

7.4.0

*MANAGEMENT
INFORMATION SERVICES*

7.4.i

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Overall Objectives

To be the preferred supplier of Information Services which meet the needs of management and elected members to make well informed decisions, and to properly manage the City's assets and the provision of services to the people of Christchurch.

Key Changes

Overall we are budgeting for a **decrease of 6%** (\$350,000) in our operating costs, however we require \$200,000 extra capital.

The operating decrease is primarily due to a \$413,000 reduction in telecommunications (Data, Voice and Internet) network costs resulting from the new TelstraSaturn networks.

Committed Costs (Operating)

- Increased Depreciation from the capital programme \$133,000

Increased Costs due to Increased Demand

- New network links \$33,000

Fee Changes

- The Specialised Support charge has reduced from \$2,450 to \$1,947.

Efficiency Gains

- As mentioned above, there is a decrease in telecommunications (Data, Voice and Internet) network costs resulting from the new TelstraSaturn networks. (\$413,000)

Substitution Source:	This part of the saving is being requested to contribute towards the 2 capital initiatives shown below	\$350,000
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- Reduction in Microsoft software licensing fees, due to a new agreement. (\$180,000)

7.4.ii

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

New Capital Initiatives and Matching Substitutions

Project	2002/03	2003/04
New Capital Initiative <ul style="list-style-type: none"> All Council Units, incl. MIS, have over the last 18 months prepared Business Continuance Plans. These detail the requirements to ensure Council services can be continued as effectively as possible in the event of disruptive incidents. A major dependency for most Units is Council's information systems located at the Tuam Street offices. This provision is for the installation of backup equipment at Fendalton Service Centre. This is a contribution to the \$250,000 cost of doing that, phased over 2 years. Through new software licensing arrangements for one of Council's core business systems, access has been gained to new capabilities within the "SAP" suite. These are known as "Business Warehouse", (BW), and "Workplace Portal ", (WP). BW is a key component in streamlining the budget preparation process and better financial and management reporting. WP enables desktop computers to be set up in such a way as to save user time and achieve a level of integrated access to related information, (currently held in different systems such as databases, document stores, e-mails and web pages), to a degree not previously possible. This will be particularly beneficial for Customer Service representatives. In the current year these capabilities are being piloted on a limited scale following review of the proposal by the Corporate Team. This provision is for the cost of "server" computers to enable them to be made available to the whole organisation. 	<p>\$100,000</p> <p>\$100,000</p>	<p>\$150,000</p>
TOTAL	\$200,000	\$150,000

Possible Matching Substitution <ul style="list-style-type: none"> Funding for this is being requested from the operational efficiency savings identified above already factored into the budget. 	(\$200,000)	(\$150,000)
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Restructuring of Budgets

- The Software Development and Business Consulting Cost Centres have been combined into a Business Development Cost Centre.

7.4.1

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	OUTPUT SUMMARY

OUTPUT CLASS EXPENDITURE		2001/2002 BUDGET \$	2002/2003 BUDGET \$
BUSINESS SUPPORT			
DESKTOP SERVICES			
Desktop Support	Page 7.4.4	1,195,374	1,192,355
Software Licensing	Page 7.4.4	550,000	370,000
NETWORK SERVICES			
Network Connection	Page 7.4.6	1,231,550	1,056,531
File/Print/E-Mail Services	Page 7.4.7	763,841	882,005
Internet	Page 7.4.8	164,560	121,000
BUSINESS SYSTEMS			
Core Business Solutions	Page 7.4.9	688,425	766,579
Other Business Systems	Page 7.4.10	181,867	210,001
TELECOMMUNICATIONS	Page 7.4.11	511,578	413,598
BUSINESS DEVELOPMENT			
BUSINESS DEVELOPMENT			
Business Consulting	Page 7.4.12		215,900
Software Development	Page 7.4.13		190,000
BUSINESS CONSULTING		228,370	
SOFTWARE DEVELOPMENT			
Systems Analysis & Design	Page 7.4.13	113,496	0
Computer Programming	Page 7.4.14	124,306	0
TOTAL EXPENDITURE		5,753,368	5,417,969

