
Finance and Information Services

Mission Statement

The Finance and Information Services Department serves the Renton community by providing the business processes and systems that enable the City to function as a unit in an efficient and accountable manner in proactive compliance with all laws and regulations.

Core Services

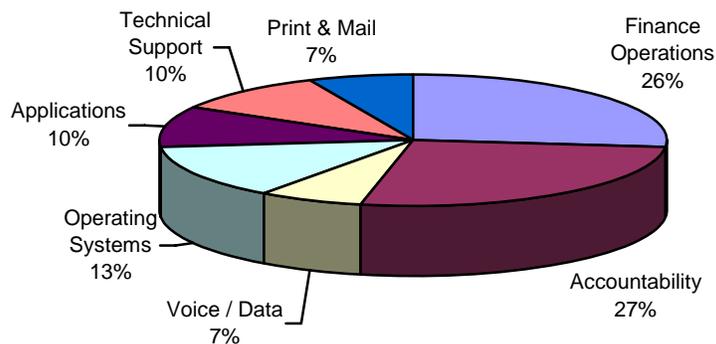
Finance

- Financial Accountability and Transparency
- Financial Operations

Information Services

- Network Data and Voice Communications Systems
- Operations (Help Desk, database management, purchasing, etc.)
- Strategic Applications
- Print/Mail Services

Finance and Information Services - Core Services Cost Resource Allocation



Expenditure Budget by Division - Finance and Information Services Department

	2004 Actual	2005 Actual	2006 Budget	2006 Actual	2007 Budget	Change 06/07
Finance	1,664,640	1,770,079	1,518,009		1,870,378	23.21%
Information Services	1,516,038	1,603,110	3,431,550		3,643,625	6.18%
Operating Total	3,180,678	3,373,189	4,949,559		5,514,003	11.40%
CIP	0	0	0		0	N/A
Total	3,180,678	3,373,189	4,949,559		5,514,003	11.40%

Expenditure Budget by Category - Finance and Information Services Department

	2004 Actual	2005 Actual	2006 Budget	2006 Actual	2007 Budget	Change 06/07
Regular Salaries	1,879,467	1,939,271	1,928,539		2,167,639	12.40%
Part-Time Salaries	98,278	104,089	65,820		86,500	31.42%
Overtime	35,417	39,871	48,461		59,400	22.57%
Personnel Benefits	420,795	477,815	495,446		673,744	35.99%
Supplies	158,225	141,573	141,400		1,278,870	804.43%
Other Services & Charges	582,651	669,457	926,784		982,630	6.03%
Intergovernmental Services	0	0	128,109		129,311	0.94%
Capital Outlay	5,845	1,114	110,000		135,909	23.55%
Debt Service	0	0	0		0	N/A
Interfund Payments	0	0	0		0	N/A
Operating Total	3,180,678	3,373,190	3,844,559		5,514,003	43.42%
CIP	0	0	0		0	N/A
Total	3,180,678	3,373,190	3,844,559		5,514,003	43.42%

Staffing Levels by Division – Finance and Information Services

	2004 Actual	2005 Actual	2006 Budget	2006 Actual	2007 Budget	Change 06/07
Finance	21.5	20.5	16.0		17.0	6.25%
Information Services	13.0	13.0	13.5		14.5	7.41%
Total FTE	34.5	33.5	29.5		31.5	6.78%

Divisions by Fund Number

Finance is included in the General Fund (000/004)

Information Services is included in an Internal Service Fund (503).

Finance Division

Mission Statement

Provide a high level of support to the City's customers and operations through a centralized, comprehensive and integrated financial management system by providing customer service; training, monitoring and oversight; and accountability and transparency in order to enhance the efficient use of community resources and maintain high credibility in City financial management.

