

# Department of Administration and Information

## Mission and philosophy

The mission of the Wyoming Department of Administration and Information (A and I) is to provide quality services to customers in a cost effective, timely manner.

## Results of outcomes

The director's office processed 22,631 documents during the year including 417 for the governor's office and 167 for the governor's residence.

Special monthly reports were developed from the WOLFS system for all division administrators. Reports compared the monthly expenditures with what would be expected for the period of time. If expenditures exceeded the percentage as projected, they were brought to the attention of the administrator for explanation.

Accounting personnel produced the annual Internal Service Fund reconciliation's for the federal fund statements and over/under recoveries in August 2001.

Accounting personnel, along with Wyoming Government Central Mail and Wyoming Motor Vehicle Management System personnel, are developing an automated billing system.

The director's office accounting personnel conducted three training seminars for agency personnel to relate the new travel policies and procedures implemented by the state auditor's office.

Accounting and inventory personnel attended numerous meetings to work out the problems associated with implementing a new capital assets system on July 1.

The director's office sent out a customer survey to all state agencies. The overall agency average score of 68 indicated a need to improve customer service.

*See specific division reports for report on outcomes.*

## Strategic plan changes

The A and I strategic plan has been rewritten for implementation on July 1, 2002.

## General information

Frank Galeotos, director

## Agency contact

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## Other locations

Services provided statewide

## Year established and reorganized

Year established July 1, 1971, reorganized April 1, 1991

## Statutory references

W. S. 9-2-1001

## Authorized personnel

350 full-time, three part-time and 15 at-will employee contract

## Organization structure

Eight divisions including the Office of the Director make up the department. An Accounting Section is placed within the director's office to serve all divisions of the department. In addition, there are seven divisions: Budget, Economic Analysis, General Services, Human Resources, Information Technology, Information, Planning and Coordination and Wyoming State Library.

## Clients served

All state and local government agencies, libraries, legislators and residents

## Budget information

General funds	\$25,121,934
Federal funds	\$2,232,336
Trust and agency funds	\$35,225,213
Other	\$8,363,621 *
<b>Total</b>	<b>\$70,943,104</b>

\* other funds include statutory reserve account and capital outlay

## Budget Division

### **General information**

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### **Year established and reorganized**

Established July 1, 1971, reorganized April 1, 1991

### **Statutory references**

W.S. 9-2-1002, 9-2-1004 to 9-2-1008, 9-2-1010 to 9-2-1013, 9-4-201 through 9-4-217, and 28-1-115 and 28-1-116

### **Authorized personnel**

Nine full-time

### **Clients served**

Governor, legislators, elected officials and state agencies

### **Budget information**

**General fund \$914,518**

## Mission and philosophy

The mission and philosophy of the Wyoming Administration and Information Budget Division is to provide assistance and technical expertise to the governor, the Legislature and state agencies on the allocation of state resources to best accomplish the goals and objectives of government programs.

## Results of outcomes

Based on the responses of a customer satisfaction survey conducted in March 2001, the budget division has a 95 percent customer satisfaction rating. This rating is a 1.72 percent increase when compared with the responses to a customer satisfaction survey conducted by the division in January 2000.

## Strategic plan changes

The strategic plan has been updated and is on the Internet at <http://www.state.wy.us/ai/budget>.

## Economic Analysis Division

### **General information**

Buck McVeigh, administrator

### **Agency contact**

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### **Year established and reorganized**

Established 1971, reorganized 1991

### **Statutory references**

W.S. 9-2-1002(d)(vi), 9-2-1022 (a)(x), 9-2-1024, 9-3-419 (b)(i), 9-3-610 (d)(i), 9-3-707 (b)(i), 9-4-601 (a)(v)(A), 21-13-309 (o)(ii), 21-15-109 (c)(v), 35-9-608 (k)(i), 39-13-107 (b)(iii)(M), 39-13-109 (c)(iii)(B) and 39-15-211 (a)(ii)(D-G)

### **Number of authorized personnel**

Six full-time positions, one at-will employee contract

### **Organization structure**

Economic Analysis, Wyoming Housing Database Partnership (WHDP)

### **Clients served**

Governor, elected officials, state agencies, legislators, Wyoming local governments, Wyoming businesses and residents, federal government, and businesses and residents from other states and countries

### **Budget information**

General fund	\$337,305
Trust and agency	\$0
Other (Internal Service — WHDP)	\$22,380
<b>Total</b>	<b>\$359,685</b>

## Mission and philosophy

The mission and philosophy of the Wyoming Department of Administration and Information Economic Analysis Division is to coordinate, develop and disseminate economic and demographic research and information.

## Results of outcomes

To establish customer satisfaction benchmarks, the economic analysis division, along with the other divisions within the department, participated in a department-wide customer satisfaction survey sent to other state agency customers. The division received an average score of 72.00 on the department-wide customer satisfaction survey conducted in September 2000.

In addition to the survey, the division conducted its own survey (incident-based) on the effectiveness and quality of services. A survey questionnaire was routinely included with all mailed and faxed information. Survey results for FY01 yielded the following overall averages:

### **Mail survey**

- 86.0 percent strongly satisfied,
- 0.5 percent moderately satisfied, and
- 13.5 percent no response.

### **Fax survey**

- 90.7 percent satisfied,
- 2.3 percent not satisfied, and
- 7.0 percent no response.

A comparison of survey results to previous year results was not possible due to change in survey design this year.

The division hosted a Census 2000 Data Products Workshop for its customers to discuss and educate themselves on data product availability, technological advances and data usage. In addition, the division continued building and improving its working relationship with other state agencies, particularly the Wyoming Governor's office, Wyoming State Auditor's office, Wyoming State Treasurer's office, Wyoming Department of Employment and Research and Planning section, the Legislative Service Office, the Wyoming Business Council, and the Wyoming Community Development Authority.

The economic analysis division provided analysis and information and served as a central point of contact for residents, businesses, organizations and governmental entities for economic and demographic information. It conducted economic and demographic research and analytical work on both its regular projects and 52 special projects and assignments and published its standard reports and news releases during FY01. Due to the timing issues for the Census 2000, the division did not produce an Equality State Almanac in FY01.

All division reports and other economic and demographic data were posted to the Website in a timely manner.

