

EXECUTIVE OFFICES 2020-21 BUDGET PRESENTATION

Page # of Governor's Executive Budget:

Office of Administration

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10620, 26434, 80568, 80592, 80593, 82898

I. SUMMARY FINANCIAL DATA

(\$ Amounts in Thousands)

	2019-20 Actual	2020-21 Available	2021-22 Budgeted
State Funds Total	\$9,724	\$9,647	\$9,556
Office of Administration (10620)	\$9,724	\$9,647	\$9,556
Federal Funds Total	\$1,915	\$0	\$0
JNET AOPC E-Filing Rewrite (EA) (80568)	\$441	\$0	\$0
JNET NCHIP (EA) (80592)	\$1,190	\$0	\$0
JNET Recidivator (EA) (80593)	\$150	\$0	\$0
Homeland Security Grant Program (EA) (82898)	\$134	\$0	\$0
Other Funds - Augmentations/Restricted EA	\$407,871	\$414,250	\$430,288
Other Funds Itemized			
(A) HR Shared Services	\$82,088	\$83,350	\$83,350
(A) Temporary Clerical Pool (TCP)	\$4,744	\$6,178	\$6,411
(A) Benefit Administration	\$3,274	\$4,018	\$4,018
(A) Workplace Support Division (SEAP)	\$3,450	\$3,450	\$3,450
(A) Agency Services	\$1,179	\$1,227	\$1,227
(A) Managing for Government Responsiveness Training (MGR)	\$73	\$325	\$325
(A) CDL Drug and Alcohol Testing	\$303	\$375	\$360
(A) Group Life Insurance Program Commissions	\$100	\$100	\$100
(A) Leadership Development Institute (LDI)	\$80	\$98	\$98
(A) IT Shared Services	\$228,638	\$232,000	\$270,000
(A) Integrated Enterprise System	\$44,267	\$39,829	\$39,829
(A) Software Services	\$22,652	\$22,300	\$1,120
(R) Agency IT Projects (EA) (26434)	\$17,023	\$21,000	\$20,000
Total	\$419,510	\$423,897	\$439,844

II. DETAIL BY MAJOR OBJECT

(\$ Amounts in Thousands)

	2019-20 Actual	2020-21 Available	2021-22 Budgeted	Budgeted vs. Available	Percent Change
PERSONNEL					
State Funds	\$2,871	\$3,086	\$3,481	\$395	12.80%
Federal Funds	\$0	\$0	\$0	\$0	0.00%
Other Funds	\$269,889	\$268,256	\$278,223	\$9,967	3.72%
Total Personnel	\$272,760	\$271,342	\$281,704	\$10,362	3.82%
OPERATING					
State Funds	\$6,140	\$5,749	\$5,289	(\$460)	-8.00%
Federal Funds	\$1,670	\$0	\$0	\$0	0.00%
Other Funds	\$123,137	\$136,906	\$145,264	\$8,358	6.10%
Total Operating	\$130,947	\$142,655	\$150,553	\$7,898	5.54%
FIXED ASSETS					
State Funds	\$35	\$757	\$732	(\$25)	-3.30%
Federal Funds	\$245	\$0	\$0	\$0	0.00%
Other Funds	\$14,845	\$6,678	\$6,801	\$123	1.84%
Total Fixed Assets	\$15,125	\$7,435	\$7,533	\$98	1.32%

