Financial Information Systems

Mission Statement
To provide support, training and documentation to all departments in the use of the City's financial software applications; analyze departmental financial functions and make recommendations on how the use of software could streamline operations; implement new software releases to provide greater functionality to financial operations.

Fiscal Year 2017 Accomplishments

Process Improvement - Upgraded Finance Plus to increase productivity and functionality.

Support and Training - Ensured fully trained administrative workforce; cross-training of FIS staff.

Documentation - Modified all documentation to reflect upgraded software procedures for all users.

Billings - Met statutory requirements for taxes and municipal charges.

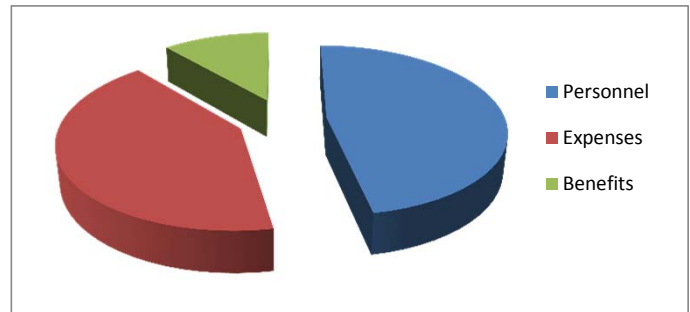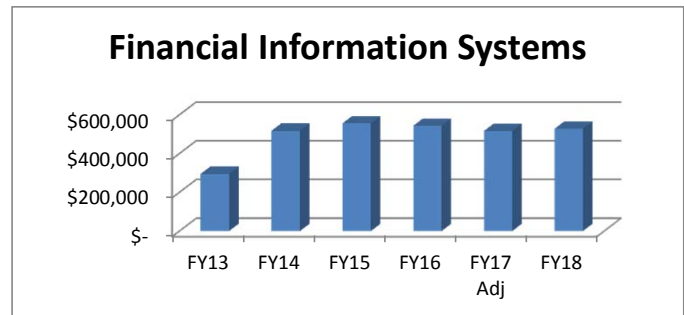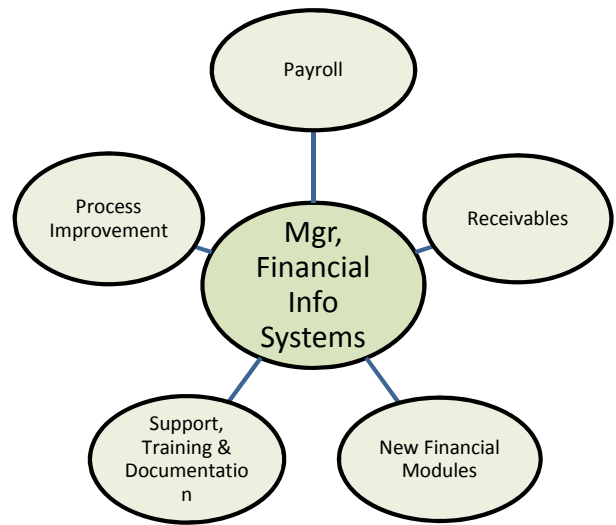## Fiscal Year 2018 Desired Outcomes

Process Improvement - Expand use of existing modules to increase productivity.

Support and Training - Provide training to all administrative workforce to ensure end-user competence.

Documentation - Update documentation of all procedures as needed to reflect software usage changes.

Billings - Meet or exceed all regulatory requirements for taxes and municipal charges.

Reporting - Ensure all federal, state reporting requirements are accomplished in a timely manner.

Organizational chart: Mgr, Financial Info Systems connected to Payroll, Process Improvement, Receivables, Support, Training & Documentation, New Financial Modules.

Financial Information Systems (bar chart: FY13, FY14, FY15, FY16, FY17 Adj, FY18)

Pie chart: Personnel, Expenses, Benefits

Department Detail

| | <----------------------------------Actual----------------------------------> | | | | <-Adj Budget-> | <-Proposed-> |
	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018
Expenditure						
Personnel	$ 122,276	$ 302,916	$ 315,078	$ 303,304	$ 243,289	$ 248,301
Expenses	$ 167,532	$ 173,623	$ 198,334	$ 178,456	$ 216,100	$ 219,893
Benefits	$ 5,613	$ 41,424	$ 42,611	$ 61,929	$ 57,458	$ 60,056
Total	$ 295,421	$ 517,963	$ 556,023	$ 543,689	$ 516,847	$ 528,250
		75.33%	7.35%	-2.22%	-4.94%	2.21%
Personnel						
Full-Time	2	2	3	3	3	3
Part-Time	1	1	1	1	0	0
Total	3	3	4	4	3	3

FY2017 Accomplishments - Financial Information Systems

Outcome #1: Increase Productivity w/New Functionality of Financial Software	Target	Result
Strategy #1: Implement Upgrade to FinancePlus		
Test new software upgrade.	Oct 2016	October 2016; January-February 2017
Train end-users in upgraded financial software.	Oct 2016	October 2016; February 2017
Strategy #2: Assist Other Departments to Streamline Payroll Process		
Work with DPW to implement time and attendance software alternative methods to timecard entry for time & attendance.	Jan 2017	Completed

