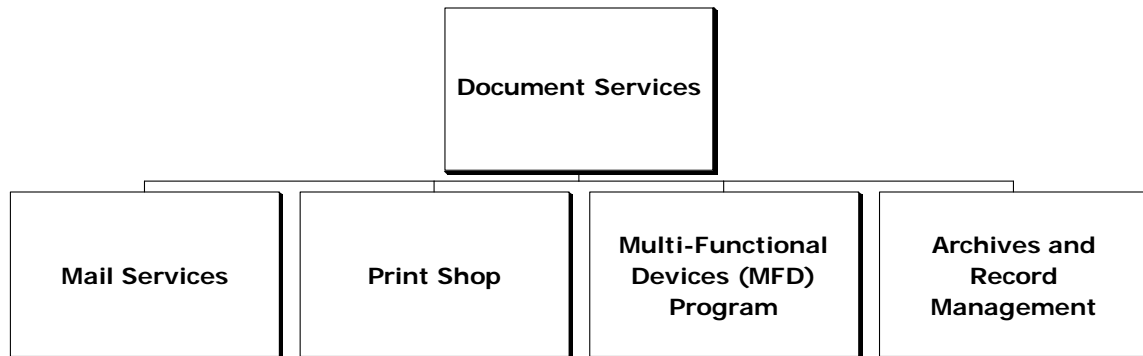


Fund 60020

Document Services





Mission

To provide county-wide services and policy support for management, digitizing, printing, archiving and distribution of County documents and electronic records.

Focus

Document Services is an internal central support program for all County agencies in the Department of Information Technology (DIT) that includes a full set of services supporting physical and digital capabilities. Organizational units in Document Services Fund include Printing and Duplicating Services (the Print Shop), the County's networked fleet of enterprise Multi-Functional Devices (MFDs) that provide distributed print/copy/scan/fax capabilities for County agencies at various locations in government facilities, Mail Services, and the County Archives. The various units operations are managed and integrated with various divisions in the Department of Information Technology to achieve the highest degree of digital strategy innovation, symphony and efficiency of service provisioning. Fund 60020, Document Services, manages these programs.

Document Services supports the following County Vision Elements:

-  **Exercising Corporate Stewardship**
-  **Practicing Environmental Stewardship**

The Print Shop is responsible for providing high-speed digital black and white and color printing, offset printing, and bindery services, as well as facilitating outsourced commercial print services as necessary for County agencies and Fairfax County Public Schools (FCPS). The services include consultation for print output requirements and making recommendations on printed material options, document layout, and bindery options. All direct labor and material costs associated with Print Shop services as well as an equipment replacement reserve fee are recovered from customer agencies.

During FY 2015, the Print Shop implemented a Web-to-Print ordering process for County and FCPS employees to place orders directly online using County ID and password. This has improved workflow efficiency, accuracy and product delivery. Improvements to the Print Shop's offset printing capability have resulted in more work staying in-house. FY 2016 revenues increased 14 percent based primarily on

Fund 60020

Document Services

these initiatives resulting in the recovery of all expenses. The Print Shop is funded through its billings based on service demand and expects to meet its revenue requirements in FY 2018.

The Print Shop works closely with the County's Data Center to coordinate the production of high volume and transactional output workloads. Much of the output traditionally produced in the Data Center is now processed by the Print Shop enabling the Data Center to reduce its output footprint and to eliminate one of the large-scale enterprise printers. In FY 2017, the production of approximately 3.4 million tax documents will begin to be migrated from the Data Center legacy equipment to the Print Shop digital equipment in a phased approach. Digital print capabilities will be adjusted in the Print Shop to support the increased volume.

DIT manages an authorized fleet of large and mid-sized multi-function document devices (MFDs) that are used throughout the County for copying, printing, faxing, and scanning. Activities include administration of the County's MFD fleet contract, day-to-day management of the service delivery which is provided by a commercial managed services provider, and integration with the County's technology infrastructure including network and enterprise-wide Microsoft applications. MFDs are installed in buildings across the County and are linked to individual workstations via the County's enterprise network. DIT job-based accounting and tracking software help to identify program costs that can be recovered from non-General Fund agency customers.

Due to the capabilities of the MFDs, agencies have a wide-range of on-demand print output options including volume on-site. The success of the centralized MFD Program hardware and software capabilities (most notably the scan function) is manifest in greater reliance by agencies on MFDs as opposed to less functional desktop printers or other group/individual networked printers purchased independently by agencies. MFDs have contributed to the County's "Green" efforts and productivity efficiency enhancement goals with an increasing number of users utilizing the Scan-to-Email, Scan-to-Folder, Scan-to-Fax and Scan-to-Workflow functionality.

