

## 014 - CAPS PROGRAM

### Operational Summary

#### Description:

The CAPS Program agency was established by Board Minute Order dated November 1, 2005, for the purpose of controlling appropriations and expenditures relating to CAPS (County-wide Accounting and Personnel System.) The CAPS systems are the County's Financial, Purchasing, and Human Resources information systems and are a vital component of the County's infrastructure. These systems are required for

County operations, such as financial planning and budget development, maintaining the County's financial records and the generation of financial statements, collecting costs for federal and state billings, procuring goods and services, making vendor payments, processing the County's payroll, and administering personnel records.

#### At a Glance:

Total FY 2005-2006 Projected Expend + Encumb:	0
Total Recommended FY 2006-2007	15,369,200
Percent of County General Fund:	0.52%
Total Employees:	0.00

#### Strategic Goals:

- Continuous Improvement: Keep improving the utility of CAPS, and related administrative practices, with the on-going expansion of features, functions and capabilities which demonstrate a clear return on investment.
- Single-Source Solution: Position CAPS to be the single source of "Corporate-Level" Financial, Purchasing, and Human Resources information within the County to minimize system redundancy, reduce related costs, and eliminate conflicting data.
- Stay Current with Technology: Keep the CAPS Systems at the leading edge of information technology in order to leverage the County's workforce and improve services to our constituents.

#### Key Outcome Indicators:

Performance Measure	2005 Business Plan	2006 Business Plan	How are we doing?
	Results	Target	
<b>MAINTAIN SYSTEM OPERATIONAL READINESS.</b> <b>What:</b> Measures the availability of information systems resources to County staff. <b>Why:</b> CAPS is required for key administrative processes and its availability impacts staff productivity.	N/A.	On-line systems available and fully functional 99% of scheduled up-times and batch processing completed on time 99% of established schedules.	The twelve month rolling average, as of January, 2006, is being met at 99.7% for finance and purchasing. The human resources rolling average for the same time period is 98.8% and is trending upward.
<b>MAINTAIN A HIGH QUALITY AND PRODUCTIVE SYSTEM MAINTENANCE PROGRAM.</b> <b>What:</b> Maintenance is mandated changes to the systems or fixes for problems which are encountered. <b>Why:</b> Ensures technology compatibility as well as compliance with regulatory and policy changes.	N/A.	Complete 95% of planned maintenance tasks on time and within budget.	The twelve month rolling average, as of January, 2006, is slightly below the target number at 92% but is trending up towards the target 95%.

## Key Outcome Indicators: (Continued)

Performance Measure	2005 Business Plan	2006 Business Plan	How are we doing?
	Results	Target	
<b>MAINTAIN A HIGH QUALITY SYSTEM USER SUPPORT PROGRAM.</b> <b>What:</b> Training/documentation and assistance program for the CAPS user community. <b>Why:</b> Program is necessary to ensure the correct and effective use of the CAPS systems.	N/A.	Maintain a satisfaction rating of 4.0 or higher (scale of 1-5 with 5 the highest score) with student evaluations of training/documentation and user assistance survey ratings.	All student training evaluations and contact follow-up surveys satisfaction target ratings are being met.
<b>COMPLETE MAJOR PROJECTS ON TIME AND WITHIN BUDGET.</b> <b>What:</b> Measures project management effectiveness. <b>Why:</b> CAPS projects typically have county-wide impacts and compete for limited County funds.	N/A.	All major projects (\$250,000 or higher in total cost) completed within 15% of planned timeframes and budget.	This is a new objective which will be implemented during FY2006-07.
<b>MAINTAIN A HIGH LEVEL OF SYSTEM USER SATISFACTION.</b> <b>What:</b> Measures relative satisfaction with CAPS in meeting the County's business needs. <b>Why:</b> A formalized feedback mechanism is needed to ensure CAPS is meeting the needs of the County.	N/A.	Maintain a minimum 4.0 (scale of 1-5 with 5 being highest rating) overall satisfaction rating.	Selective surveys in various areas of CAPS have met the target ratings. A system-wide survey process will be implemented during FY2006-07.

