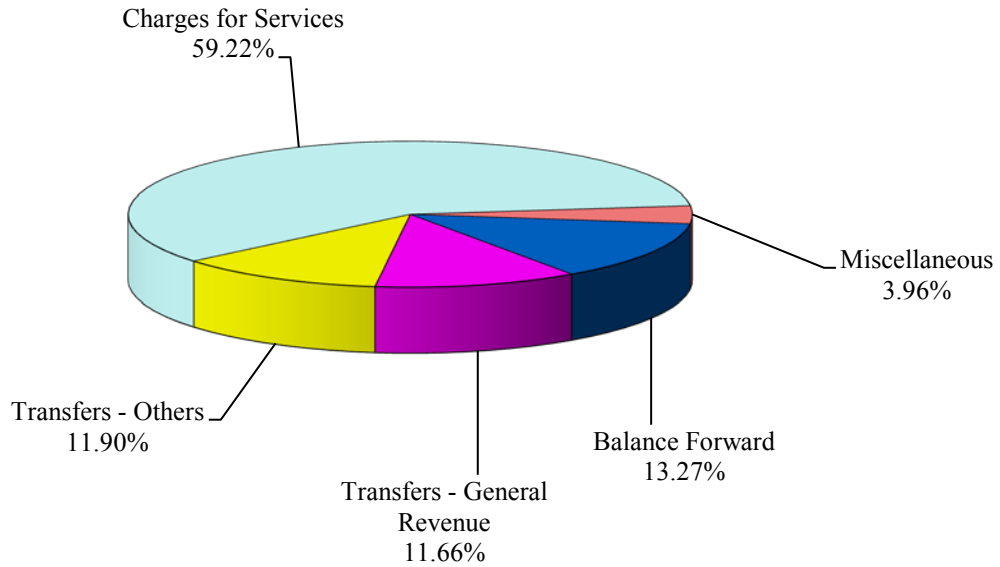
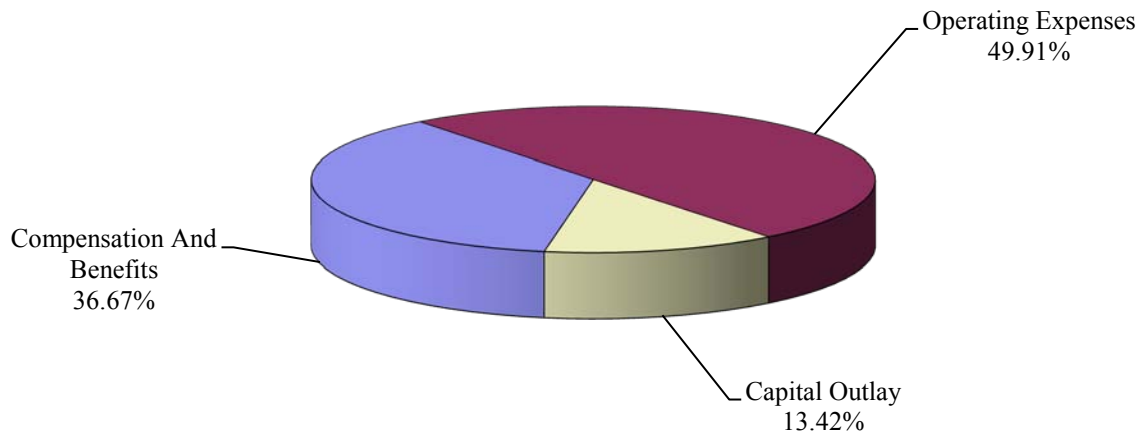


## INFORMATION TECHNOLOGY DEPARTMENT

### OPERATING REVENUES (SOURCES) FY 2011-2012 TOTAL BUDGET \$7,651,576



### OPERATING EXPENDITURES (USES) FY 2011-2012 TOTAL BUDGET \$7,651,576



Note: Total percentage may not equal 100% due to rounding.

## **INFORMATION TECHNOLOGY DEPARTMENT: SUMMARY**

### **MISSION STATEMENT:**

The Information Technology Department, within available resources, continues to apply advances in technology to deliver practical solutions by integrating proven technology in a cost effective manner.