The Mail Services team processes outgoing and incoming U.S. mail and UPS package deliveries, and delivers inter-office mail daily to 263 offices in 112 County facilities. By utilizing this centralized mail service Fairfax County is afforded the lowest possible postage rates via discounts obtained by presorting, barcoding, and preparing outgoing mail using techniques designed to minimize rates. Discounts are obtained by processing and presorting large bulk mailings internally, while consolidating many smaller mailings from multiple customer agencies into bundles appropriate for comingling by a specialized vendor. During FY 2017, high-speed mail insertion machinery, including components in service since 1989, will be refreshed with more capable and intelligent technologies including quality control mechanisms, conditional insert processing, and production tracking. Processing times will decrease due to the improved reliability and speed that result from this implementation. Mail Services will continue to provide prompt and accurate daily mail deliveries, take maximum advantage of available discounts, and stay current with the ever changing technology and regulations associated with the industry.

The Archives section offers expert consultations and trainings to assist agencies to maintain compliance with the numerous laws affecting the collection, retention, security, and dissemination of public records. Interactions are offered in-person, by telephone and email, and often focus on ensuring agencies' are in accordance with the Commonwealth of Virginia Records Retention guidelines, and Freedom of Information Act (FOIA). Assisting agencies in the proper management of information resources is essential to respond in an efficient and legally compliant manner. The County Archivist is the Designated

Fund 60020 Document Services

Records Officer for Fairfax County as required by the Virginia Public Records Act (VPRA) (Code of Virginia §42.1-76 ff.).

Archives actively encourages agencies to move away from paper based business processes. Likewise, Archives in conjunction with the Document Management technical staff in DIT e-Government division, will explore technology based solutions for the electronic storage of permanent and long-term public records. This will not only reduce physical storage, but will allow widened access to information resources by staff and the public. In FY 2018, Archives will implement a new process for records compliance reviews, and assist agencies in the formulation and review of agency specific records management policies to ensure compliance with applicable state and federal laws and regulations.

Budget and Staff Resources

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Revised	FY 2018 Advertised	FY 2018 Adopted																		
FUNDING																							
Expenditures:																							
Personnel Services	\$837,772	\$2,138,469	\$2,134,667	\$2,167,058	\$2,167,058																		
Operating Expenses	4,480,560	7,603,698	7,850,454	7,633,698	7,633,698																		
Capital Equipment	32,500	0	0	0	0																		
Total Expenditures	\$5,350,832	\$9,742,167	\$9,985,121	\$9,800,756	\$9,800,756																		
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)																							
Regular	10 / 10	27 / 27	27 / 27	27 / 27	27 / 27																		
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Print Shop</u></th> <th style="text-align: left;"><u>Archives and Record Mgmt.</u></th> <th style="text-align: left;"><u>Mail Services</u></th> </tr> </thead> <tbody> <tr> <td>1 Printing Services Manager</td> <td>1 County Archivist</td> <td>1 Management Analyst II</td> </tr> <tr> <td>2 Customer Services Specialists</td> <td>1 Assistant Archivist</td> <td>1 Administrative Assistant V</td> </tr> <tr> <td>1 Printing Services Shift Supervisor</td> <td>2 Archives Technicians</td> <td>10 Administrative Assistants II</td> </tr> <tr> <td>1 Digital Printing Analyst</td> <td>1 Administrative Assistant III</td> <td></td> </tr> <tr> <td>4 Print Shop Operators II</td> <td>1 Administrative Assistant II</td> <td></td> </tr> </tbody> </table>						<u>Print Shop</u>	<u>Archives and Record Mgmt.</u>	<u>Mail Services</u>	1 Printing Services Manager	1 County Archivist	1 Management Analyst II	2 Customer Services Specialists	1 Assistant Archivist	1 Administrative Assistant V	1 Printing Services Shift Supervisor	2 Archives Technicians	10 Administrative Assistants II	1 Digital Printing Analyst	1 Administrative Assistant III		4 Print Shop Operators II	1 Administrative Assistant II	
<u>Print Shop</u>	<u>Archives and Record Mgmt.</u>	<u>Mail Services</u>																					
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1 Digital Printing Analyst	1 Administrative Assistant III																						
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TOTAL POSITIONS																							
27 Positions / 27.0 FTE																							

FY 2018 Funding Adjustments

The following funding adjustments from the FY 2017 Adopted Budget Plan are necessary to support the FY 2018 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the budget on May 2, 2017.