Outcomes

- Maintain a very high level of credibility in the City's financial management by meeting federal, state, and local regulations by auditing, managing, paying, billing, and reporting all City financial activity.
- Provide citizens and decision makers the current and accurate financial information. Fulfill City directives by publishing a balanced budget and other financial information tools on a timely and accurate basis for decision makers and citizens.
- Maintain a very high level of confidence by City employees that they will be paid accurately and timely in an efficient manner. Meet the City's obligation to pay employees accurately and timely while adhering to all internal and external guidelines to minimize the risk of fraud and meet Federal and State requirements.
- Minimize the risk of loss of community assets by maintaining internal controls that meet or exceed federal and state requirements.
- Manage all residential, commercial, and third party vendor utility customer needs in a courteous, timely way and with respect.

2006 Accomplishments

- Implemented new Financial Management Policies (2006 Goal).
- Implemented new Investment Policies.
- Implemented a new business licensing system. Streamlined the process by adopting annual verses quarterly licensing renewals. Developed on-line approval process (2006 Goal).
- Implemented a phone-tree for utility customers for improved payment processing and customer service.
- Implemented on-line payment process for utility billing payments via credit card, debit card, or electronic check payments.
- Began a series of improvements in budget development including more control and accountability for City departments.
- Interpreted and implemented all requirements of the Government Accounting Standards Board (GASB) within their respective implementation dates.
- Conducted a review of the Chart of Accounts, which included the feasibility of implementation of new business process systems such as: Project Accounting; Point of Sale; Contact and Inventory Management; and Capital Asset tracking.

- Reviewed Purchasing Policies and Procedures in conjunction with City departments to improve Purchase Order and Account Payable business processes.

2007 Goals

- Implement new business processes such as: Project Accounting, Point of Sale, Contract and Inventory Management, and Capital Asset tracking.
- Implement approved recommendations from the 2006 Study Chart of Accounts Review that standardizes the accounting methods across the City.
- Implement direct data entry for Journal Entries. Conduct departmental training sessions in using the InForum Gold program.
- Improve the management of the City's investment portfolio by implementing recommendations of the Investment Committee.
- Improve access to financial information via the City's web site.
- Conduct internal audits of tax revenues and business processes.
- Develop a recommendation on management and accountability of capital improvement project reporting.
- Establish processes for administration of City business licenses.
- Implement process to protect the City's ratepayers by maintaining liens on delinquent accounts.
- Update and replace purchasing policies with modern business practices that meet the operational needs of the City workforce and are efficient.
- Routinely provide training to City personnel.

Expenditure Budget by Category - Finance Division

	2004	2005	2006	2006	2007	Change
	Actual	Actual	Budget	Actual	Budget	06/07
Regular Salaries	1,117,439	1,098,910	974,600		1,137,975	16.76%
Part-Time Salaries	36,677	40,610	0		20,600	100.00%
Overtime	14,255	13,453	18,900		29,800	57.67%
Personnel Benefits	253,375	274,398	253,500		354,367	39.79%
Supplies	35,463	14,705	13,900		14,570	4.82%
Other Services & Charges	207,431	328,003	129,000		157,846	22.36%
Intergovernmental Services	0	0	128,109		129,311	0.94%
Capital Outlay	0	0	0		25,909	100.00%
Debt Service	0	0	0		0	N/A
Interfund Payments	0	0	0		0	N/A
Operating Total	1,664,640	1,770,079	1,518,009		1,870,378	23.21%
CIP	0	0	0			N/A
Total	1,664,640	1,770,079	1,518,009		1,870,378	23.21%

Funding Decisions - Finance Division

2006 Original Budget	\$1,518,009
<i>2007 Budget Changes</i>	
Salaries (include 1.0 FTE Investing/Auditing)	183,975
Overtime (include \$10,000 in ordinance #5211 on going funding in 2006)	10,900
Benefits (include 1.0 FTE Investing/Auditing)	100,867
Supplies	670
<i>Other Service Charges</i>	
Eden Systems - GL project	15,000
Other Services charges (include \$10,000 in ordinance #5211 on going funding in 2006)	39,755
Intergovernmental Services	1,202
<i>Capital Outlay</i>	
Eden Systems - Project Accounting modules	25,909
2007 Total Budget	\$1,870,378

Staffing Levels (Full-Time Equivalent Employees - FTE) - Finance Division

	2004	2005	2006	2006	2007	Change
	Actual	Actual	Budget	Actual	Budget	06/07
Total FTE	21.5	20.5	16.0		17.0	6.3%

Information Services

Mission Statement

Provide communication and data support to meet or exceed departmental requirements and supply technical support services to all data and voice system users. Provide technological leadership and vision in support of the City's business plan.

