### Mission

The Mission of the Information Technologies Department is to deliver creative, cost effective solutions and services in support of the current and future technological needs of the County of El Dorado.

### Program Summaries

Administration: Positions: 3.00 FTE Extra Help: \$ 0

#### Total Appropriations: \$758,944 Total Revenues: \$ -0-Net County Cost: \$758,944

<u>Administration:</u> Provides overall direction and support for all divisions and groups within I.T., including: financial planning, administrative support, policy development, asset management and implementation and administration of County Technology solutions. This area also performs technology research. I.T. provides contract administration for the cable TV franchises approved by the Board of Supervisors and the revenue is included in Department 15.

<u>Technology Research</u>: Provides research and analysis to I.T. and individual County departments regarding hardware, software and various technologies available to the County for current and future implementation. This function also reviews all technology purchased throughout the County for compliance with established County standards and to ensure procurements are optimized for cost. Reviews effective date and terms and conditions of software and hardware maintenance contracts to ensure compliance with contract administration and completes appropriate procurements practices in a timely manner to ensure coverage.

Application & Web Support/Consulting Services: Positions: 12.00 FTE Extra Help: \$ 0 Overtime: \$4,000 Total Appropriations: \$1,016,611 Total Revenues: \$88,620 Net County Cost: \$927,991

<u>Application Support/Consulting Services</u>: Provides for complete life cycle application development, support and maintenance, and database design on multi-tiered platforms. This function also provides business processing analysis and project management services, and County-wide training for Google Apps (G-mail, Calendar, Documents), Adobe and Microsoft applications. This section will play a significant role in the future implementation of updated Countywide systems which will include Financial, Payroll, and Human Resources Management.

<u>Web Services:</u> Provides support for the design and maintenance of the County-wide Web presence as well as support for most departmental Web sites. This area is responsible for presenting a cohesive, easy to use Web portal to all County services and information. Standards are maintained that allow easy navigation and content management of pertinent and reliable information for all users and County constituents.

# Operations/Technical Services/Records Management:Total Appropriations: \$1,515,367Positions: 7.00 FTETotal Revenues: \$0Extra Help: \$0Net County Cost: \$1,515,367Overtime: \$2,000State State S

<u>Computer Operations</u>: Two shifts of computer operators provide controlled access to the County data center and manage mainframe based applications according to established schedules, in a centralized data center that is linked to all areas of County government.

<u>Technical Services</u>: Provides installation, customization, maintenance and support of hardware and software for the Enterprise Server and its sub systems. Provides installation, customization, maintenance and database administration support for County users of DB2 and M204 which support system including the Integrated Property System.

<u>Records Management</u>: Maintains all paper records storage based on Board approved records retention schedules.

Network/Server/Desktop Support:	Total Appropriations: \$ 3,726,195
Positions: 19.5 FTE	Total Revenues: \$0
Extra Help: \$0	Net County Cost: \$3,726,195
Overtime: \$6,000	-

<u>Network Administration</u>: Provides technical support for the County's data network, including: network security, support for wide-area network (WAN) and local area networks (LAN's), planning and installation of networks, troubleshooting and maintenance of network hardware and software, and coordination with vendors for problem resolution. Manages wireless access points around the County. Works with the telecommunications staff on Voice over IP (VoIP) implementation. Works with Facilities on IT related wiring contracts throughout the County. Greater emphasis will be needed as the County moves towards newer technology which will require significantly higher use of network services and support.

<u>Server Administration</u>: Provides technical support for servers throughout the County, including: server security, hardware and software specifications and configurations, installation and customization, trouble-shooting and maintenance, and coordination with vendors for problem resolution.

<u>Desktop/PC Support</u>: Provides hardware and software support for approximately 1,800 County PC's including installation, maintenance, upgrades, trouble shooting of problems, problem tracking and reporting. The HELP DESK provides first and second level telephone support for PC, server, and enterprise server reported problems.

Communications: Positions: 1.50 FTE Extra Help: \$ 0 Overtime: \$2,000 Total Appropriations: \$1,062,955 Total Revenues: \$0 Net County Cost: \$1,062,955

<u>Telecommunications (Voice Communications)</u>: Provides installation and support for an in-house PBX voice switching network, including support for over 2,000 telephones in over 35 locations

throughout the County. The unit is responsible for all phone and data wiring in County facilities; supports countywide voicemail services; and coordinates with vendors who provide local and long distance services.