7.4.2

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	OUTPUT SUMMARY

OUTPUT CLASS REVENUE & RECOVERIES		2001/2002 BUDGET \$	2002/2003 BUDGET \$
BUSINESS SUPPORT			
DESKTOP SERVICES			
Desktop Support	Page 7.4.4	1,195,374	1,192,355
Software Licensing	Page 7.4.4	550,000	370,000
NETWORK SERVICES			
Network Connection	Page 7.4.6	1,231,550	1,056,531
File/Print/E-Mail Services	Page 7.4.7	763,841	882,005
Internet	Page 7.4.8	164,560	121,000
BUSINESS SYSTEMS			
Core Business Solutions	Page 7.4.9	688,425	766,579
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MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	OUTPUT SUMMARY

OUTPUT CLASS REVENUE & RECOVERIES		2001/2002 BUDGET \$	2002/2003 BUDGET \$
BUSINESS DEVELOPMENT			
Business Consulting	Page 7.4.12		215,900
Software Development	Page 7.4.13		190,000
BUSINESS CONSULTING		228,370	
SOFTWARE DEVELOPMENT			
Systems Analysis & Design	Page 7.4.13	113,496	0
Computer Programming	Page 7.4.14	124,306	0
TOTAL REVENUE & RECOVERIES		5,753,368	5,417,969
NET COST OF OUTPUTS		0	0
COST OF CAPITAL EMPLOYED		121,623	103,199
CAPITAL OUTPUTS		1,274,800	900,000

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : DESKTOP SERVICES

DESKTOP SUPPORT

Support of desktop computers including software support, installation and upgrades; purchasing and installation; desktop administration; hardware fault diagnosis.

Desktop computers are categorised into one of two types for the purposes of charging and service provision:

Standard Support applies to desktop machines conforming to corporate standards. Typically, these machines are less than three years old, purchased and configured by the Council's approved supplier, and running the currently approved versions of core Council software used on every machine.

Specialised Support applies to the small number of machines, which are used for highly specialised work, and/or experimental software, where the user wishes to have full discretion over the software and hardware installed on the machine. This also applies to PC's or Notebooks which are over 4 years old or are not of a standard configuration.

SOFTWARE LICENSING

Minimise Council expenditure on software through volume licensing of commonly-used software where feasible.

Objectives for 2002/03

1. To provide support services to levels defined in the Service Level Agreement.
2. To deliver desktop computing services to the satisfaction of customers.
3. To each year reduce, or maintain, the cost of ownership per user, compared to previous years.
4. To be timely in answering telephone calls.
5. To commence deploying Microsoft Office XP on all new PCs.

7.4.4

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

OUTPUT : DESKTOP SERVICES			2001/2002 BUDGET \$	2002/2003 BUDGET \$
Suboutput : Desktop Support				
DIRECT COSTS				
Hardware/Training/Cabling			23,000	0
TOTAL DIRECT COSTS			23,000	0
ALLOCATED COSTS				
Transferred from Customer Services Systems Cost C€	(0.00)%	0.00%	0	0
Transferred from Customer Services Support Cost Ce	(0.00)%	0.00%	1,166,584	1,186,769
Depreciation			5,790	5,586
TOTAL ALLOCATED COSTS			1,172,374	1,192,355
TOTAL COST			1,195,374	1,192,355
REVENUE				
Internal Recoveries			1,195,374	1,192,355
TOTAL REVENUE			1,195,374	1,192,355
TOTAL NET COST - DESKTOP SERVICES			0	0
COST OF CAPITAL EMPLOYED			658	1,432

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : DESKTOP SERVICES (CONTD)

