

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

Date: January 6, 2017

To: Theodore Lipscomb, Chair, County Board of Supervisors

From: Steven Kreklow, Director, Office of Performance, Strategy, and Budget

Subject: Request to Create 1.0 FTE IT End User Support Analyst - Lead in the Department of Administrative Services - Information Management Services Division (DAS-IMSD) (File 17-99)

The Department of Administrative Services - Information Management Services Division (DAS-IMSD) requests to create 1.0 FTE IT End User Support Analyst - Lead. That position was included in the 2017 Recommended Budget but was not included in the 2017 Adopted Budget.

The IT End User Support Analyst - Lead position will transition a long-term contracted Information Technology (IT) resource role to a permanent full-time, supervisory position. The role of contracted IT End User Support Analyst is a long-standing, outsourced IT resource within the Department of Administrative Services – Information Management Services Division (DAS-IMSD). The new position has expanded responsibilities, including supervision of End-User Analysts, Interns, and IT contractors; enforcement of IT Incident and Service Request and Problem Management processes; and coordination of Knowledge Base Management. Supervisory activities including tracking and approving contractor and employee, timesheets, day-to-day staff direction, and enforcement of IMSD service management processes and goals make this role unsuited for a contracted resource.

The requested position is part of the Service Desk team that provides day-to-day support and superior customer service for technology end-users in all Milwaukee County Departments and Divisions. The incumbent shall ensure consistent outcomes, provide development and training on standardized problem solving techniques, assist in the retention of key organizational information, and enable IMSD to work toward permanent resolutions of IT service requests, IT self-service, and reduction in overall IT service needs.

The 2017 allocated contingency contains funds for positions that were included in the Recommended Budget but not included in the Adopted Budget. Approval of this request would authorize and direct the Department of Administrative Services to process an administrative fund transfer of approximately \$79,844 from allocated contingency to the Department of Administrative Services - Information Management Services Division (DAS-IMSD).

The Department of Administrative Services - Performance, Strategy and Budget recommends that 1.0 FTE IT End User Support Analyst - Lead be created in the Department of Administrative Services - Information Management Services Division (DAS-IMSD) and an administrative transfer from allocated contingency be approved.

A handwritten signature in black ink, appearing to read 'SKREKLOW', written over a horizontal line.

Steven Kreklow

Director, Office of Performance, Strategy, and Budget