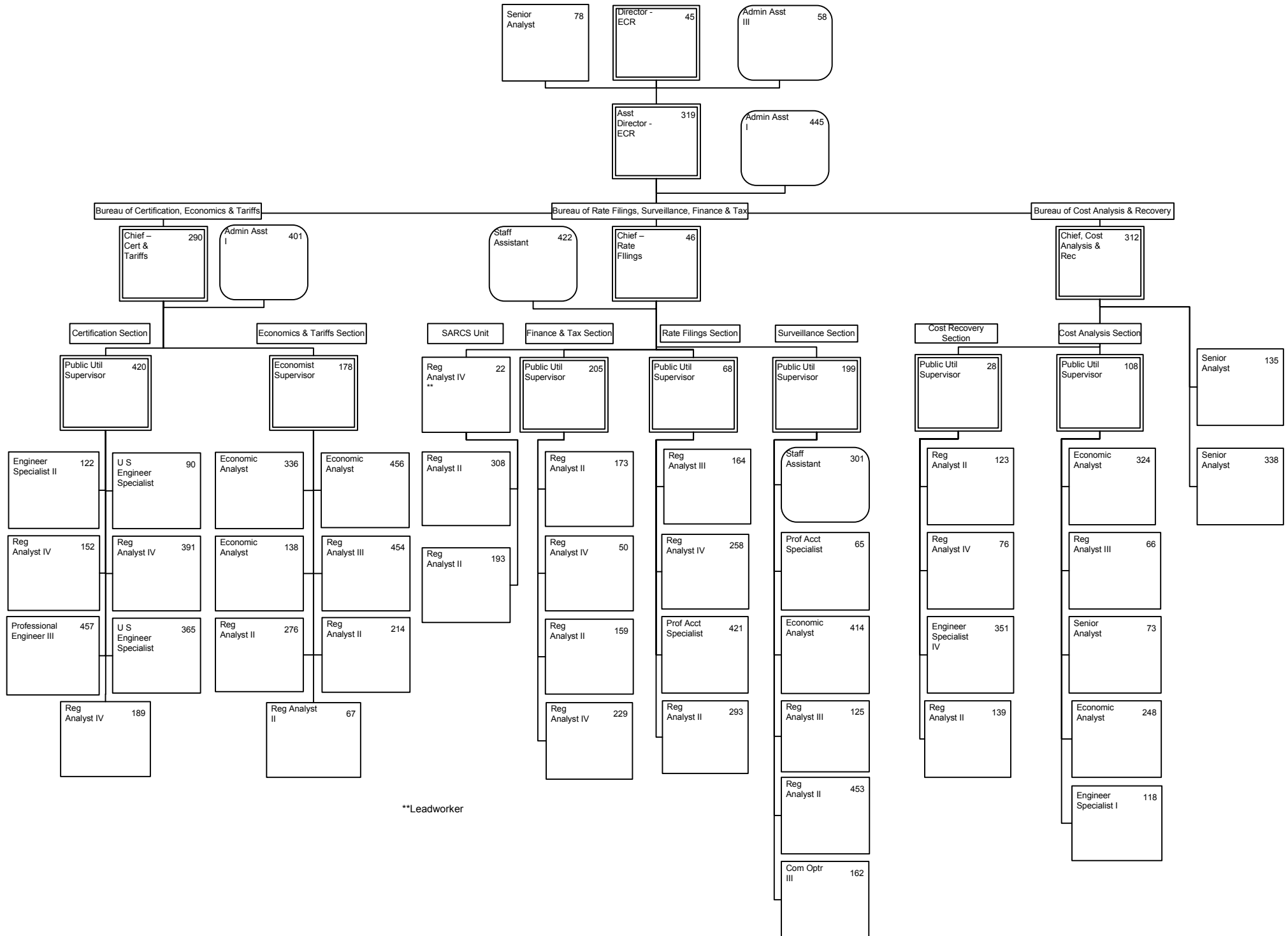






Division of Administrative Services



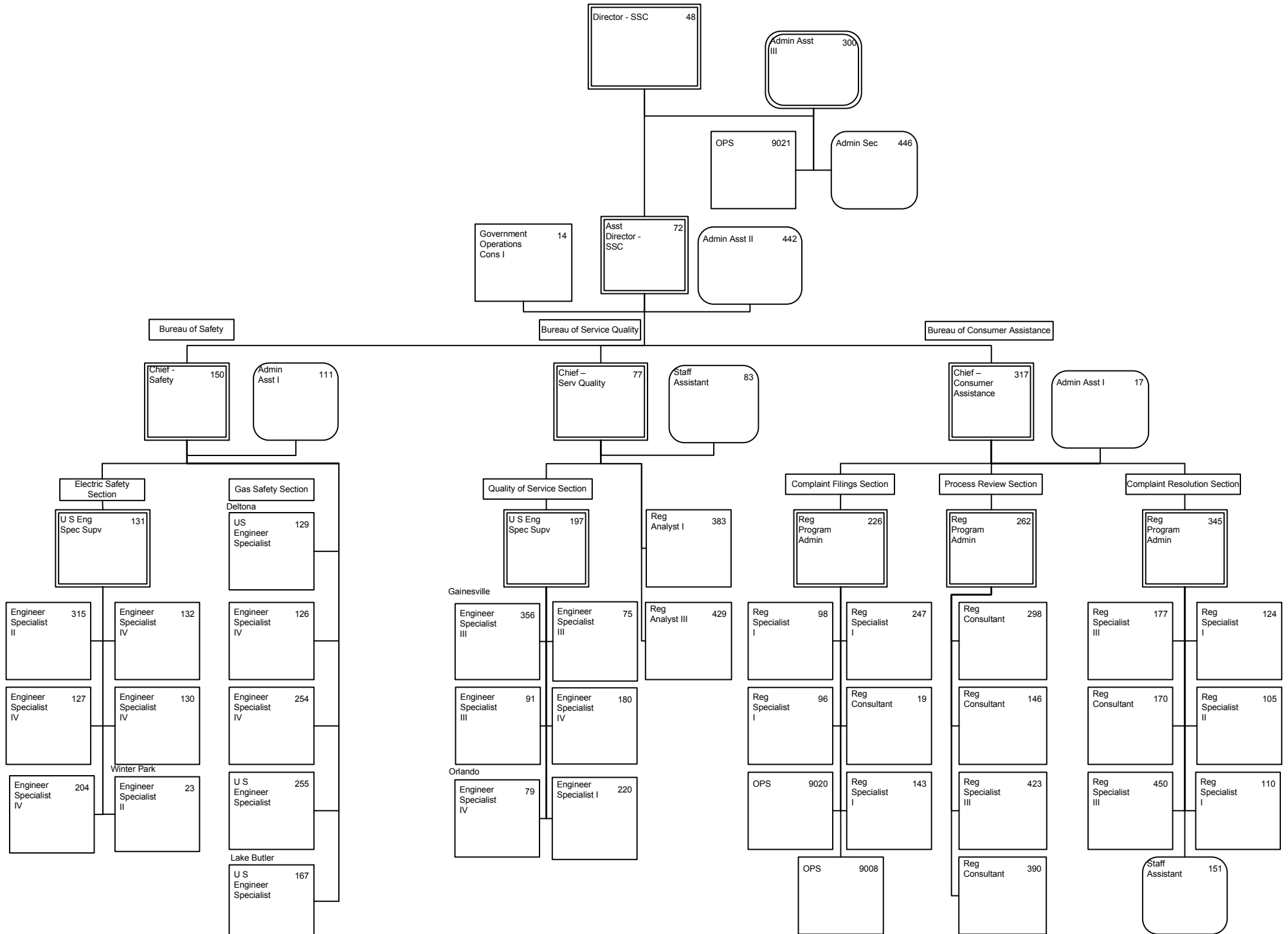


**Leadworker

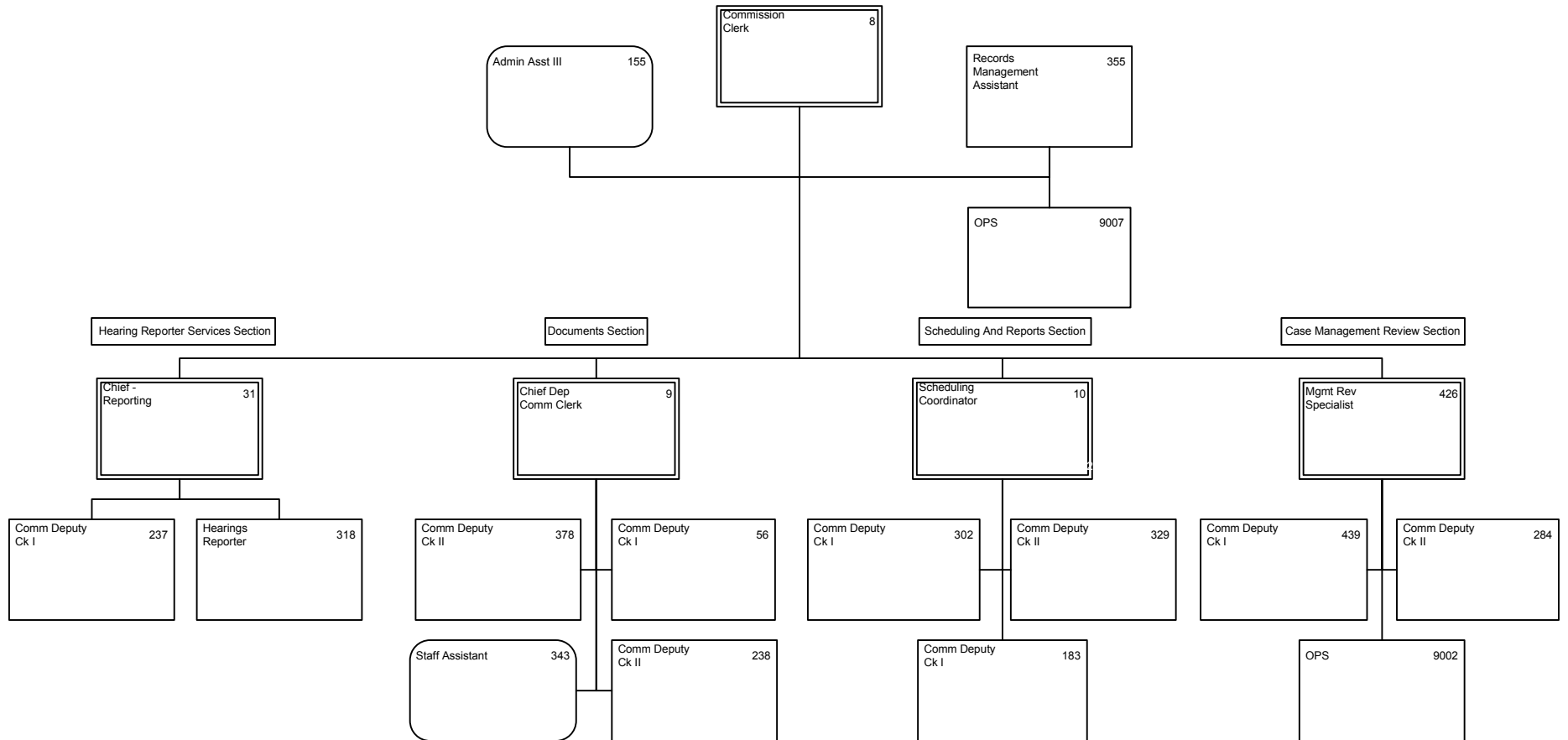
Division of Regulatory Compliance

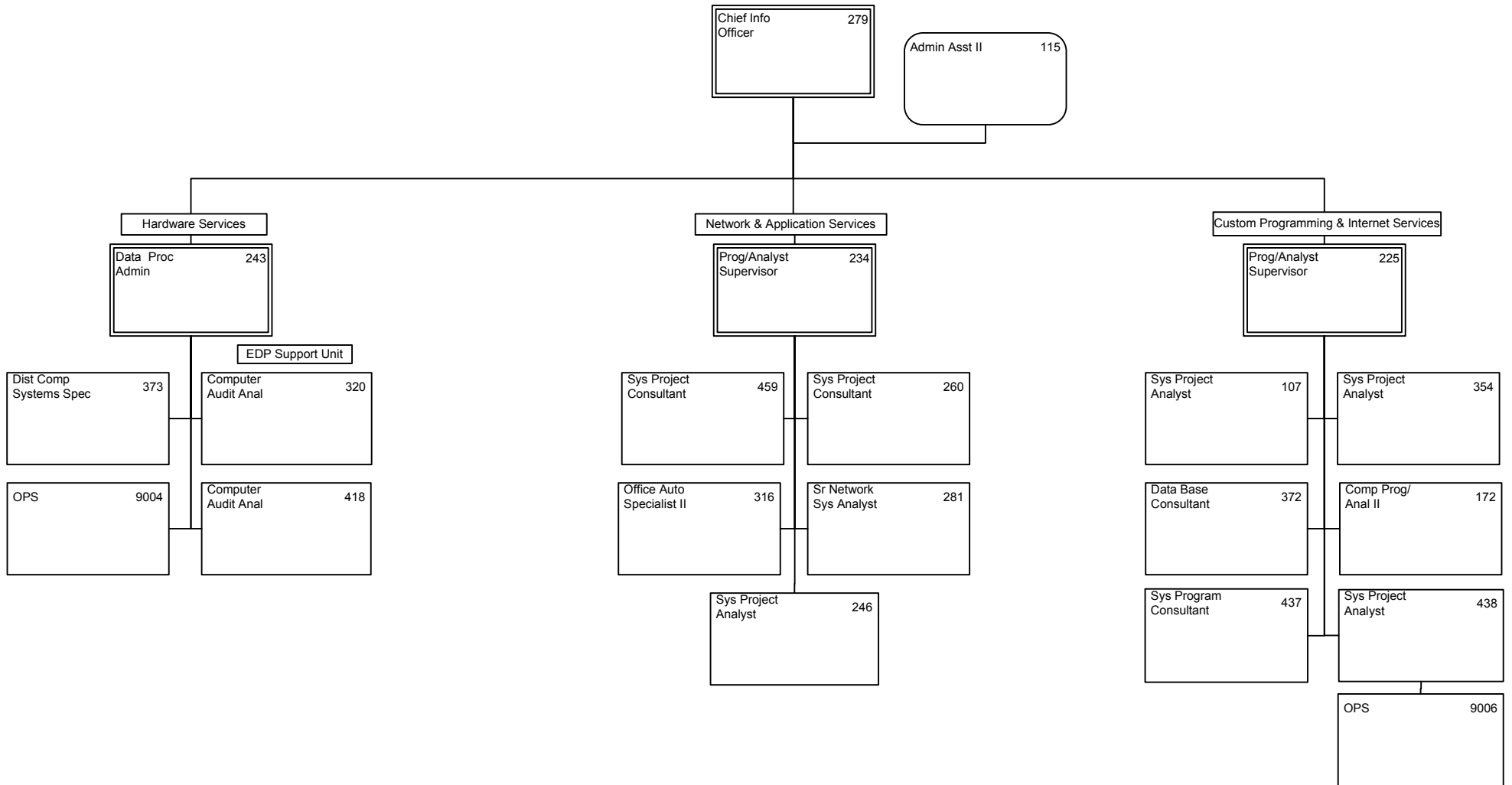


**Leadworker

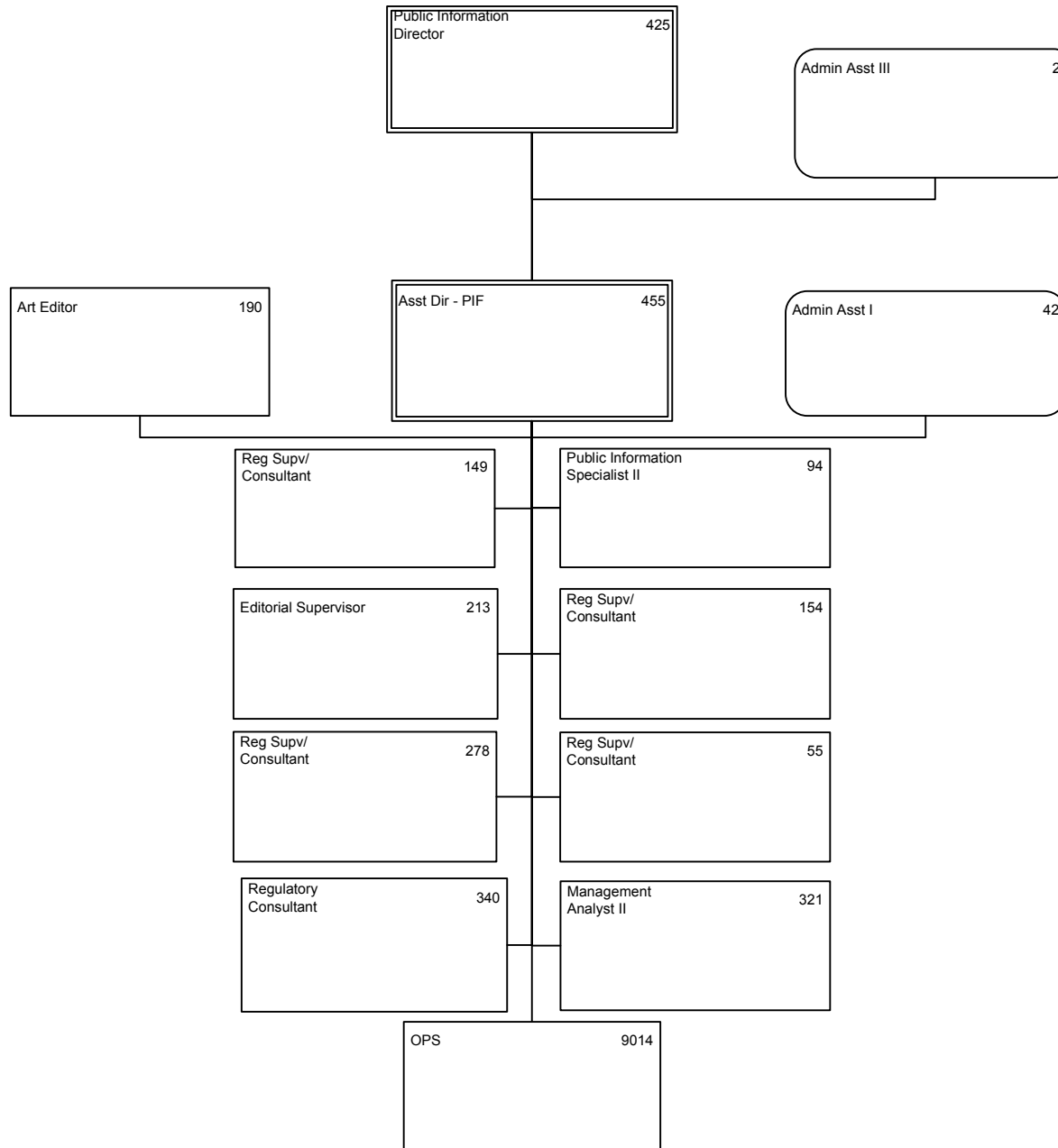


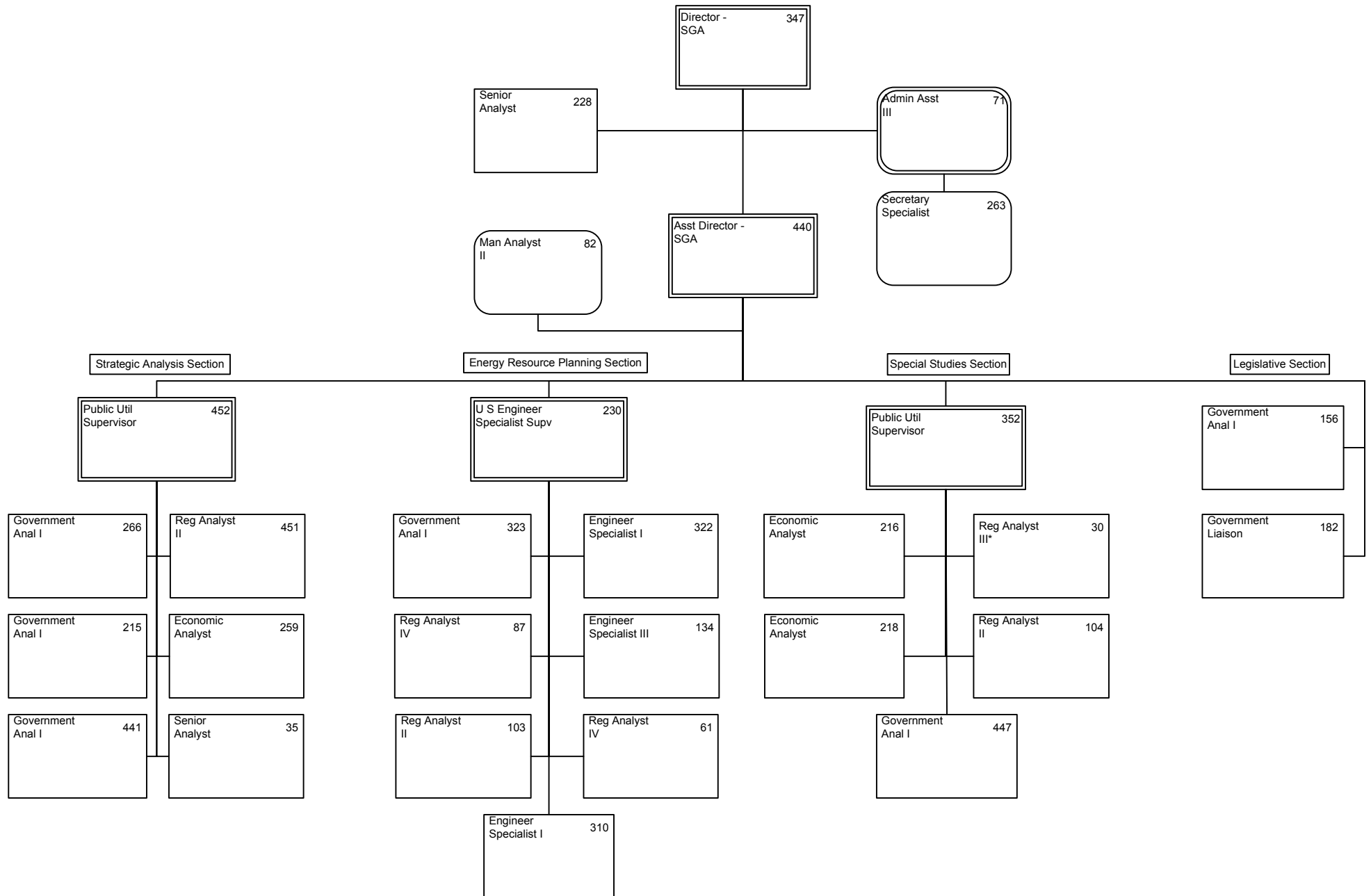