## Strategic plan changes

The Wyoming Housing Database Partnership Program was discontinued at close of business on Dec. 29, 2000. No additional changes to this division are anticipated at this time.

## General Services Division

### **General information**

Michael E. Abel, administrator

### **Agency contact**

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### **Other locations**

State Capitol, Herschler Building, Hunt Building, MVMS Building, Hathaway Building, Pacific Building, Surplus Property Building, Wyott Building and Woodson Building

### **Year established and reorganized**

Established in 1990, reorganized in 1996

### **Statutory references**

W.S. 9-2-1016, 9-2-1017, 9-2-1026, 9-2-1027, 9-2-1023, 16-6-1-1, 16-6-201, 16-6-3-1, 16-6-401, 16-6-602, 27-4-401, 1-39-101, 1-41-101, and 1-42-101

### **Number of authorized personnel**

135

### **Organizational structure**

Central Mail, Facilities Management – Planning and Operations, General Services Administration, Motor Vehicle Management, Procurement and Surplus Property and Risk Management/Self Insurance

### **Clients served**

State agencies, local and county government, and public and school districts

### **Budget information**

General fund	\$9,715,389
Internal fund	\$8,737,736
Special revenue	\$2,542,833
Capital Outlay	\$3,500,000*
<b>Total</b>	<b>\$20,995,958</b>

**\*funding for Wyoming State Prison Construction (not included in total)**

## Mission and philosophy

It is the mission of the Wyoming Department of Administration and Information General Services division is to:

- repair and maintain all state-owned Cheyenne Capitol Complex facilities,
- operate the state motor pool,
- provide fair and equitable distribution of federal and state surplus property,
- provide management of the statewide Wyoming public buildings construction program,
- provide management of the statewide leasing program,
- provide quality procurement and contracting services for state agencies,
- serve the insurance needs of Wyoming government for property and liability coverage, and
- provide central mail services to state agencies.

## Results and outcomes

The general services division provided for all services as outlined above (mission and philosophy statement). Results and outcomes for each section in the division are included in this report. Legislation previously passed established mandatory requirements for the planning, management and construction of Wyoming public buildings. Funding for the program was not appropriated at the time of passage of the legislation, nor have any subsequent requests been funded. As a result, the division continues to be seriously impacted and is chronically short of funds and staff. Funding and staffing alternatives have been explored, and the division has worked cooperatively internally and externally to tap expertise and/or funds whenever possible. Requests for adequate funds will continue to be made.

### **Central mail**

The central mail section is responsible for providing comprehensive mail service to the legislative, judicial and executive branches of Wyoming state government and the public in Cheyenne. All incoming and outgoing U.S. mail, inter-agency and United Parcel Service mail for Cheyenne state government offices is delivered, picked up, prepared, processed and loaded for pickup by the U.S. Post Office. As a means of providing efficient and effective service to state government agencies, mail is sorted and delivered twice daily through seven routes.

Other services provided include bulk mail and first class pre-sort preparation. State government agencies are encouraged to use the services to reduce postage charges whenever possible. Continual monitoring of all U.S. Postal Service rates and regulations is a necessity since there are constant changes. Initiating open lines of communications with state agencies is also necessary to ensure

the appropriate staff is knowledgeable about services available.

Central mail has worked through several changes in the last year. Two postal rate increases required time to implement. The new Arrival Software system has been in place for a year. All incoming accountable mail (certified, registered, insured and express mail) is scanned into the system, and all the information is synced into the system, so it can be tracked for signature, date, time it was delivered and acknowledge signed. The addressing system is being implemented with agency education and training on the advantages of the system. It instructs users how to take advantage of better discounts on pre-sort mail, and a new accounting system is also being implemented.

Nearly all services provided by central mail have increased in volume the past year. During FY01, the number of pieces of incoming mail sorted and distributed to Cheyenne state agencies was:

- 3,259,630; in addition;
- 3,331,708 pieces of outgoing mail were prepared and processed for the U.S. Postal Service and United Parcel Service;
- 197,093 pieces of bulk mail were prepared and processed; and
- 1,077,764 pieces were pre-sorted and processed.

Central mail also provides folding and inserting services. In FY01, 1,455,491 sheets were folded and 1,480,874 pieces were inserted. Central mail continues to sort, distribute, process, fold and insert-time sensitive materials with efficiency and accuracy.

Efforts are underway to re-evaluate the position classifications and to identify justifiable means to lessen turnover in the section. This is essential to retain professional efficiencies within this increasingly technical area.

### **Facilities management operations**

Facilities management operations has four work units: building construction/maintenance, custodial services, grounds maintenance and mechanical, electrical and plumbing (MEP) maintenance. Reports for each work unit are included below.

The facilities staff is responsible for maintaining and repairing buildings and grounds in the Cheyenne Capitol Complex. Services provided include:

- preventive maintenance,
- cleaning,
- repairs and remodeling of the buildings and their internal systems (electrical, HVAC, plumbing, etc.),
- oversight of construction of maintenance/repair projects performed by the private sector, and
- care of the lawns, gardens, trees and shrubs around the buildings.

### ***Building construction/maintenance***

Preventative maintenance and general upkeep of the buildings was completed throughout the fiscal year. Relocation and/or construction of various walls in buildings throughout the Cheyenne Capitol Complex continually require attention to meet agency needs. Installation of ceiling tiles and carpet, and painting/vinyl covering of walls in buildings throughout the capitol complex was completed. The unit facilitated the completion of 1,436 service requests/work orders.

### ***Custodial services***

The unit provides housekeeping services for offices and common areas within the 22 state-owned buildings in the capitol complex and surrounding Cheyenne area. New carpet-cleaning systems and new restroom renovation programs continue to be implemented. In addition, custodial services continue to implement the standards for management operation systems started in previous fiscal years. The programs allow custodial services to provide better service and a healthier and cleaner work environment to customers. Custodial services have continued the strip and refinish floor projects. Additional workload assignments — without funding for additional, necessary equipment, supplies and manpower — place limitations on the unit, which continues to strive to provide efficient services.