Outcome #2: Fully Trained Administrative Workforce	Target	Result
Strategy #1: Fully Trained HR Administrative Personnel in Payroll/Personnel Software		
Train 7-9 HR end-users in payroll/personnel maintenance.	Feb 2017	March 2017
Train HR end-users in salary schedule maintenance and position control.	Mar 2017	March 2017
Strategy #2: Offer Annual Training to End-Users in Payroll/Personnel Software		
Provide training for payroll clerks in timecard entry/use of upgraded software.	Ongoing	Ongoing
Regular Human Resource Cluster meetings.	Ongoing	Ongoing

Outcome #3: Cross Train Staff in FIS	Target	Result
Strategy #1: Fully Train FIS Staff in all Receivable Billings		
All staff members cross-trained in billings for excise, real estate, personal property and water/sewer.	Aug 2016	June 2017

Outcome #4: Detailed Documentation for all Financial Production Operations	Target	Result
Strategy #1: Write Documentation for Payroll Procedures		
Modify documentation to reflect upgraded Financial Software Procedures for end-users.	Dec 2016	February 2017

Outcome #5: Ensure timely billing	Target	Result
Strategy #1: Meet all Statutory Billing Requirements		
All quarterly real estate tax billings performed on time.	Ongoing	Ongoing
All excise tax and Water-Sewer billings performed on time.	Ongoing	Ongoing
Strategy #2: Assist Other Departments to Introduce Electronic Delivery of Receivables		
Work with Treasury Department to implement processes for e-billing.	May 2017	In progress
Train end-users in upgraded financial software.	Oct 2017	In progress

FY2018 Desired Outcomes - Financial Information Systems

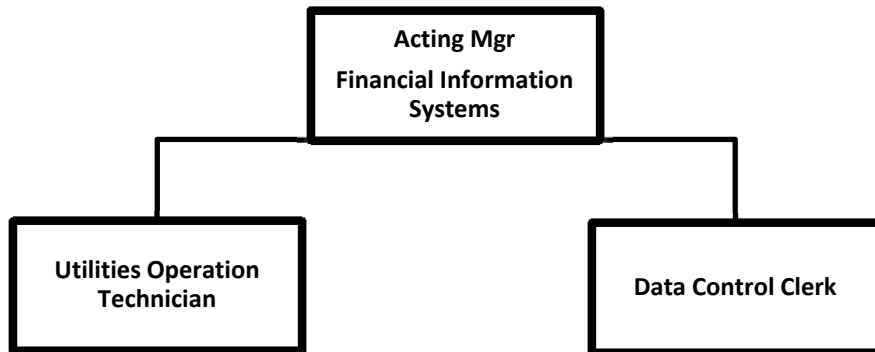|	Target
Outcome #1: Increase Productivity w/New Functionality of Financial Software	**Target**
Strategy #1: With HR, Implement Employee Access Center Module in FinancePlus	
Work with HR to populate information in Fplus.	September 2017
Train employee end users in use of EAC.	October 2017
Strategy #2: Develop Proficiency with Cognos Reporting Functions	
Enroll in Cognos training seminar, to better understand functionality.	July 2017
Work with I.T. and HR to gain mastery of Cognos queries.	Ongoing
Outcome #2: Fully Trained Administrative Workforce	**Target**
Strategy #1: Offer Periodic Training to End Users in Payroll/Personnel Software	
Provide training for payroll clerks in timecard entry/use of upgraded software.	Ongoing
Provide training on Cognos relational database querying to end users.	As needed
Outcome #3: Cross Train Staff in FIS	**Target**
Strategy #1: Fully Train FIS Staff in all Receivable Billings	
All staff members cross-trained in billings for excise, real estate, personal property and water/sewer.	December 2017
Outcome #4: Detailed Documentation for all Financial Production Operations	**Target**
Strategy #1: Maintain Documentation for Payroll Procedures	
Continue to modify documentation to reflect changes in Financial Software Procedures for end users.	As needed
Strategy #2: Conduct Audits of Financial Software for Quality Control Assurance	
Continue development of queries in Cognos to monitor data accuracy.	Ongoing
Outcome #5: Ensure timely billing	**Target**
Strategy #1: Meet all Statutory Billing Requirements	
All quarterly real estate tax billings performed on time.	Ongoing
All excise tax and Water-Sewer billings performed on time.	Ongoing
Strategy #2: Assist Other Departments to Introduce Electronic Delivery of Processes	
Work with Purchasing Department to implement e-purchase orders.	December 2017
Outcome #6: Meet all Statutory Reporting Requirements	**Target**
Strategy #1: Prepare Necessary Reports Accurately and on Schedule	
For Treasurer/Collector, prepare W-2, 1099-Misc, 1099-R files by January 31 for IRS and State.	January 2018
Process MA DOR Quarterly Wage Detail Report at the end of every quarter.	Quarterly
MTRB files created every month and uploaded to the MTRS website.	Monthly
EEO-4 Report every odd year.	Sept
MA DOR Vendor Payment File at end of fiscal year.	June 2018
For Treasurer/Collector, prepare SSA validation file to send to IRS.	October 2017
Annual Provider Information Form for the State (for collection of child support; identifying noncompliant businesses; etc).	July 2017
Affordable Care Act File to the IRS.	March 2018