Outcomes

- Provide reliable voice and data communications to all City facilities.
- Provide secure operational and database management systems as a foundation for file, print services, and strategic applications.
- Support City department strategic applications to enable departments to achieve their goals in a timely and efficient manner.
- Provide technical support and assistance to City users.
- Meet departments' document copying, printing, and mailing needs.

2006 Accomplishments

- Assured telephone and voice mail systems, data network, and electronic mail were operational 99 percent of the time.
- Assured that strategic applications have an uptime of 99 percent and malfunctions cause less than 8 hours of service interruption per application, per year.
- Provided Help Desk service response levels so that:
 - Routine requests were responded to by the end of the next business day and 73 percent of them are resolved within two business days.
 - Urgent requests were responded to within four business hours and 88 percent of them were resolved within one business day.
 - Mission critical requests were responded to within thirty minutes and work began within two hours. Of these incidents, 91 percent were resolved within 30 minutes.
- Improved customer response times and availability of Help Desk staff to customers.
- Assured that print / mail requests received a proof within two business days, and products were delivered within four business days of proof approval.

2007 Goals

- Continue support services of new and existing enterprise software applications and upgrades, such as the Police Department Management System, expanded web based service options, and the Maintenance Task Management System, to provide improved services for internal and external customers.
- Expand coverage of the City's Wireless System; increase mobile access to all City departments in support of their operational missions.
- Provide a 50 percent split of Information Services' Business Systems Analyst position for direct support to the Police and Fire Departments.
- Assist in the development of citywide publishing standards to improve the City's message, improve print production efficiency, and lower print production costs.

- Improve availability and/or response time of Help Desk staff to customers in response to departmental survey of City staff.
- Improve the ability to proactively manage potential problem areas by assessing the risk of system downtime in the Help Desk and network areas due to staffing issues.
- Develop an information technology strategic plan with input from all City departments.

Expenditure Budget by Category - Information Services Division

	2004	2005	2006	2006	2007	Change
	Actual	Actual	Budget	Actual	Budget	06/07
Regular Salaries	762,027	840,361	953,939		1,029,664	7.94%
Part-Time Salaries	61,601	63,479	65,820		65,900	0.12%
Overtime	21,162	26,418	29,561		29,600	0.13%
Personnel Benefits	167,421	203,417	241,946		319,377	32.00%
Supplies/Small Tools	122,762	126,868	1,212,500		1,264,300	4.27%
Other Services & Charges	375,220	341,454	817,784		824,784	0.86%
Intergovernmental Services	0	0	0		0	N/A
Capital Outlay	5,845	1,114	110,000		110,000	0.00%
Debt Service	0	0	0		0	N/A
Interfund Payments	0	0	0		0	N/A
Operating Total	1,516,038	1,603,110	3,431,550		3,643,625	6.18%
CIP	0	0	0		0	N/A
Total	1,516,038	1,603,110	3,431,550		3,643,625	6.18%

Funding Decisions - Information Services Division

2006 Original Budget	\$3,431,550
<i>2007 Budget Changes</i>	
Salaries (include 1.0 FTE Help desk)	75,805
Overtime	39
Benefits (include 1.0 FTE Help desk)	77,431
Supplies/Small Tools	0
Computer Replacement	15,000
Application Project	-177,000
Operating Project	213,500
Other supplies	300
Other Services & Charges	7,000
Capital Outlay	0
2007 Total Budget	\$3,643,625