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GRANT & SUBSIDY					
State Funds	\$53	\$55	\$54	(\$1)	-1.82%
Federal Funds	\$0	\$0	\$0	\$0	0.00%
Other Funds	\$0	\$0	\$0	\$0	0.00%
Total Grant & Subsidy	\$53	\$55	\$54	(\$1)	-1.82%
BUDGETARY RESERVE					
State Funds	\$625	\$0	\$0	\$0	0.00%
Federal Funds	\$0	\$0	\$0	\$0	0.00%
Other Funds	\$0	\$2,410	\$0	(\$2,410)	-100.00%
Total Budgetary Reserve	\$625	\$2,410	\$0	(\$2,410)	-100.00%
TOTAL FUNDS					
State Funds	\$9,724	\$9,647	\$9,556	(\$91)	-0.94%
Federal Funds	\$1,915	\$0	\$0	\$0	0.00%
Other Funds	\$407,871	\$414,250	\$430,288	\$16,038	3.87%
Total Funds	\$419,510	\$423,897	\$439,844	\$15,947	3.76%
III. HISTORY OF LAPSES					
(\$ Amounts in Thousands)		2018-19	2019-20	Estimated 2020-21	
State Funds		\$33	\$0	\$0	
Medicare Part B (10601)		\$33	\$0	\$0	
IV. COMPLEMENT INFORMATION					
		12/31/2019	12/31/2020	2021-22 Budgeted	
Benefit Factor					
(1) Office of Administration (OA) (10620)		67.91%	68.24%	69.40%	
Total Funds (State and Other)					
(1) Office of Administration (OA) (10620)					
- Authorized		2,500	2,404	2,404	
- Filled		2,262	2,236	n/a	
V. DERIVATION OF REQUEST/ LEGISLATIVE CITATIONS					
Derivation of Request:					
(A) Personnel					
All personnel costs were prepared on the complement planning layouts in the BPC system using instructions and factors provided by the Office of the Budget.					
(B) Operating Expenses					
Operating Funds will be used for continuing activities.					
(C) Fixed Assets					
Fixed Asset Funds will be used for the purchase of equipment necessary to provide services to the Commonwealth.					
Legislative Citations: The Office of Administration was established within the Governor's Office in 1955. Reorganized by Executive Resolution #OR-15-002, February 18, 2015 and reorganized by Executive Resolution #OR-15-021, December 15, 2015.					

Additional Information

(1) 2019-20 Obligations rolled forward to 2020-21
(\$ Amounts in Thousands)

State Funds	\$0
Federal Funds	\$0
Other Funds	\$0
Total	\$0

(2) 2020-21 Supplemental appropriation needs

(\$ Amounts in Thousands) \$0
Date current appropriation will be exhausted: N/A

The Office of Administration (10620) is not requesting a supplemental appropriation for the current fiscal year.

(3) Prior FY appropriations waived pursuant to Act 146 of 1980 used to support the 2020-21 appropriation.
(\$ Amounts in Thousands)

State Funds	
1062000000 (BP 2019)	\$625
1060500000 (BP 2016)	\$33
1060500000 (BP 2017)	\$23
1060500000 (BP 2018)	\$1,840
Total	\$2,521

Waiver is currently held in budgetary reserve and will be released as needed.

VI. EXPLANATION OF CHANGES

(\$ Amounts in Thousands)

	State \$	Federal \$	Other \$	Total \$
PERSONNEL				
A. Increase/(Decrease) to continue current program	\$395		\$9,967	\$10,362
Subtotal Personnel	\$395	\$0	\$9,967	\$10,362
OPERATING				
A. Increase/(Decrease) to continue current program	(\$460)		\$366	(\$94)
B. Software Services Augs transferred to OIT-Delivery Centers			(\$21,180)	(\$21,180)
C. Increase to OIT-Delivery Centers transfer from Software Services Augs plus Customer Service Transformation			\$29,172	\$29,172
Subtotal Operating	(\$460)	\$0	\$8,358	\$7,898
FIXED ASSETS				
A. Increase/(Decrease) to continue current program	(\$25)		\$123	\$98
Subtotal Fixed Assets	(\$25)	\$0	\$123	\$98
GRANT & SUBSIDY				
A. FY20-21 Medicare Part B	(\$1)			(\$1)
Subtotal Grant & Subsidy	(\$1)	\$0	\$0	(\$1)
BUDGETARY RESERVE				
A. 2020-21 Budgetary Reserve			(\$2,410)	(\$2,410)
Subtotal Budgetary Reserve	\$0	\$0	(\$2,410)	(\$2,410)
TOTAL	(\$91)	\$0	\$16,038	\$15,947

PROGRAM STATEMENT

The *Office of Administration (OA)* was established within the Governor's Office in 1955. OA provides policy direction and support to all commonwealth agencies for human resources, information technology, continuity of government, equal employment opportunity, and records/directives management to help improve the results, reduce costs, and enhance customer service of all agencies under the Governor's jurisdiction.