FINANCIAL INFORMATION SYSTEMS

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                    │      Acting Mgr          │
                    │  Financial Information   │
                    │        Systems           │
                    └─────────────────────────┘
            ┌──────────────┴──────────────┐
  ┌──────────────────────┐        ┌──────────────────────┐
  │  Utilities Operation  │        │  Data Control Clerk   │
  │      Technician       │        │                       │
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	ACTUAL 2015	ACTUAL 2016	AMENDED 2017	YTD 4/4/2017	RECOMMENDED 2018	CHANGE 2017 to 2018
FINANCIAL INFO SYSTEMS SUMMARY						
51 - PERSONAL SERVICES	312,278	303,304	243,289	178,084	248,301	5,013
52 - EXPENSES	189,534	182,856	216,100	203,686	219,893	3,793
57 - FRINGE BENEFITS	42,611	61,929	57,458	43,675	60,056	2,598
TOTAL DEPARTMENT	**544,422**	**548,089**	**516,847**	**425,445**	**528,251**	**11,403**
FINANCIAL INFO SYSTEMS						
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		ACTUAL FY2015	ACTUAL FY2016	AMENDED 2017	YTD 4/4/2017	RECOMMENDED 2018	CHANGE 2017 to 2018
118 - FINANCIAL INFO SYSTEMS							
0111801 - FINANCIAL INFO SYSTEMS							
PERSONAL SERVICES							
511001	FULL TIME SALARIES	285,095	277,955	240,914	174,495	244,051	3,138
511102	PART TIME > 20 HRS/WK	23,333	21,668	0	-641	0	0
513001	REGULAR OVERTIME	0	0	0	1,855	0	0
514001	LONGEVITY	2,850	2,681	1,875	1,875	3,750	1,875
515102	CLEANING ALLOWANCE	1,000	1,000	500	500	500	0
	TOTAL PERSONAL SERVICES	**312,278**	**303,304**	**243,289**	**178,084**	**248,301**	**5,013**
EXPENSES							
52401	OFFICE EQUIPMENT R-M	225	797	950	0	950	0
52405	COMPUTER EQUIPMT R-M	183,030	166,646	197,892	197,892	201,693	3,801
52408	DEPARTMENTAL EQUIP R-	797	0	800	797	800	0
5319	TRAINING EXPENSES	1,278	11,000	9,108	941	9,100	-8
53401	TELEPHONE	157	131	200	60	200	0
5341	POSTAGE	0	0	50	0	50	0
5342	PRINTING	64	0	300	0	300	0
5420	OFFICE SUPPLIES	832	400	800	687	800	0
5585	COMPUTER SUPPLIES	3,152	3,883	5,000	3,309	5,000	0
5711	IN-STATE CONFERENCES	0	0	500	0	500	0
5730	DUES & SUBSCRIPTIONS	0	0	500	0	500	0
	TOTAL EXPENSES	**189,534**	**182,856**	**216,100**	**203,686**	**219,893**	**3,793**
FRINGE BENEFITS							
57DENTAL	DENTAL INSURANCE	1,149	1,666	1,551	1,134	1,614	63
57HLTH	HEALTH INSURANCE	38,368	55,832	52,624	38,456	54,728	2,104
57LIFE	BASIC LIFE INSURANCE	170	156	114	76	114	0
57MEDA	MEDICARE PAYROLL TAX	2,923	3,276	3,170	2,654	3,600	430
57OPEB	OPEB CONTRIBUTION	0	999	0	1,356	0	0
	TOTAL FRINGE BENEFITS	**42,611**	**61,929**	**57,458**	**43,675**	**60,056**	**2,598**
	TOTAL FINANCIAL INFO SYSTEMS	**544,422**	**548,089**	**516,847**	**425,445**	**528,251**	**11,403**
	TOTAL FINANCIAL INFO SYSTEMS	**544,422**	**548,089**	**516,847**	**425,445**	**528,251**	**11,403**

ACCOUNT	POSITION TITLE	2017			2018		
		RANGE	FTE	SALARY	RANGE	FTE	SALARY
511001	DIRECTOR	H12-21	1.0	117,911	H12-23	1.00	121,475
	INFORMATION PROCESSING	H6-1	1.0	56,846	H6-3	1.00	58,551
	UTILITIES OPERATIONS TE	S7-11	1.0	63,559	S7-11	1.00	64,025
	Account Totals:		**3.0**	**238,316**		**3.00**	**244,051**
	Report Totals:		**3.0**	**238,316**		**3.00**	**244,051**