

Department of Cable and Consumer Services

LOB #12:

ADMINISTRATIVE SERVICES

Purpose

Administrative Services provides fiscal and budget administration, procurement and contract management, human resources management, staff development activities, information technology administration, and strategic planning. These services support the agency's mission and assist with meeting strategic objectives.

Description

Administrative Services provides fiscal and budget administration, procurement and contract management, human resources management, staff development activities, information technology administration, and strategic planning.

Administrative Services develops and oversees the agency-wide budgets and is responsible for fiscal administration of both the agency General Fund and the Cable Communications Special Revenue Fund. Administrative Services develops budget presentations for senior management, boards, authorities, and commissions. Administrative Services directs all purchasing and contract activities, overseeing the department procurement card program, office supply program, and accountable equipment inventory.

Administrative Services includes the role of department Human Resources Manager, with responsibilities in the areas of human resource management, training and development, compensation, and employee relations. Administrative Services coordinates the training and development activities for the department. Administrative Services manages the agency computer replacement programs and assists with information technology requests and acquisitions. Administrative Services leads the strategic planning efforts for the agency, including the development and coordination of agency performance management, the strategy map, and the balanced scorecard.

Administrative Services also oversees the management of Mail Services, the County's centralized mail provider. Mail Services processed over 11.6 million pieces of incoming and outgoing U.S. mail and inter-office mail, averaging over 44,000 pieces of mail each day in FY 2015. Mail Services annually processes approximately 2.6 million tax notices, representing over \$1.7 billion in County revenue, meeting state and County code requirements for tax notice mailings.

Benefits

Administrative Services benefits the County by engaging in sound fiscal practices, adhering to local and federal policies for budget and accounting activities, and ensuring clean and transparent audits. Administrative Services is a Central Service/Internal function supporting the Board of Supervisors, County agencies, Fairfax County Public Schools, and the Department of Cable and Consumer Services.

Administrative Services supports the *Exercising Corporate Stewardship* County Vision Element. Administrative Services demonstrates accessibility, responsibility, and accountability with responsive actions; superior customer service; and sound management of County resources and assets. Administrative Services ensures efficient revenue collection, maintains countywide financial controls, adheres to countywide human resource policies, enforces countywide procurement practices, and maintains transparent and timely fiscal data. Administrative Services processed 2,660 fiscal documents and audited 198 accountable assets valued at \$4,288,944 in FY 2015.

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Mandates

Procurement and contract management processes are mandated by Code of Virginia Ann. Title 2.2, Administration of Government, Chapter 43, Virginia Public Procurement Act, §2.2-4300-2.2-4377, Virginia Public Procurement Act.

Disposition of County property guidelines are mandated by Code of Virginia Ann. Title 15.2, Counties, Cities, and Towns, Chapter 12, General Powers and Procedures of Counties, §15.2-1236, Purchases and sales to be based on competition.

Trends and Challenges

Recent budgets have resulted in a realignment of agency resources in order to achieve required budget reduction targets. Administrative Services works with agency program areas to minimize the impact of required budget reductions in an effort to maintain existing service levels.

Administrative Services identifies and evaluates cost savings opportunities and efficiency measures by program area to reduce costs without reductions in County service levels. Budget constraints restrict the flexibility of program areas to address changing requirements through workforce planning efforts, often requiring the redistribution of staff and resources.

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
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FUNDING			
<u>Expenditures:</u>			
Compensation ¹	\$44,635	\$0	\$152,832
Operating Expenses	53,197	53,197	54,586
Total Expenditures	\$97,832	\$53,197	\$207,418
General Fund Revenue	\$0	\$0	\$0
Net Cost/(Savings) to General Fund	\$97,832	\$53,197	\$207,418
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	2 / 2	2 / 2	2 / 2
Total Positions	2 / 2	2 / 2	2 / 2

¹ Compensation for staff and services for cable related activities are supported by Fund 40030, Cable Communications.

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Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Number of fiscal documents processed per year	2,446	2,722	2,660	2,660	2,660
Value of accountable equipment assets managed	\$3,634,805	\$3,750,413	\$3,954,089	\$4,288,944	\$4,638,944
Percent of strategic plan objectives achieved	87%	91%	96%	83%	87%

Number of fiscal documents processed per year

Administrative Services is responsible for the fiscal administration of both the agency General Fund and the Cable Communications Special Revenue Fund including accounting, accounts payable, budgeting, contract management, financial management and reporting, purchasing, reconciliations, and revenue management. In FY 2015, Administrative Services processed over 2,600 fiscal documents. This number is projected to remain consistent over time, as shown in future year estimates. The agency leverages the functionality of FOCUS to support fiscal activities in an effort to reduce processing time and increase accuracy and transparency.

Value of accountable equipment assets managed

Administrative Services is responsible for safeguarding all accountable equipment in the agency, including procurement, tracking, and disposal, as required in Fairfax County Procedural Memorandum No. 12.03, *Accountable Equipment*. The agency's current accountable equipment inventory includes 198 assets, valued at \$4,288,944. Administrative Services is required to complete a two-year inventory cycle, which includes a full equipment audit in year one and a random sampling equipment audit in year two. Staff manages new acquisitions, adjustments, and disposals of accountable equipment throughout the year in order to pass the inventory audits mandated by Generally Acceptable Accounting Practices (GAAP) and Governmental Accounting Standards Board (GASB).

Percent of strategic plan objectives achieved

Administrative Services assists the agency director in providing management support and direction for performance measurement and strategic planning. Agency performance measures are reviewed at quarterly meetings to assess actual performance against targets. In addition, the agency tracks 23 strategic objectives as outlined on the Balanced Scorecard. These objectives are reviewed on a quarterly basis for assessment against targets. In FY 2015 the agency achieved the highest percentage to date, 96 percent, by meeting or exceeding 22 of the 23 strategic objectives.