Performance Indicators

1.1 To provide support services to the levels below, as defined in the Service Level Agreement.

Problem type	Time to respond	Time to resolve
Critical ¹	Within half an hour for 90% of calls	Within four hours for 90% of calls
Urgent ¹	Within two hours for 90% of calls	Within one day for 80% of calls
Routine	Within one day for 80% of calls	Within three days for 80% of calls
Long-term	Within one week for 80% of calls	Within 90 days for 80% of calls

2.1 In the annual Customer Survey, achieve customer satisfaction levels of 90% with desktop computing services.

<i>Past performance:</i>	<i>1996/97</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
	76%	86%	94%	97%	97%

2.2 In the ongoing customer feedback survey, achieve an excellent rating for 60% of respondents.

3.1 To achieve an overall desktop support cost of not more than \$1,700 per user.

<i>Past performance:</i>	<i>1992/93</i>	<i>1993/94</i>	<i>1994/95</i>	<i>1995/96</i>	<i>1996/97</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
	\$4,300	\$4,300	\$3,500	\$2,900	\$2,900	\$2,700	\$2,600	\$2,270	\$1,800

4.1 To achieve a target telephone call abandonment rate of 10%

4.2 To ensure that 80% of all calls are answered within 25 seconds.

5.1 Commence deploying Microsoft Office XP on all new PCs by December 2002.

¹ Applies to 'standard' support, but not to 'specialised' support.

7.4.5

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

	2001/2002 BUDGET \$	2002/2003 BUDGET \$
OUTPUT : DESKTOP SERVICES		
Suboutput : Software Licensing		
DIRECT COSTS		
Microsoft Select Agreement	550,000	370,000
TOTAL COST	550,000	370,000
REVENUE		
Internal Recoveries	550,000	370,000
TOTAL REVENUE	550,000	370,000
TOTAL NET COST - SOFTWARE LICENSING	0	0
COST OF CAPITAL EMPLOYED	0	

7.4.text.6.i

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES

For text see page 7.4.text.6.ii and 7.4.text.6.iii.

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES (CONTD)

NETWORK CONNECTIONS

Network connection services provide the basic level of connection to the Council computer network for desktop computers and other devices. It includes the costs of developing, managing, and operating the Council's local area network (inside the Civic Offices) and wide-area network (connecting Council locations around the city).

Network connections are regarded as acute services during normal working hours. Selected network connections (including those to the Central Library and the Shirley and Papanui Library/Service Centres) are regarded as extended services.

FILE, PRINT, E-MAIL, INTRANET AND INTERNET SERVICES

Basic network-based computing services including file storage, file backup and restore, printing and printer management, electronic mail, use of the Council's Intranet, and access to the Internet.

Services are regarded as acute services during normal working hours for users in the Civic offices and as primary services during normal working hours for all other locations.

Objectives for 2002/03

1. To respond to faults in network services to levels defined in the Service Level Agreement.
2. Accommodate whatever increase in network connections is required.
3. To maintain or reduce the cost of network connection per user.
4. To provide file, e-mail, and print services to the satisfaction of customers.
5. To undergo a feasibility study for the implementation of Microsoft Active Directory Services (ADS)

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES (CONTD)

Performance Indicators

1.1 To maintain network services availability to the levels below, as defined in the Service Level Agreement.

Problem type	Time to respond	Time to resolve
Critical	Within half an hour for 90% of calls	Within four hours for 90% of calls
Urgent	Within two hours for 90% of calls	Within one day for 80% of calls
Routine	Within one day for 80% of calls	Within three days for 80% of calls
Long-term	Within one week for 80% of calls	Within 90 days for 80% of calls

2.1 Accommodate whatever increase in network connections is required.

<i>Past performance:</i>	<i>1991/92</i>	<i>1992/93</i>	<i>1993/94</i>	<i>1994/95</i>	<i>1995/96</i>	<i>1996/97</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
<i>Users</i>	<i>379</i>	<i>472</i>	<i>572</i>	<i>681</i>	<i>851</i>	<i>950</i>	<i>1049</i>	<i>1060</i>	<i>1075</i>	<i>1084</i>