### **Financial Charts**

### Source of Funds

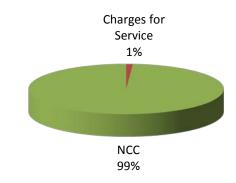
Charges for Service (\$88,620): Comprised of application program and web support charges to non-General fund departments.

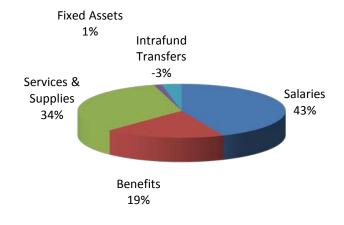
Net County Cost (\$7,991,452): The Department is primarily funded with discretionary General Fund tax revenue. These revenues are collected in Department 15 -General Fund Other Operations.

### Use of Funds

Salaries & Benefits (\$5,352,716): Primarily comprised of salaries (\$3,669,757), retirement (\$754,385), health insurance (\$682,245), and overtime (\$14,000).

Services & Supplies (\$2,887,522): Primarily comprised telephone of company vendor payments (\$602,000), computer (\$1,153,345), maintenance maintenance equipment (\$165,100), telephone & radio equipment





maintenance (\$120,000), equipment lease (\$11,200), professional & specialized services (\$69,000), telephone & radio equipment (\$141,000), computer equipment (\$62,100), software (\$31,000), and software license (\$552,440).

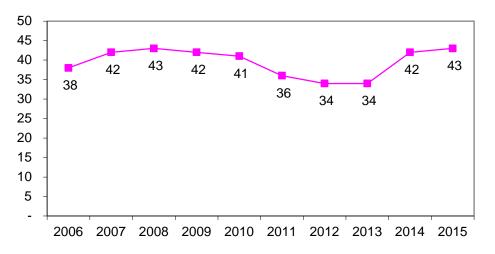
Fixed Assets (\$107,100): Comprised of computer network and telephone system equipment (\$30,000).

Intra-fund Transfers (\$4,119): Includes charges from other departments for services such as stores and mail support.

Intra-fund Abatement: (-\$271,385): Includes charges to other General fund departments for application program and web support.

### Staffing Trend

In FY 2008-09, IT took over the Print Shop from General Services resulting in the addition of 3.0 FTE. In FY 2013-14, IT took over all support of Community the Development Agency AND Health and Human Services Agency resulting in the addition of 8.0 FTE's. In FY 2014-15 recommended staffing includes the addition of 1.0 FTE to provide support to the District



Attorney's office. All positions in the Information Technologies Department are located in Placerville.

### **Chief Administrative Office Comments**

The Recommended Budget represents an overall decrease of \$2,026,651 or 96% in revenues and an increase of \$3,424,666 or 74% in appropriations when compared to the FY 2013-14 approved budget. Overall, Net County Cost is increasing by \$5,451,317 or 215%.

In May 2014, the department advised the Board of recommended changes in cost applied methodologies and billing practices. Historically, the Information Technologies has direct-billed each department for mainframe, network and PC support services. These support charges will no longer be direct-billed to departments or recorded in the Information Technologies budget. Instead, the charges will be processed through the County's A-87 Cost Plan which is developed and administered by the Auditor-Controller's Office.

The increased Net County Cost in the Information Technologies budget will be partially offset by reduced expenditures in other General Fund departmental budgets as they will not be directbilled for Mainframe, Network or PC support services. Non-General Fund departments will pay for IT support costs through the County's A-87 Cost Allocation Plan which will result in additional revenue in Department 15 (General Fund Other Operations). It should be noted a that there is a two-year lag in charges associated with the A-87 Cost Plan so it will take two years for this change in billing practice to "catch up" in Department 15.

The remaining sources of revenue in Information Technologies are for application programming and web support. This revenue is a combination of Charges for Services (Class 13) and Intrafund Abatements (Class 73, shown in the appropriations section).

Salaries and benefits for the Information Technologies Department are increasing \$582,128 primarily as a result of approved compensation increases as well as a number of position additions/deletions that better align the allocations with current and anticipated program and service delivery needs:

Department Systems Analyst	- 1.00
IT Analyst Trainee/I/II - Office Systems	+2.00
Sr. IT Analyst - App/Web Dev/Support	+1.00
Sr. IT Department Coordinator	- 1.00
System Support Specialist I/II	+1.00
IT Analyst Trainee/I/II - Networking	+1.00
Sr. IT Analyst - Network	- 1.00
IT Analyst Trainee/I/II - Telecomm	<u>- 1.00</u>
Net Change	1.00

The net change to allocations is an increase of 1.0 FTE, however this increase is offiset by the deletion of 1.0 FTE IT Department Coordinator in the District Attorney's office. This change will allow IT to provide service to the District Attorney from a centralized support model.

