



# Support Services Division

*Natural Resources Finance Sub-Committee*

Presentation by Theresa Cross, Administrative Services Director

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# SUPPORT SERVICES DIVISION

## Mission Statement:

Provide client-focused, efficient and cost-effective financial, budget, procurement, human resource, information technology, and recording services to the Department of Natural Resources and the public.



# FY2023 GOVERNOR'S BUDGET CHANGES

## **Increase Grants Support - \$100.0 (I/A)**

- Create a new Grant Administrator 2 position
- Department continues to see growth in federal and other non-State grant awards

## **Maintain Occupancy at the Geological Material Center - \$125.0 (UGF)**

- Funding to cover the GMC Occupancy Agreement, which includes the annual operating cost of the space

# ADMINISTRATIVE SERVICES

	FY2022 Management Plan	FY2023 Governor	Difference	% Change		FY2022 Management Plan	FY2023 Governor	Difference	
UGF	2,614.8	2,552.1	(62.7)	-2.4%		PFT	23	24	1
DGF						PPT			
Other	1,255.7	1,368.2	112.5	9.0%		NP			
FED									
<b>Total</b>	<b>3,870.5</b>	<b>3,920.3</b>	<b>49.8</b>	<b>1.3%</b>		<b>Total</b>	<b>23</b>	<b>24</b>	<b>1</b>

<u>Administrative Services</u>	PCNs
<b>Financial Services</b> – Manages restricted revenue, federal grant accounting, and reimbursable service agreements; provides accounting services for DNR revenue and agricultural loans	15
<b>Procurement</b> – Provides professional procurement, property management, and leasing	5
<b>Director's Office</b> – Leads the Division and provides budgetary and administrative guidance to the department; develops and implements the DNR operating and capital budgets	4



# PROCUREMENT / FISCAL SERVICES / HUMAN RESOURCES

## **Procurement Services Provided:**

- Procurement of goods and services
- Facilities leasing and management
- Property control and management
- Agency Records Officer
- Delegations of authority

## **Fiscal Services Provided:**

- Accounts receivable & Adjusting Journal Entries (CH8's)
- Revenue & Billing reporting
- Reimbursable Service Agreements
- Operating & Capital budget development and implementation
- Budget monitoring and projections

## **Human Resources Services Provided:**

- Performance/Behavior Management/Employee Misconduct
- Grievance/Complaint Response
- Employment Law
- Letters of Agreement



# INFORMATION RESOURCE MANAGEMENT

	FY2022 Management Plan	FY2023 Governor	Difference	% Change		FY2022 Management Plan	FY2023 Governor	Difference
UGF	3,315.2	3,297.8	(17.4)	-0.5%	PFT	8	8	0
DGF			-		PPT			
Other	252.4	251.9	(0.5)	-0.2%	NP			
FED			-					
<b>Total</b>	<b>3,567.6</b>	<b>3,549.7</b>	<b>(17.9)</b>	<b>-0.5%</b>	<b>Total</b>	<b>8</b>	<b>8</b>	<b>0</b>

<b><u>Information Resource Management</u></b>	<b>PCNs</b>
<b><i>GIS/Mapping</i></b> – Provides Land Administration System (LAS) administration and training, maintains Status Plats, cartography services, GIS maintenance and development support including Alaska Mapper, and DNR's Business Reporting System	<b>7</b>
<b><i>Software Development Support</i></b> – Through the Office of Information Technology (OIT), provides business system support including LAS, Revenue & Billing, Recorder's Office, Webmaster, project management, and operation, and administers the content management system	<b>0</b>
<b><i>Computer and Technology Services</i></b> – Through the OIT, provides network, desktop and system operations and maintenance support, help desk support, Oracle database support, and IT standards review for DNR and DOA	<b>1</b>

# INFORMATION RESOURCE MANAGEMENT / GIS SERVICES

Information Resource Management (IRM) maintains the department's land records repository and oversees DNR's computer systems and networks services

## **Services Provided:**

- Land records management
- Maintains Land Administration System
- Mainframe account management
- Primary technical support for the State Recorder's Office providing data distribution services
- IT support services, including remote site computer support, for the Division of Parks and Outdoor Recreation and the Division of Forestry

## **Custom Map Projects:**

- Create custom map products for use online and in print
- Create and maintain static maps in DNR online Map Library
- Create, print, mount and install large multi-panel wall maps as requested

