

Lead Agency: District Attorney

Program Contact: Scott Marcy

Program Offer Type: Support

Related Programs:

Program Characteristics: In Target

Executive Summary

The Information Technologies Unit provides PC fast and economical desktop support, software application and server support and maintains the document management, Juvenile and Adult case tracking systems (Crimes) for the entire office.

Program Description

The IT unit purchases, installs, and maintains all hardware and software for the District Attorney's Office. The Unit supports all servers, desktop and laptop personal computers and is responsible for the Adult Crime and Juvenile Crimes case tracking systems. It also maintains the new document management system and a help line for all DA users. It is also responsible for the collection and preparation of statistical data reports.

This program allows the District Attorney to fulfill a legal responsibility under state law to maintain a register of official business, in which the District Attorney make a note of every action, suit or proceeding commenced or defended by the district attorney in official capacity, and the proceedings therein.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Help Desk Calls	5,004	4,600	5,000	5,000
Outcome	Average time in minutes to resolve ticket	14	23	15	15

Performance Measure - Description

Help desk calls- the number of calls coming through the DA help desk.

The average time it takes to resolve held desk calls expressed in minutes.

Legal/Contractual Obligation

ORS 8.700 Register to be kept. The district attorney must keep a register of official business, in which the District Attorney make a note of every action, suit or proceeding commenced or defended by the district attorney in official capacity, and the proceedings therein. The register shall, at the expiration of the term of office of the district attorney, be delivered by the district attorney to the successor in office.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$690,226	\$0	\$705,514	\$0
Contracts	\$30,000	\$0	\$40,750	\$0
Materials & Supplies	\$242,476	\$0	\$300,643	\$0
Internal Services	\$429,526	\$0	\$568,810	\$0
Total GF/non-GF:	\$1,392,228	\$0	\$1,615,717	\$0
Program Total:	\$1,392,228		\$1,615,717	
Program FTE	6.00	0.00	6.00	0.00
Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues**Significant Program Changes**

Last year this program was: