

GOVERNMENTAL OPERATIONS

Agency 179

Department of Enterprise Services

Recommendation Summary

Dollars in Thousands

	Annual FTEs	General Fund State	Other Funds	Total Funds
2013-15 Expenditure Authority	1,054.3	9,524	444,507	454,031
Total Maintenance Level	1,044.8	7,304	404,799	412,103
Difference	(9.5)	(2,220)	(39,708)	(41,928)
Percent Change from Current Biennium	(0.9)%	(23.3)%	(8.9)%	(9.2)%
Performance Changes				
Reduce Debt for Certain Facilities			(2,715)	(2,715)
Reduce Commercial Insurance Premiums			(1,630)	(1,630)
Transfer Program Support Activities to CTS	(14.0)		(3,560)	(3,560)
Capital Budget Support Transfer	(2.0)		(437)	(437)
Fill Vacated Space with OCIO			(650)	(650)
Close State-Owned Buildings			(461)	(461)
Conserve Energy on Capitol Campus			(250)	(250)
Eliminate Paper Warrants and Remittances	.5		(823)	(823)
Reduce Personnel Services	(4.0)		(1,130)	(1,130)
Eliminate Enterprise Risk Management FTE Position	(1.0)		(216)	(216)
Reduce 1500 Jefferson Building Common Space Rent			(2,738)	(2,738)
Move Small Agency Services to DES			4,288	4,288
Shift Tivoli Fountain and Bulb Fund				
Electricity Purchasing		4,500		4,500
Legislative Agency Facility Fund Shift		(1,524)	1,584	60
Transfer Time, Leave, and Attendance			(2,996)	(2,996)
Technology Leasing Program Transfer				
Information Technology Alignment Transfer #	(227.5)		(82,348)	(82,348)
CTS Rate Adjustment			1,396	1,396
Archives/Records Management			(1)	(1)
Legal Services			10	10
Office of Chief Information Officer			56	56
CTS Central Services			311	311
DES Central Services			263	263
Core Financial Systems Replacement			56	56
Fleet Program Rate Reduction			(28)	(28)
Time, Leave and Attendance System			78	78
Self-Insurance Liability Premium			(11)	(11)
State Public Employee Benefits Rate			788	788
WFSE General Government Master Agreement			1,873	1,873
Nonrepresented Job Class Specific Increases			182	182
The Coalition of Unions Agreement			140	140
General Wage Increase for State Employees			4,277	4,277
Subtotal	(248.0)	2,976	(84,692)	(81,716)

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	Annual FTEs	General Fund State	Other Funds	Total Funds
Total Proposed Budget	796.8	10,280	320,107	330,387
Difference	(257.5)	756	(124,400)	(123,644)
Percent Change from Current Biennium	(24.4)%	7.9%	(28.0)%	(27.2)%
Total Proposed Budget by Activity				
Printing and Imaging	88.2		20,351	20,351
Surplus Operations	56.0		13,203	13,203
Consolidated Mail	106.4		55,840	55,840
Production Services	24.7		10,340	10,340
Fleet Operations	6.3		3,189	3,189
Risk Management	30.0		30,184	30,184
Regulating Local Government Self-Insurance Programs	1.8		672	672
Contracting Support Services	69.6		16,440	16,440
Enterprise Systems Support	(25.9)		502	502
Website Support Services for State Agencies	5.7		2,241	2,241
Technology Equipment Leasing	9.2		16,148	16,148
Network And Desktop Support Services to State Agencies	22.9		8,083	8,083
State Capitol Visitor Services	14.8		1,649	1,649
Facilities Operation Maintenance	222.0	2,280	31,643	33,923
Capital Project Management	15.3	133	6,159	6,292
Housing State Government	100.3	7,867	89,596	97,463
Small Agency Support Services	8.7		5,850	5,850
Support the Development of State Building Codes	4.4		1,278	1,278
Training and Development Services	13.7		1,958	1,958
Recruitment Support Services	18.9		4,008	4,008
Employee Assistance	4.2		773	773
Total Proposed Budget	796.8	10,280	320,107	330,387

PERFORMANCE LEVEL CHANGE DESCRIPTIONS

Reduce Debt for Certain Facilities

Reduced rent costs from refinancing of debt service by the State Treasurer will result in savings to agency tenants of certain buildings owned and managed by the agency.

