Operations Plan
EBO Form 11– Information Technology
Frequently Asked Questions

Last Updated: 05/13/2016

Agencies use the EBO Form 11 Information Technology (EBO-11) to report IT related staffing, projects and amounts included the agency's Operations Plan.

1) What is the definition of Information Technology (IT)? Information Technology is defined by Statute *(*Code of Alabama §41-28-2; *Act 2013-68.)* as "Automated data processing, communications systems and services, wide area and local area networks, the Internet, electronic information systems and related information, databases, equipment, goods, and services."

2) Where can I find the Agency CAS No? The agency CAS codes are maintained and published by the State Comptroller. The agency's CAS codes may be found at:

http://comptroller.alabama.gov/pdfs/ChartofAccts/agcy.pdf

3) Do I have to use the Agency CAS Org No.? No, using the CAS Org No. is optional if an agency is submitting only one set of EBO-11 forms. IT budgeting is not simple and necessarily along organization lines. Using the CAS Org code was an attempt to allow agencies to distribute the EBO-11 forms to the appropriate personnel for completion. Actually, agencies can use any unique four-character abbreviation as the CAS Org on the EBO-11 form. Agencies <u>should use</u> this field when they plan to submit several sets of EBO-11 forms for their agency. Example: An agency with two programs heavily involved in IT, could submit three sets of EBO-11 forms; one set for each program, and the third for "everything else agency IT." The agency would have to ensure all sets of EBO-11 form have a unique four-character CAS codes, and there is no overlap of staffing or costs among the forms. All sets of the submitted EBO-11 forms added together represents the total IT amounts included in the operations plan for the agency.

4) What is the difference between the regular EBO forms and the new IT Budget Request (EBO-7) or IT Operations Plan (EBO-11) forms? The EBO Form 7 shows the portion of the agency's total budget request (EBO Form 5) that is IT related. All budget information on the EBO Form 7 should already be included in the regular submitted EBO Forms. Similarly, the staff and amounts shown on EBO Form 11 for IT Operations Plan should already be included in the agency's Operations Plan.

Both forms are very similar except one is for IT related budget request information and the other is for IT related operations plan information. While the EBO-7 (Budget Request) requests annual information, the EBO-11 request information on a quarterly basis.

Both forms generally use the same definitions, instructions and submission processes.

5) Which state employees are considered as "a. IT State Staff with IT Classifications"?

Class Title	Class Title	Class Title
ALDOT Train/EDP Manager	Info Systems Supp Spec II	Microfilm Services Supv (T)
ALEA Compt Forn Invstgtr(T)	Info Systems Supp Spec III	Operations Support Tech
AOC - Project Manager II	Info Technology Architect	Programmer
AOC Data Ctr Oper Mgr	Infrastructure Supp Engineer	Programmer Analyst
Asst Secretary Of IT	Infrastructure System Admin	Programmer Analyst Associate
Business Technology Analyst	IT Function System Analyst	Programmer Analyst I (T)
Business Technology Spec	IT Functionl Systems Anlyst	Programmer Analyst, Assoc
Chief Data Officer	IT Manager I	Programmer Analyst, Sr
Chief Information Officer	IT Manager II	RSA Data Center Manager
Computer Programmer	IT Manager III	RSA Senior IT Manager
Crime Info Center Director	IT Operations Manager	Sr Info Sys Administrator
Data Entry Operator	IT Operations Specialist	Sr IT Security Analyst
Data Entry Specialist	IT Operations Supervisor	Sr Network Administrator
Data Operations Tech II	IT Operations Technician	Sr Software Developer
Data Processing Spec I(T)	IT Project Director, Associate	Sr Technical Support Anylst
Data Processing Spec II	IT Project Manager	Sr. Program Analyst
Depty Secrtry Of Info Tech	IT Systems Spec (supervisor)	Sys Support Analyst
Dir Of Entrprse IT Port Gov	IT Systems Spec, Assoc	System Support Specialist
Entrprs Rsrc Pln Prj Dir	IT Systems Specialist	Systems Administrator
Fin Asst Dir: Info/Adm Svs	IT Systems Specialist Assoc.	Systems Design Engineer
Forensic Technology Manager	IT Systems Specialist, Sr	Systems Support Technician
GIS Manager	IT Systems Technician	Tech Services Specialist II
GIS Specialist	IT Systems Technician Senior	Tech Services Specialist III
GIS Specialist, Senior	IT Systems Technician, Sr	Technology Operations Spec
GIS Technician	M H Info Systems Coor I	Telecommunications Coord(T)
I T Systems Mgt Specialist II	Manager, RSA Security	UJS Programmer Trainee
Info Systems Supp Spec I	MH Chief Information Officer	Web Designer