In the area of staffing the Department continues to look for ways to meet current operational needs for old mainframe based systems, while at the same time, trying to adjust for various skill sets that will be required to meet new technology needs.

Services and supplies are decreasing overall by \$32,719. There are decreases in a number of areas as a result of completing mainframe equipment and telephone technology projects in FY 2013-14 and the transfer of videotaping of Board meetings to the Board Clerk's budget. The Recommended Budget includes increased funding for software license agreements, and continued implementation of e-Fax and a new (replacement) voice mail system.

Fixed assets have been budgeted at \$107,100 and consist primarily of network and server components that are needed to replace end of life equipment and to improve network management efficiency (\$72,100); telephone trunk controllers to support management of the countywide telephone system (\$30,000); and a smart board appliance to support project planning and implementation efforts (\$5,000).

# Financial Information by Fund Type

# FUND TYPE:10GENERAL FUNDDEPARTMENT:10IT - INFORMATION TECHNOLOGIES

	MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE
TYPE: R REVENUE					
SUBOBJ SUBOBJ TITLE					
1740 CHARGES FOR SERVICES	85,000	85,000	500	500	-84,500
1801 INTERFND REV: TELEPHONE EQUIP &	250,000	250,000	0	0	-250,000
1808 INTERFND REV: MAINFRAME SUPPORT	359,740	359,740	0	0	-359,740
1814 INTERFND REV: PC SUPPORT	407,571	407,571	0	0	-407,571
1816 INTERFND REV: IS PROGRAMMING	490,860	490,860	88,120	88,120	-402,740
1820 INTERFND REV: NETWORK SUPPORT	522,100	522,100	0	0	-522,100
CLASS: 13 REV: CHARGE FOR SERVICES	2,115,271	2,115,271	88,620	88,620	-2,026,651
TYPE: R SUBTOTAL	2,115,271	2,115,271	88,620	88,620	-2,026,651