Reduce Commercial Insurance Premiums

Commercial insurance premiums are reduced for client agencies as a result of a lower renewal rate from the state's master property insurance broker. (Risk Management Administrative Account-Nonappropriated)

Transfer Program Support Activities to CTS

The department currently provides financial and application support to Consolidated Technology Services (CTS). Effective July 1, 2015, these services (with the exception of payroll support) will be performed by CTS. (Data Processing Revolving Account-Nonappropriated, Enterprise Services Account-Nonappropriated)

Capital Budget Support Transfer

Costs for staff who directly support capital projects are transferred from the operating budget to the capital budget. (Enterprise Services Account-Nonappropriated)

Fill Vacated Space with OCIO

Vacant space in the 1500 Jefferson building currently paid for by the agency will be occupied by the Office of the Chief Information Officer starting in the 2015-17 biennium. This will result in rent savings for the agency. (Building Code Council Account-State, Data Processing Revolving Account-Nonappropriated, Enterprise Services Account-Nonappropriated, Risk Management Administrative Account-Nonappropriated)

Close State-Owned Buildings

The cost to maintain state-owned buildings at 1063 Capitol Way and 120 Union Avenue is higher than the rent the state could reasonably collect for the space. To achieve savings, these buildings will be closed and no longer available for lease. (Enterprise Services Account-Nonappropriated)

Conserve Energy on Capitol Campus

To reduce energy costs on the Capitol campus, the department will reduce the temperature in buildings during unoccupied times. Additionally, the department will coordinate with tenant agencies on the Capitol campus to reduce non-essential plug loads (such as mini-refrigerators and heaters). (Enterprise Services Account-Nonappropriated)

Eliminate Paper Warrants and Remittances

Current law allows payments to vendors to be made either by paper warrant or by electronic transfer. To achieve cost savings, the department will discontinue printing and distributing paper warrants to vendors. (Data Processing Revolving Account-Nonappropriated, Enterprise Services Account-Nonappropriated)

Reduce Personnel Services

The department provides human resources services to state agencies and employees, including training, support of the Human Resources Management System, support for the state job site (careers.wa.gov), and the Employee Assistance Program. To achieve ongoing savings for client agencies, funding and staff are reduced in this program. (Enterprise Services Account-Nonappropriated)

Eliminate Enterprise Risk Management FTE Position

To provide savings to client agencies, the Enterprise Risk Management program at the Department of Enterprise Services will reduce one staff position that supports state agency efforts to manage risk. (Risk Management Administration Account-Nonappropriated)

Reduce 1500 Jefferson Building Common Space Rent

Rent paid by the Department of Enterprise Services (DES) for the 1500 Jefferson building is reduced. Client agencies that pay for DES services may see a minor reduction in rates as a result. (State Vehicle Parking Account-Nonappropriated, Building Code Council Account-State, Data Processing Revolving Account-Nonappropriated, Enterprise Services Account-Nonappropriated, Risk Management Administration Account-Nonappropriated)

Move Small Agency Services to DES

In the 2014 supplemental budget, the Legislature shifted the Small Agency Financial Services (SAFS) program from the Department of Enterprise Services (DES) to the Office of Financial Management (OFM). The Governor vetoed the shift, but the funding remained in OFM's budget. Expenditure authority for SAFS is shifted to DES to align with the current location of the program. (Enterprise Services Account-Nonappropriated)

GOVERNMENTAL OPERATIONS

Shift Tivoli Fountain and Bulb Fund

State funding to operate the Tivoli Fountain and plant flower bulbs on the Capitol campus is replaced with funding from private donors. The department shall solicit donations for funding from interested organizations, but may not supplant state jobs with volunteers. Recognition of donations for these activities will be made in a manner consistent with the character of the Capitol campus. (General Fund-Private/Local, Enterprise Services Account-Nonappropriated)

Electricity Purchasing

Funding is provided to facilitate the purchasing of electricity for use in state government operations from in-state alternative power sources. The department may solicit proposals from local electric utilities that currently serve state operations.

Legislative Agency Facility Fund Shift

Funding for legislative agencies' facility services and campus rent costs is partially shifted on a one-time basis. This shift will save General Fund-State expenditures by utilizing existing fund balance from the Master Contract Vendor Service Fee. (General Fund-State, Enterprise Services Account-Nonappropriated)

Transfer Time, Leave, and Attendance

The debt service expenditure authority for the Time, Leave and Attendance system is transferred to the Office of Financial Management which is managing the project. This shift will consolidate project costs in one agency. (Data Processing Revolving Account-Nonappropriated)

Technology Leasing Program Transfer

As part of the statewide information technology alignment, expenditures for the technology leasing program managed by the Department of Enterprise Services are shifted from the Data Processing Revolving Account to the Enterprise Services Account. This shift will consolidate most of the agency's business into a single revolving account. (Data Processing Revolving Account-Nonappropriated, Enterprise Services Account-Nonappropriated)

Information Technology Alignment Transfer #

As part of the statewide information technology alignment, expenditure authority and staff for the Enterprise Technology Solutions program are transferred to Consolidated Technology Services. (Data Processing Revolving Account-Nonappropriated)

CTS Rate Adjustment

Agency budgets are adjusted to reflect changes in Consolidated Technology Services (CTS) rates. Specific changes include a reduction in metered storage rates and elimination of tailored storage rates, elimination of redundant firewalls, reduction in long distance telephone rates, a general rate reduction to reflect administrative efficiencies within CTS, and enhancements to the identity management service.

