

# DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET



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The Michigan Department of Technology, Management and Budget (DTMB) provides financial, administrative and technology services and information to Michigan's state agencies, citizens, businesses, local governments and universities. With more than 2,700 employees, DTMB handles 42 managed facilities, 5.4 million square feet of leased space, 1,700 business applications, approximately 55,000 desktop, laptop and tablet computers as well as five retirement systems that serve one in nine Michigan households. DTMB is also responsible for state government's procurement portfolio of 1,100 contracts exceeding \$3.8 billion annually.

Michigan is in a unique position, given our fully unified services structure, advanced IT infrastructure and long-standing relationships across typical government boundaries. Another key asset is a commitment of over \$60 million in ongoing base funding for information technology. Each year, these funds are utilized to modernize state legacy systems and enable increased online and self-service for Michigan's state employees and the people we serve.

Building on this strong foundation, DTMB is laser-focused on placing the customer at the center of government service. No longer should customers have to understand how government is organized to get the services they need; through online channels and a one-stop mentality, there should be no "wrong door." While Michigan's opportunities in this arena are significant, they are tempered by budget and workforce constraints and will require continued investment in strengthening partnerships, a thorough understanding of business needs and relentless pursuit of excellence.

DTMB is a recognized model of governmental operations. Michigan's consolidation of IT with management and budget operations is considered a national best practice for using technology to transform and improve government. In September 2014, national rankings from the Center for Digital Government in conjunction with Government Technology magazine once again placed Michigan at the "A" level for the third consecutive survey. The survey, conducted every two years, is the nation's most recognized and respected study of its kind.

The department derives its legal authority from the Management and Budget Act, Act 431 of 1984, as amended, and several executive orders. It is the summation of the former Department of Administration, which was created by Act 51 of 1948, as well as functions that had been under the office of the governor, such as budgeting, that were transferred by Executive Order No. 1973-7. Executive Order 2009-55, issued December 30, 2009, and effective March 21, 2010, combined the former Departments of Management and Budget (DMB) and Information Technology (MDIT) into the Department of Technology, Management and Budget.

The **Director's Office** provides direct management and oversight for strategic planning, public information, enterprise security, and enterprise development. The critical functional areas within DTMB are outlined in the following paragraphs.

The **State Budget Office** is responsible for coordinating all Executive Budget activities, including development of the Executive Budget recommendation, presentation of the budget to the legislature and implementation of the budget after enactment. The **State Budget Director** is appointed by the governor and is a member of the governor's cabinet. The State Budget Director serves as the governor's advisor on fiscal matters and also oversees the state's accounting and payroll functions, the state's financial management system, the state internal audit responsibilities, and the collection and reporting of data about the performance of Michigan's public schools and students.

The **Chief Information Officer (CIO)** reports to the DTMB Director and is responsible for the information technology services for state government. Functions overseen by the CIO include the following:

The **Cybersecurity and Infrastructure Protection (CIP)** team, under the direction of Michigan's Chief Security Officer (CSO) is accountable to the DTMB Director for identifying, managing, and mitigating IT security risks and vulnerabilities within State of Michigan government computing. CIP is also charged with the oversight of disaster recovery planning, IT security risk management, IT security awareness and training, working with state agencies to assist with their security issues, and enforcement oversight of state security policies and procedures intended to maintain suitable levels of system and network security. Additionally, CIP's Office of Infrastructure Protection (OIP) is responsible for security measures and emergency response efforts in all DTMB-managed facilities. Integral services provided include locksmith services; issuance of state identification cards; 24-hour monitoring of security, cameras, life safety systems, lighting and heating, ventilating, and air conditioning systems. OIP administers the employee parking program, assigning spaces and initiating payroll deduction for state employees utilizing the system. OIP coordinates all programs and activities associated with Homeland Security and emergency management activities for DTMB offices and State facilities.

The **Customer Services** division within DTMB serves as the liaison between the department and the individual executive branch agencies. This team is responsible for maintaining the technology business relationships between DTMB and its agency partners. The services include managing agency IT plans and ensuring the timely delivery of agreed-upon IT services. The staff members work across all agencies to identify common technology needs — so that DTMB can leverage the state's IT resources, and thereby create cost savings while delivering more timely services. They oversee the operational management of more than 2,100 IT applications for state agencies.

The **Infrastructure and Operations** within DTMB provides for field services, telecommunications, data center services, enterprise architecture, office automation, and technical services. With over 56,000 laptops and desktops and 32,110 applications in operation, DTMB works to provide a single desktop environment that supports all the business needs of the different state agencies and departments. Field technicians across the state maximize end-user productivity by providing on-site support services to resolve computer problems and equipment failures. The department is responsible for the acquisition of hardware and software, as well as operational and technical support for a variety of mainframes and 3,741 servers. Other responsibilities include network management, phone systems, data storage, e-mail, and system monitoring.

The Department of Technology, Management and Budget is the responsible agent of the **Office of Michigan's Public Safety Communications System (MPSCS)** within the Bureau of Center for Shared Solutions. The MPSCS has a focused mission of providing statewide public safety communications solutions for more than 1,468 state, local, federal, tribal and private public safety agencies. The system spans 59,415 square miles and includes 244 tower sites with more than 50 state and local public safety dispatch centers and a network communication center that serves more than 68,000 radios. Organizations across the nation and the globe recognize MPSCS as the standard model for land mobile radio systems.