# Financial Information by Fund Type

FUND TYPE:10GENERAL FUNDDEPARTMENT:10IT - INFORMATION TECHNOLOGIES

	MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE
TYPE: E EXPENDITURE					
SUBOBJ SUBOBJ TITLE					
3000 PERMANENT EMPLOYEES / ELECTED	3,252,494	3,252,494	3,669,757	3,669,757	417,263
3002 OVERTIME	14,000	14,000	14,000	14,000	0
3003 STANDBY PAY	22,000	22,000	21,400	21,400	-600
3004 OTHER COMPENSATION	35,900	35,900	37,500	37,500	1,600
3020 RETIREMENT EMPLOYER SHARE	639,438	639,438	754,385	754,385	114,947
3022 MEDI CARE EMPLOYER SHARE	45,921	45,921	47,850	47,850	1,929
3040 HEALTH INSURANCE EMPLOYER	677,247	677,247	682,245	682,245	4,998
3041 UNEMPLOYMENT INSURANCE EMPLOYER	R 6,020	6,020	0	0	-6,020
3042 LONG TERM DISABILITY EMPLOYER	11,704	11,704	9,173	9,173	-2,531
3043 DEFERRED COMPENSATION EMPLOYER	4,003	4,003	4,254	4,254	251
3046 RETIREE HEALTH: DEFINED	33,065	33,065	41,029	41,029	7,964
3060 WORKERS' COMPENSATION EMPLOYER	4,796	4,796	47,123	47,123	42,327
3080 FLEXIBLE BENEFITS	24,000	24,000	24,000	24,000	0
CLASS: 30 SALARY & EMPLOYEE BENEFITS	4,770,588	4,770,588	5,352,716	5,352,716	582,128
4040 TELEPHONE COMPANY VENDOR	590,000	590,000	602,000	602,000	12,000
4041 COUNTY PASS THRU TELEPHONE CHARGE	S -65,000	-65,000	-300,000	-300,000	-235,000
4086 JANITORIAL / CUSTODIAL SERVICES	5,000	5,000	5,000	5,000	0
4100 INSURANCE: PREMIUM	15,706	15,706	26,712	26,712	11,006
4140 MAINT: EQUIPMENT	260,200	260,200	165,100	165,100	-95,100
4142 MAINT: TELEPHONE / RADIO	135,000	135,000	120,000	120,000	-15,000
4143 MAINT: SERVICE CONTRACT	0	0	17,000	17,000	17,000
4144 MAINT: COMPUTER	858,250	858,250	1,153,345	1,153,345	295,095
4220 MEMBERSHIPS	340	340	675	675	335
4260 OFFICE EXPENSE	13,000	13,000	13,000	13,000	0
4261 POSTAGE	1,075	1,075	1,100	1,100	25
4262 SOFTWARE	50,500	50,500	31,000	31,000	-19,500
4263 SUBSCRIPTION / NEWSPAPER / JOURNALS	2,000	2,000	2,750	2,750	750
4264 BOOKS / MANUALS	800	800	400	400	-400
4300 PROFESSIONAL & SPECIALIZED SERVICES	189,750	189,750	69,000	69,000	-120,750
4302 CONSTRUCT & ENGINEER CONTRACTS	15,000	15,000	5,000	5,000	-10,000
4308 EXTERNAL DATA PROCESSING SERVICES	119,500	119,500	107,500	107,500	-12,000
4420 RENT & LEASE: EQUIPMENT	11,200	11,200	11,200	11,200	0
4460 EQUIP: SMALL TOOLS & INSTRUMENTS	1,500	1,500	750	750	-750
4461 EQUIP: MINOR	1,500	1,500	3,100	3,100	1,600
4462 EQUIP: COMPUTER	50,000	50,000	62,100	62,100	12,100
4463 EQUIP: TELEPHONE & RADIO	130,000	130,000	141,000	141,000	11,000
4502 EDUCATIONAL MATERIALS	26,000	26,000	10,000	10,000	-16,000
4503 STAFF DEVELOPMENT	69,800	69,800	55,000	55,000	-14,800
4529 SOFTWARE LICENSE	387,820	387,820	552,440	552,440	164,620
4600 TRANSPORTATION & TRAVEL	25,700	25,700	10,000	10.000	15 700
	25,700	25,700	10,000	10,000	-15,700