Archives/Records Management

Agency budgets are adjusted to update each agency's allocated share of charges and to reflect a 10 percent reduction in the number of boxes submitted for records storage.

Legal Services

Agency budgets are adjusted to update each agency's allocated share of charges and to reflect a reduction in legal service charges. The Attorney General's Office (AGO) will work with client agencies to implement stricter policies and best practices regarding utilization of its services to achieve lower legal bills.

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Office of Chief Information Officer

Agency budgets are adjusted to update each agency's allocated share of charges and to reflect increased billing levels for software subscriptions and office relocation.

CTS Central Services

Agency budgets are adjusted to update each agency's allocated share of charges from Consolidated Technology Services (CTS) to reflect an increase in business continuity/disaster recovery costs and a new allocated charge for state data network costs.

DES Central Services

Agency budgets are adjusted to update each agency's allocated share of charges and to align with anticipated billing levels from the Department of Enterprise Services (DES) in the 2015-17 biennium, including changes to the enterprise systems fee, personnel services, and small agency financial services.

Core Financial Systems Replacement

Agency budgets are adjusted to align with anticipated billings from the Office of Financial Management in the 2015-17 biennium for core financial systems replacement planning through the One Washington project.

Fleet Program Rate Reduction

Agency budgets are adjusted to reflect efficiencies and reduced costs for the Department of Enterprise Services' fleet program.

Time, Leave and Attendance System

Agency budgets are adjusted to align with anticipated billings for the Time, Leave and Attendance system, including debt service and project completion costs.

Self-Insurance Liability Premium

Agency budgets are adjusted to reflect updated premium rates and a reduction in billings for the 2015-17 biennium.

State Public Employee Benefits Rate

Health insurance funding is provided for state employees who are not represented by a union or who are covered by a bargaining agreement that is not subject to financial feasibility determination. Insurance for employees covered by the health insurance coalition is included in funding for their respective collective bargaining agreements. The insurance funding rate is \$913 per employee per month for Fiscal Year 2016 and \$947 per employee per month for Fiscal Year 2017. (General Fund-State, various other accounts)

WFSE General Government Master Agreement

Funding is provided for a collective bargaining agreement with Washington Federation of State Employees (WFSE), which includes a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for all employees who earn \$2,500 a month or more, effective July 1, 2016; a general wage increase of 1 percent plus a \$20 per month increase for all employees who earn less than \$2,500 per month, effective July 1, 2016; salary adjustments for targeted classifications; hazard pay for designated night crews; assignment pay in designated areas; and employee insurance. (General Fund-State, various other accounts)

Nonrepresented Job Class Specific Increases

Funding is provided for classified state employees who are not represented by a union for pay increases in specific job classes in alignment with other employees. (General Fund-State, various other accounts)

GOVERNMENTAL OPERATIONS

The Coalition of Unions Agreement

Funding is provided for a collective bargaining agreement with The Coalition of Unions, which includes a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for all employees who earn \$2,500 a month or more, effective July 1, 2016; a general wage increase of 1 percent plus a \$20 per month increase for all employees who earn less than \$2,500 per month, effective July 1, 2016; annual payments for physicians and psychiatrists with board certifications; salary adjustments for targeted classifications; and employee insurance. (General Fund-State, various other accounts)

General Wage Increase for State Employees

Funding is provided for wage increases for state employees who are not represented by a union or who are covered by a bargaining agreement that is not subject to financial feasibility determination. It is sufficient for a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for employees who earn \$2,500 a month or more, effective July 1, 2016; and a general wage increase of 1 percent plus a \$20 per month increase for employees who earn less than \$2,500 per month, effective July 1, 2016. This item includes both higher education and general government workers. (General Fund-State, various other accounts)

ACTIVITY DESCRIPTIONS

Printing and Imaging

Printing and Imaging provides a broad range of print, communication, consultation and design services to state, local and tribal government, and qualified non-profit organizations. Services include traditional offset, bindery and digital printing; on-demand copy services; graphic design services and prepress services. The bindery offers a full range of finishing operations such as cutting, folding, collating, padding, and stapling. Numbering, perforating, or scoring can also be provided. Expert print buyers help customers develop product specifications, manage the competitive bidding process and provide guidance to ensure deadlines and quality expectations are met.