### **PROGRAMS AND SERVICES:**

Information Systems - Non Mandated.

Develop, procure and enhance Information resources and databases.

Ensure reliable, integrated voice, data and video capabilities and performance.

Maintain a high level of computer system availability, performance, data integrity and security.

Promptly and courteously respond to service requests.

### **TRENDS AND ISSUES:**

In general, there has been a continued trend toward larger numbers of technology users, accessing more sophisticated and complex programs. As County departments increasingly rely on computer systems to automate their business processes, Information Technology Department (I.T.D.) must absorb increasing requirements to expand network and database capacity, reliability, and to ensure business continuity.

The following are issues of concern:

1. Increasingly sophisticated computer system attacks pose security threats to mission critical databases within the County. I.T.D. will need to pursue additional resources in both systems and personnel in the coming years in order to minimize these risks.
2. The general public increasingly expects and demands increased access to do business with the County via the Internet. This capability requires increased funding, but a positive return on investment can be expected if managed properly.
3. The department continues to rely on a General Fund transfer in order to maintain the current levels of service. In order to make full use of information technology and maximize the County's software systems, I.T.D. will require additional resources and staff.
4. The SAP Financial Management software is scheduled for a major upgrade to the existing accounting software package. SAP is a critical part of our IT infrastructure and this upgrade will extend the useful life of the system.

### **MAJOR SERVICE LEVEL IMPACTS**

There are no major service level impacts for FY 2011-2012 for the Information Technology Department.

## INFORMATION TECHNOLOGY DEPARTMENT: DEPARTMENT SUMMARY

### DEPARTMENT REVENUES AND EXPENDITURES

	Actual FY2009-2010	Final Budget FY2010-2011	Adopted Budget FY2011-2012	Difference Inc/(Dec)	% Inc/(Dec)
<b>REVENUES:</b>					
Taxes	\$0	\$0	\$0	\$0	0.00%
Permits, Fees, & Spec. Assess.	\$0	\$0	\$0	\$0	0.00%
Intergovernmental	\$0	\$0	\$0	\$0	0.00%
Charges for Services	\$5,334,146	\$4,086,201	\$4,531,510	\$445,309	10.90%
Fines and Forfeits	\$0	\$0	\$0	\$0	0.00%
Miscellaneous	\$333,453	\$328,210	\$318,650	(\$9,560)	(2.91%)
Statutory Reduction	\$0	(\$710)	(\$15,968)	(\$15,258)	2,149.01%
<i>Operating Revenues:</i>	\$5,667,599	\$4,413,701	\$4,834,192	\$420,491	9.53%
Balance Forward	\$2,239,800	\$1,390,603	\$1,015,112	(\$375,491)	(27.00%)
Transfers - General Revenue	\$142,223	\$1,155,433	\$891,963	(\$263,470)	(22.80%)
Transfers - Others	\$899,182	\$884,954	\$910,309	\$25,355	2.87%
Other Finance Sources	\$0	\$0	\$0	\$0	0.00%
<i>Non-Operating Revenues:</i>	\$3,281,206	\$3,430,990	\$2,817,384	(\$613,606)	(17.88%)
<b>TOTAL REVENUES:</b>	\$8,948,805	\$7,844,691	\$7,651,576	(\$193,115)	(2.46%)
<b>EXPENDITURES:</b>					
Compensation and Benefits	\$3,231,614	\$2,898,470	\$2,805,492	(\$92,978)	(3.21%)
Operating Expenses	\$3,844,343	\$3,979,091	\$3,819,079	(\$160,012)	(4.02%)
Capital Outlay	\$279,092	\$658,615	\$1,027,005	\$368,390	55.93%
Grants and Aid	\$0	\$0	\$0	\$0	0.00%
<i>Operating Expenditures:</i>	\$7,355,048	\$7,536,176	\$7,651,576	\$115,400	1.53%
CIP	\$0	\$0	\$0	\$0	0.00%
Debt Service	\$0	\$0	\$0	\$0	0.00%
Reserves - Operating	\$0	\$0	\$0	\$0	0.00%
Reserves - Capital	\$0	\$308,515	\$0	(\$308,515)	(100.00%)
Reserves - Restricted	\$0	\$0	\$0	\$0	0.00%
Transfers	\$218,420	\$0	\$0	\$0	0.00%
<i>Non-Operating Expenditures:</i>	\$218,420	\$308,515	\$0	(\$308,515)	(100.00%)
<b>TOTAL EXPENDITURES:</b>	\$7,573,468	\$7,844,691	\$7,651,576	(\$193,115)	(2.46%)
<b>PERSONNEL:</b>					
Full-time Positions	45.00	41.00	41.00	0.00	0.00%
Part-time Positions	1.00	2.00	2.00	0.00	0.00%
Full-time Equivalent	45.50	42.00	42.00	0.00	0.00%
Temporary FTE	0.00	0.00	0.00	0.00	0.00%
Seasonal FTE	0.00	0.00	0.00	0.00	0.00%

