

Operations Plan - Information Technology

EBO Form 11

Frequently Asked Questions

Last Updated: 05/25/2023

Agencies use the "EBO Form 11 Information Technology" (EBO-11) to report IT related staffing, projects and amounts included in 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 STAARS Agency Code (CAS Code)? The agency CAS Codes are maintained and published by the State Comptroller. The STAARS Agency Codes may be found in the "Chart of Accounts and Department Codes" on the Comptroller's website at <https://comptroller.alabama.gov/chart-of-accounts/>. Click the link, go to page 3 (as of 5-25-2023), and select the most recent Fiscal Year (e.g., 2023 at the upper right) to view the listing.

3) Do I have to use the Agency Division/Section name? No. Using the Agency Division/Section name is optional if an agency is submitting only one EBO-11. IT budgeting is not simple and may not be along organizational lines. Using the Division/Section name is to allow agencies to distribute the EBO-11 forms to the appropriate personnel or units for completion. Agencies can use any unique 10-character name or abbreviation as the Division/Section name on the EBO-11 form. Agencies should use 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 "All Other" (everything else agency IT). The agency would have to ensure all sets of EBO-11 forms have the applicable three-character STAARS code along with a unique Division/Section name, and that there is no overlap of staffing or costs among the forms. All sets of the submitted EBO-11 forms added together represent the total IT amounts included in the Operations Plan for the agency.

4) What is the difference between the regular EBO forms and the IT Operations Plan (EBO-11) form? The EBO Form 8 includes the portion of the agency's total Operations Plan appropriations that is IT related. All information on the EBO Form 11 should already be included in the regular submitted EBO Forms. Additionally, the staff totals shown on EBO Form 11 for IT Operations Plan should already be included in the agency's Operations Plan Form 9.

The EBO-11 (Operations Plan) form is for IT related information and requests information on a quarterly or annual basis. Agencies that choose to submit their IT Operations Plan on an annual basis should enter the total amounts for FY2024 in the "4th Qtr FTE" and "Fourth Quarter" columns; the first, second and third quarter columns should either be left blank or contain zeroes.

5) Which state employees are considered “a. IT State Staff with IT classifications”?

Class Title	Class Title	Class Title
AID - Sec/Infrastructure Mgmt	Gov Appt Asst Agcy Director C	Programmer Analyst I (T)
AID - Software Developer	Governor Appt Agcy Director B	Programmer Analyst, Assoc
AL Digital Expansion Director	Govnr's Executive Group A	Programmer Analyst, SR
ALDOT Train/EDP Manager	I T Security Analyst	RSA Data Center Manager
ALEA Compt Forn Invstgr(T)	I T Systems Mgt Spec I	RSA I T Business Analyst
AOC Inf Syst Supp Spec I	I T Systems Mgt Specialist II	RSA I T Business Analyst Sr
AOC Inf Syst Supp Spec II	Info Systems Supp Spec I	RSA I T Manager
AOC Inf Syst Supp Spec III	Info Systems Supp Spec II	RSA IT Operations Tech
AOC - Project Manager I	Info Systems Supp Spec III	RSA Imaging Specialist
AOC - Project Manager II	Info Technology Architect	RSA Security Administrator
AOC - Project Manager III	Infrastructure Supp Engineer	RSA Senior IT Manager
AOC Data Ctr Oper Mgr	Infrastructure System Admin	RSA Software Design Eng
Asst Dir/RSA Sec Access Ctrl	IT Function System Analyst	Security A & E Analyst
Business Technology Analyst	IT Functionl Systems Anlyst	Security Systems Admin
Business Technology Specialist	IT Manager I	Security Systems Oper
Chief Data Officer	IT Manager II	Senior Technical Supp. Analyst
Chief Information Officer	IT Manager III	Software Developer
Computer Programmer	IT Operations Manager	SR Info Sys Administrator
Crime Info Center Dir(T)	IT Operations Specialist	SR IT Security Analyst
Cybersecurity Analyst	IT Operations Supervisor	SR Network Administrator
Crime Info Center Dir (T)	IT Operations Technician	SR Security/Infrastructure Mgr
D P Info System Mgr II (T)	IT Project Director, Associate	SR Software Developer
Data Entry Operator	IT Project Manager	SR Systems Design Eng
Data Entry Specialist	IT Security Analyst	SR Technical Support Anlyst
Data Operations Tech II	IT Systems Spec (Supervisor)	SR Program Analyst
Data Processing Spec I	IT Systems Spec, Assoc	ST Business Sys Deputy Dir
Data Processing Spec I(T)	IT Systems Specialist	STARRS Instrctnl Design Spvrs
Data Processing Spec II	IT Systems Specialist Assoc.	State Business Systems Dir
Data Processing Spec II(T)	IT Systems Specialist, SR	State Technical Trainee
Data Processing Spec III(T)	IT Systems Technician	Statewide Enterprse Systms Specialist
Data Sys Mgmt Div Dir	IT Systems Technician Senior	Sys Support Analyst
Dir of Entrprse IT Port Gov	IT Systems Technician, SR	System Support Specialist
Dir of Mgmt Information Sys	ITS Procurement Spec	Systems Administrator
Dir of RSA Securty Access Ctrl	ITS Security Manager	Systems Design Engineer
Distributed Systems Technician	Manager, RSA Security	Systems Support Technician
DP Operations Supv II	M H Info Systems Coor I	Tech Services Specialist I
Enterprise Project Manager	M H Info Systems Coor II	Tech Services Specialist II
Entrprs Rsrc Pln Prj Dir	MH Chief Information Officer	Tech Services Specialist III
Fin Asst Dir: Info/Adm Svs	MH IT Project Manager	Tech Supp Analyst Associate
Fin Asst Dir: State Ops	Microfilm Services Supv (T)	Tech Support Analyst
Forensic Tech Examiner	OIT Deputy Secretary	Tech Support Spec, Sr
Forensic Tech Examiner, SR	OIT Highly Specialized IT Prof	Technology Operations Spec
Forensic Technology Manager	Operations & Tech Supp Spec	Technical Procurement Manager
GIS Manager	Operations Support Tech	Telecommunications Coord(T)
GIS Specialist	PEEHIP Data Integrity Mgr I	UJS Programmer Trainee
GIS Specialist, Senior	Programmer	Web Designer
GIS Technician	Programmer Analyst	
GIS Technician, Sr	Programmer Analyst Associate	