Surplus Operations

The Surplus Program handles used goods from state and federal government programs ranging from furniture and computers to vehicles and equipment that are made available for sale to government agencies, non-profit entities and the public. Proceeds from the sales pay for the program operations and also result in financial returns to state and local government agencies.

Items can be purchased in person or via the internet. Surplus also works with the Department of Corrections and the Superintendent of Public Instruction to refurbish computers for use by school districts across the state. The sale, reuse and recycling of goods also keeps hundreds of thousands of pounds of materials from being dumped in landfills.

Consolidated Mail

Consolidated Mail Services (CMS) provides a full range of mail services to state agencies and local governments. Millions of mailings are presorted to obtain postage discounts, which saves customers on postage costs. Each day, CMS provides:

- Pick-up and delivery service for interagency documents and packages,
- Dispatches drivers across Washington State,
- Makes over a thousand separate deliveries and pickups,
- Handles hundreds of thousands of pieces of mail, ranging from one ounce letters to 150 pound boxes,
- Offers mail design assistance for automation to achieve postal discounts, in addition to other no-charge mail consultations, and
- Ensures safe delivery by x-raying all incoming mail to the 98504 ZIP Code.

Production Services

Located in a secure facility on the Capitol Campus in Olympia, Production Services is a 24/7 operation that prints highly sensitive materials including unemployment checks, warrants, license renewals and confidential documents. The production and delivery of these documents to the citizens of Washington is guided by state and federal laws. Total monthly production averages between 6 and 8 million pages.

Fleet Operations

Fleet Operations manages thousands of vehicles assigned to agencies on a permanent basis and a daily trip fleet for short term rental. The customer base spans dozens of agencies, boards, commissions, and universities. The program maintains and repairs its vehicles in Thurston County, as well as vehicles owned by other state agencies. Fleet Operations manages the maintenance of its vehicles statewide, collects and monitors fuel consumption data, compiles data for mandated reporting, and directs the replacement of fleet vehicles as they reach the end of their useful, economic lifecycle.

Risk Management

The Department of Enterprise Services (DES) provides services to reduce harm, limit losses and fairly compensate those injured by state actors. To help state agencies achieve their goals, DES assists with loss prevention, assesses insurance needs and buys insurance when cost effective, processes, investigates and resolves tort claims, pays legal fees, and maintains a central claims database as required by statute.

Other activities include reporting loss history data to the legislative and executive branches of government, reporting closed medical malpractice claims to the Office of Insurance Commissioner, and reporting settlement data to the Centers for Medicare & Medicaid Services as required by state and federal laws.

Regulating Local Government Self-Insurance Programs

DES provides approval and oversight of joint self-insured local government property/liability programs and individual and joint self-insured local government employee health/welfare (medical) benefit programs. The mission of LGSi is to protect taxpayer resources by ensuring that local government owner/members are informed about the program's financial condition, participate in decisions which affect insurance services for entities they represent, and ensure compliance with laws and regulations designed to foster financially sound management practices. (RCW 48.62)

Contracting Support Services

A Master Contract is a contract established and administered by the Department of Enterprise Services (DES) for use by state and local government entities, institutions of higher education, tribal governments and qualifying non-profits to purchase products and services directly from contractors. The DES Master Contracts & Consulting team (MCC) meets the state's competitive procurement requirements. In addition to providing training on best practices, DES leads master contract procurements, manages vendor relationships, and tracks contract performance for all master contracts. The Legal Services unit provides contract review, responds to vendor protests, audits master contracts, and assist with customer and market research to identify opportunities to procure master contracts that will help our customers reduce costs, optimize resources, and meet their contracting needs. They also provide training on contracting best practices.

Enterprise Systems Support

DES provides enterprise financial and administrative systems to state government. DES currently supports dozens of applications of various size, complexity and user base, including the state's general ledger accounting system, HR/payroll system, budget development and allotment systems, fiscal note system, travel and expense management system procurement and contracts systems and enterprise reporting and business intelligence tools. This activity helps reduce the total cost of government by providing systems all agencies can use, reducing the need and cost for individual agency applications. System support activities include user training and help desk support.

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Website Support Services for State Agencies

State government's Access Washington Web portal <http://access.wa.gov>, the Ask George search tool, and the state's intranet portal "Inside Washington" are developed and supported by DES. The statewide Web portals deliver the single face of WA government. This team also provides agencies with Web site development services using the latest technologies.