## **Training & Outreach:**

- Provide general and specialized training sessions for Alaska Mapper
- Create GIS online training plans for DNR staff through ESRI.com
- Coordinate & facilitate annual DNR GIS Day to promote greater knowledge of and exposure to GIS usage throughout DNR

# INFORMATION RESOURCE MANAGEMENT / GIS SERVICES

GIS Services maintains spatial data to the public, DNR, other state agencies, federal, local, and tribal organizations, and private industry

## **Spatial Case Information Management System (SCIMS)**

- Land Administration System transactions can automatically generate update requests and other requests are manually submitted by adjudicators
- Spatial data on Alaska Mapper is created by SCIMS workflow process, including QA/QC for maximum accuracy

## **Accomplishments in 2021:**

- Completed 6651 geospatial requests comprised of:
  - 4022 mining claims
  - 112 Land Use Permits
  - 399 Water Rights
- IT support services, including remote site computer support, for the Division of Parks and Outdoor Recreation and the Division of Forestry



# RECORDER'S OFFICE / UNIFORM COMMERCIAL CODE

	FY2022 Management Plan	FY2023 Governor	Difference	% Change
UGF			-	
DGF	3,824.8	3,765.5	(59.3)	-1.6%
Other			-	
FED			-	
<b>Total</b>	<b>3,824.8</b>	<b>3,765.5</b>	<b>(59.3)</b>	<b>-1.6%</b>

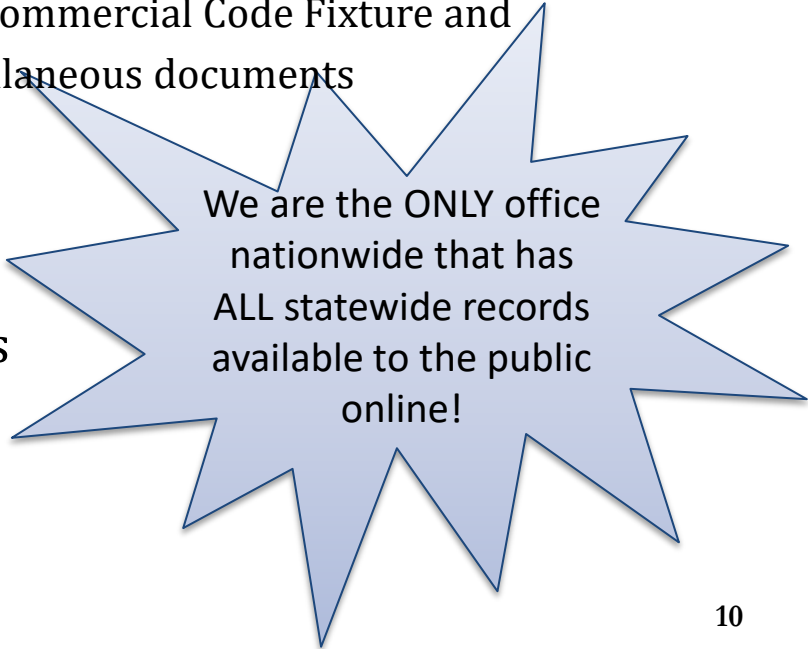
	FY2022 Management Plan	FY2023 Governor	Difference
PFT	32	32	0
PPT	1	1	0
NP			
<b>Total</b>	<b>33</b>	<b>33</b>	<b>0</b>

<b><u>Recorder's Office / Uniform Commercial Code</u></b>	<b>PCNs</b>
<b><i>Recorder's Office</i></b> – Administers the statewide recording system, providing a secure, accessible, impartial place to record and preserve Alaska's permanent public record	<b>18</b>
<b><i>Recorder's Office Management &amp; Support</i></b> – Provides management, computer programming, and administrative services to the component, including mail back unit	<b>8</b>
<b><i>Archive Unit</i></b> – Creates and maintains the permanent public record for Alaska	<b>5</b>
<b><i>Uniform Commercial Code Central File</i></b> – Maintains the public record of filed documents related to security interests in personal property	<b>2</b>

# RECORDER'S OFFICE / UNIFORM COMMERCIAL CODE

**We maintain the permanent public record of documents related to interests in personal & real property.**

- Offices in 3 locations assisting customers statewide:
  - Anchorage, Fairbanks, & Kenai
- Preserve and make available important documents creating the public record:
  - Deeds, Mortgages, Reconveyances, Liens, Uniform Commercial Code Fixture and Security Agreements, Judgements, and other Miscellaneous documents
  - 41 million documents (averaging 250,000/year)
  - 64,000 plats
- Utilize robust technology to support the operations in office and online for customers