Staffing Levels (Full-Time Equivalent Employees - FTE) - Information Services Division

	2004	2005	2006	2006	2007	Change
	Actual	Actual	Budget	Actual	Budget	06/07
Total FTE	13.0	13.0	13.5		14.5	7.4%

*Finance and Information Services Department
Performance and Workload Indicators*

	2004	2005	2006	2006	2007
	Actual	Actual	Forecast	Actual	Forecast
Utility Billing					
Total Customers	18,504	19,410	20,310		
Payroll					
Number of Employees Paid (per W2 count)	1,207	1,199	1,207		
Print Shop					
Mail Machine Production	343,000	355,370	360,000		
Operations					
Number of Accounts receivable Billings	1,778	2,146	2,600		
Number of Vendor Checks	10,650	10,674	11,000		
Information Services					
Calls for Service	3,155	3,119	3,200		

Finance and Information Services Position Listing

Grade	Title	2004 Actual	2005 Actual	2006 Budget	2006 Actual	2007 Budget
Finance Division						
M49	Finance and Information Svcs Administrator	1.0	1.0	0.5		0.5
M38	Fiscal Services Director	1.0	1.0	1.0		1.0
M26	Finance Analyst Supervisor	0.0	0.0	0.0		2.0
M25	Finance Analyst Supervisor	3.0	2.0	2.0		0.0
A23	Business Systems Analyst	1.0	1.0	1.0		1.0
A19	Accounting Supervisor	1.0	1.0	1.0		1.0
A19	Utility Accounts Supervisor	1.0	1.0	0.0		0.0
A18	Accountant	1.0	1.0	1.0		0.0
N16	Finance Analyst III	2.0	2.0	2.0		3.5
A13	Grant Accountant	0.5	0.5	0.5		0.0
N13	Finance Analyst II	0.0	0.0	0.0		1.0
N11	Administrative Secretary II	1.0	1.0	1.0		1.0
N10	Accounting Technician (Payroll)	1.0	1.0	1.0		2.0
N10	Finance Analyst I	1.0	1.0	1.0		0.0
A09	Accounting Assistant IV	5.0	5.0	2.0		2.0
A07	Accounting Assistant III	2.0	2.0	2.0		2.0
Total Regular Staffing		21.5	20.5	16.0		17.0
Total Finance Division		21.5	20.5	16.0		17.0

Grade	Title	2004 Actual	2005 Actual	2006 Budget	2006 Actual	2007 Budget
Information Services Division						
M49	Finance and Information Svcs Administrator	0.0	0.0	0.5		0.5
M34	Information Services Manager	1.0	1.0	1.0		1.0
A32	Network Systems Supervisor	1.0	1.0	1.0		1.0
A30	Application Support Supervisor	1.0	1.0	1.0		1.0
M30	Information Systems Supervisor	1.0	1.0	1.0		1.0
A24	Technical Support Coordinator	1.0	1.0	1.0		1.0
A24	Sr. Network Systems Specialist	1.0	1.0	1.0		1.0
A23	Business Analyst	1.0	1.0	1.0		1.0
A21	Systems Analyst	1.0	1.0	1.0		1.0
A20	Network Systems Specialist	1.0	1.0	1.0		1.0
A15	Help Desk Support Technician	0.0	0.0	0.0		1.0
A13	Print & Mail Coordinator	1.0	1.0	1.0		1.0
A10	Form/Graphic Technician	1.0	1.0	1.0		1.0
A09	Accounting Assistant IV	0.0	0.0	0.0		1.0
A07	Print & Mail Operator	1.0	1.0	1.0		1.0
A07	Accounting Assistant III	1.0	1.0	1.0		0.0
Total Regular Staffing		13.0	13.0	13.5		14.5
Total Information Services Division		13.0	13.0	13.5		14.5
Total Finance and Information Services		34.5	33.5	29.5		31.5

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