3.1 Network connection recoveries for the year to fall below \$950 per user.

4.1 To achieve customer satisfaction of 90% with file, e-mail, and print services.

<i>Past performance:</i>	<i>1996/97</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
	<i>48%</i>	<i>92%</i>	<i>92%</i>	<i>92%</i>	<i>93%</i>

5.1 A documented recommendation for ADS implementation completed by 30 June 2003.

7.4.6

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES				2001/2002 BUDGET \$	2002/2003 BUDGET \$
Suboutput : Network Connections					
DIRECT COSTS					
Network & Communications equipment				570,000	332,948
TOTAL DIRECT COSTS				570,000	332,948
ALLOCATED COSTS					
Transfer from Telecommunications				60,000	60,000
Transferred from Customer Services Cost Centre (15.00)% 15.00%				272,800	315,002
Depreciation				328,750	348,581
TOTAL ALLOCATED COSTS				661,550	723,583
TOTAL COST				1,231,550	1,056,531
REVENUE					
Internal Recoveries				1,231,550	1,056,531
TOTAL REVENUE				1,231,550	1,056,531
TOTAL NET COST - NETWORK CONNECTIONS				0	0
COST OF CAPITAL EMPLOYED				16,723	29,640

7.4.7

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES			2001/2002 BUDGET \$	2002/2003 BUDGET \$
Suboutput : File/Print/E-mail Services				
ALLOCATED COSTS				
Transfer from Customer Services Systems Cost Centr	(42.00)%	42.00%	763,841	882,005
TOTAL ALLOCATED COSTS			763,841	882,005
TOTAL COST			763,841	882,005
REVENUE				
Internal Recoveries			763,841	882,005
TOTAL REVENUE			763,841	882,005
TOTAL NET COST - FILE/PRINT/E-MAIL SERVICES			0	0
COST OF CAPITAL EMPLOYED			0	

7.4.8

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

OUTPUT : NETWORK SERVICES				2001/2002 BUDGET \$	2002/2003 BUDGET \$
Suboutput : Internet Services					
DIRECT COSTS					
Internet Charges				110,000	58,000
TOTAL DIRECT COSTS				110,000	58,000
ALLOCATED COSTS					
Transfer from Customer Services Systems Cost Centr (0.00)% 0.00%				54,560	63,000
TOTAL ALLOCATED COSTS				54,560	63,000
TOTAL COST				164,560	121,000
REVENUE					
Internal Recoveries				164,560	121,000
TOTAL REVENUE				164,560	121,000
TOTAL NET COST - INTERNET SERVICES				0	0
COST OF CAPITAL EMPLOYED				0	

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : BUSINESS SYSTEMS

The provision, management and support of servers and storage arrays for hosting corporate business applications such as SAP, GEMS, TRIM, CLASS, WebMap

Objectives for 2002/03

1. To maintain respond to faults affecting business systems to levels defined in the Service Level Agreement.
2. To provide business systems which satisfy the needs of customers.
3. Implementation & testing of Business Continuanace Plans (Phase one).

Performance Indicators

- 1.1 To maintain business system availability to the levels below, as defined in the Service Level Agreement.

Problem type	Time to respond	Time to resolve
Critical	Within half an hour for 90% of calls	Within four hours for 90% of calls
Urgent	Within two hours for 90% of calls	Within one day for 80% of calls
Routine	Within one day for 80% of calls	Within three days for 80% of calls
Long-term	Within one week for 80% of calls	Within 90 days for 80% of calls

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

OUTPUT : BUSINESS SYSTEMS			2001/2002 BUDGET \$	2002/2003 BUDGET \$
Suboutput : FAMIS				
DIRECT COSTS				
Hardware Maintenance			35,000	0
TOTAL DIRECT COSTS			35,000	0
ALLOCATED COSTS				
Transfer from Customer Services Systems Cost Centr	(30.00)%	30.00%	545,601	630,003
Transfer from Customer Services Support Cost Centr	(6.00)%	6.00%	79,540	80,916
Depreciation			28,285	55,660
TOTAL ALLOCATED COSTS			688,425	766,579
TOTAL COST			688,425	766,579
REVENUE				
Internal Recoveries			688,425	766,579
TOTAL REVENUE			688,425	766,579
TOTAL NET COST - OTHER BUSINESS SYSTEMS			0	0
COST OF CAPITAL EMPLOYED			894	