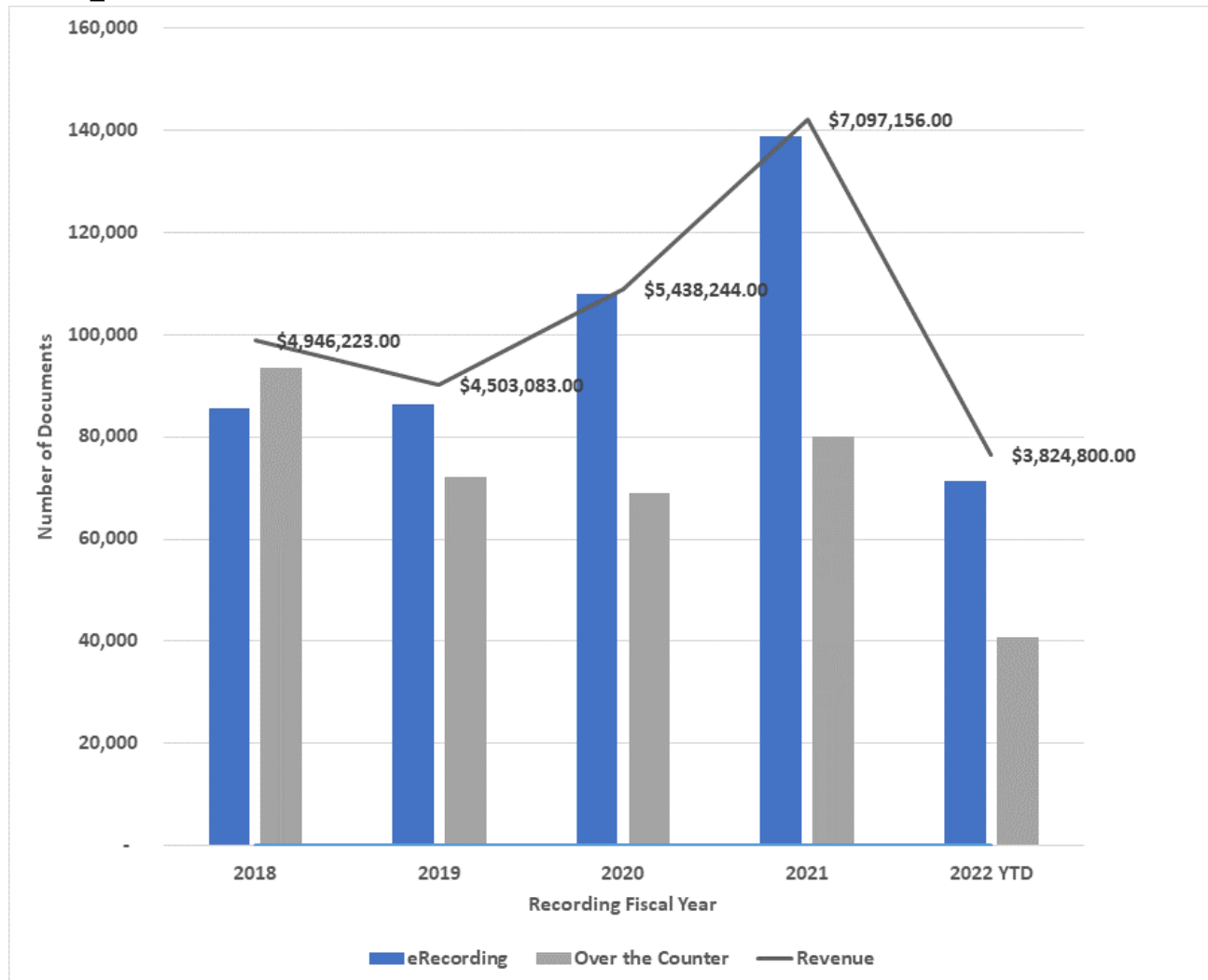


We are the ONLY office nationwide that has ALL statewide records available to the public online!