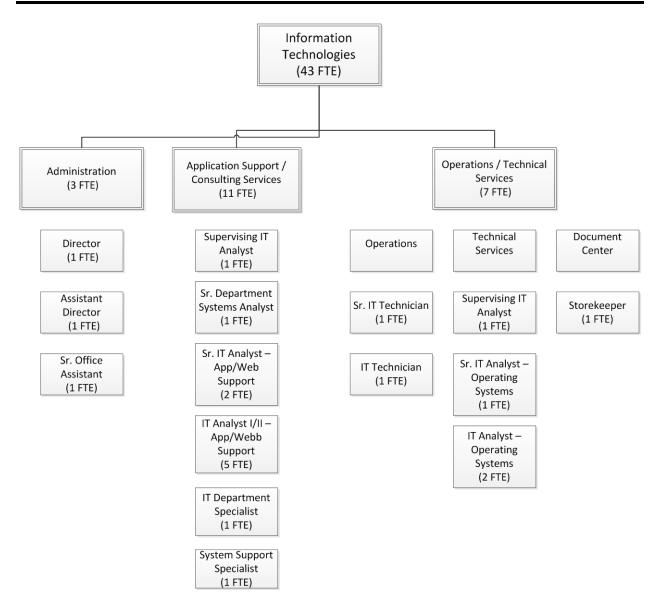
# Financial Information by Fund Type

FUND TYPE:10GENERAL FUNDDEPARTMENT:10IT - INFORMATION TECHNOLOGIES

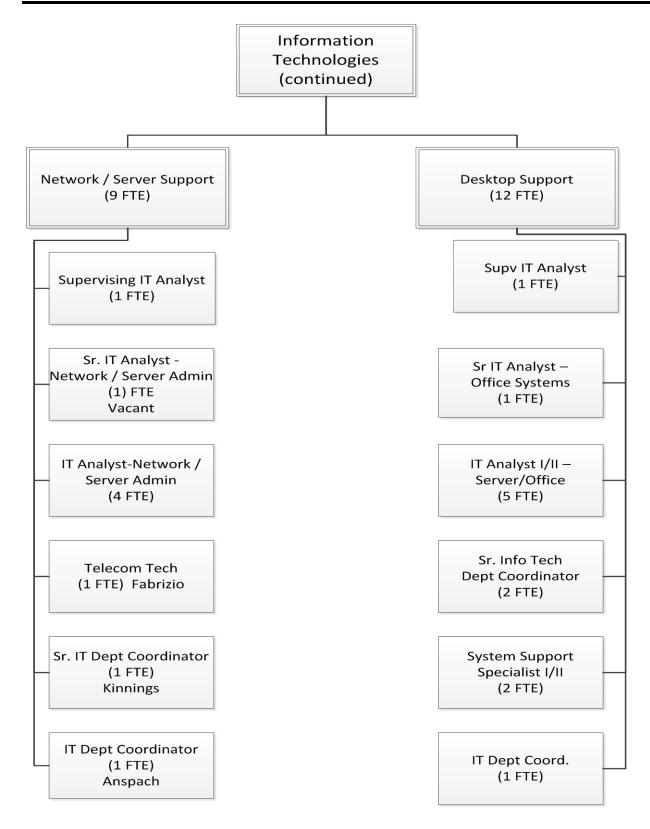
	MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE
4605 RENT & LEASE: VEHICLE	8,500	8,500	8,500	8,500	0
4606 FUEL PURCHASES	5,800	5,800	8,850	8,850	3,050
4608 HOTEL ACCOMMODATIONS	5,000	5,000	0	0	-5,000
CLASS: 40 SERVICE & SUPPLIES	2,920,241	2,920,241	2,887,522	2,887,522	-32,719
6040 FIXED ASSET: EQUIPMENT	297,500	297,500	102,100	102,100	-195,400
6042 FIXED ASSET: COMPUTER SYSTEM	5,400	5,400	5,000	5,000	-400
CLASS: 60 FIXED ASSETS	302,900	302,900	107,100	107,100	-195,800
7200 INTRAFUND TRANSFERS: ONLY GENERAL	1,000	1,000	0	0	-1,000
7220 INTRAFND: TELEPHONE EQUIPMENT &	142,960	142,960	3,200	0	-142,960
7223 INTRAFND: MAIL SERVICE	2,086	2,086	2,086	2,086	0
7224 INTRAFND: STORES SUPPORT	2,033	2,033	2,033	2,033	0
7232 INTRAFND: MAINT BLDG & IMPROVMNTS	1,850	1,850	0	0	-1,850
CLASS: 72 INTRAFUND TRANSFERS	149,929	149,929	7,319	4,119	-145,810
7350 INTRFND ABATEMENTS: GF ONLY	-12,500	-12,500	0	0	12,500
7354 INTRFND ABATEMENTS: TELEPHONE EQUP	-675,000	-675,000	0	0	675,000
7361 INTRFND ABATEMENTS: MAINFRAME	-1,420,552	-1,420,552	0	0	1,420,552
7363 INTRFND ABATEMENTS: PC SUPPORT	-153,700	-153,700	0	0	153,700
7365 INTRFND ABATEMENTS: IS PROGRAMMING	-226,500	-226,500	-271,385	-271,385	-44,885
7368 INTRFND ABATEMENTS: IS NETWORK	-1,000,000	-1,000,000	0	0	1,000,000
CLASS: 73 INTRAFUND ABATEMENT	-3,488,252	-3,488,252	-271,385	-271,385	3,216,867
TYPE: E SUBTOTAL	4,655,406	4,655,406	8,083,272	8,080,072	3,424,666
FUND TYPE: 10 SUBTOTAL	2,540,135	2,540,135	7,994,652	7,991,452	5,451,317
DEPARTMENT: 10 SUBTOTAL	2,540,135	2,540,135	7,994,652	7,991,452	5,451,317