The DTMB **Chief Deputy Director** oversees the management and administration aspects of the department. These functions include:

The **Office of Retirement Services (ORS)** is an innovative retirement organization driven to empower customers for a successful today and a secure tomorrow. ORS is responsible for the 17th largest public pension system in the U.S., and the 52nd largest pension system in the world. The Office of Retirement Services (ORS) administers retirement programs for Michigan's state employees, public school employees, judges, Education Achievement Authority, military, and state police. ORS serves over 530,000 customers, including 264,000 active and 270,000 retired members representing approximately one out of every 9 Michigan households. Within these systems, ORS administers 5 defined benefit pension plans, 5 defined contribution plans (plus the legislative

defined contribution plan), deferred compensation plans, and 2 defined benefit plus defined contribution (hybrid) plans with combined net assets of over \$62.4 billion. In fiscal year 2014, ORS paid out \$6.94 billion in pension and health benefits. The Judges Retirement System was created under Public Act 234 of 1992. The Michigan Public School Employees Retirement System is administered under the provisions of Michigan's Public Act 300 of 1980. The State Employees Retirement System was created under the provision of Public Act 240 of 1943. Finally, the Michigan State Police Retirement System is operating under Public Act 182 of 1986.

**Procurement** is responsible for purchasing goods, services, and information technology on behalf of all state agencies and sets procurement policies and procedures across most state departments. Procurement manages a portfolio of more than 1,000 multiyear contracts valued in the billions of dollars, and a cooperative purchasing program, MiDeal, which extends to over 1,000 local units of government (cities, counties, townships, schools, etc.). Procurement is in the process of implementing the Procurement Improvement Plan which aims to develop an enterprise-wide procurement model to deliver excellent customer service and efficiently use taxpayers' money by: Creating a connected and integrated procurement team; increasing transparency through performance dashboards; implementing category management teams; deploying strategic supplier management; and promoting data-driven decision making.

The **Facilities and Business Services Administration** manages and maintains state-owned facilities and properties including HVAC services, landscaping and energy management systems throughout the state of Michigan. This Division also provides facility design and construction management services for state agencies and colleges and universities implementing infrastructure improvements and new construction projects. Facilities Administration strategically manages the state's portfolio of owned and leased space, providing agencies with services to meet changing space requirements, as well as handling land and surplus property dispositions.

**Financial Services** offers a broad range of services to DTMB operating units, including accounting services, departmental procurement and accounts payable processing, financial analysis, business planning, management level reporting, performance measurement and management, automated billings, data collection and interfaces, and contract/lease management. Financial Services also serves as audit liaison with the Auditor General's office. A key objective is the simplifying of costs through rated services for other state government agencies.

The Bureau of **Labor Market Information and Strategic Initiatives (LMISI)** is the official source for high-quality demographic and labor market information for the state of Michigan and its regions. The Bureau administers the state's federal/state cooperative programs with the Bureau of Labor Statistics (BLS) and the Census Bureau, and produces high-quality information and analysis through grants from the U.S. Department of Labor and from partner agencies in the state of Michigan. The Bureau provides national, state, and local partners and customers with accurate, objective, reliable, timely, accessible, and transparent information and insights.

The Office of **Organizational Performance Management (OPM)** works to enhance DTMB performance by offering a variety of services, including Lean Process Improvement (LPI), strategic planning, metrics consulting, employee engagement, and administering DTMB Policies, Standards and Procedures.

The **Office of Support Services** provides specialized support services which allow state agencies, colleges and universities and local units of government to focus on their primary missions. Mailing Services offers a full range of automated and manual mail handling. Delivery Services provides delivery and freight state-wide along with both U.S. and inter-departmental mail. Printing Services offers a wide variety of design, digital printing, and high-volume mainframe and network printing. The State Surplus program manages disposition of all state surplus personal property through reutilization, donations, remarketing and recycling. The Federal Surplus property program facilitates reutilization of federal surplus property for eligible donees. Warehouse Services provides comprehensive inventory services and warehouse storage. Records Management Services provides warehousing for official state records, electronic document management and imaging services. It is also responsible for establishment of retention and disposal schedules for all public records, Vehicle and Travel Services provides centralized fleet management and is responsible for travel policy and travel reimbursement rates.

Under Article XI, Section 5 of the Michigan Constitution and Executive Order 2007-30, the **Civil Service Commission** operates as an autonomous entity under DTMB, with its administrative powers vested in the State Personnel Director, the commission's principal executive officer. The Civil Service Commission, through the State Personnel Director and staff, has overall responsibility for

regulating conditions of employment for classified civil service workers in all of the departments of the executive branch of state government.

The **Office of the State Employer** carries out the central labor relations responsibilities as the employer of the state classified workforce and represents the governor, the executive branch departments and agencies, and the legislative auditor general in all employee relations matters. The office is also responsible for all activities associated with workers' compensation, long-term disability, disability management, safety and health and employee services.

The **Office of Children's Ombudsman (OCO)**, established in 1994 by PA 204, is an independent state agency housed within DTMB. The Children's Ombudsman is appointed by the Governor with the advice and consent of the Michigan Senate. The OCO independently investigates complaints about children involved with protective services, foster care, adoption services, and juvenile justice. OCO makes recommendations to the Governor, Legislature, and the Department of Health and Human Services Director to improve the child welfare system.

The multi-disciplinary team of professionals determines if an action or decision was made according to the laws, rules, and policies governing the Department of Health and Human Services and private child-placing agencies. The office takes necessary action, including legal action, to protect the rights and welfare of a child. Actions include investigations of cases involving children who have died as a result of child abuse or neglect when there has been previous agency involvement and education of the public about child welfare laws and policies.