## INFORMATION SYSTEMS: PROGRAM PROFILE

### BUDGET ANALYSIS:

#### REVENUES:

Operating Revenues increase 9.53% or \$420,491 primarily as a result of authorized charges derived from the Cost Allocation Plan and charges to county entities.

Non-Operating Revenues decrease 17.88% or (\$613,606) as a result of a decrease of (\$375,491) in balance forward and a decrease of (\$263,470) in the General Fund transfer, partially offset by a \$25,355 increase in the transfers from other county entities for IT personnel providing full time support to those specific agencies.

#### EXPENDITURES:

Operating Expenses increase 1.53% or \$115,400 due to the programmed \$750,000 SAP financial system upgrade and the \$43,200 Password Management System software acquisition which were partially offset by a (\$92,978) decrease in compensation and benefits as a result of the retirement and consequent elimination of two administrative positions, as well as a (\$160,012) decrease in operating expenditures associated with the programmed leasing of routers and anticipated efficiency savings within the AT&T contract.

Non-Operating expenditures decrease 100% or (\$308,515) as reserves are eliminated due to their use in supporting operational expenditures.

### PROGRAM CHANGES:

#### REDUCTIONS

1. Two Accounting Positions Eliminations

\$ (114,921)

#### FUNDED

1. SAP Financial System Upgrade
2. Password Management Software

\$750,000

\$43,000

\$793,000

#### UNFUNDED

1. Data Storage Disk Systems

\$241,668

## INFORMATION SYSTEMS: PERFORMANCE MEASURES

<b>GOALS:</b>					
To apply advances in technology to automate business processes. This will, in-turn, enable users to provide expanded services to residents and visitors in a timely, accurate, and cost effective manner.					
<b>FY 2010 - 2011 MAJOR ACCOMPLISHMENTS:</b>					
<ol style="list-style-type: none"> <li>All PBXs upgraded so County is now voice over IP ready.</li> <li>LanDesk and Service desk upgraded and implemented.</li> <li>MJC BladeCenter and SAN configured and implemented.</li> <li>Four inhouse applications developed and implemented.</li> </ol>					
<b>FY 2011 - 2012 INITIATIVES:</b>					
<ol style="list-style-type: none"> <li>Upgrade SAP and Accela applications.</li> <li>Initiate or enhance self service applications to include mobile applications.</li> <li>Initiate a new Telecomm contract.</li> </ol>					
<b>FOCUS AREA</b>	<b>OBJECTIVES</b>	<b>MEASURES</b>	<b>ACTUAL FY 2009-2010</b>	<b>TARGET FY 2010-2011</b>	<b>TARGET FY 2011-2012</b>
<b>1.0 CUSTOMER</b>	<b>1.1</b> Fulfill Workload Requirements	Customer Service Requests Fulfilled	8957	8700	7500
		# Incidents per System	0.45	0.31	0.29
	<b>1.2</b> Increase Customer Satisfaction	Calls completed on time	85%	95%	95%
		# of Survey responses marked poor	6%	2%	1%
<b>2.0 OPERATIONAL EFFECTIVENESS / EFFICIENCY</b>	<b>2.1</b> Improve Effectiveness	System availability	99%	98%	98%
		Average Age of Systems	5 years	6 years	5 years
		Defects per Application	225	150	125
	<b>2.2</b> Increase Efficiency	Annual cost per Telcomm line	\$313	\$389	\$433
		Cost per Service Request	\$91	\$85	\$76
<b>3.0 EMPLOYEE DEVELOPMENT &amp; INNOVATION</b>	<b>3.1</b> Improve Employee Engagement	Employee Engagement Rating <sup>1</sup> :			
	<b>3.2</b> Improve Workforce Development	% of employee evaluations completed on-time	3%	10%	50%
		# of development plans created	8	10	34
		# of training hours provided per employee	52	45	43
<b>4.0 FINANCIAL MANAGEMENT</b>	<b>4.1</b> Meet Financial & Budget Requirements	Operating Budget Vs Operating Actual	95%	99%	100%
		CIP Actual % of Utilization Vs Budget	N/A	N/A	100%
		% of CIP projects completed Vs Plan	N/A	N/A	100%