### FY 2005-06 Key Project Accomplishments:

- Operations: During the past year, processed over 860,000 financial transactions in support of a \$4.9 billion dollar County budget managed through more than 700 funds. During the same period processed over 52,000 personnel/payroll transactions and generated over 500,000 paychecks/EFT payments.
- Maintenance: During the past year, resolved 369 system problem tickets, completed 14 maintenance tasks, and implemented over 100 program fixes supplied by software vendors.
- User Support: During the past year training over 900 students in 14 subject areas, and resolved over 100 user helpline problems.
- On-Going Enhancements: During the past year, completed 34 enhancements to the systems.
- Strategic Initiatives: Met all major milestones for three major projects in progress. CAPS Strategic Assessment; Integrated Purchasing and Payables Pilot; and Human Resources Personnel Action Workflow rollout.

**CAPS Program** - Includes Operations and Maintenance; User Support; On-going Minor Enhancements; and Strategic Initiatives.

Operations and Maintenance: Provides support for the operations of the systems according to established schedules, processing deliverables, and service levels. It also provides software maintenance to ensure the timely and accurate processing of finance, purchasing and human resources information.

User Support: Provides system documentation, training and assistance for the CAPS user community.

On-Going Minor Enhancements: Provides on-going improvements to the CAPS systems which improve the utility of the system, enhances staff productivity, and demonstrate a clear return on investment.

Strategic Initiatives: Encompasses all major CAPS enhancement projects (over \$250,000 in total cost.)

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

There are two Strategic Priorities associated with CAPS: CAPS Replacement and Process Re-engineering. The replacement effort addresses the need to upgrade the existing systems to newer technology. A Strategic Assessment is in progress which will evalu-

ate alternatives and make recommendations to the Board of Supervisors. The process re-engineering strategic priority is being addressed with a series of in-progress, and soon to be started work flow projects which will improve and automate the County's current business processes.

### Proposed Budget History:

Sources and Uses	FY 2004-2005	FY 2005-2006	FY 2005-2006	FY 2006-2007	Change from FY 2005-2006	
	Actual	Budget As of 3/31/06	Projected <sup>(1)</sup> At 6/30/06	Recommended	Projected Amount	Percent
Total Requirements	0	0	0	15,369,200	15,369,200	0.00
Net County Cost	0	0	0	15,369,200	15,369,200	0.00

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2005-06 projected requirements included in "At a Glance" (Which exclude these).

Columns may not total correctly due to rounding.

Detailed budget by expense category and by activity is presented for agency: CAPS Program in the Appendix on page A25

### Highlights of Key Trends:

- County business needs are driving an increasing demand for more information capabilities. Examples are the need for additional automated work to increase

transaction productivity to keep up with increasing workload and the need for more ad-hoc capabilities to access information for analysis and trending purposes.

## 014 - CAPS Program

### Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2004-2005		FY 2005-2006		FY 2005-2006		Change from FY 2005-2006	
	Actual	Budget	Projected <sup>(1)</sup>	Projected <sup>(1)</sup>	Recommended	Projected	Amount	Percent
Services & Supplies	\$ 0	\$ 0	\$ 0	\$ 0	\$ 15,094,200	\$ 15,094,200	\$ 15,094,200	0.00%
Fixed Assets	0	0	0	0	275,000	275,000	275,000	0.00
<b>Total Requirements</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,369,200</b>	<b>15,369,200</b>	<b>15,369,200</b>	<b>0.00</b>
<b>Net County Cost</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 15,369,200</b>	<b>\$ 15,369,200</b>	<b>\$ 15,369,200</b>	<b>0.00%</b>

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2005-06 projected requirements included in "At a Glance" (Which exclude these).

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