Office of Commission Clerk





Office of Public Information





ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8:



THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)
AND SHOULD NOT:



*** NO ACTIVITIES FOUND ***



THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION
TECHNOLOGY)



*** NO OPERATING CATEGORIES FOUND ***



THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED
IN SECTION II.)



*** NO ACTIVITIES FOUND ***



TOTALS FROM SECTION I AND SECTIONS II +III:



*** NO DISCREPANCIES FOUND ***

Schedule XIV
Variance from Long Range Financial Outlook

Agency: Florida Public Service Commission **Contact:** Apryl C. Lynn, Director of Administrative Services

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

- 1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2009 contain revenue or expenditure estimates related to your agency?

Yes No

- 2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2010-2011 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2010-2011 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a				
b				
c				
d				
e				
f				

- 3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

* R/B = Revenue or Budget Driver



Florida Public Service Commission

UTILITIES REGULATION & CONSUMER ASSISTANCE PROGRAM

Exhibits or Schedules



Florida Public Service Commission

UTILITIES REGULATION & CONSUMER ASSISTANCE PROGRAM

Schedule I Series

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 61 Public Service Commission **Budget Period:** 2010-11
Program: 61010000 Utility Regulation/Consumer Assistance
Fund: 2573 Regulatory Trust Fund

Specific Authority: Sections 350.113, 364.336, 366.14, 367.145, 368.109, 403 and 427 F.S.