### ***Grounds maintenance***

Grounds maintenance staff completed the following projects:

- planting of trees throughout the Cheyenne Capitol Complex, using Centennial Endowment and Exxon Grant monies;
- preparation and monitoring of more than 100 special functions at the Wyoming State Capitol and Herschler Building;
- completion of more than 203 miscellaneous work order responses; (this figure does not include responses to short-order requests — responses made to requests without work orders entered on the maintenance software system);
- maintenance of parking lots, including reseal striping and pothole repairs; and
- maintenance of 18 acres of ornamental turf and nine acres of native turf. Turf maintenance includes irrigation start-up, repair and winterization, fertilization, tree trimming, and removal and planting/maintenance of flowerbeds. The unit also assists others in this section with temporary manpower and technical functions.

### ***Mechanical, electrical, plumbing maintenance***

Technicians continue to use 70 to 80 percent of their time to complete preventive maintenance tasks and 20 to 30 percent of their time is used to complete

work orders and/or complete equipment modifications that allow agencies to perform program assignments. More than 1,378 work orders were completed in FY01. Other examples of work the unit performs include:

- completion of various projects in all buildings that required HVAC, plumbing and/or electrical modifications;
- upgrade and trouble shooting of video camera/security system;
- change out of electrical supplies from overhead to underground or to address capacity issues in conjunction with Cheyenne Light, Fuel and Power Co.;
- progress continues on the preventive maintenance software program; and
- cooperation in investigation and solutions on indoor air quality concerns.

The division received an internal air quality complaint at the Herschler Building. The complaint is investigated by the Wyoming state workers' safety division and has resulted in additional work; the extent of which is unknown at this time. The newly refurbished Barrett Building, with its high-tech environmental and security equipment, requires much more maintenance and repair than the previous system. The staff has not been able to keep up with the necessary additional work, and funding wasn't increased to pay for additional needs. Along with the added high-tech equipment now in the Barrett Building, the monitoring of security and HVAC equipment using computerized equipment is needed. The monitoring of building computerized control and security is evaluated to better address the requirements of Capitol Protective Services and the maintenance programs.

### ***Planning and construction***

The planning and construction section provides assistance within the division and to other state agencies in planning and completion of various maintenance and construction projects. The Americans with Disabilities Act (ADA) construction component of the section continued to work on projects with state agencies on a statewide basis.

Ongoing construction projects in the section include placement of four statues throughout the capitol grounds, initial covering of the electrical bus under the Herschler Plaza, an energy project to retrofit new interior lights in the Wyoming State Capitol, and ADA construction projects at Ft. Bridger State Historic Site, Guernsey State Park and Glendo State Park.

### ***General services administration***

The general services administrator, in the capacity of the Wyoming Secretary of the State Building Commission (SBC), directs staff while serving as the administrative arm of the SBC. The administrator also has extensive responsibilities for developing and

implementing a statewide facilities maintenance/management program.

During FY01, the role continued to expand and part of the functions include responsibilities in project administration of:

- the Wyoming State Hospital construction, phases one and two;
- the Wyoming State Prison Construction Project, south facility and central production facility;
- study and assessment of the north facility and women's center through the Wyoming Department of Corrections; and
- the Capitol Complex Parking Structure.

The assignments are in addition to all other statutorily established duties. The administrator and the staff of the administration section provide the staff and necessary services to support all of the responsibilities assigned to the general services division.

The Wyoming State Capitol Information Desk staff assisted, and/or hosted tours, to more than 26,155 guests in FY01. This figure does not include visitors who stopped in during the 2001 legislative session, and assistance for 38 pre-scheduled special functions was provided.

The Herschler Building Information Desk responded to all incoming calls to the Wyoming government telephone switchboard; approximately 27,000 calls. Staff also provided assistance to an estimated 10,000 walk-in customers and scheduled multi-user conference rooms in the Herschler, Hathaway and Barrett buildings; 620 reservations were processed.

Use of the newly designed leasing program database was initiated. The database aids in the management of the leasing program, which totals nearly \$5.5 million annually. The program serves 31 users (agencies and operating boards/commissions) and provides contract and fiscal management of some 221 contracts for space in 39 cities and towns statewide. Utilities billing and tracking also is encompassed within this group.

### ***Motor vehicle management system (MVMS)***

MVMS provides motor vehicles on a per-trip basis and on a permanently assigned basis, to state employees and state agencies for use in the conduct of state business. MVMS manages and maintains approximately 860 vehicles, which travel approximately 10,500,000 miles a year. Of these, 105 are in Cheyenne at the motor pool facility and are used by state employees on a per-trip basis. The remaining vehicles are located throughout the state as permanently assigned vehicles for other state agencies.

The motor pool staff performs in excess of 3,000 repair and preventive maintenance procedures annually on vehicles owned by MVMS and other agencies.

MVMS uses a software system called "e.fleet," an Internet-based fleet management system to improve vehicle cost tracking and improve reporting capabili-

ties. The system has also streamlined the reservation and dispatch of motor pool vehicles. MVMS plans to implement an online reservation system that will allow departments to make reservations.

The automated refueling system implemented by MVMS in conjunction with the Wyoming Department of Transportation (WYDOT) is in use throughout the state. There are currently 21 automated sites in operation providing more refueling capabilities along the I-25 and I-80 corridors.

Also, MVMS has contracted with Wright Express Services Inc., to provide fleet fueling credit cards when a WYDOT facility is not available or a state driver is traveling out of state.

Beginning in FY02, MVMS will implement a new business plan, which changes the rates charged to state agencies for vehicle usage. Vehicles will be charged a flat fee by class of vehicle versus the current method of billing for vehicle mileage. The new plan more accurately reflects the true cost of operating and maintaining the vehicles at the MVMS facility in Cheyenne and throughout the state. It will also address the underutilization of vehicles and help determine the size of the MVMS fleet, and assist the agencies in budget preparations. The rates will be reviewed periodically to ensure the efficiency of the operation.

Overall, customer satisfaction with MVMS remains strong, and administrative and accounting overhead costs have been reduced. MVMS continues to partner with WYDOT, Wyoming Game and Fish Department and the University of Wyoming in a Statewide Vehicle Team. The team strives to reduce Wyoming government fleet expenses by sharing and comparing data to more effectively manage the individual fleets.

### ***Procurement***

The procurement staff is responsible for the acquisition of goods and services while maximizing the purchasing value of public funds for all state agencies. Requests are monitored for compliance with statutory requirements and commodities, and services bidder lists are developed and maintained.