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : BUSINESS SYSTEMS (CONTD)

2.1 Achieve 70% customer satisfaction with business systems.

Past performance:

<i>1996/97²</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
<i>34%</i>	<i>75%</i>	<i>78%</i>	<i>70%</i>	<i>68%</i>

3.1 Purchase and implementation of BCP hardware for Phase one by June 2003, with fail over testing for GEMS & SAP

² Using the previous 'Systems Management' as an approximation of Business Systems

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

				2001/2002 BUDGET \$	2002/2003 BUDGET \$
OUTPUT : BUSINESS SYSTEMS					
Suboutput : Other Business Systems					
DIRECT COSTS					
TOTAL DIRECT COSTS				0	0
ALLOCATED COSTS					
Transfer from Customer Services Systems Cost Centr	(0.00)%	0.00%		181,867	210,001
TOTAL ALLOCATED COSTS				181,867	210,001
TOTAL COST				181,867	210,001
REVENUE					
Internal Recoveries				181,867	210,001
TOTAL REVENUE				181,867	210,001
TOTAL NET COST - OTHER BUSINESS SYSTEMS				0	0
COST OF CAPITAL EMPLOYED				0	
OUTPUT : BUSINESS SYSTEMS					
Suboutput : Vax Systems					
COST OF CAPITAL EMPLOYED				685	644

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS SUPPORT

OUTPUT : TELECOMMUNICATIONS

- The planning and provision of corporate telecommunications systems (including telephone, radio and data).
- The day-to-day maintenance and ongoing development of the telecommunications systems.

Objectives for 2002/03

1. Plan, deliver, maintain and develop telecommunications systems to the satisfaction of users.
2. Manage communications system costs within budget.
3. Recover all communication system costs from system users.

Performance Indicators

1. To achieve an 90% level of satisfaction with the planning, provision, maintenance and ongoing development of telecommunications systems as measured by a survey of users.

<i>Past performance:</i>	<i>1996/97</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
	<i>31%</i>	<i>82%</i>	<i>92%</i>	<i>90%</i>	<i>90%</i>

2. Expenditure to be no more than Budget.
3. Proportion of costs recovered from users to be 100%.

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS SUPPORT

	2001/2002 BUDGET \$	2002/2003 BUDGET \$
OUTPUT : TELECOMMUNICATIONS		
DIRECT COSTS		
Administration Costs	199,400	152,000
Communication Consultant	9,600	0
TOTAL DIRECT COSTS	209,000	152,000
ALLOCATED COSTS		
Transfer from Telecommunications Systems Cost Cei (100.00)% 100.00%	165,944	127,906
Depreciation	136,634	133,691
TOTAL ALLOCATED COSTS	302,578	261,598
TOTAL COSTS - COMMUNICATIONS SYSTEMS	511,578	413,598
REVENUE		
External Revenue	0	0
Internal Recoveries	451,578	413,598
Overhead Recoveries	60,000	0
TOTAL REVENUE	511,578	413,598
NET COST - TELECOMMUNICATION SYSTEMS	0	0
COST OF CAPITAL EMPLOYED	26,278	19,379

7.4.text.12

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT

For text see pages 7.4.text.13 and 7.4.text.14.