The *Deputy Secretary for Human Resources and Management* provides policy direction and support for centralized human resource services, ensuring equity by maintaining the classification, pay, benefits, and workers compensation systems; negotiating and administering collective bargaining agreements; recruiting for all commonwealth positions; and training in management and supervisory skills for all agencies under the Governor's jurisdiction. OA also manages the HR Service Center, the central point of contact for employees and managers for common human resource, benefits and payroll services and information.

These responsibilities are carried out through the Office of the Deputy Secretary for Human Resources and Management which is comprised of four organizational units and six delivery centers:

1) *Employee Relations and Workforce Support Office (ERWS)* negotiates and administers collective bargaining agreements between the commonwealth and the various unions representing state employees; investigates and responds to employee grievances; represents the commonwealth at arbitration hearings; provides assistance to agencies in the day-to-day administration of collective bargaining agreements; conducts labor relations training for supervisory and management personnel; advises agencies on implementing consolidations, closures and other administration initiatives. The office also administers an employee benefit package with the goal of maintaining and further developing the excellent and highly competitive benefits for state employees and retirees. Finally, the office provides employee assistance benefits and services to commonwealth employees and agencies. ERWS enhances the safety and wellness of the workforce by providing policies, procedures and guidance on workplace violence prevention, work release requests, maintaining a substance-free workplace, and the provision of CDL drug/alcohol testing services.

2) *Talent Management Office (TMO)* establishes policies and procedures for selecting and appointing candidates to all commonwealth positions in agencies under the Governor's jurisdiction; receives and evaluates resumes; applies veterans' preference, where appropriate; refers qualified applicants to agencies for consideration for vacant positions in accordance with established job standards and equal employment opportunity guidelines; administers the furlough placement process; manages the assignment of temporary clerical employees to state offices in the Capitol Complex and Dauphin County area to address emergency clerical work needs. This office also establishes and maintains policies and procedures for a comprehensive organization management program; develops and administers job classification and pay standards; provides leadership and technical assistance to agencies on position classification, organizational and staffing matters, and employee compensation; manages a classification grievance program for employees covered by collective bargaining agreements; administers the pay schedules and pay rules; provides support in the management of agency salary and wage complements; and assures compliance with the federal regulations of the Fair Labor Standards Act. This office also administers the Commonwealth's workforce and succession planning, performance management, employee recognition, and training and development programs for executive, management, and supervisory personnel. Finally, the Talent Management Office provides consultative services to agencies to improve organizational efficiency and effectiveness and administers the commonwealth's learning management system.

3) *Human Resources Service Center* provides common human resources, benefits and payroll services and information to employees and agencies under the governor's jurisdiction; administers the enterprise new employee onboarding and orientation program; advises the Secretary of Administration on the best use of technology to support current or future human resource needs; supports central system activities; provides assistance on the use of the commonwealth's human resources systems; manages the commonwealth employee financial disclosure requirements for agencies under the governor's jurisdiction; manages the human resources data and information access policies while supporting commonwealth human resources reporting needs; and publishes the Governor's annual workforce report. This organization also administers the commonwealth's employee absences, workers' compensation, unemployment compensation and safety programs.

4) Enterprise Systems and Data Analytics Office advises the Secretary of Administration on the best use of technology to support current or future human resource needs; works with the Office for Information Technology to implement and enhance human resource systems and provides assistance on their use; supports central system activities; manages the human resources data and information access policies while supporting commonwealth human resources reporting needs; develops dashboards and metrics for enterprise human resource operations; and, publishes the Governor's annual workforce report.

5) Human Resource Delivery Centers Office oversees the six Human Resource Delivery Centers and ensures the consistent and efficient delivery of human resource services to all agencies served. The six Human Resource Delivery Centers are:

General Government serves the HR needs of OA, Office of the Budget, Office of State Inspector General, Council on the Arts, General Services, Office of General Counsel, Juvenile Court Judges' Commission, PA Human Relations Commission, PA Department of Education, Lieutenant Governor's Office & Board of Pardons, PA Historical & Museum Commission, State Ethics Commission, State Civil Service Commission, PA Infrastructure Investment Authority, Port of Pittsburgh Commission, PA Health Care Cost Containment Council, and PA Municipal Retirement System.