Major accomplishments of the procurement section include the installation of a new fixed asset (inventory) system. The project was coordinated by the state auditor's office and includes system design, training and data conversion. The new system will provide the inventory unit with a more complete and accurate listing of state-owned fixed assets.

The procurement section has continued to evaluate e-procurement and e-commerce options with the intent to provide state agencies and residents with more efficient ways to conduct business online. Planned modifications to the state's Website will provide more organized and effective means of conducting purchasing transactions electronically.

In conjunction with the Wyoming State Auditor's office, a major procurement card program for state

government was developed. Although the program is not yet fully implemented, it is targeted to potential savings in the area of small dollar purchases, as well as state employee travel expenditures.

Overall, the procurement section continues to receive positive feedback from user agencies concerning the quality of service provided by the staff and has remained active in purchasing issues on regional and national levels.

### ***Risk management/self-insurance***

The risk management section purchases commercial insurance, manages the state self-insurance program, administers third-party liability, property damage, medical malpractice and subrogation claims on behalf of the state.

The section provides loss control assistance and liability training to state agencies and local government law enforcement. Additionally, the section administers police liability claims filed against local and state law enforcement officers in their individual capacity. Pursuant to Wyoming Statute 1-41-105, the risk manager may adopt rules governing the administration of the state's self-insurance account and loss prevention program and to carry out the purposes of this act.

The state restructured the property insurance program in 1999. A review panel selected brokerage teams, Arthur J. Gallagher of Denver, Colo., and Talbot-BHJ of Sheridan, to obtain aircraft liability and hull insurance, and crime, money and securities and bond coverage. The brokerage teams of Willis Inc. of Seattle, Wash., and Ed Murray and Sons of Cheyenne were selected to obtain property and ancillary insurance coverage on behalf of the state.

The property insurance program developed by Willis consists of replacement cost coverage for losses to state buildings, contents, boiler and machinery, and inland marine in the amount of \$764,000,000. The insurance program also includes building appraisals, risk management services, builders' risk coverage on remodeling and additions to existing structures, and flood and earthquake endorsements. The property coverage is subject to a \$25,000 deductible.

Additionally, the state purchased a \$5,000,000 excess liability insurance policy to provide coverage for claims brought in federal court, and claims that occur outside of Wyoming and are not subject to the tort caps found in the Wyoming Governmental Claims Act. The liability coverage is subject to a \$500,000 self-insured retention, and the policy is written to "wrap around" the Governmental Claims Act in order to protect the state's limits on liability. The policy will not respond to any claim that is or should be brought under the Governmental Claims Act.

Liability and automobile physical damage claims were processed with numbers fairly consistent with previous years at approximately 800 during FY01. Given the two-year reporting period for claims in

Wyoming, outstanding claims from FY01 may be filed through June 30, 2003.

Additionally, the risk manager and risk analyst increased the visibility of the risk management section throughout state government by presenting a liability program for WYDOT snowplow drivers and WYDOT district managers. The number of liability analysis inquiries, contractual language reviews and other insurance requests continue to increase, as state agencies become more aware of the services provided by the section.

### ***Surplus Property***

Wyoming Surplus Property is working to implement more efficient and cost-effective methods of receiving and reporting surplus state property and uses the Property Disposal Request (PP-4) form on SYSM. The ***Surplus Saver News*** flyer continues to be published for distribution to eligible agencies and institutions to provide better visibility of the surplus federal property.

The federal surplus property program completed auctions to reduce inventories, conducted compliance checks statewide and had more than 7,000 people visit the Cheyenne facility. Federal surplus distributed \$.9 million, based on federal acquisition cost and worth of property to eligible programs within the state for a cost savings of 92 cents for each dollar spent. State agencies acquired \$80,862, local public agencies acquired \$832,477, and non-profit agencies acquired \$46,425 worth of federal property based on the federal acquisition cost.

The program redistributed \$27,308 to the general fund (either directly or through other agencies) in state surplus property revenues. Surplus property conducted onsite, bid and retail property sales grossing \$60,926 and \$3,008 in sales tax revenue to the state. Onsite sales average 150 persons per day attendance during events.

The section coordinated and processed the distribution of \$46,064 (based on federal acquisition cost) to state and local law enforcement agencies through the federal excess 1033 law enforcement property program for a cost savings of 99.6 cents on the dollar.

## **Human Resources Division**

### ***General information***

Darald L. Dykeman, administrator

### ***Agency contact***

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***Year established and reorganized***

Established 1971, reorganized 1991

***Statutory reference***

W.W. 9-2-1019, 9-2-1022 and 9-2-1034

***Number of authorized personnel***

21 full-time

***Organizational structure***

Administrative Section, Classification Section and Selection Section

***Clients served***

Executive branch agencies, board and commissions, state employees, state Legislature and Wyoming residents

***Budget information***

General fund	\$1,053,679
Trust and agency	126,743
<b>Total</b>	<b>\$1,180,422</b>

**Mission and philosophy**

The Wyoming Department of Administration and Information Human Resources Division (HRD) develops and administers uniform personnel policies procedures and programs.

**Results of outcomes**

***Administration section***

The division was part of an Administration and Information (A and I) customer satisfaction survey of state agencies. The survey evaluated satisfaction and importance of all A and I services. The overall rating was 68.4 percent; the division rated satisfactory as a whole in providing quality services on applicable statutes, regulations, procedures and programs.

The division referred four "dismissal appeals" to the Wyoming Office of Administrative Hearings in accordance with W.S. 9-2-1019. During FY00-01 there were five grievance committees established to hear appeals from permanent employees concerning disciplinary actions.

Supervisory development courses were conducted quarterly to provide state supervisors a foundation to administer effective, personnel management principles in accordance with state and federal laws, and the state personnel rules; thus, reducing the risk of lawsuits, grievances, appeals and allegations of unfairness.

The Personal History Cards for all terminated and retired Wyoming government employees were

processed using the Liberty Image System. Approximately 50,000 history cards dating back to the early 1950s are now available for reference on the computerized system.

***Selection/training section***

The section participated in six job fairs at the University of Wyoming (UW), Laramie County Community College (LCCC), the University of Northern Colorado (UNC) and the Wyoming State Penitentiary. All open, competitive employment opportunities released on a position vacancy announcement were posted on an electronic job bulletin board on the division's Website.

