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June 6, 2023

Joint Committee on Finance

Paper #682

Division of Enterprise Technology Consulting Services (Safety and Professional Services -- Departmentwide)

[LFB 2023-25 Budget Summary: Page 552, #3]

CURRENT LAW

The Department of Administration (DOA) Division of Enterprise Technology (DET) provides information technology support to various state agencies on a contract basis. The relevant state agencies must pay DOA for services rendered from budget authority provided under state operations appropriations.

DISCUSSION POINTS

1. Assembly Bill 43/Senate Bill 70 would provide \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 to support costs charged by DET, which provides information technology (IT) functions to DSPS. These amounts would include ongoing funding of \$283,600 in 2023-24 and \$292,000 beginning in 2024-25, and one-time funding of \$924,900 in 2023-24 and \$979,700 in 2024-25 to address IT programming enhancements, process improvements, and deployment of statewide projects to be adopted by all agencies' public-facing services.

2. Funding would be utilized as follows: (a) \$283,600 in 2023-24 and \$292,000 in 2024-25 in ongoing funds would support staff under DET as they provide information technology support to DSPS; (b) \$344,900 in 2023-24 and \$459,700 in 2024-25 in one-time funding would support three DET contract consulting staff to address a backlog of bug fixes, enhancements, and additional process improvements through automation; (c) \$580,000 in 2023-24 and \$520,000 in 2024-25 would support upgrades of Salesforce, development of Wisconsin ID-supporting software for DSPS websites and portals, and a pilot plan for digital credentials.

3. 2013 Wisconsin Act 20, the 2013-15 biennial budget, transferred DSPS IT services to DET by deleting positions from DSPS and instead providing funding associated with the positions as supplies and services funding for DSPS to utilize for making payment to DET. DSPS indicates annual payments to DET for these general IT services were \$1.53 million in 2021-22. The provision for

ongoing funding would increase the DSPS allocations for these services to approximately \$1.8 million each year.

4. Additional one-time funding would be associated with: (a) programming improvements and fixes to improve usability of DSPS systems and interfaces; and (b) upgrades and licensing costs for software by Salesforce, the vendor currently providing platform services for DSPS's LicenseE system for health and business occupational credentialing and the Electronic Safety and Licensing Application (eSLA) for trades-related approvals and submittal of building plans. DSPS indicates certain currently deployed Salesforce software will not be serviceable in the coming biennium and requires upgrading to a new version. Additionally, one-time funding would be associated with deploying My Wisconsin ID, an initiative to centralize applications and other state-provided resources under a single online account and identifier for state residents.

5. The Committee could consider providing \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 for all DET services [Alternative 1]. As DET provides agencies' IT services on the general basis of costs incurred, it is assumed DSPS-requested services would only be provided to the extent DSPS made payment to DET for those activities.

6. The Committee could also provide funding for one-time costs only [Alternative 2]. As one-time costs are the majority of the funding under the provision, these would be presumed to be least absorbable by DSPS under existing base budget authority. Providing additional funding for one-time costs only would require DSPS to use other existing sources for ongoing services provided by DET.

7. The Committee could also take no action [Alternative 3]. It would be incumbent on DSPS to allocate existing budget authority to cover costs that are necessary to continue for existing services, such as access to online credentialing and application platforms.

ALTERNATIVES

1. Provide \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 to support information technology function costs charged by the Division of Enterprise Technology (DET) in the Department of Administration (DOA) to DSPS.

ALT 1	Change to Base
PR	\$2,480,200

2. Provide one-time funding of \$924,900 in 2023-24 and \$979,700 in 2024-25 for IT programming enhancements, process improvements, and deployment of statewide projects.

ALT 2	Change to Base
PR	\$1,904,600

3. Take no action.

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