



# **OVERVIEW** *of the* **Support Services Division**

The Support Services Division (SSD) provides financial, budget, procurement, human resources, information technology and recording services to the Department of Natural Resources and the public.

## **Land records management**

- The division provides land records management for more than 160 million acres of state lands. These records are used by the public, industry and state agencies for business, land stewardship, and investment activities.

## **Information technology**

- The division develops and supports software and hardware solutions and provides IT support to the DNR offices across the state, including 24/7 support to statewide DNR emergency response (e.g., wildland firefighting).

## **Fiscal controls & public funds stewardship**

- The division oversees all DNR procurement, budget, and financial transactions to ensure adherence to federal, state, and department laws and policies, and provides guidance and policy to ensure that public funds from 22 different funding sources are managed with integrity and transparency.

## **Recording services**

- The permanent public record of Alaska maintained in the Recorder's Office and Uniform Commercial Code central file allows title companies, mortgage companies, banks, credit bureaus, large and small businesses alike to engage in commerce in Alaska.

## **Leadership & guidance**

- The division provides guidance, problem solving, and strategic thinking to DNR divisions and the Commissioner's Office on budget, information technology, finance, administration, and human resources.

# STRUCTURE & FUNCTIONS of the Support Services Division



The Support Services Division provides centralized administrative, information technology and management services to DNR, and provides recording services to the general public. The division is comprised of 14 sections in three components.

## FY2017 Management Plan Budget

PCNs	UGF	DGF	Fed	Other	Total
117	5,562.2	4,509.9	0.0	2,956.4	13,028.5

### Administrative Services

*Budget Section* – Develops and implements the DNR operating and capital budgets.

*Financial Services* – Manages accounts payable, travel processing, restricted revenue and federal grant accounting, and reimbursable service agreements; provides accounting services for DNR revenue and agricultural loans.

*Procurement* – Provides professional procurement and property management and leasing and operates the Anchorage mailroom.

*Human Resources* – Provides recruitment, performance management, grievance response, and employment law services.

*Director's Office* – Manages and leads the division and provides budgetary and administrative guidance to the department.

PCNs	UGF	Total
2	151.3	226.0

18	1,355.5	2,066.8
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5	378.1	564.9
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3	226.9	338.9
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3	226.9	338.9
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### Information Resource Management

*Software Development Support* – Provides business system support including Land Administration System (LAS), Revenue & Billing, Recorder's Office, Webmaster, project management, and operation and maintenance support for Unified Permitting and Document Management Project, administers the content management system.

*Computer and Technology Services* – Provides network, desktop and DNR system operations and maintenance support, Helpdesk support, Oracle database support, and IT standards review.

*GIS / Mapping* – Provides Land Administration System administration and training, maintains state Status Plats, cartography services, GIS maintenance and development support including Alaska Mapper, and DNR's Business Reporting System.

*Scan Center* – Provides document scanning services to the department, as paper files and maps are converted to electronic documents and stored in DNR's document management system.

*IRM Management & Administrative Support* – Provides administrative, human resource, travel, and payroll services to the component.

17	1,332.9	2,236.8
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9	691.8	1,055.1
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8	837.7	948.3
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4	0.0	244.9
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3	361.1	381.5
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**Recorder's Office / Uniform Commercial Code**

<i>Recorder's Office</i> – Administers the statewide recording system as directed by statute, providing a secure, accessible and impartial place to record and preserve the permanent public record of Alaska.	28	0.0	2,318.0
<i>Archive Unit</i> – Creates and maintains the permanent public record for Alaska.	8	0.0	431.2
<i>Uniform Commercial Code Central File</i> – Maintains the public record of filed documents related to security interests in personal property.	3	0.0	223.0
<i>Recorder's Office Management &amp; Support, Capital Projects</i> – Provides management, IT, and administrative services to the component; includes capital budget-funded data conversion projects and the mail back unit.	6	0.0	1,654.2

# Overview of the Support Services Division's Administrative Services Section



**Critical Function:** Provides centralized, client-focused administrative and management services for all DNR divisions and offices.

## FY2017 Management Plan Budget

PCNs	UGF	DGF	Fed	Other	Total
31	2,338.7	0.0	0.0	1,196.8	3,535.5

**Description:** Provides centralized budget, accounting, procurement, human resources and administrative support to DNR and ensures its compliance with applicable laws, regulations and state policies. Key staff members serve on multi-agency working groups that advise the state on its policies related to these functions.

**Budget:** Develops and implements DNR's operating and capital budgets. Recommends budget strategies, delivers training on all budget topics, and responds to legislative and OMB requests for information.

**Financial Services:** Accurately accounts for and reports on over \$2 billion in DNR-generated revenues from sources such as oil and gas, mining, agriculture, and timber sale contracts, leases, and other agreements; provides business accounting services that ensure a high degree of fiscal control and public funds stewardship.

**Procurement:** Procures goods and services in support of state land sales, contracting of oil and gas consultants, construction and rehabilitation of state park facilities, and other procurement needs unique to DNR. This section also oversees property management and leasing and Anchorage mailroom operations.

**Human Resources:** Provides recruitment, performance management, consultative guidance and personnel actions, grievance responses, and employment law services to all DNR divisions.

**Director's Office:** Provides leadership and decision making to Administrative Services, Information Resource Management, and the State Recorder's Office. Provides budgetary and administrative guidance and advice to ten DNR divisions and offices, and guides budget strategies in consultation with divisions and Commissioner's Office.