Public Safety serves the HR needs of Corrections, JNET, Probation & Parole, PA Commission on Crime and Delinquency, and State Police.

Employment, Banking, and Revenue serves the HR needs of Labor & Industry, Revenue, State, Banking & Securities, and Insurance.

Health & Human Services serves the HR needs of Human Services, Health, Drug & Alcohol Programs, Aging, and Military & Veterans Affairs.

Conservation and Environment serves the HR needs of Conservation & Natural Resources, Environmental Protection, Agriculture, Milk Marketing Board, and Environmental Hearing Board.

Infrastructure and Economic Development serves the HR needs of Community & Economic Development, Transportation, and PA Emergency Management (PEMA).

The Deputy Secretary for Information Technology/State Chief Information Officer (CIO) is responsible for developing and administering statewide policies and standards governing the management, use and transformation of the commonwealth's IT resources. The deputy secretary oversees the management of the OIT bureaus and provides direct oversight for large, enterprise-wide initiatives such as compute services, commonwealth shared services, accessibility services, open data and data management, cyber security, innovation, and enterprise IT technology support.

The Enterprise Delivery Center is comprised of five core areas: the Technology Business Office; the Enterprise Information Security Office; the Enterprise Solutions Office; Integrated Enterprise System Office; and the Enterprise Technology Service Office.

The Technology Business Office (TBO) provides direction and guidance on IT strategy, the annual strategic planning process, project management, performance management, OIT service portfolio health, service quality assurance, continual service improvement, financial management regarding the OIT services, IT policy, training and outreach. TBO provides the following services:

1. **Project Management** services to establish and maintain IT project management standards across the commonwealth, improving project management maturity through education, and oversight and management of commonwealth information technology projects. This includes responsibility for coordinating the approval of all strategic IT projects to ensure alignment with the commonwealth's IT strategic direction and plan and to ensure existing assets are being leveraged. Lastly, this includes oversight over the commonwealth's Enterprise Project, Portfolio Management tool, which is used for project intake and prioritization, project portfolio management, reporting and time tracking.

2. IT Policy Management services focused on reviewing, analyzing, and maintaining IT policies and standard frameworks for the commonwealth, overseeing the process to administer waivers to existing IT policy, managing commonwealth's audit and compliance initiatives, application risk program, and

3. IT Training Services focus administering the commonwealth's IT training and leadership development programs while serving as a liaison to business and IT partners in order to gain a broad understanding of industry trends and innovations, and their potential impacts on business/IT capabilities, operations, and enterprise services.

4. IT Performance Metrics which are maintained and monitored to ensure performance targets are met and that trends that provide an ongoing evaluation of how well the IT service organizations are effectively meeting predefined performance levels and objectives.

5. IT Service Management services include establishing consistent processes for IT operational processes as well as the automated solution to enable those processes in alignment with an ITIL based approach. This service includes established metrics to ensure the health of the overall IT operating environment.

6. IT Financial Management services ensure that OIT is implementing a fair and sustainable funding model for all OIT services funded by agencies. This includes ensuring that all funding formulas are documented and reviewed on an annual basis for relevancy and accuracy, and processing supplier/vendor invoices relating to the enterprise contracts managed by OIT.

The *Enterprise Information Security Office (EISO)* establishes the commonwealth's cyber security strategy, standards, and enterprise cyber security posture. The high-level objectives of the organization are to prevent and defend against cyber-attacks on critical infrastructures, to reduce the commonwealth's vulnerability to cyber-attacks, to minimize damage and recovery time from attacks that may occur, and to continuously promote security awareness through education and information sharing thereby limiting risks and exposure. The EISO is responsible for cyber security governance, auditing, monitoring and compliance across the enterprise and provides a host of security services and functions encompassing enterprise risk management, vulnerability and threat management, incident management, auditing monitoring and compliance, forensic investigations, security awareness - outreach and education, identity and access management, and agency assistance. The EISO organization serves as a central point for coordination and communication among agency cyber security officers and provides guidance and direction involving information security architecture, policies, directives, standards, and guidelines.

1. Governance serves to set enterprise policies, processes, and standards. These are based on enterprise needs, federal and state requirements, and best practices. They are constantly reviewed in light of the ever-changing cyber security environment.