Technology Equipment Leasing

DES Technology Leasing program leases IT hardware such as desktops, laptops, servers, backup storage units, touchpads, and networking hardware. DES Technology Leasing also provides expert guidance to decision makers regarding IT hardware, IT procurement, and IT strategic deployment strategies.

Network And Desktop Support Services to State Agencies

DES provides desktop, helpdesk and network support to OFM, Governor's Office, CTS and a number of small agencies. The resource support for these organizations resides within DES.

State Capitol Visitor Services

DES provides event management and public information and access for the capitol campus, including information about state agencies, the Legislature, and tourist attractions on campus, in the local area, and throughout the state. Educational tours are provided to the visiting public, school children, and dignitaries. Free speech and assembly events, such as rallies, demonstrations, and other formal gatherings, are permitted and coordinated by Visitor Services.

Facilities Operation Maintenance

DES ensures its owned facilities are functional, clean and safe. Services include preventative and break and fix maintenance involving the following trades: Heating Ventilation and Air Conditioning (HVAC), Electrical, Carpentry, Custodial, etc. DES provides maintenance and operation, environmental, and building support system services for state owned and managed facilities within Thurston County, including the Capitol Campus. Services include preventative building maintenance, cleaning and preservation of historical building exteriors, care of Capitol Campus grounds and state owned parks within Olympia. In its facilities, DES manages the mechanical/electrical locks, asbestos and hazardous waste, building control systems, utilities, campus fire protection, and security camera services. The agency provides daily custodial services for over three million square feet of building space. In addition, the program manages the collection of solid waste, refuse and recyclable materials.

Capital Project Management

DES supports the design, construction, and capital project management needs of public facilities for many state agencies and the state's community and technical colleges through comprehensive, professional project management services and energy management. Licensed architects and engineers manage the design and construction of projects. They are assisted by contract specialists, dispute resolution, claims mitigation, cost engineering, and other technical and administrative support. DES provides engineering services to agencies on a fee-for-service basis to assist agencies in conserving energy and reducing their energy costs. Engineers also conduct energy life cycle cost reviews, assist with sustainable design, and support building commissioning. Agencies incur no direct costs as all costs are paid for with energy savings.

Housing State Government

DES serves as the landlord for office facilities on the capitol campus and other state owned locations in Thurston, Cowlitz, Pierce, Skagit, King, and Yakima counties. The agency is responsible for overall property management, long range planning, space planning, stewardship, historic preservation, and parking management. The Property Management program is responsible for efficiently and cost-effectively housing state government in 4.6 million square feet of owned office and support facilities. The activity manages parking spaces at the State Capitol and other DES facilities located around the state, providing parking to agencies, employees, and the visiting public. Parking is provided on a monthly, hourly, and special permit basis. The DES Real Estate Services team is responsible for providing real estate services to state elected officials, state agencies, boards, commissions, and educational institutions in accordance with RCW 43.82. State agency housing functions include comprehensive leasing and architectural services, including construction management, the purchase or sale of state owned properties, and various other real estate transactions.

Small Agency Support Services

The Department provides support services to agencies, particularly small agencies in the areas of human resources, finance, payroll and budget. Economies of scale enable DES an affordable way to provide a full range of financial and human resource management expertise to small agencies.

Support the Development of State Building Codes

The State Building Code Council provides independent analysis and objective advice to the legislature and the Governor's Office on state building code issues. The Council establishes the minimum building, mechanical, fire, plumbing and energy code requirements necessary to promote the health, safety and welfare of the people of the state of Washington.

Training and Development Services

Responsible for planning, developing, providing, and monitoring training for state employees. The primary focus is professional development, risk management, and state mandatory subjects. Services include classroom instruction, e-learning instruction, records keeping, and course development. Additionally DES maintains the statewide learning management system and training records archives.

Recruitment Support Services

DES provides expertise, training, tools, and assistance to help state agencies attract, recruit and select diverse, qualified candidates for state jobs. The Department's services include recruitment outreach and consultation, workforce diversity support, candidate search assistance, maintenance of statewide layoff lists and the general government transition pool, and job seeker support. The Department also maintains the state's single point of entry for job seekers to find state employment opportunities.

Employee Assistance

Personal or work related problems may affect job performance. The Department's Employee Assistance Program (EAP) offers employees no-cost, confidential, and professional help. Managers and supervisors can also consult with EAP regarding workplace and performance issues. EAP provides training on health, wellness and workplace topics. EAP provides Critical Incident Stress Management (CISM) support and assistance to agencies and individuals when a critical incident or traumatic event occurs.