Purpose of Fees Collected: To fund the cost of regulating Telecommunications Companies, Electric and Gas Utilities, and Water & Wastewater Companies as required by Chapters 350, 364, 366, 367, 368, 403, 427 Florida Statutes.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL FY 20 08 - 09	ESTIMATED FY 20 09 - 10	REQUEST FY 20 10 - 11
<u>Receipts:</u>			
Regulatory Assessment Fees	\$32,451,710	\$31,108,228	\$30,427,964
Filing / Recording Fees	154,691	150,000	150,000
Total Fee Collection to Line (A) - Section III	\$32,606,401	\$31,258,228	\$30,577,964

SECTION II - FULL COSTS

Direct Costs:

Salaries and Benefits	\$17,827,773	\$17,751,712	\$17,849,110
Other Personal Services	209,251	160,571	160,571
Expenses	3,129,101	3,426,155	3,424,468
Operating Capital Outlay	265,168	310,231	309,488
Motor Vehicles	-	57,680	57,680
Administrative Hearings	-	-	-
Contracted Services	333,827	384,005	379,720
Risk Management	69,990	78,411	78,411
Transfer to DMS for HR Outsourcing	107,075	106,137	106,101
Data Processing Services	55,891	61,405	140,762
Refunds to utilities for overpayments	11,401	16,010	16,010
General Revenue Service Charge (8%)	2,379,724	2,500,658	2,446,237
Indirect Costs Charged to Trust Fund	5,482,501	5,566,637	5,609,005
Total Full Costs to Line (B) - Section III	29,871,702	30,419,611	30,577,562

Basis Used: People First Time Accounting System

SECTION III - SUMMARY

TOTAL SECTION I	(A)	\$32,606,401	\$31,258,228	\$30,577,964
TOTAL SECTION II	(B)	\$29,871,702	\$30,419,611	\$30,577,562
TOTAL - Surplus/Deficit	(C)	\$2,734,699	\$838,617	\$402

EXPLANATION of LINE C:

N/A

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2010 - 2011

Department: Public Service Commission
Budget Entity: Utility Regulation/Consumer Assistance Program 61010000
Fund: 2573

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	FY 2008 - 2009	FY 2009 - 2010	FY 2010- 2011
N/A	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<u>FUNDING SOURCE - NON-STATE</u>			
N/A	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
TOTALS*	-	-	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2010 - 2011
Trust Fund Title:	Public Service Commission
Budget Entity:	Regulatory Trust Fund
LAS/PBS Fund Number:	Utility Regulation/Consumer Assistance Program 61010000
	2573

	Balance as of 6/30/2009		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	\$13,354,576.11	(A)		\$13,354,576.11
ADD: Other Cash (See Instructions)	200.00	(B)		200.00
ADD: Investments		(C)		
ADD: Outstanding Accounts Receivable		(D)		
ADD: _____		(E)		
Total Cash plus Accounts Receivable	13,354,776.11	(F)		13,354,776.11
LESS Allowances for Uncollectibles		(G)		
LESS Approved "A" Certified Forwards	(193,382.63)	(H)		(193,382.63)
Approved "B" Certified Forwards	(10,898.70)	(H)		(10,898.70)
Approved "FCO" Certified Forwards		(H)		
LESS: Other Accounts Payable (Nonoperating)	(31,843.45)	(I)		(31,843.45)
LESS: _____		(J)		
Unreserved Fund Balance, 07/01/09	\$13,118,651.33	(K)		\$13,118,651.33 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2010 - 2011

Department Title:	<u>Public Service Commission</u>
Trust Fund Title:	<u>Regulatory Trust Fund</u>
LAS/PBS Fund Number:	<u>2573</u>

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-09 (A)

Add/Subtract: (B)

Other Adjustment(s): (C)

(C)

ADJUSTED BEGINNING TRIAL BALANCE: (D)

UNRESERVED FUND BALANCE, SCHEDULE IC (E)

DIFFERENCE: (F)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2010 - 2011

Department: Florida Public Service Commission

Chief Internal Auditor: Steven J. Stolting

Budget Entity: 61010000

Phone Number: (850) 413-6071

(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
		Public Service Commission	Review of internal and external audits identified no major audit findings during the period.	N/A	N/A

Fiscal Year 2010-11 LBR Technical Review Checklist

Department/Budget Entity (Service) Florida Public Service Commission
Agency Budget Officer/OPB Analyst Name: Marcia Sharma / Glenn Reagan

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

Action	Program or Service (Budget Entity Codes)				
	6101				

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A10, A11, A36, IA1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y				
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y				

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y				
1.4 Has security been set correctly? (CSDR, CSA)	Y				
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.					

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?	Y				
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y				
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?	Y				
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 27) been followed?	Y				

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	N/A				
--	-----	--	--	--	--

AUDITS:

3.2 Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y				
3.3 Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y				
TIP Generally look for and be able to fully explain significant differences between A02 and A03.					