2. Risk Management serves to identify, and document known risks, threats, and vulnerabilities for the enterprise and delivery center infrastructure. It catalogs them, categorizing them in terms of severity and likelihood of being exploited. It works with the Vulnerability Management team and the agencies to prioritize these risks and work on their mitigation. It serves as a central clearinghouse for incidents at the enterprise, the delivery centers, and the agencies.

3. Vulnerability and Threat Management works with the Risk Management team to categorize known risks, threats, and vulnerabilities based on impact and likelihood of being exploited. By inventorying IT infrastructure and data assets and matching this against these known vulnerabilities, it provides an enterprise picture of our overall security posture and provides guidance to the enterprise, the delivery centers, and the agencies on remediating or mitigating these vulnerabilities.

4. Incident Management responds to active incidents. Despite the efforts of the EISO and delivery center teams, incidents will occur, even if it's something as simple as a lost or stolen smart phone. The Incident Management team intakes such incidents from a variety of sources within the commonwealth as well as third-party services such as Verizon SOC, MS-ISAC, and the FBI. These incidents are triaged and responded to, managing the enterprise, delivery center, and agency activities as appropriate.

5. Auditing, Monitoring, and Compliance serves to identify vulnerabilities in enterprise or agency systems and processes. These, in turn, are fed to the Risk Management and the Vulnerability and Threat Management teams to help establish the enterprise security posture. These activities may be done on in response to a state or federal requirement or as part of a mandated, regularly scheduled security assessment of the enterprise or agencies.

6. Forensic Investigations are provided as a service to the enterprise and agencies in cases where there is suspected or known abuse of IT infrastructure and data assets in violation of Management Directives or state and federal law. This team works in concert with HR and Legal. In the case of suspected criminal misconduct, the team will work with state and federal authorities as appropriate.

7. Security Awareness is an important first line of defense against in cyber security. By training and making users of our IT systems aware of the hazards of clicking on phishing emails, sending data to unsecured systems for convenience, and so on, we can head off many threats before they become an incident. The team works with HR on annual cyber security awareness training, distributes security awareness posters, and works with the agencies on specialized training relevant to their business needs.

8. Identity Access and Management (IAM) provides control of user identities and accounts in three main populations – employees and contractors, business partners, and citizens. This embodies several functions:

- Directory Services – these are the repositories of user account information, with separate ones for each of the three populations
- Provisioning – this function serves to manage the lifecycle of a user's account: creation, information updates, password management, and finally retirement or “de-provisioning” the account when it's no longer needed.
- Identity Verification – in many cases it is necessary to determine that John Smith that is registering for an account is indeed the John Smith and not someone else trying to impersonate John Smith and create an account in John Smith's name. This is addressed as needed through processes involving both internal and external data resources.
- Authentication and Authorization – these processes go hand-in-hand, first validating the user account is valid and that the login is successfully executed, second being sure that the user account is actually allowed to access the system or data they are attempting to get into.
- Multi-factor Authentication – in some cases, a simple user account and password is not sufficient and additional information such as a one-time text message may be needed to complete the login attempt.

9. Agency Assistance is provided through the ServiceNow service catalog. The expertise of EISO staff is made available to the agencies in all the above areas and will work with delivery center staff and agency business units to provide secure solutions to their needs.

The Enterprise Solutions Office (ESO) offers enterprise backend client/server and web-based software and application development and support for OA, and the Delivery Centers. ES provides augmented aid to the General Government Delivery Center, OB, PHMC, PHRC, Governor's Office, Lt. Governor's Office, Office of the First Lady, Board of Pardons and OGC. The ESO operating and fixed asset FY 19-20 budget includes funding for personnel and operating expenditures to support this mission. Some specific programs and initiatives included in the budget are:

- Enterprise Solutions - Provides funding for enterprise services for MS SharePoint, MS Dynamics CRM, TFS, analytics tools, Payeezy and several other services. These are products and services leveraged by all Commonwealth Delivery Centers.
- Governance – Working with key vendors to establish Commonwealth tenants which comply with Commonwealth policies, but also allow for inter-agency collaboration of data and code. ESO holds primary responsibility for the software series of Commonwealth IT policies.
- Transparency Reporting – Maintain a central system and environment to coordinate the gathering of data required for transparency; develop and maintain the PennWATCH.pa.gov website Pursuant to Act 18 of 2011, which includes data and content to further our transparency efforts related to how Commonwealth agencies spend appropriated funds, both federal and state dollars; continue to work with agencies in gathering requirements for the federal government, Pennsylvania oversight committee and agency reporting to Pennsylvania citizens.
- Business Objects – Maintain and support a Business Objects environment for agencies to use, develop and host executive reporting and decision support solutions.

