

## Division of Administration

The Division of Administration encompasses four units: the Administrative Operations Unit, the Budget and Fiscal Office, the Human Resources Unit, and the Information Technology Unit.

The Administrative Operations Unit is the organizational hub of the Agency, and manages incoming and outgoing mail, transportation, central files, document receipt and processing, building security, and all facilities operations.

The Budget and Fiscal Office oversees the Commission's annual budget, purchasing, and Agency fiscal operations services.

The Human Resources Unit is responsible for all personnel and employee services, including recruitment, time-keeping, employee benefits, compensation and classification, and for the maintenance and storage of personnel records. It also ensures agency compliance with all Department of Personnel requirements and directives.

The Information Technology Unit delivers Agency-wide technology services, including computer infrastructures, telecommunications, and eGovernment initiatives.

## The Division of Administration Year in Review:

- ▶ Provided specialized training to Agency personnel, including AED/CPR, job-specific education, and benefits and pre-retirement training seminars;
- ▶ Implemented numerous cost-saving measures, including:
  - Reduced the number of internal courier service deliveries and pickups per week, saving fuel and freeing staff for other duties;
  - Eliminated two clerical staff positions and transferred their functions to the remaining Administration clerical and supervisory staff;
  - Extensively consolidated job roles and responsibilities to maintain service levels with reduced staffing;
- ▶ Reviewed and updated the Casino Control Commission Business Continuity Plan;
- ▶ Implemented commission office improvements, including carpeting, signage, exterior painting and boiler refurbishments;
- ▶ Organized a State Police safety and security evaluation of the Arcade Building;
- ▶ Established new online auction arrangement with GovDeals.com to auction the agency's surplus equipment;
- ▶ In the spirit of going green, replaced the agency's cleaning products with natural cleaning products;
- ▶ Completed comprehensive review of personnel/medical files, documents and records to ensure protection and security of personal information;
- ▶ Processed Early Retirement Incentive (ERI) applications for 17 agency employees. Through these retirements and other attrition, agency staffing was reduced from 325 to 295 employees;
- ▶ Significant progress was made with the redesign and conversion of the Enterprise License System (ELS) with the project nearing its completion;
- ▶ ISDN lines were upgraded from the commission offices to the Casinos enabling the field employees of the Commission to have better access to applications;
- ▶ The Uninterruptable Power Supply (UPS) system that services all the IT servers was upgraded successfully the past year. This will allow the Commission to provide greater flexibility in the event of a power failure at the commission offices; and
- ▶ Completed modifications to the Timekeeping (T&E), Human Resources (HR), Financial (FEU) and iSeries based programs. These initiatives realized cost savings since the modifications were completed by in-house staff rather than relying on consultants.