

Background

Internal Services Department (ISD) was created by the Board of Supervisors (BOS) in 1989 by consolidating four individual departments: Purchasing, Data Processing, Mechanical, and Building Services. ISD provides services to client County Departments. These services are provided by ISD employees or through contracted service providers.

For Fiscal Year (FY) 2006-2007, ISD has 2,317 budgeted positions and a budget of approximately \$393 million. ISD also manages the telecommunications utility, general utilities and customer pass-through budgets totaling approximately \$656 million.

The Director reports to the Board of Supervisors and manages the Department. ISD is organized into four distinct business operations:

- **Facilities Operations Service (FOS):** FOS provides building management and repair services, energy management, custodial and landscape services. The FY 2006-07 Budget is \$149 million.
- **Information Technology Service (ITS):** ITS plans, develops, operates and maintain computer applications, systems and networks, and telecommunications systems. ITS also operates and manages the County Data Center. FY 2006-07 Budget is \$186 million.
- **Purchasing and Contracts Service (P&CS):** P&CS acts as both an integrator and facilitator in providing purchasing, contract processing, equipment maintenance, mail, parking, reprographic and fleet maintenance services. ISD is formally designated as the official Purchasing Agent for the Los Angeles County. FY 2006-07 Budget is \$39 million.
- **Administration and Finance Service (AFS):** AFS provides administrative support to ISD in the areas of human resources, budget, finance, and ISD-wide support services for security and emergency management. The FY 2006-07 Budget for Executive and AFS is approximately \$19 million.

Executive Staff



Dave Lambertson
Director

As Director of ISD, Dave Lambertson manages a Department of approximately 2,300 employees who provide various services to County Departments, including facility operations and maintenance, purchasing and contracting, computer technology, and services such as automotive fleet maintenance, printing and business machine repair.



Tom Tindall
Chief Deputy Director

As Chief Deputy Director, Tom Tindall is second-in-command of ISD. As well as supporting the Director, Tom oversees the Department's Strategic Planning process, the Countywide Customer Service Program, and acts as liaison between County Departments and ISD in mission critical County-wide programs.



Jim Jones
Director, Administration and Finance Service

Administration & Finance Service (AFS) provides administrative and advisory services

- **Finance:** manages general accounting, accounts receivable and payable and the billing hotline; and develops the annual budget and rates for services
- **Human Resources:** manages ISD human resources activities including: payroll, personnel, recruitment, examinations, benefits administration, discipline, employee relations, worker's compensation programs, employee development, risk management, safety and Family Leave and Americans with Disability compliance
- **ISD-Wide Support:** administers internal affairs, emergency preparedness and response, and security programs



David Yamashita

General Manager, Purchasing and Contract Services

Purchasing & Contract Services (PCS) acquires goods and services for County departments, advises and assists with the development of Request for Proposals and contracts, and coordinates the County Surplus Personal Property Program

- **Purchasing:** manages the County-wide acquisition of materials and supplies; and oversees the County-wide procurement and materials management process
- **Contract Administration:** manages fleet maintenance services; parking facilities and services; mail and messenger services; and printing and reprographics
- **Contract Services:** oversees the County contracting process to ensure consistency County-wide; implements County contracting policies; and provides contracting training



Tim Braden

General Manager, Facilities Operations Service

Facilities Operations Service (FOS) provides facility related support services to County departments

- **Building Maintenance:** repairs and maintains 21 million square feet of space in approximately 600 County facilities
- **Crafts Services:** performs alterations and improvements to County facilities, including remodeling, data and electrical cabling, and air conditioning; and provides project development, estimating, scheduling and management
- **Custodial/Grounds Maintenance:** provides custodial services for 157 County facilities totaling 13 million square feet; and provides grounds maintenance at 121 locations
- **Energy Management:** acquires County-wide utility services; manages the County's utility budget; and implements projects to decrease energy utilization