- Shared Services – Support the implementation of enterprise shared service offerings (ex: Identity Access Management) that will allow agencies to focus on the development of business solutions while avoiding the need to make expensive investments in the underlying core IT infrastructure necessary to support these services.
- ESO also provides a suite of geospatial, managed file transfers, communication lists, content management (document management), IT service management, and legacy application support services to both commonwealth and external organizations. These services entail the selection of vendors, software, infrastructure, applications, designs, policies and procedures needed to configure and provide services required by the agencies.

The Integrated Enterprise System (IESO) Office manages the commonwealth's integrated enterprise resource planning (ERP) system built on SAP, which currently includes budget, finance, procurement, supplier relationship management, payroll, human resources, plant maintenance, travel planning/management, flexible real estate, loans management, and reporting processes. The IESO works directly with business owner agencies (i.e., Governor's Budget Office, Comptroller Operations, Department of General Services (DGS), Office of Human Resources & Management, and the Pennsylvania Department of Transportation) to refine business processes and system operating efficiencies.

The IESO FY21-22 operating and fixed asset budget includes funding to:

- Support ongoing operational costs such as personnel, hardware maintenance, software licenses, and user support;
- Support the implementation of improved enterprise reporting functionality, using dashboards and other reporting tools, to improve the management, efficiency, and effectiveness of government operations and to improve transparency;
- Support business process improvements that may be identified by Commonwealth business owners to reduce the costs of government and improve governmental effectiveness.
- Continue to modernize the SAP platform through upgrades and enhancements

The *Enterprise Technology Services Office* (ETSO) provides direction and guidance on the establishment of enterprise wide technology services. As such, the Office is responsible for the architecture, design & development, security, operational integrity, system support and maintenance across the bureaus engaged in providing mainframe systems support, server-class/distributed systems support, telecommunications, database design, software development, enterprise service desk, end-user compute, and shared IT services to all agencies in the commonwealth. The ETSO is responsible for delivering IT solutions with a focus on planning, directing, evaluating, and controlling the technical operations.

1. **Service Delivery and Operations** services includes direction, design, implementation, and management of Enterprise network, compute, and security operations technology services supporting both agency and external customers. This responsibility includes oversight for planning, directing, evaluating, and controlling the technology and operations of the Service Delivery and Service Operations Managers and associated staff engaged in Enterprise network, compute, and security operations technology services and ensures alignment to the vision, strategy, and roadmap established by the Commonwealth's CIO and CTO and that the provided solutions meet agreed agency and external customer requirements and service levels.

2. **Managed Compute Services** is responsible for management of the Commonwealth's Enterprise Managed Compute Strategy program portfolio, focusing on service strategy, service design, service transition, and service improvement. Its program portfolio services include, but are not limited to, Catalog of Services provided by all managed compute suppliers, manage the definition and standardization of Service Offerings across all the program portfolio providers, source and manage internal and external service providers, govern the ETSO Change Management Process, support and assist auditing activities for the services and systems within the program portfolio (IRS, SSA, GAAP, SOC, Etc.), and leads Continuous Service Improvement activities for the Program and related services.

3. **Managed Network and Telecommunications Services** is responsible for management of the Commonwealth's Enterprise Telecommunication Strategy program portfolio, focusing on service strategy, service design, service transition, and service improvement. Program portfolio services include, but are not limited to, data network services, VoIP services, Unified Communications, core enterprise security services, and Last User Connectivity services to help identify demand, prioritize demand and track the health of the Telecommunication Strategy program portfolio along with contract compliance monitoring.