All open, competitive employment opportunities released through a state position vacancy announcement were posted on the human resources division's Website at <<http://personnel.state.wy.us>>. The section initiated a project to develop an online employee application with the department's information technology division. The section completed revisions of the continuous recruitments and made the information available in both printed and in an electronic format on the division's Website.

A screening process was continued that allowed state agencies to review and screen applications for meeting the minimum qualifications requirements on 18 percent of vacancy announcements. The section modified internal applicant screening documentation and trained agency staff as needed. The section created and revised recruitment tracts and minimum qualifications for position classifications as required. The section modified the Request for Recruitment Form and developed guidelines for agencies.

The section received and processed 6,058 employee and probationary employee performance appraisals. All were entered into a database and electronically imaged. The section provided 11 training sessions on performance appraisal for employees and supervisors.

Supervisory development and performance appraisal courses were conducted quarterly to provide state supervisors with a foundation to administer effective personnel management principles in accordance with state and federal laws; reducing the risk of lawsuits, grievances, appeals and allegations of unfairness.

The section conducted 319 training sessions (294 computer classes and 25 general employee workshops) to 1,576 employees.

Four employee orientation sessions for state employees were conducted.

The section coordinated the revision of the Wyoming government personnel rules by drafting proposed changes, conducted a public comment period and held a hearing regarding the rules. The section is in the final rule promulgation process.

Other activities of the selection, recruitment and training section consisted of:

- processing 18,823 employment applications and 1,757 official requests for recruitment;
- developing and distributing 762 certificates of eligible applicant lists to state agencies;
- producing and distributing 592 official state vacancy announcements; and
- processing 6,058 Performance Appraisal Review Reports.

The section converted all employment applications and employee performance appraisals from paper copy to electronic files using the division's electronic document management system.

On a daily basis, the section provided advice and counsel to agencies, applicants, supervisors and managers regarding recruitment, selection, interviewing, FMLA, ADA, performance appraisal, supervision guidance, disciplinary problems and procedures, residency requirements and personnel rule interpretations.

### ***Classification and compensation section***

The section:

- assisted the Market Pay Advisory Committee with the development of a methodology to provide market pay increases for employees;
- developed three market rates (entry, journey and expert) for each classification title and occupational track;
- reviewed and processed electronic payroll actions;
- conducted the annual personnel conference (WYPERC 2000) at the F.E. Warren Trail's End Club in Cheyenne with more than 100 attending; the conference focused on generational diversity in the work place;
- coordinated activities of the Savings, Tips and Rewards (STAR) program including three meetings of the board to review and evaluate 15 suggestions; and
- completed an occupational review of all positions performing public relations/affairs duties within state government.

New Position Description Questionnaires were reviewed for 37 positions in 10 state agencies. A new classification series of information officer was developed.

The section also:

- completed an occupational review of all 85 port of entry positions within the Wyoming Department of Transportation. A new classification series of Port of Entry Specialist was developed;
- assisted the Market Pay Advisory Group with review of local/regional market issues and distribution of entry, journey and expert ratings by agency; and
- prepared many ad hoc reports from payroll database.

The reports assisted state agency management and the state Legislature. Many reports were completed to assist in the analysis of the cost of moving employees to 100 percent of market and also to project costs for an across-the-board pay increase for employees.

The section also:

- prepared the 2000 Personnel Structure Report, which provides demographic data on a number of employees by agency, average salary by agency, turnover and a variety of other data regarding employment within state government;
- prepared the annual Prevailing Wage Survey, which is used by the Wyoming Department of Employment;
- travel by staff members to Sybille Canyon Research Center to meet with Wyoming Game and Fish Department employees;
- travel by state employees to the new Wyoming Penitentiary to visit the new facility and meet with the transition team; and
- meeting with representatives of the Wyoming State Hospital to provide training on human resources and payroll.

## **Information Technology Division**

### ***General information***

David J. Bliss, administrator

### ***Contact information***

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### ***Other locations***

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### ***Year established and reorganized***

Established March 1974, reorganized July 1990

### ***Statutory references***

W.S. 9-2-1018, 9-1-1005, 9-2-1026.1/2 and 9-2-1101-1106

### ***Authorized personnel***

129 full-time

### ***Organization structure***

Administration, MIS Support, Systems

Development, Computing Center and Telecommunications

**Clients served**

Legislative, judicial and executive branches of state government including University of Wyoming; other clients include community colleges, K-12 education, counties, municipalities and law enforcement, Army National Guard, Air Guard and some private industries for video services

**Budget information**

General fund	\$210,242
Intergovernmental fund	\$20,686,124
Trust and agency funds	\$1,342,64
Statutory reserve account	\$835,424
<b>Total</b>	<b>\$23,074,431</b>

**Mission and philosophy**

The mission of the Wyoming Administration and Information Technology Division (ITD) is to provide computer technology leadership and services, to support and enhance the information content and transfer and needs of the state and to meet the service needs of customers through internal and external partnerships.

**Results of outcomes**

The administration section secured the services of Gartner Group to perform a division-wide security audit. This included not only an audit of existing state policies and procedures but recommendations for improvements.

The contract also included network testing for the state network infrastructure. As a result of the security audit, the security group of ITD was reorganized with a chief information security officer scheduled to come on board in FY02. A new division-wide time keeping system was implemented to replace a non-Y2K compliant system. Data conversion will continue into FY02.

Attendance at the E-Commerce Legality Issues Conference was sponsored for the state's designated Attorney General.

The computing center is providing space and environmental support for critical statewide servers. In addition, the following projects from RFP 0256-G were completed in FY01:

- mainframe CPU replacement, completed March 2001;
- mainframe direct-access storage replacement, March 2001;
- UPS replacement, March 2001;
- mainframe laser printer subsystem, March 2001;

- ITD Computer Room fire suppression, March 2001;
- ITD Computer Room access-floor replacement, March 2001;
- statewide Web server, October 2000; and
- firewall, completed May 2001.

The following projects from RFP 0256-G are in progress and will continue into FY02:

- Mainframe Disaster Recovery Services; and
- offsite backup for ITD user data and software.

Systems development was heavily involved in the e-portal contract, which will continue into FY02.