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT**Suboutput : Business Consulting**

2001/2002
BUDGET
\$

2002/2003
BUDGET
\$

DIRECT COSTS

Administration Costs

6,000

0

TOTAL DIRECT COSTS

6,000

0

ALLOCATED COSTS

Depreciation

1,875

0

Transfer From Business Development Cost Centre

220,495

215,900

TOTAL ALLOCATED COSTS

222,370

215,900

TOTAL COSTS - BUSINESS CONSULTING

228,370

215,900

REVENUE

Internal Revenue

20,000

20,000

Corporate Overhead Recovery

208,370

195,900

TOTAL REVENUE

228,370

215,900

NET COST - BUSINESS CONSULTING

0

0

COST OF CAPITAL EMPLOYED

534

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT (CONTD)

- Provide Business Analysis services to identify in close consultation with Customers, the information needs of their business. To analyse those needs, design or specify new systems where appropriate to meet those needs, and to evaluate package and custom software solutions.
- Carry out account management functions to effectively manage the relationships between MIS and its Customers. This includes maintaining an awareness of the Customer's business functions, the Customer's plans, short and long term, and to assist with the development of the information system components of those; to keep the Customer informed of MIS's services and IT developments; to represent the Customer's interests to MIS and pursue issues on the Customer's behalf; to encourage innovative approaches to meeting Customer's business needs.
- Perform Project Leadership and co-ordination functions for significant projects involving various MIS teams as well as other Council Units.
- Develop customised queries into, and reports from, corporate databases and other inhouse systems to meet the needs of Business Units. This is usually as the result of requests directed from the Core Business Solutions team.
- Where necessary, arrange for the contracting of the development, maintenance and support of non-core Unit specific applications. All programming costs are recovered directly from the client Business Units for whom that software is developed.
- The Administration of internally developed corporate Databases, i.e. their creation, the building and maintaining of structures and relationships within them to provide for new application systems, and ongoing monitoring and tuning to ensure optimum performance.

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT**Suboutput : Software Development**

**2001/2002
BUDGET**
\$

**2002/2003
BUDGET**
\$

ALLOCATED COSTS

Transfer from Business Development Cost Centre

190,000

TOTAL COSTS

0

190,000

REVENUE

Internal Revenue

40,000

Corporate Overhead Recovery

150,000

0

190,000

NET COST SYSTEM SOFTWARE DEVELOPMENT

0

0

Suboutput : Systems Analysis and Design

ALLOCATED COSTS

Transfer from Software Development Cost Centre (42.00)% 42.00%

113,496

0

TOTAL COSTS

113,496

0

REVENUE

Internal Revenue

20,000

0

Corporate Overhead Recovery

93,496

0

113,496

0

NET COST SYSTEMS ANALYSIS & DESIGN

0

0

MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS:	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT (CONTD)

Objective for 2002/03

1. To provide consultancy services to the satisfaction of client Business Units.
2. To manage projects, which may include application development, so that agreed customer deadlines are met.

Performance Indicator

- 1.1 Achieve an 85% level of satisfaction with Business Development services as measured by a survey of users.

<i>Past performance:</i>	<i>1997/98</i>	<i>1998/99</i>	<i>1999/00</i>	<i>2000/01</i>
	88%	79%	92%	85%

- 2.1 Meet agreed project deadlines 85% of the time.

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	BUSINESS DEVELOPMENT

OUTPUT : BUSINESS DEVELOPMENT**Suboutput : Computer Programming**

2001/2002
BUDGET
\$

2002/2003
BUDGET
\$

ALLOCATED COSTS

Transfer from Software Development Cost Centre (46.00)% 46.00%

124,306 0

124,306 0

REVENUE

Internal Recoveries

70,000 0

Corporate Overhead Recovery

54,306 0

124,306 0

NET COST COMPUTER PROGRAMMING

0 0

=====

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

	2001/2002 BUDGET \$	2002/2003 BUDGET \$
OUTPUT : RENEWALS & REPLACEMENTS		
CUSTOMER SERVICES		
Network Services		
Servers & Storage	0	65,000
Network Equipment	0	20,000
	-----	-----
Sub - Total Renewals & Replacements	0	85,000
OUTPUT : ASSET IMPROVEMENTS		
CUSTOMER SERVICES		
Customer Services Support		
InfraHelp Licenses	23,500	0
Training Material	14,300	15,000
Customer Services Systems		
Network Services		
Servers & Storage	209,000	170,000
Software	0	40,000
LAN Upgrade	638,000	0
WAN Upgrade	219,000	0
Network Equipment	0	80,000
	-----	-----
SUB - TOTAL ASSET IMPROVEMENTS	1,103,800	305,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