(1) The Employee Engagement Rating is based on a bi-annual survey, previously completed in FY 2010. Survey Results will be available again in FY 2012. These results are reported by department, thus, no ratings are available for programs.

## INFORMATION TECHNOLOGY : TRAVEL A & B SUMMARY

DESCRIPTION	POSITION	DESTINATION	FUNDING SOURCE	TOTAL COST
<b>INFORMATION TECHNOLOGY</b>				
Bldg. Industry Consulting Svc. (BICSI)	TBD	TBD	User fees	\$777
Comm. Server 1000	TBD	TBD	User fees	\$3,188
MS Exchange Server 2010 Boot Camp	TBD	TBD	User fees	\$3,410
Defending Windows Networks	TBD	TBD	User fees	\$2,495
Tripwire Enterprise Operator	TBD	TBD	User fees	\$600
Critical Path Training/SharePoint	TBD	TBD	User fees	\$3,653
ArcGIS Server Classes	TBD	TBD	User fees	\$6,600
LANDesk Desktop Mgmt. Ste. 9.0	TBD	TBD	User fees	\$2,495
Certified LANDesk Eng. (CLE) Boot Camp	TBD	TBD	User fees	\$10,360
Local Travel	TBD	TBD	User fees	\$4,583
Local Travel	TBD	TBD	User fees	\$2,500
<b>TOTAL FOR PROGRAM:</b>				<b>\$40,661</b>

## INFORMATION TECHNOLOGY DEPARTMENT: CAPITAL OUTLAY SUMMARY<sup>1</sup>

DESCRIPTION	QUANTITY	UNIT COST	FUNDING SOURCE	TOTAL COST
<b>IT TELECOMMUNICATIONS:</b>				
Computer Blade Chassis	3	\$5,000	User Fees	\$15,000
SAN Blade Center Rack Chassis	1	\$3,000	User Fees	\$3,000
1-Terabyte SATA Hard Drive	10	\$500	User Fees	\$5,000
CoreTrace Bouncer Agent	60	\$238	User Fees	\$14,280
CoreTrace Bouncer Agent	250	\$45	User Fees	\$11,250
CoreTrace Silver Support	1	\$5,106	User Fees	\$5,106
CoreTrace Reputation Service	1	\$2,553	User Fees	\$2,553
CoreTrace Onsite Professional Service	5	\$2,000	User Fees	\$10,000
EKTS Upgrades and Replacements	3	\$5,000	User Fees	\$15,000
UPS for EKTS & Network Equipment	8	\$1,000	User Fees	\$8,000
Personal Computers	2	\$1,600	User Fees	\$3,200
External DNS Servers	3	\$1,500	User Fees	\$4,500
Switch/Routers	1	\$9,100	User Fees	\$9,100
Switch/Routers	11	\$7,015	User Fees	\$77,165
Switch/Routers	2	\$4,665	User Fees	\$9,330
Tape Drives	4	\$6,575	User Fees	\$26,300
Expansion Shelf Data Storage	2	\$4,500	User Fees	\$9,000
Replacement Laptop Computers	3	\$2,007	User Fees	\$6,021
SAP Software Upgrade	1	\$750,000	User Fees	\$750,000
Password Mgmt. Computer Software	1	\$43,200	User Fees	\$43,200
<b>TOTAL FOR PROGRAM:</b>				<b>\$1,027,005</b>

<sup>1</sup> Expenditures for equipment with a value in excess of \$750 and an expected life of more than one year (e.g. automobiles and furniture).