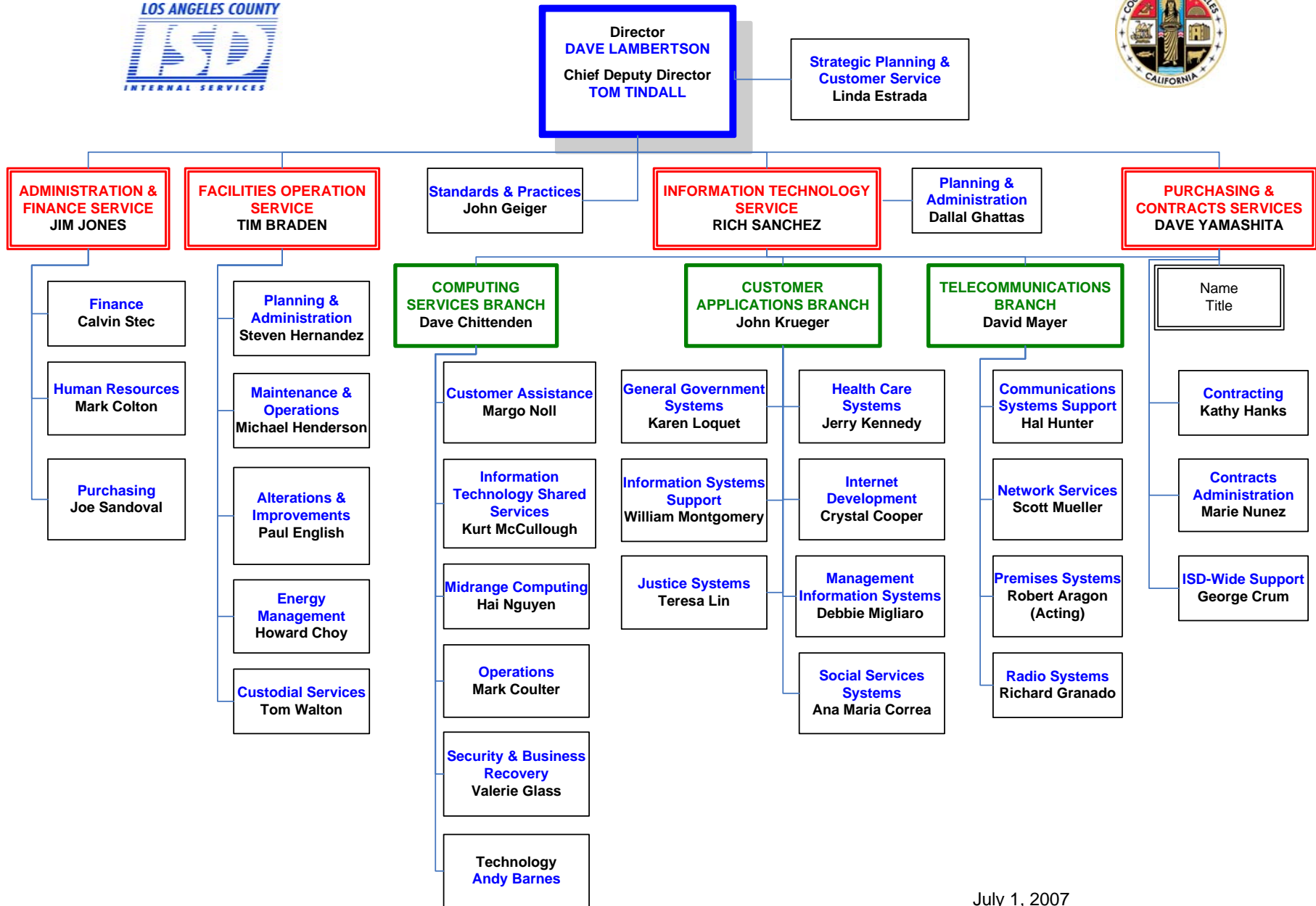
Rich Sanchez

General Manager, Information Technology Service

Information Technology Service (ITS) provides departments with essential information technology and communications services

- **Computing Services/Data Center Operations:** operates and maintains IBM and Unisys mainframes, mid-range and Windows web applications and database servers; Internet access and centralized e-mail solutions, IT security systems and provides laser printing and CD-Rom generation services
- **Customer Applications:** develops and maintains computer application systems on IBM, Unisys, mid-range, NT web and PC/LAN platforms for the County's general government, justice, social and health services
- **Telecommunications:** provides wide area networking (LANet), voice systems installation and maintenance including PBXs and key systems; building network infrastructure wiring and LAN switches; and maintenance for CWIRS, Fire and Sheriff radio systems
- **Customer Assistance:** resolves and tracks computer related customer problems; dispatches repair technicians; and provides County-wide telephone operators

INTERNAL SERVICES DEPARTMENT



July 1, 2007