	2001/2002 BUDGET \$	2002/2003 BUDGET \$
OUTPUT : NEW ASSETS		
CUSTOMER SERVICES		
Office Furniture & Equipment	0	0
Network Services		
Servers & Storage	0	110,000
Software	0	10,000
Network Equipment	0	10,000
Backup Equipment	0	100,000
SAP - Business Warehouse and Workplace Portal	0	100,000
Desktop		
PC Hardware	0	0
PC Software	0	0
	-----	-----
	0	330,000
	-----	-----
SUB TOTAL - SYSTEMS	1,103,800	720,000
	=====	=====

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

	2001/2002 BUDGET \$	2002/2003 BUDGET \$
COMMUNICATIONS		
OUTPUT : RENEWALS & REPLACEMENTS		
CIVIC OFFICES		
Replacement PABX	0	0
Replacement System Phones	12,000	0
Pages Road PABX replacement	55,000	0
Pioneer PABX replacement	9,000	0
Central Library PABX Replacement	0	0
0	0	0
	-----	-----
SUB - TOTAL RENEWALS & REPLACEMENTS	76,000	0
OUTPUT : ASSET IMPROVEMENTS		
Civic Offices PABX		
Extension Cards for new users	12,000	0
Software Release 25 Card Upgrades	0	103,000
Additional system phones	0	17,000
PABX Upgrade for Call Centres	6,000	0
IP Voice equipment	22,000	0
Call Centre Upgrades	25,000	0
Voicemail upgrade		13,500
Additional Symposium licenses		12,500

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

COMMUNICATIONS**OUTPUT : ASSET IMPROVEMENTS (continued)**

**2001/2002
BUDGET**
\$

**2002/2003
BUDGET**
\$

Linwood PABX

Software Release 25 Upgrade

17,000

Sockburn PABX

Software Release 25 Upgrade

17,000

Fendalton PABX

PABX Replacement

19,000

0

Art Gallery PABX

PABX Replacement

3,000

0

SUB - TOTAL ASSET IMPROVEMENTS

87,000

180,000

NEW ASSETS**TELEPHONES****Civic Offices - PABX**

Cable Tester

8,000

0

0

0

0

0

0

0

SUB - TOTAL NEW ASSETS

8,000

0

SUB - TOTAL COMMUNICATIONS

171,000

180,000

NET COST CAPITAL OUTPUTS

1,274,800

900,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

COMPUTER HARDWARE & SOFTWARE**2002/2003****2003/2004****2004/2005****2005/2006****2006/2007****RENEWALS & REPLACEMENTS****Management**

5,000

PC & Notebook Replacement

Accommodation

Software Development

10,000

PC Monitor & Machine Replacements

Development Tools

Customer Services**NETWORK SERVICES**

Servers & Disk Storage

65,000

400,000

50,000

50,000

60,000

Network Equipment

20,000

45,000

20,000

400,000

30,000

DESKTOP

PC Replacements

PC Software Licensing

5,000

Laser Printer Replacements

Sub - Total

85,000

445,000

70,000

450,000

110,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

COMPUTER HARDWARE & SOFTWARE	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007
RENEWALS & REPLACEMENTS					
Telecommunications			100,000	50,000	50,000
CIVIC OFFICES					
Replacement PABX					
Upgrades		15,000			
Replacement System Phones					
 GARDENS					
PABX replacemnt		25,000			
 Sub - Total Telecommunications	0	40,000	100,000	50,000	50,000
 TOTAL RENEWALS & REPLACEMENTS	85,000	485,000	170,000	500,000	160,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