		Program or Service (Budget Entity Codes)				
Action		6101				
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y				
4.2	Is the program component code and title used correct?	Y				
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y				
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y				
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.) <i>Please note that the LBR Instructions reference the wrong B column.</i>	Y				
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.) <i>Please note that the LBR Instructions reference the wrong B column.</i>	Y				
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2008-09 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?	N/A				

		Program or Service (Budget Entity Codes)			
Action		6101			
TIP Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A)					
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	Y			
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 65 of the LBR Instructions.)	Y			
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 70 of the LBR Instructions?	Y			
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y			
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)	N/A			
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	N/A			
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y			
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A			
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A			
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #10-002?	N/A			
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	N/A			
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A			
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A			
7.14	Do the amounts reflect appropriate FSI assignments?	Y			
7.15	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)	N/A			

Action		Program or Service (Budget Entity Codes)			
		6101			
7.16	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?	Y			
7.17	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A			
AUDIT:					
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y			
7.19	Does the General Revenue for 160XXXX issues net to zero? (GENR, LBR1)	N/A			
7.20	Does the General Revenue for 180XXXX issues net to zero? (GENR, LBR2)	N/A			
7.21	Does the General Revenue for 200XXXX issues net to zero? (GENR, LBR3)	N/A			
7.22	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	N/A			
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.				
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.				
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.				
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).				
TIP	If an appropriation made in the FY 2009-10 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.				
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)					
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y			
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y			

Action		Program or Service (Budget Entity Codes)			
		6101			
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?	Y			
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y			
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative)?	Y			
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	N/A			
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A			
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	N/A			
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)?	Y			
8.10	Are the statutory authority references correct?	Y			
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y			
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A			
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y			
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	N/A			
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	N/A			
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y			
8.17	If applicable, are nonrecurring revenues entered into Column A04?	N/A			
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available?	Y			
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y			
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y			
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	N/A			
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	N/A			

		Program or Service (Budget Entity Codes)			
Action		6101			
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y			
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y			
8.25	Are current year September operating reversions appropriately shown in column A02?	Y			
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y			
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y			
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y			
AUDITS:					
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y			
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y			
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y			
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!				
TIP	Determine if the agency is scheduled for trust fund review. (See page 124 of the LBR Instructions.)				
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.				
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.				
9. SCHEDULE II (PSCR, SC2)					
AUDIT:					
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 156 of the LBR Instructions.)	N/A			
10. SCHEDULE III (PSCR, SC3)					
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 88 of the LBR Instructions.)	N/A			
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 95 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	N/A			
11. SCHEDULE IV (EADR, SC4)					
11.1	Are the correct Information Technology (IT) issue codes used?	Y			

		Program or Service (Budget Entity Codes)				
Action		6101				
TIP If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.						
12. SCHEDULE VIIIA (EADR, SC8A)						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	N/A				
13. SCHEDULE VIIIB-1						
13.1	This schedule is not required in the October 15, 2009 LBR submittal.	N/A				
14. SCHEDULE VIIIB-2 (EADR, S8B2)						
14.1	Do the reductions comply with the instructions provided on pages 101 and 102 of the LBR Instructions regarding a 10% reduction in recurring General Revenue and Trust Funds?	Y				
15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)						
15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to <i>section 216.023(4) (b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)	Y				
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match the Excel file e-mailed to OPB?	Y				
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:						
15.3	Does the FY 2008-09 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y				
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y				
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	N/A				
15.6	Has the agency provided the necessary demand (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y				
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y				
TIP If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.						
16. MANUALLY PREPARED EXHIBITS & SCHEDULES						
16.1	Do exhibits and schedules comply with LBR Instructions (pages 109 through 153 of the LBR Instructions), and are they accurate and complete?	Y				
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y				
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y				
AUDITS - GENERAL INFORMATION						

		Program or Service (Budget Entity Codes)				
Action		6101				
TIP	Review <i>Section 6: Audits</i> of the LBR Instructions for a list of audits and their descriptions.					
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.					
17. CAPITAL IMPROVEMENTS PROGRAM (CIP)						
17.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y				
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A				
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y				
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y				
17.5	Are the appropriate counties identified in the narrative?	N/A				
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					
18. FLORIDA FISCAL PORTAL						
18.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y				