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 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 (all merit) 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, the travel can be allocated based on the IT FTE to total agency FTE. Repairs and maintenance (0500) should reflect IT related maintenance. In addition to the staff included in the EBO-11 form submitted by an agency, the total amounts for IT related repairs and maintenance should be included. 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, trash, and sewage for IT personnel on the EBO-11 form. However, the submitted EBO-11 form should reflect the total cost of voice and data networks, telephone services, and internet services as well as computers, 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” it is not reported, but the internet connection is IT related. The same concept applies to periodicals and books. If the content is IT related the cost should be reported on the EBO-11 form. For instance, “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 or maintain software, how to use office productivity software, or training for IT security, it should be shown on the EBO-11 form. If the content isn't IT related the training would not be reported, but the server, networks, and computer staff used 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 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 software.

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 be 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 the word “REVISION” in capital letters at the end as shown in the example below:

Name:	John Smith REVISION
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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 entire agency when totaled.

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 grand total for the agency. Either submit the separate EBO-11 forms for different sections and divisions, or combine them to submit a single agency total EBO-11 form. Use the "Agency Division/Section" Code on the coversheet to show the different sections.

15) The agency is planning to spend approximately \$300,000 next year to replace existing computers, upgrade office productivity software, and on training for the new operating system and software. Should this be reported as an IT project? Yes, it should be reported as a single IT project on the EBO-11 form. 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 the EBO-11 form? Report the anticipated personnel costs of the staff reported as "State Staff" (a, b, and c) in the staffing section. Contract staff (d) 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 "None" or "N/A" as the Project Title/Name.

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 the 'Proj 01' tab with "None" or "N/A" as the Project Title/Name.

19) An ASA II provides administrative support to both the IT section and the statistical section. How should the ASA be counted and budgeted? That is dependent upon the percentage of time the ASA II provides IT Support. If the ASA spends 75 percent of the time providing IT support, the ASA II is counted as .75 FTE (full time equivalent) on item c. "Ancillary or Support State Staff", 75 percent of the ASA's salary would be included in Personnel costs, and 75 percent of the ASA's fringe would be included under employee 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 Agency Division/Section. Each set of EBO-11 forms 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 the 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 be unique for all projects reported. There can only be one project priority "1" among all project forms submitted. Use the "Agency/Division Section" 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 'Proj' tabs? There are many factors that influence the priority of an IT project. Legal mandates and penalties, litigation risks, 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 among all IT projects. There can only be one project priority "1" for the agency and all submitted IT projects. It is the agency's 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 who 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 percent or more of the time is spent in IT related

work. A prorated amount should be budgeted based on the percentage of the time spent. The budgeted prorated amounts and FTE may be split between 'OP Other IT' and/or one or more projects depending on where the time is spent. A good rule of thumb is if the time spent on IT related work averages four or more hours per week over the duration of the IT project, the prorated costs and FTE should be included on the EBO-11 form.

23) We have several facilities where we plan to install 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 costs 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 stand-alone 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 'OP Other IT' tab.

24) We are replacing our copper network with fiber. The agency's facilities will be connected to the central office. Two facilities will be upgraded next year. How do we complete the EBO-11 form for this project? If the total cost is \$250,000.00 or more, it 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 the EBO-11 form.

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

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, and 2) all participating agencies must use the same project title/name on their EBO-11 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 its agency's cost and staffing for the IT project. The agency's EBO-11 form should reflect the individual agency's staffing and costs for the IT project. Complete the form as for other IT projects. The only difference in completing the form is that 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) For what purpose is the 'Total IT' tab (next to last tab) on the worksheet? The 'Total IT' 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, '**State Use Only**', is also a protected spreadsheet and is used to extract all the data entered for the 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