COMPUTER HARDWARE & SOFTWARE	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007
ASSET IMPROVEMENTS					
Software Development					
Development Tools					
PC Disk & Memory upgrades					
Customer Services Support					
Training Material	15,000		10,000		15,000
Customer Services Systems					
NETWORK SERVICES					
Servers & Storage	170,000	130,000	145,000	120,000	180,000
Software	40,000	20,000	20,000		40,000
LAN Upgrade					
WAN Upgrade					
Network Equipment	80,000	50,000	50,000	50,000	90,000
DESKTOP					
Client PC upgrades					
Sub - Total	305,000	200,000	225,000	170,000	325,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

ASSET IMPROVEMENTS	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007
Telecommunications			100,000	20,000	20,000
CIVIC OFFICES PABX					
Extension cards for new users					
PABX Upgrade		50,000			
Software Release 25 Card Upgrades	103,000				
Additional System Phones	17,000				
Voicemail Upgrade	13,500				
Additional Symposium Licenses	12,500				
LINWOOD PABX					
Software Release 25 Upgrades	17,000				
SOCKBURN PABX					
Software Release 25 Upgrades	17,000				
Sub - Total Telecommunications	180,000	50,000	100,000	20,000	20,000
TOTAL ASSET IMPROVEMENTS	485,000	250,000	325,000	190,000	345,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE				
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES				
OUTPUT CLASS	CAPITAL OUPUTS				

COMPUTER HARDWARE & SOFTWARE	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007
NEW ASSETS					
Software Development				5,000	
Database Administration Software					
Development Tools					
PC Software					
Customer Services					
Office Furniture & Equipment					
NETWORK SERVICES					
Servers & Storage	110,000	110,000	110,000	105,000	150,000
Software	10,000		10,000		20,000
Network Equipment	10,000	10,000	10,000	10,000	20,000
Backup Equipment	100,000	150,000			
SAP - Business Warehouse and Workplace Portal	100,000				
DESKTOP					
PC Hardware					
PC Software					
Sub - Total	330,000	270,000	130,000	120,000	190,000

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

NEW ASSETS	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	
Telecommunications			100,000	30,000	30,000	
CIVIC OFFICES PABX						
Upgrades		25,000				
Call Centre Equipment		30,000				
Computer Telephony Integration		20,000				
Sub - Total Telecommunications	0	75,000	100,000	30,000	30,000	
TOTAL NEW ASSETS	330,000	345,000	230,000	150,000	220,000	
TOTAL CAPITAL EXPENDITURE-MIS	900,000	1,080,000	725,000	840,000	725,000	
Annual Plan 2001/2002	\$1,274,800	\$700,000	\$725,000	\$860,000	\$930,000	\$680,000
SUMMARY						
Renewals & Replacements	85,000	485,000	170,000	500,000	160,000	
Asset Improvements	485,000	250,000	325,000	190,000	345,000	
New Assets	330,000	345,000	230,000	150,000	220,000	
	900,000	1,080,000	725,000	840,000	725,000	

7.4.25

MONITORING COMMITTEE	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT	MANAGEMENT INFORMATION SERVICES
OUTPUT CLASS	CAPITAL OUPUTS

YEAR 6 YEAR 7 YEAR 8 YEAR 9 YEAR 10

RENEWALS & REPLACEMENTS

Management

Software Development

Customer Services

Telecommunications

	10,000			
420,000	150,000	255,000	150,000	430,000
50,000	70,000	50,000	70,000	50,000
470,000	230,000	305,000	220,000	480,000

ASSET IMPROVEMENTS

Software Development

Customer Services

Telecommunications

270,000	300,000	300,000	300,000	290,000
20,000	20,000	20,000	20,000	20,000
290,000	320,000	320,000	320,000	310,000

NEW ASSETS

Software Development

Customer Services

Telecommunications

		15,000		
160,000	170,000	180,000	180,000	180,000
30,000	30,000	30,000	30,000	30,000
190,000	200,000	225,000	210,000	210,000

TOTAL MIS

950,000	750,000	850,000	750,000	1,000,000
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Annual Plan 2001/2002

\$680,000	\$930,000	\$680,000	\$700,000	
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