Other major activities included on-going support of the states Internet and Intranet home pages and links, research on new technologies, representation on state information technologies committees, and standards development and legislative redistricting.

Telecommunications coordinated, enhanced and expanded the statewide network that supports voice, video and data communications. Frame relay circuits continue to provide the most economical means of connectivity for state agencies. Circuits are leased from US WEST as well as independent phone companies that serve the state.

Circuit size usually is 1.544 mbps, but 56kbps circuits are also used. The older time-division multiplexed network continues to be used to serve the compressed video system and limited agencies offices that fall into the coverage area of independent companies that do not offer frame relay capability.

The compressed video system conducted statewide, national and international conferences during FY01. The system continues to provide video conferencing as it has for the past nine years. The section provided video scheduling and equipment services.

Telecommunications continues to be heavily involved in the Wyoming Equality Network (WEN). The video portion was completed in August 2000 and was operational as beta test for fall semester 2000. All of the high schools, community colleges and the University of Wyoming are linked by compressed video.

**Goal I, Objective A:** increase by 2 percent annually the customer satisfaction with services provided by the department.

**Strategy A.1:** conduct an agency-wide customer satisfaction survey online on a quarterly basis to establish a customer satisfaction benchmark for the department.

**Output A.1.01:** establish a department-wide service benchmark for customer service.

**Strategy A.2:** establish customer service satisfaction benchmarks for each division of the department and major sub-programs of each division.

**Output A.2.01:** establish a customer service benchmark.

**Strategy A.3:** Each division will hold one conference annually for customers where service availability, service innovations and service delivery issues will be discussed.

**Output A.3.01:** Seven annual service-delivery meetings will be held:

- Gartner Security Audit Policies and Procedures Presentation, Nov. 16, 2000;
- A and I Agency Services Presentation, June 12, 2001; and
- Tru-secure Kick-off Presentation, June 26, 2001, (41 agencies were invited; 23 participated).

**Strategy A.4:** director and/or administrator conduct personal customer service calls with agency heads and directors.

**Output A.4.01:** number of personal customer service calls, administration, two.

**Strategy A.5:** program managers conduct personal one-on-one customer visits.

**Output A.5.01:** number of customer visits, division customer visits, 130.

**Strategy A.6:** All employees of the department will be provided at least one training opportunity annually that is designed to improve the quality of service they provide.

**Output A.6.01:** number of training days distributed annually for 80 percent of the annual average number of full-time employees equivalent; training days, 477; average full-time employment, 103.5; and total employees, 111.

**Goal II: Objective A:** maintain infrastructure and provide services to assist agencies, local governments and eligible customers in providing residents with access to government programs and information.

**Strategy A.1:** coordinate, enhance and expand statewide communications that support voice, video and data connectivity.

**Output A.1.01:** amount of growth in communications systems, network, public health, 16 new locations;

- Wyoming Attorney General's Office Department of Criminal Investigation (DCI) convert from analog to digital, 25 sites;
- new phone system, Wyoming Governor's Residence;
- new switch in Pioneer Building; and
- cell phones increased by 236 new users.

**Output A.1.02:** number of coordination meetings with state and local agencies, 40.

**Strategy A.2:** operate a centralized computing facility that ensures compatibility, connectivity and

functionality with state agencies, applications and hardware systems.

**Output A.2.01:** annual number of hours of mainframe availability, 8,696.13 hours for an uptime percentage of 99.27 percent.

**Output A.2.02:** annual number of hours of connectivity, 8,712.

**Output A.2.03:** number of tests of the off-site disaster recovery alternative for mainframe and online network in place, zero. This item is ongoing into FY02.

**Strategy A.3:** develop and maintain automated systems in support of services delivered by state agencies to Wyoming residents.

**Output A.3.01:** number of complete user requests for research, analysis, design, formulation, programming, testing, implementation, enhancements and maintenance of automated systems, 55.

**Output A.3.02:** number of assistance to agencies in the development and evaluation of requests for proposals annually, two.

**Output A.3.03:** number of Websites hosted, 27.

**Strategy A.4:** coordinate integration of state Geographic Information Systems (GIS).

**Output A.4.01:** number of reviews of GIS standards and updates in accordance with new technology, zero.

**Output A.4.03:** an inventory of spatial/GIS information that exists with state agencies and update quarterly, zero, due to lack of coordination in WGIAC.

**Output A.4.04:** number of state base themes as warranted by state needs created and identified, review and update annually, 36.

**Strategy A.5:** provide technical support to state government agencies for microcomputers and local area networks.

**Output A.5.01:** number of personal computers, related hardware and office equipment repaired, 6,172.

**Output A.5.02:** number of calls for software, hardware, LANs and WANs for state agencies, 906.

**Output A.5.03:** number of needs analysis for state agencies, one.

**Output A.5.04:** number of times responses to trouble calls were completed within allocated time period; unable to measure in this timeframe.

**Output A.5.05:** number of statewide email support actions with state employees, 135.

# Office of Information and Planning and Coordination

## **General information**

Joe Ahern, administrator

## **Agency contact**

Joe Ahern  
2001 Capitol Ave., Room 214  
Cheyenne, WY 82002  
307/777-5602,  
Fax: 307/777-3696  
[jahern@state.wy.us](mailto:jahern@state.wy.us)

## **Year established**

1995

## **Statutory references**

The Information Planning and Coordination Office does not have statutory recognition or authorization. The office exists at the discretion of the director of the Department of Administration and Information.

## **Number of authorized personnel**

Nine full-time

## **Organization structure**

Administration, Planning and Coordination,  
e-Government/e-Commerce and Business  
Recovery

## **Clients served**

State, county, and local government entities,  
and public and private vendors

## **Budget information**

Statutory reserve fund	\$313,617.41
Internal service funds	\$77,060.25
<b>Total</b>	<b>\$360,677</b>

## **Mission and philosophy**

The director of the Wyoming Department of Administration and Information established the Information Planning and Coordination office (IPC) in 1995, with concurrence and support of the governor.