### **Personnel Allocations**

	2013-14	2014-15	2014-15	
Classification Title	Adjusted	Dept	CAO	Diff from
	Allocation	Request	Recm'd	Adjusted
Director of Information Technology	1.00	1.00	1.00	-
Assistant Director of Information Technology	1.00	1.00	1.00	-
Department Systems Analyst	2.00	1.00	1.00	(1.00)
IT Analyst Tr/I/II - App/Web Dev/Support	4.00	4.00	4.00	-
IT Analyst Tr/I/II - Networking	1.00	1.00	2.00	1.00
IT Analyst Tr/I/II - Office Systems	2.00	4.00	4.00	2.00
IT Analyst Tr/I/II - Operating Systems	2.00	2.00	2.00	-
IT Analyst Tr/I/II - Server Admin	3.00	3.00	3.00	-
IT Analyst Tr/I/II - Telecomm	1.00	-	-	(1.00)
Information Technology Department Coordinator	2.00	2.00	2.00	-
Information Technology Department Specialist	1.00	1.00	1.00	-
Information Technology Technician Trainee/I/II/Sr.	2.00	2.00	2.00	-
Sr. Department System Analyst	1.00	1.00	1.00	-
Sr. IT Analyst - App/Web Dev/Supt	2.00	3.00	3.00	1.00
Sr. IT Analyst - Network	1.00	-	-	(1.00)
Sr IT Analyst - Office Systems	1.00	1.00	1.00	-
Sr IT Analyst - Operating Systems	1.00	1.00	1.00	-
Sr IT Analyst - Server Admin	1.00	1.00	1.00	-
Sr. IT Department Coordinator	4.00	3.00	3.00	(1.00)
Sr. Office Assistant	1.00	1.00	1.00	-
Storekeeper II	1.00	1.00	1.00	-
Supervising Information Technology Analyst I/II	4.00	4.00	4.00	-
System Support Specialist I/II	2.00	3.00	3.00	1.00
Telecommunications Technician I/II	1.00	1.00	1.00	-
Department Total	42.00	42.00	43.00	1.00



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	05/06	06/07	07/08	08/09	09/10
	Actual	Actual	Actual	Actual	Actual
Cable Franchise Fees	-	-	55,000	75,000	75,000
Charges for Service	-	-	1,583,430	1,749,521	1,620,745
Misc.	-	-	94,296	783	8,735
Total Revenue	-	-	1,732,726	1,825,304	1,704,480
Salaries	Division	Division	3,296,810	3,410,525	3,173,714
Benefits	of	of	1,275,261	1,332,352	1,194,832
Services & Supplies	CAO	CAO	2,875,564	2,585,382	2,459,222
Other Charges		-	-	100	-
Fixed Assets	-	-	225,806	327,671	150,362
Intrafund Transfers	-	-	(4,042,299)	(4,145,380)	(3,855,254)
Total Appropriations	-	-	3,631,142	3,510,650	3,122,876
NCC	-	-	1,898,416	1,685,346	1,418,396
FTE's	38	42	43	42	41

# **Ten Year History**

	10/11	11/12	12/13	13/14	14/15
	Actual	Actual	Actual	Projected	Budget
Cable Franchise Fees	76,500	76,500			
	,	,	501 162	2 115 271	88 620
Charges for Service Misc.	1,575,148 762	1,261,687 4,152	501,162 1,868	2,115,271	88,620
		,	,	-	-
Total Revenue	1,652,410	1,342,339	503,030	2,115,271	88,620
Salaries	2,991,269	2,685,922	2,501,479	3,324,394	3,742,657
	, ,		, ,		
Benefits	1,185,999	1,058,653	976,719	1,446,194	1,610,059
Services & Supplies	2,078,049	2,302,218	2,254,278	2,920,241	2,887,522
Other Charges	-	-	94,699	-	-
Fixed Assets	8,011	289,120	186,239	302,900	107,100
Intrafund Transfers	(3,521,506)	(3,218,115)	(637,240)	(3,338,323)	(267,266)
Total Appropriations	2,741,822	3,117,798	5,376,174	4,655,406	8,080,072
NCC	1,089,412	1,775,459	4,873,144	2,540,135	7,991,452
FTE's	36	34	34	42	43

### **Ten Year History**

7 Year Variance					
	\$ Change	% Change			
Cable Franchise Fees	(55,000)	-100%			
Charges for Service	(1,494,810)	-94%			
Misc.	(94,296)	-100%			
Total Revenue	(1,644,106)	-95%			
Salaries	445,847	14%			
Benefits	334,798	26%			
Services & Supplies	11,958	0%			
Other Charges	-	N/A			
Fixed Assets	(118,706)	-53%			
Intrafund Transfers	3,775,033	-93%			
Total Appropriations	4,448,930	123%			
NCC	6,093,036	321%			
FTE's	5	13%			

### Notes

Print Shop was added in FY 2008-09 (3 FTE's)

FY 13-14 four (4) FTE's shifted from to centralize IT function of Community Development Agency and four (4) from Health and Human Services Agency

FY 2014-15 - Change in methodology for mainframe, network and PC support resulting in significant decrease in charges for service as these costs will be collected through A87 charges. 1 FTE added