Support and Operations

Mission

To provide administrative and support services to all state operations in a manner that allows state agencies to serve the citizens of Indiana in an effective, responsive, and efficient manner.

Summary of Activities

A variety of state agencies, boards, and commissions provide essential support services to state agencies. They include:

The **Indiana Department of Administration** (IDOA) manages state construction projects, administers procurement and service contract procedures, manages and maintains state-owned facilities, oversees compliance with state and federal laws regarding minority, disadvantaged, and women business enterprises, and provides general services including the state motor pool, printing, mail distribution, recycling and travel. The recycling division of IDOA manages the continuing development and implementation of Indiana's Greening the Government Program. The procurement division has duties that include vendor registration, bid solicitation, vendor selection, contract compliance, and procurement of goods and services. IDOA provides maintenance and police security for the Indiana Government Center Complex in Indiana, which includes state office buildings and the Statehouse.

The IDOA Division of Information Technology (DoIT) provides fee-based technology services to state government, including a full range of voice and data network services; mainframe, midrange and local area network services; and quality, innovative, cost-effective and timely information technology services. The **Data Processing Oversight Commission** (DPOC) reviews and oversees technology projects pursued by state agencies.

Stephen Carter
Attorney General

The **Office of the Attorney General** represents the State of Indiana in legal matters. The **State Ethics Commission** promotes ethical conduct of state officers and employees through training, advising and enforcement of the standards of conduct.

The **State Personnel Department** provides human resource services to state agencies including maintenance of state employee information, establishment and maintenance of a position classification and compensation system, management of employee benefits, provision of high quality professional training and development courses, developing state personnel policy, leading negotiations with the two state unions and administering the resulting settlements. The **State Employees' Appeals Commission** reviews complaints filed by state employees and sets evidentiary hearings for appropriate cases.

The **Public Employees' Retirement Fund** (PERF) provides pensions and pension services to most state employees, the legislature, the judiciary, and employees of participating municipal units. PERF manages over $11 billion in combined assets.

External Factors

With a wide variety of agencies providing support and operations services, there are many external factors affecting the services they provide. Some of those factors include the rising cost of fuel and materials, low rates of unemployment, shortage of skilled labor, changing technology, increasing use of electronic records, and economic changes.

Evaluation and Accomplishments

IDOA implemented in-house design services for small construction projects, resulting in decreased response time and quicker completion of these projects. It also continued to streamline the state's procurement process, resulting in faster, more responsive services for state agencies. All "Y2K" computer conversions were completed successfully. The state's Business Owner Guide was translated into Spanish, and a bilingual information counselor was added at the State Information Center.

The State Personnel Department implemented a new job applicant and employee information retrieval computer system. It streamlined the personnel management process and implemented salary adjustments to attract and maintain quality employees. It also redesigned the state's health care insurance benefit program to provide high quality benefits for state employees. PERF was reconstituted by the General Assembly as a "separate body corporate and politic", allowing it to employ the best practices of both the public and private sectors. A 1996 amendment to the Indiana Constitution allowing equity investment has allowed PERF to diversify its investment portfolio into a mix of stocks and bonds, and allows member to direct the investment of a portion of their retirement account in annuities.

Plans for the Biennium

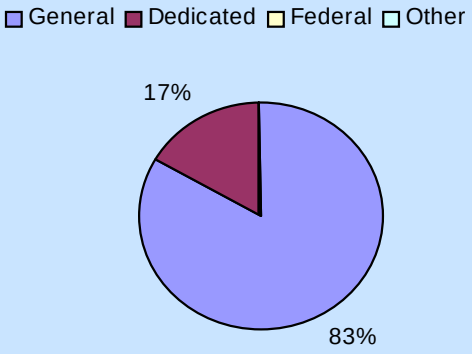
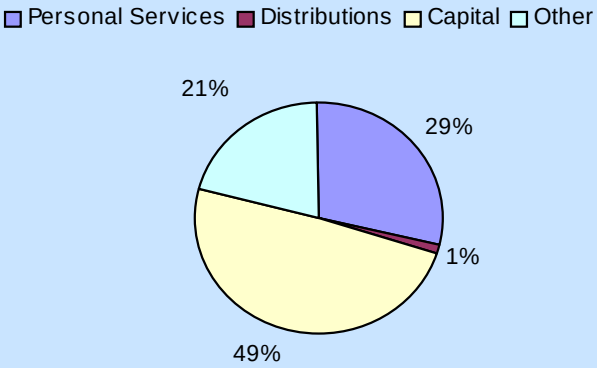
IDOA will continue its "eProcurement" effort by establishing a pilot program for a purchasing card system and posting all bids for services on its web site, which will reduce postage and paper costs. The facilities management division will focus on energy efficiency and compliance with the Americans with Disabilities Act, while the Greening the Government program will work to coordinate recycling efforts with local governments. DoIT and DPOC will work to increase citizen access and government service via the Internet.

Special Initiatives

The completion and opening of the new State Museum will mean that IDOA will become responsible for the maintenance and security of the museum. This will require additional funds for staff.

Program: 0905	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Appropriation (All Funds)	$99,163,113	$97,916,257	$104,018,822	$105,001,089	$114,481,019
Expenditures	$102,999,634	$127,329,237	$126,240,428		

Sources of Funds
FY 2001 (Approp)



Uses of Funds
FY 2001 (Approp)