6) EBO-11 forms list all expenditure objects utilized by the state. Will we need to estimate the amount of IT expense related to all of these objects (Travel, Repairs and Maintenance, Rentals and Leases, Utilities, etc.)? This will require some assumptions about how to prorate these objects. If so, will instructions be forthcoming so everyone will be using the same estimation methods? IT staff, staff doing IT functions, and support staff should be identified in the specified section. Personnel and benefits should be shown under objects 0100 and 0200 as appropriate. They can be prorated based on the FTE shown on the form. Travel (Instate or out of state) can be based on either the anticipated IT related travel of the individuals identified as IT or if the agency uses a budget pool of travel money, then the travel can be allocated base on the IT FTE to total agency FTE. Repairs and maintenance (0500) should reflect IT related maintenance. The EBO-11 form submitted by an agency should reflect the total amounts for IT related repairs and maintenance – not just the staff included on EBO-11 Form. The same general concept applies to other objects of expenditures. Allocating the costs of office space, lights etc. are addressed in the next question.

7) How do we allocate housing costs, lights, water, heat and other costs to IT staff? *Do not include the cost of office space, office furniture, chairs, electricity, water, gas, cleaning, garbage, and sewage for IT personnel on the EBO-11 form.* The submitted EBO-11 form, however should reflect the total cost of voice and data networks, telephone service, and internet services as well as monitors, scanners, printers, etc.

8) Is an electronic subscription service provided over the internet an IT related expense? It depends on the content of the electronic subscription service. If the service is for legal content such as "FindLaw" then no, but the internet connection is IT related. Same concept applies regular to periodicals and books. If the content is IT related, then the cost should be reported on EBO-11 form**.** "Gartner" is an IT related periodical and the subscription should be reported as an IT related expense on the EBO-11 form.

9) We have a contract for interactive training. Is this considered an IT related expense? If the content is IT related, including how to use software or office productivity, then it is IT related and should be shown on the EBO-11 form. If the content was not IT related then the training would not be reported, but the server, networks, and computers staff use are IT related and should be included. Similarly the cost of acquiring and configuring new computers in a training facility would be IT related even though the training provided may not be IT related.

10) What about on site or off site training? If the content is IT related, then the cost of the training should be shown on the EBO-11 form. This includes training on new versions of operating systems and office productivity.

11) Our agency pays a company to handle our application and we pay them a fee. What do I do about the number of contract staff? The company staff handling the application would not be reported as contract staff. The cost of the application would be reported under the appropriate object code.

12) How should off cycle modifications of the EBO-11 form done? Follow EBO's policy and schedule for submitting revisions including off cycle projects. For revision to the submitted EBO-11 form, resubmit all EBO-11 forms and on the coversheet of each one after the name of the contact person, add word "REVISION" in capitals at the end as shown in the example below:

Name:	John Smith REVISION

13) The IT Director completed the form for the IT section. Is that all the agency needs to do? No. While the IT section probably has most of the IT staff and dollar amounts, any section can purchase new computers, software, IT supplies, printers, etc. The agency's other sections may be combined into another EBO-11 form or added to the form completed by the IT section form. It is imperative that all EBO-11 forms submitted by the agency represent the total IT amounts for the agency when added together.

14) I have completed the EBO-11 form for the agency's IT section and I completed another EBO 11 form for the rest of the agency. Do I need to do one for the total agency? No, the system will combine the submitted forms into the total for the agency. Either submit the separate EBO-11 forms for different sections or divisions, or combine them to submit a single agency total EBO-11 form. Use the "CAS Orgn" code on the coversheet to show the different sections.

15) The agency is planning on spending approximately $300,000 next year on replacing existing computers, upgrading office productivity software, and training on the new operating system and

software. Should this be reported as an IT project? Yes, as a single project on the EBO-11 form as an IT project. **Does it matter if the computers are in different divisions?** No, Agencies are not allowed to use project phases or other means to circumvent the cost threshold.

16) What staff personnel costs, benefits, and travel should be reported on EBO-11 form? The anticipated personnel costs of the staff reported as state staff (a, b, and c) in the staffing section. Contract staff (d) is cost is generally reported as professional services under object 0800.

17) If the agency doesn't have any IT related budget items, do I have to submit the EBO-11 form? Yes. Agencies must submit a completed coversheet, the OP Other IT tab sheet (Total Other IT Amounts) with all zeroes and the Proj 01 tab (Ongoing and Planned IT Projects) with all zeroes. Show the Project Title/Name as "None" or "N/A".

18) The agency has only one IT project which is to replace one server. The total cost including installing and configuring the new server is less than $250,000. How should this project be reported? Include the cost as part of the "Total Other IT Amounts" on the OP Other IT tab. If there are no other IT projects, submit Proj 01 tab with all zeroes or with "N/A" or "None" to show there are no projects.