- ◆ **Employee Compensation** **\$28,589**
An increase of \$28,589 in Personnel Services is for performance-based and longevity increases for non-uniformed merit employees effective July 2017.
- ◆ **Mail Room Inserters Maintenance** **\$30,000**
An increase of \$30,000 is required to cover maintenance costs primarily associated with two new inserters which are utilized to process outgoing documents in the mail room.

Fund 60020 Document Services

Changes to FY 2017 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2017 Revised Budget Plan since passage of the FY 2017 Adopted Budget Plan. Included are all adjustments made as part of the FY 2016 Carryover Review, FY 2017 Third Quarter Review, and all other approved changes through April 30, 2017.

- ◆ **Carryover Adjustments** **\$242,954**
As part of the FY 2016 Carryover Review, the Board of Supervisors approved encumbered funding of \$242,954 primarily for supplies, printing and typesetting services, on-site network engineering services and lease costs associated with operating the Multi-Functional Digital Device (MFD) program.

Key Performance Measures

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate/Actual	FY 2017	FY 2018
Document Services					
Percent of offset expenses recovered	100%	100%	100%/100%	100%	100%
Percent of digital black and white expenses recovered	100%	100%	100%/100%	100%	100%
Percent of digital color expenses recovered	100%	100%	100%/100%	100%	100%
Percent change in cost per copy	0.00%	0.00%	60.00%/0.00%	0.00%	0.00%

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2018/adopted/pm/60020.pdf

Performance Measurement Results

In FY 2016, the Print Shop produced 11.5 million digital black and white impressions, 3.6 million digital color impressions, 20.2 million offset impressions, and brokered the equivalent of 64.3 million outsourced impressions. In FY 2016, the Print Shop continued to recover 100 percent of the cost associated with offset, black and white and color printing expenses. It's important to note that in prior years the Print Shop reported on the number of offset printing hours billed and the cost per offset printing hour. Moving forward, the Print Shop will report on the number of offset impressions produced and the cost per offset impression as these measures more accurately reflect the work performed.

Fund 60020 Document Services

FUND STATEMENT

Fund 60020, Document Services

	FY 2016 Actual	FY 2017 Adopted Budget Plan	FY 2017 Revised Budget Plan	FY 2018 Advertised Budget Plan	FY 2018 Adopted Budget Plan
Beginning Balance	\$1,066,335	\$445,651	\$1,124,160	\$534,670	\$534,670
Revenue:					
County Receipts	\$2,124,692	\$1,900,000	\$1,900,000	\$1,987,389	\$1,987,389
School Receipts	611,321	668,800	668,800	610,000	610,000
Other Revenue	394,411	420,000	420,000	420,000	420,000
Postage Reimbursement ¹	0	2,465,000	2,465,000	2,465,000	2,465,000
Total Revenue	\$3,130,424	\$5,453,800	\$5,453,800	\$5,482,389	\$5,482,389
Transfer In:					
General Fund (10001)	\$2,278,233	\$3,941,831	\$3,941,831	\$3,941,831	\$3,941,831
Total Transfer In	\$2,278,233	\$3,941,831	\$3,941,831	\$3,941,831	\$3,941,831
Total Available	\$6,474,992	\$9,841,282	\$10,519,791	\$9,958,890	\$9,958,890
Expenditures:					
Personnel Services	\$837,772	\$2,138,469	\$2,134,667	\$2,167,058	\$2,167,058
Operating Expenses	4,480,560	7,603,698	7,850,454	7,633,698	7,633,698
Capital Equipment	32,500	0	0	0	0
Total Expenditures	\$5,350,832	\$9,742,167	\$9,985,121	\$9,800,756	\$9,800,756
Total Disbursements	\$5,350,832	\$9,742,167	\$9,985,121	\$9,800,756	\$9,800,756
Ending Balance²	\$1,124,160	\$99,115	\$534,670	\$158,134	\$158,134
Print Shop Replacement Equipment Reserve	\$924,160	\$25,000	\$460,555	\$98,134	\$98,134
Print Shop Operating Reserve ³	200,000	74,115	74,115	60,000	60,000
Unreserved Ending Balance	\$0	\$0	\$0	\$0	\$0

¹ Reflects revenue anticipated from postage-related billings to agencies resulting from the transfer of Mail Services from the Department of Cable and Consumer Services to Fund 60020, Document Services, as part of the FY 2017 Adopted Budget Plan.

² The ending balance supports the agency reserves and fluctuates depending upon the needs of the fund in a given year.

³ The Print Shop Operating Reserve is used to provide financial support to the Print Shop program as the technical and business practices in the industry evolve.