4. **Customer Support Services** is responsible for administration and management of all client computing endpoint devices; these devices include personal computers, printers, desktop applications, and select mobile devices and apps. Responsibilities involve the setup, configuration, and ongoing administration and support to ensure that employees have a secure and reliable computing environment to support the Commonwealth. Service Desk services are also a key component of in providing the services needed to resolve issues related to the services provided by OA/OIT. Included in this bureau is day-to-day support for the Governor's Office, the Lieutenant Governor's Office, the Office of General Counsel, the Governor's residence, and several satellite Offices.

5. **Service Architecture** is responsible for the technical architecture strategies and the underpinning target architecture and transition states. The bureau provides and drives enterprise architecture direction for working with key stakeholders (both leadership and subject matter experts) and build a holistic view of the Commonwealth's strategy, processes, information, and technology assets. leads the program to develop, maintain and govern the technology architecture across the Commonwealth enterprise. This bureau is also responsible for defining the architecture review process, and for leading the integration of those processes with the Delivery Centers and core enterprise functions.

A Delivery Center ("DC") CIO's primary responsibility is to deliver IT services across all agencies assigned within their DC to meet business needs. In addition to day-to-day operational activities, they are tasked with the coordination of major initiatives and requirements -- working to enhance service delivery by looking for common platforms and services that eliminate duplication among customer agencies.

General Government serves the IT needs of OA, Office of the Budget, Office of General Counsel, Governor's Office, Lieutenant Governor's Office, Historical and Museum Commission, Human Relations Commission, Education, General Services, and Office of State Inspector General.

Public Safety serves the IT needs of Corrections, JNET, Probation & Parole, PCCD, and State Police.

Employment, Banking, and Revenue serves the IT needs of Labor & Industry, Revenue, State, Banking & Securities, and Insurance.

Health & Human Services serves the IT needs of Human Services, Health, Drug & Alcohol Programs, Aging, and Military & Veterans Affairs.

Conservation and Environment serves the IT needs of Conservation & Natural Resources, Environmental Protection, Agriculture, Milk Marketing Board, and Environmental Hearing Board.

Infrastructure and Economic Development serves the IT needs of Community & Economic Development, Transportation, and PA Emergency Management (PEMA).

Office of Equal Employment Opportunity oversees the commonwealth's EEO policies and programs; provides guidance to help ensure the fair and equitable treatment of employees; develops and administers training to educate all employees about EEO laws and commonwealth policies; reviews all requests for accommodations; and, investigates and reviews appeals of internal complaints alleging discriminatory behavior and assists agency legal offices if requested in the investigation of external complaints.

Office of Continuity and Records Information Management (OCRIM) manages and administers the commonwealth's Continuity of Operations Program ensuring the continuance of essential government services during or shortly after a disruption or emergency. This office creates and implements policy, provides subject matter expertise and technical support, and conducts multi-agency exercises to ensure readiness and resilience and serves as a liaison to independent agencies, the legislature, and the judiciary. This office manages and administers the commonwealth's Enterprise Records Management Program by drafting policies, standards, and procedures to control the use, maintenance, retention, and disposition of records. It administers the process for policy and procedural development through the Directives Management System and Executive Board Resolutions, as well as Executive Orders and Administrative Circulars. OCRIM is also responsible for Sunshine Act coordination and publication, as well as Right-to-Know functions.

Office of Communications and Legislative Affairs is responsible for communicating news and information about the Office of Administration to various internal and external constituencies and for the overall Office of Administration web presence and direction, media questions and resolution, and public affairs; and coordinates with the Governor's Communication Office so that all communication aligns with the Governor's Office direction and policies. This office is also responsible for coordinating the relationship between the House and Senate with the Office of Administration and the Governor's Legislative Office and works with the Secretary of Administration, the Office of Human Resources and Management, and the Office for Information Technology in driving legislation that aligns with the Office of Administration's and the Governor's Office policies.

MEDICARE PART B PENALTIES

Beginning in 1992, commonwealth retirees with health care coverage paid for by the commonwealth were required to sign up for Medicare Part B if eligible as a condition of coverage. Many incurred a late enrollment penalty from the Federal Government as a result. First enacted July 1, 1992, this appropriation rebates annuitants penalized by the Federal Government and ameliorates the financial impact of selecting Part B coverage.