19) An ASA II provides administrative support to both the IT section and the statistical section. How should the ASA be counted and budgeted? Based on the percentage of time the ASA II provides IT Support. If ASA spends 75% of the time providing IT support, then the ASA II is counted as .75 FTE (full time equivalent) on item c. "Ancillary or Support State Staff" and the 75% of the ASA's salary would be included in Personnel costs and 75% of the ASA's fringe would be included under benefits for each quarter.

20) The agency plans on submitting several sets of EBO-11 forms. Does it matter which set has the IT projects? Yes. The IT projects should be kept together for each "organizational structure" or CAS Orgn code. Each set of EBO Form submitted must have a completed coversheet, OP Other IT tab, and Proj 01. All the EBO-11 form sets and /or forms when combined or added together represents the agency's total IT related amounts in their operations plan. The system will combine all the forms submitted by the agency into the agency's total "IT Operations Plan" (See Total IT tab). The project priority must unique for all projects reported. There can only be one project priority "1" among all project forms submitted. Use the "CAS Orgn" code on the coversheet to identify the different sections.

21) How does the agency decide on the project priority assigned to a project on the project (Proj) tabs? There are many factors that influence the priority of an IT project. Legal mandates and penalties, litigation risk, cost, funding, savings, increase in efficiency or effectiveness etc. are a few of the factors that help establish the project priority. The "project priority" number is unique for among all IT projects. There can only be one project priority "1" for the agency and all submitted IT projects. It is the agency responsibility to decide the unique rank order or project priority for all IT projects submitted.

22) How should I show agency executive or managerial staff providing IT oversight or management decisions but are not involved continuously with IT and/or specific IT projects? Management and supervisory staff should be budgeted and counted in the FTE on the EBO-11 form if 10% or more of their time is spent in IT related work. Budget a prorated amount based on the percentage of time spent on IT related work. The budgeted prorated amounts and FTE may be split between "Other IT" and/or one or more projects depending on where their time is spent. A good rule of thumb is if the time spent on IT related work averages 4 or more hours per week over the duration of the IT project, their prorated costs and FTE should be included on the EBO-11 form.

23) We have several facilities where we are planning on installing security cameras. The cameras in each facility will be networked to a local server and includes software. The facilities will not be networked together or to the state office. Estimated cost for each facility is approximately $200,000.00. Is this a single project or multiple projects? Networked is the key. Since they are not networked outside the facility/campus, each facility security system is a single project. Individual networked standalone video systems (LAN) may be considered as individual projects. Since each facility's anticipated cost is under $250,000.00, include the costs in the "Other IT" tab.

24) We are replacing our copper network with fiber. The agency's facilities will be connected together with the central office. Two facilities will be upgraded next year. How do we complete EBO-11 form for this project? If the total cost is $250,000.00 or more, this would be considered a single IT project since all the facilities are being networked together (WAN). Show the total anticipated project costs and the project costs to date in the top section of the "Proj" tab. Show the staffing and project costs by object on EBO-11 form.

25) Are the costs of telephone handsets included on the EBO-11 form? Yes, the handsets are part of a telephone communication system, as well as switches and PBX devices.

26) How do we report enterprise IT projects or multiple agency projects? Agencies may participate in multiple agency or enterprise IT projects in several different ways. Agencies can participate directly by providing funding, manpower or other resources. Agencies may also participate indirectly by creating or modifying electronic data interchanges (EDI), electronic funds transfers (EFT), or other interfaces between systems as required by the IT project.

Multiple agency or enterprise IT projects are unique because 1) the threshold project amount is the total combined IT project cost of all participating agencies, 2) All participating agencies must use the same project title/name on their EBO forms if the total IT cost for all agencies combined meet the threshold.

If the combined total IT project cost is $250,000.00 or more: Each participating agency must complete and submit a project form for their agency's cost and staffing for the IT project. The agency's EBO-11 form should reflect the agency's staffing and costs for the IT project. Complete the form similar to other IT projects. The only difference in completing the form is the "Project Title/Name" should be the same for all participating agencies.

If the combined total cost is less than $250,000.00: Each agency's cost and staffing should be reported on the "OP Other IT" tab.

27) What is the "Total IT" tab on (next to last tab) on the worksheet for? The next to last tab or the "Total" tab is a protected spreadsheet and agencies are not able to enter any data. This tab shows the total of all data entered on the EBO-11 form. It adds all staffing and costs information on the "OP Other IT" tab with all the information on all "Proj" tabs into a total for the spreadsheet. The "Total IT" tab represents the agency's total IT related operations plan. The last tab, "**For State Use Only**" is also a protected spreadsheet. It is used to extract all the data entered into a database. **For this reason do not submit PDF versions of the spreadsheet.**

The completed EBO-11 forms (spreadsheet) should be e-mailed to: infoOIT@oit.alabama.gov.

Please submit EBO-11 questions by e-mail to: infoOIT@oit.alabama.gov