# Overview of the Support Services Division's Information Resource Management Section



**Critical Function:** Provides information technology support to DNR staff managing Alaska's natural resources.

**Economic impact without the section's services:** Negative impact to natural resource development projects that rely on land records research and/or application and permit processing due to a lack of information, data, or processing capabilities. Significant negative impacts to commercial activities related to mortgage and title processing, which occurs in DNR's Recorder's Office.

## FY2017 Management Plan Budget

PCNs	UGF	DGF	Fed	Other	Total
41	3,223.5	0.0	0.0	1,643.1	4,866.6

**Description:** Provides land records management per 11 AAC 53.020 which requires DNR to manage the state's land status plats, the historic index of state land transactions, and the serial register of land actions.

To meet regulatory requirements, the section maintains a Land Administration System providing tabular and spatial (GIS) data to the public, DNR, other state agencies, federal, local, and tribal organizations, as well as industry.

Information Resource Management (IRM) is also the primary technical support channel for the State Recorder's Office. The Recorder's Office provides recording and processing services to title and mortgage firms across the state. On behalf of the Recorder's Office, Information Resource Management provides data distribution services to external organizations interested in purchasing large volumes of recorded information.

The section provides full information technology support to DNR statewide. This includes full desktop and local area network support and remote site computer support for Parks and Forestry staff.

The section manages DNR's large technology contracts related to licensed software, hardware infrastructure, software development, and Enterprise License Agreements, and it also provides 24/7 IT support to the Division of Forestry during the wildland firefighting season.

# Overview of the Support Services Division's Recorder's Office/Uniform Commercial Code Section



**Critical Function:** Provides a secure, accessible, and impartial place to record and to preserve the permanent public record of Alaska.

**Economic impact without the section's services:** Significant adverse impact to commerce without access to current and historic personal and real property recordings and filings in Alaska.

## FY2017 Management Plan Budget

PCNs	UGF	DGF	Fed	Other	Total
45	0.0	4,509.9	0.0	116.5	4,626.4

**Description:** The statewide recording system consists of 34 separate recording districts serviced by 5 offices located throughout Alaska and includes:

- **State Recorder's Office:** Administers the statewide recording system as directed by statutes under 19 separate titles and by regulations in 11 AAC 06.
- **UCC Central File System:** Maintains the public record of filed documents related to security interests in personal property.
- **Archive Unit:** Creates and maintains the permanent public record for Alaska.
- **Management & Support:** Provides information technology, and administrative services to the section, and includes CIP funded data conversion projects, and the mail-back unit.

Title companies, mortgage companies, banks, credit bureaus, and many small businesses rely on the information found at the Recorder's Office and UCC Central File to make appropriate business decisions and to ensure adequate security for financial transactions. Without these services lenders would not be aware of previously recorded obligations or liens against property or individuals. The recording of documents, including mortgages, liens, and conveyance, ensures and secures a position in time.

Electronic recording and filing provides expedited service to customers within and outside of Alaska. The online index provides easy and efficient access to the Alaska public record going back to 1970, and the online access provides historic records of Alaska going back from 1969 to the mid-1800s. Historic preservation projects ensure the Alaska public record will be available for generations to come.

# OVERVIEW *of the* Trust Land Office



The Trust Land Office (TLO) is responsible for managing the land and other natural resources owned by the Alaska Mental Health Trust Authority. The TLO generates revenue for trust beneficiaries from land sales and leasing, real estate investment and development, timber sales, mineral, coal, oil and gas exploration and development, and sand gravel and rock sales. Activities on Trust land support nearly 800 high-paying jobs in industries such as mining, oil and gas, timber, and coal, and comprise approximately 2 percent of Alaska's gross domestic product.

## **Minerals & energy**

- \$4.3 million in royalty and other income collected for oil and gas and minerals in FY2016.
- Fort Knox gold mine is the largest producing mine in the state and largest single property taxpayer in the Fairbanks Northstar Borough, paying \$8.3 million in property taxes in CY2014. It provides 650 jobs.
- Exploration projects such as Icy Cape, Chuitna, Livengood, Palmer (near Haines), and Wishbone Hill, could yield over 1,000 jobs if they go into production. Chuitna's projected annual payroll is \$35 million.

## **Timber**

- The proposed Trust Land Exchange with the U.S. Forest Service, if successful, has the potential to preserve or support nearly 200 logging and processing jobs. The TLO is working to secure both federal and state legislation approving the exchange.
- Awarded timber sales currently support roughly 30 jobs; an additional 35 jobs may be added in FY2017 or FY2018, depending on markets and timing of timber operations.

## **Surface lands & stewardship**

- Competitive land sales conducted by the TLO create new revenue for Alaskan communities that have taxing authority and generate over \$2 million in revenue from sales and interest from contracts.
- Subdivision development supports local multi-disciplined consulting firms with engineering designs, land development, and construction.
- Compliance issues relating to trespass and unauthorized uses also provide small businesses contracts and Alaska Hire preference for services on environmental matters, construction, and waste.

## **Real estate & development**

- Commercial property acquisitions in Alaska, Utah, Washington, and Texas have provided over \$2 million in annual revenue for the Trust. This income is stable and helps diversify the Trust's assets.
- Development on Trust land, such as office buildings in the U-Med district in Anchorage, utilize surface lease agreements. These long-term (potentially 50+ years) provide nearly \$500,000 in stable revenues.