The mission and philosophy of the office is to provide organization and facilitation for state enterprise activities such as:

- reorganization (information technology);
- business recovery (Wyoming government and the University of Wyoming);
- online government;
- electronic commerce and strategic planning;
- provide evaluation of agency work flows and processes;
- analyze risk and identify purchase alternatives;
- establish vendor evaluation criteria;
- provide "single-point-of-contact review" for federal grants;
- facilitate agreement of common goals, problems and solutions across agency lines;
- increase efficiency;
- reduce duplication; and
- save funds by sharing systems where possible.

The purpose of the office is to provide organization and facilitation for state enterprise activities. These activities include the evaluation and creation of a plan for:

- possible reorganization (information technology);
- business recovery (Wyoming government and the University of Wyoming);
- online government;
- E-commerce;
- the new online budget preparation system – BARS;
- research, plan and facilitate formation of workstation standardization (seat management);
- contract standardization and negotiation for efficiency and consistency;
- establish a single-point-of-contact-review for federal grants;
- evaluate agency work flows and processes;
- analyze risk; identify purchase alternatives; and
- establish vendor evaluation criteria.

Additionally, the office plays a major role in the coordination of information technology planning efforts of standardization across agency borders, rural health services (such as telemedicine), public safety communications, public TV planning and community electronic commerce development.

The office also is assigned the coordination of special projects (such as enterprise standards development and maintenance — enabling a basis for an operating lease for workstations and laptops) for agency directors and the governor.

The IPC office provides assistance to state agencies in the establishment and review of agency business processes (efficiency improvements, economies-of-scale and flexible delivery of services). The office assists the director of the Wyoming Department of Administration and Information in the review of federal grant applications.

The IPC staff is up-to-date on many issues as they relate to telecommunications regulation, legislation and trends in information technology. The adminis-

trator also serves as facilitator for the Information Technology and Oversight Panel (ITOP). The staff also provides administrative support for the Telecommunications Council and the State Agency Law Enforcement Communications System (SALECS) commission.

The IPC office plans at the enterprise level and assists many agencies at the same time. Through its efforts, there is a substantial generation of intangible savings within state government as a result of the office's new plans and ideas for agencies of state government, including avoidance of duplication of efforts.

## Results of outcomes

Working with the information technology division (ITD) of A and I, IPC provided project support for the replacement of the state's mainframe. In addition to replacing the mainframe, the project included replacement of the DASD, UPS, printer subsystem, fire suppression and raised floor, provided disaster recovery, offsite backup and storage of Web servers with a mainframe firewall and a physical plan.

IPC provided technology and model management and project facilitation for implementation of the state's new budget system (BARS). Serving as project manager and providing project oversight, the IPC staff worked with budget division staff to develop proven management tools to successfully meet the challenges associated with the development and appropriation of the state's biennium budget.

IPC staff provided project leadership, management and oversight for the Electronic Commerce/Online Government Project, including the hiring of the project's manager. The project is providing Wyoming's government an entry into the world of electronic commerce. IPC staff remains in a facilitator role with the vendor and project management entities.

The IPC office, in conjunction with the Information Technology Oversight Panel's (ITOP) guidance and approval, worked on the management, development and implementation of the key strategic IT standards (defined and ongoing) for Wyoming government. These standards are intended to form the core elements needed to facilitate data sharing and storage for the state.

The IPC office facilitated, through planning and presentation, the regular meetings of the Information Technology Oversight Panel. ITOP, according to state statute, is responsible for the strategy, policy and planning for information technology for state government.

The IPC staff builds the agenda, researches the issues to be discussed, makes recommendations and maintains the ITOP Website. This is an ongoing project that requires a close coordination with ITOP members and the information technology user community. IPC keeps ITOP and the information

technology user community informed and enabled to make changes within the community for the state.

The IPC office began development of a personal computer standardization program (Seat Management) — defined and ongoing — that will create consistencies through an operating lease program. The program will move the responsibility for desktop and laptop resources away from the state and into an integrator's program of seat management. The integrator will own the resources and will be responsible for all the loading, implementation, analysis, maintaining and training as it relates to the operation of desktop and laptop computing. In addition, IPC is seeking to transfer the information technology help desk function. Lease rates were provided to the various agencies for 36- and 48-month operating leases.

IPC staff provided project leadership and management for the wide-area wireless communications system. In this role, IPC assisted the State Agency Law Enforcement Communications System (SALECS) commission and the public safety users group in review of the current radio network, as well as working with an outside consultant, to assess future communication needs of the state's public safety users and develop strategies for the procurement of a network.

IPC staff coordinated the installation of business continuity software for the various agencies of state government. As business recovery coordinator, IPC staff provides software, plans assistance and serves as liaison between state agencies and the software vendor.

IPC staff assisted the A and I Telecommunications office, the Wyoming Department of Education and the A and I Wyoming State Library in applying for e-rate and universal-service fund discounts.

Pursuant to federal executive order 12372, the IPC office, serving as the state's clearinghouse, coordinated review of 200 federal grant applications that were submitted to the federal government by state agencies, local government entities, local educational groups and various non-profit organizations.

The IPC office provided administrative and planning support for the Wyoming Telecommunications Council, which is ongoing.

IPC directly assisted the director of the Wyoming Department of Administration and Information in ongoing efforts to consolidate size and processes across agency lines.

The IPC office acted as a special liaison to the governor, which is ongoing, in the area of special projects. Projects involved the public TV upgrade, telecommunications council planning and online government.

## State Library Division

### **General information**

Lesley Boughton, state librarian

### **Agency contact**

Linn Rounds  
Supreme Court/State Library Building  
2301 Capitol Ave.  
Cheyenne, WY 82002-0060  
307/777-5915

***lrround@state.wy.us***

### **Year established and reorganized**

Established in 1871, reorganized into the Department of Administration and Information, 1991

### **Statutory references**

W.S. 9-2-1026.3 through 9-2-1026.7

### **Authorized personnel**

28.25 full-time

### **Organization structure**

Administration, Statewide Information Services (reference), Bibliographic Services, Business Office, Acquisitions and LAN, Wyoming Libraries Database (WYLD Cat), Public Programs, Publications and Marketing and Library Development Office

### **Clients served**

Elected officials, state employees, local governments, directors, boards and staff of the 23 county libraries, academic librarians and staff, special librarians and Wyoming residents

### **Budget information**

General funds	\$1,671,892
Trust and agency funds	\$2,188,645
Federal	\$504,277
<b>Total</b>	<b>\$4,364,814</b>

## Mission and philosophy

The Wyoming State Library, a division the Wyoming Department of Administration and Information, anticipates and responds to the needs of the people of Wyoming for information and library services in partnership with libraries, government agencies and other information providers.

## Results of outcome

The library supports A and I's Goal I: to deliver high-quality, cost-effective support services to other state agency customers, local government customers and resident customers.

Library staff trained 1,423 individuals in 87 sessions held in Wyoming on a wide range of topics.

Topics included training on the use of the Wyoming Libraries Database Catalog (WYLD Cat) and the electronic databases, MARC format cataloging, and how to be an effective county library trustee.

A major effort was directed toward ***Mother Goose Asks Why?***, a reading and science program for low-income families. Emphasis was placed on training the trainers, particularly day-care providers and incarcerated parents. Approximately 220 individuals attended sessions in Casper, Lusk, Newcastle, Cheyenne and Torrington. Partnership was established with the Wyoming Department of Corrections and sessions were held at the Women's Center, Wyoming Penitentiary and Honor Conservation Camp. Another partnership was established with the Wyoming Department of Family Services to offer training to day-care professionals, and sessions are scheduled in the next fiscal year.

The library development section introduced two important activities during the reporting year: a partnership with the University of Missouri's School of Information Science and Learning Technology to offer accredited graduate library science courses in the state and a Library Leadership Institute to prepare librarians for leadership roles. Eighteen individuals from throughout the state attended a graduate-level course on management of information agencies held at Casper College. Additional courses are planned for delivery through the Internet. This initiative will allow individuals to complete a graduate degree without leaving Wyoming or current employment.

A planning team spent the year developing a Library Leadership Institute. They selected 16 attendees through a competitive process and engaged presenters. A grant application was prepared and submitted to the McMurry Library Endowment in the Wyoming Community Foundation to deliver the institute. A two-year award was given to the state library and will produce 30 potential leaders through the institutes.

The business office processed \$4,347,133 in payments, which is a substantial increase from last year. The primary reason for the increase is the Central Acquisitions Program, which continues to grow. It now provides services for 19 county library systems, four community colleges, 91 schools and all state institutions and several state agencies. The business office is charged with assisting the National Center for Educational Statistics in collecting data from the academic institutions. Staff members gather data from the county libraries for the Federal State

Cooperative System (FSCS) and, in turn, compile reports that are sent to the FSCS and back to the individual institutions.

To provide more training and technical support, a staff member was hired and now works in the northwest corner of the state. She works out of the library of Northwest College in Powell and serves local libraries with WYLD Cat issues and other system resources.

**Objective A:** increase by two percent annually, the customer satisfaction with services provided by the department.

**Outcome A.01:** two percent increase in FY01, FY02, FY03 and FY04.

In the benchmark survey, which was conducted, the state library's division received the highest rating among the divisions with 79.50 percent satisfaction.

**Goal 2:** to support and enhance the information content and information transfer needs of the state.

**Objective B:** collect, analyze and deliver data and information products to meet the needs of customers.

Bibliographic services processed 13,687 federal publications and a combined 5,617 state documents and trade publications. In cooperation with the library's Statewide Information Services (SIS), the staff increased access to government information by adding records for state and federal publications to WYLD Cat and training librarians statewide in the use of government information resources.

SIS staff monitored developments in digitization and Geographic Information Systems (GIS) for further application in Wyoming libraries.

In response to a resource sharing council initiative, staff developed GoWYLD.net, "Wyoming's portal to knowledge and learning," to provide easy access to WYLD Cat, online databases and Wyoming specific resources. The site is at <http://gowyld.net>.

The program manager administered contracts with the University of Colorado — Boulder and MARCIVE to meet requirements of the Wyoming Federal Depository Library Consortium and the Federal Depository Library Program. Staff collaborated with members of the Wyoming Federal Depository Library Consortium to develop a statewide government information plan.

A partnership was established with the Federal Land Policy office to retain and provide in-library usage of copies of Wyoming-related environment impact statements and assessments.

The review and dispersal of the general collection was completed. The state library's collection is now focused entirely on government information, Wyoming issues, and library and information science.

The library accepted the designation as Wyoming's Patent and Trademark Depository

Library in January.

There were 2,314 interlibrary loan requests including the facilitation of more than 1,700 for Wyoming libraries. The library provided 3,102 articles from the library's collection, and reference services provided for 2,595 author/title queries and 1,446 research requests.

The Public Programs, Publications and Marketing unit (PPPM) staff compiled, edited, produced and distributed publications including *Wyoming State Government Annual Report*, *Wyoming Libraries Directory*, *Catalog of Wyoming Grant Programs*, *Public Library Statistics*, Academic Library Statistics, seven issues of *The Outrider*, eight issues of *Coming Attractions* and two *Sage Readers*. The publications assist legislators, residents and librarians to navigate state government and library services. The staff received a first-place award for the newsletter *The Outrider*.

When special programs arise, support materials are needed.

To meet the needs, brochures were created for a *Keeping Children Safe Online* workshop, digitization projects at the state library and a revised *Thousands of Magazine at the Click of a Mouse* brochure. Staff provided assistance for additional database promotion by working with the Wyoming Library Association (WLA) to provide mouse pads and magnets. Staff worked with human resources to produce WYPERC materials and with WGIAC to create a technology showcase brochure. Most publications are in print and converted to online format that adds additional staff time. Reports, minutes and other informational items prepared by other WSL staff are converted to HTML by PPPM.

The state library received an appropriation from the Wyoming Legislature to purchase electronic databases for use by the people of Wyoming. The databases are made available to Wyoming residents through the WYLD Network infrastructure. Statewide training for using the databases was completed in many libraries including the K-12 libraries.

WYLD Cat, administered by the state, continued to grow and develop. The McCracken Research Library of the Buffalo Bill Historical Center and the Cheyenne Veterans Affairs (VA) Center Library are the two newest additions to the network of WYLD libraries.

In the spring of 2001, the state library, in conjunction with the WYLD Network's Governing Board, launched an initiative that will lead to a purchase, installation and comprehensive training for a new software infrastructure that will make WYLD more user-friendly and versatile in its service to the people of Wyoming.

## Strategic plan changes

New mission statement and plan are on file.

# Department of Administration and Information organization chart