**Recorded documents support the economic activities within the State and Nation!**

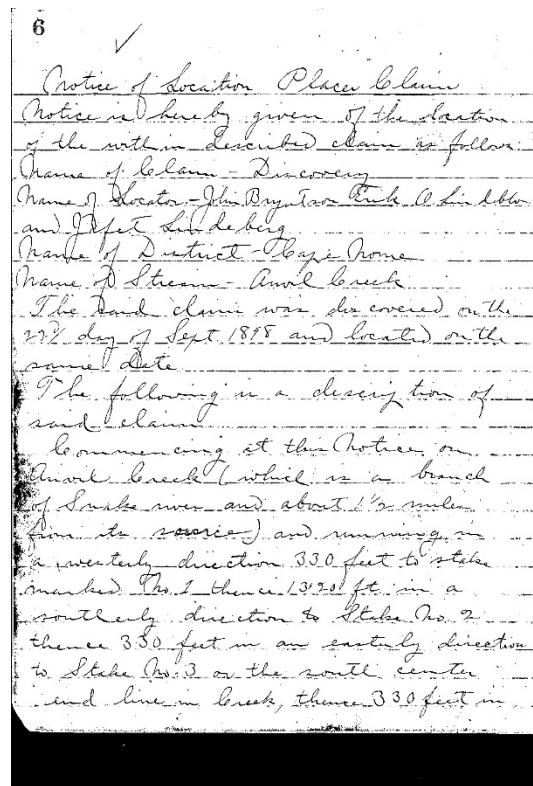
# RECORDER'S OFFICE / UNIFORM COMMERCIAL CODE

## 5 Year Comparison - Document Volumes & Revenue Collected



# RECORDER'S OFFICE / UNIFORM COMMERCIAL CODE

## Past to Present – Visual Example



2022-000529-0  
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2/8/2022 08:55 AM Pages: 1 of 30

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Skagway	_____
Wrangell	_____

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ALASKA POWER COMPANY,  
ALASKA TELEPHONE COMPANY,  
AP&T LONG DISTANCE, INC.,  
AP&T WIRELESS, INC.,  
BBL HYDRO, INC.,  
BETTLES TELEPHONE, INC., and  
NORTH COUNTRY TELEPHONE, INC.,  
EACH AS A GRANTOR,  
TO  
STEWART TITLE OF ALASKA, AS TRUSTEE  
FOR THE BENEFIT OF  
COBANK, ACB, AS BENEFICIARY  
DATED AS OF JANUARY 31, 2022

Amendment No. 13 to Deeds of Trust - 1  
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4802-1048-5641-3 0914871-000132

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# PUBLIC INFORMATION CENTER

	FY2022 Management Plan	FY2023 Governor	Difference	% Change
UGF	575.5	567.1	(8.4)	-1.5%
DGF	20.0	20.0	-	0.0%
Other	202.7	200.7	(2.0)	-1.0%
FED			-	
<b>Total</b>	<b>798.2</b>	<b>787.8</b>	<b>(10.4)</b>	<b>-1.3%</b>

	FY2022 Management Plan	FY2023 Governor	Difference
PFT	6	6	0
PPT			
NP	1	1	0
<b>Total</b>	<b>7</b>	<b>7</b>	<b>0</b>

<b><u>Public Information Center</u></b>	<b>PCNs</b>
<i>Anchorage Office</i> – Provides diverse customer service to the public and department staff.	<b>4</b>
<i>Fairbanks Office</i> – Provides diverse customer service to the public and department staff.	<b>3</b>

# PUBLIC INFORMATION CENTER

## A One-Stop-Shop for DNR Customer Service!

- The primary point of contact for all DNR Services
- Answers general questions and connects customers with subject matter experts
- Teach customers how to look up information and how to utilize the research tools available online
- 100 News releases online annually
- \$20 - \$25 million revenue dollars collected and receipted for DNR annually
- 25,000 customers supported annually
  - Customer service related primarily to the Division of Parks and Outdoor Recreation and the Division of Mining, Land, & Water to provide:
    - Park Information
    - Park Passes & Fees
    - Land Sales
    - Permitting
    - Mining Transactions
    - News Releases



# **FY2023 GOVERNOR'S AMENDED BUDGET CHANGES**

## **DGGS - Laying the Foundation for Alaska's Power Diversification - \$262.0 (UGF)**

- Forms the core of a renewable energy program to collect baseline data critical for geothermal, hydro-electric (in-river, tidal, and wave), and wind power generating potential throughout Alaska
- Creates two new PFT Positions:
  - Hydrologist 2
  - Analyst Programmer 3

## **Agriculture - Amend Sponsorship of Future Farmers of America - \$180.0 (UGF)**

- No change in amount
- Creates one new PFT Position:
  - Program Coordinator 1

# QUESTIONS?



THANK YOU!

