

INFORMATION TECHNOLOGIES

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.

Information Technologies Financial Summary

	14/15 Actuals	15/16 Budget	16/17 Dept Requested	16/17 CAO Recommend	Change from Budget to Recommend	% Change
Charges for Service	46,878	66,600	13,000	13,000	(53,600)	-80%
Misc.	596	-	-	-	-	
Total Revenue	47,474	66,600	13,000	13,000	(53,600)	-80%
Salaries and Benefits	4,226,144	5,026,976	5,538,732	5,538,732	511,756	10%
Services & Supplies	1,907,238	3,003,751	3,004,769	3,004,769	1,018	0%
Fixed Assets	88,578	159,500	279,200	279,200	119,700	75%
Intrafund Transfers	9,636	3,369	7,813	7,813	4,444	132%
Intrafund Abatements	(265,778)	(225,000)	(325,000)	(325,000)	(100,000)	44%
Total Appropriations	5,965,818	7,968,596	8,505,514	8,505,514	536,918	7%
NCC	5,918,344	7,901,996	8,492,514	8,492,514	590,518	7%
FTE's	43	41	41	41	-	0%

Source of Funds

Charges for Service (\$13,000): Comprised of application program and web support charges to non-General fund departments.

Net County Cost (\$8,492,514): 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 (\$5,538,732): Primarily comprised of salaries (\$3,613,572), retirement (\$813,294), health insurance (\$700,882), and workers compensation (\$122,735).

Services & Supplies (\$3,004,769): Primarily comprised of telephone company vendor payments (\$288,330), computer maintenance (\$1,659,317), equipment

maintenance (\$125,000), telephone & radio equipment maintenance (\$125,000), office expenses (\$34,210), equipment lease (\$19,500), professional & specialized services (\$197,700), telephone & radio equipment (\$10,000), computer equipment (\$200,500), and software licensing (\$256,745).

Fixed Assets (\$279,200): Comprised of computer network, server and disk storage components, including equipment for the Virtual Desktop Interface (VDI) conversion project.

Intra-fund Transfers (\$7,813): Includes charges from other departments for services such as stores and mail support.

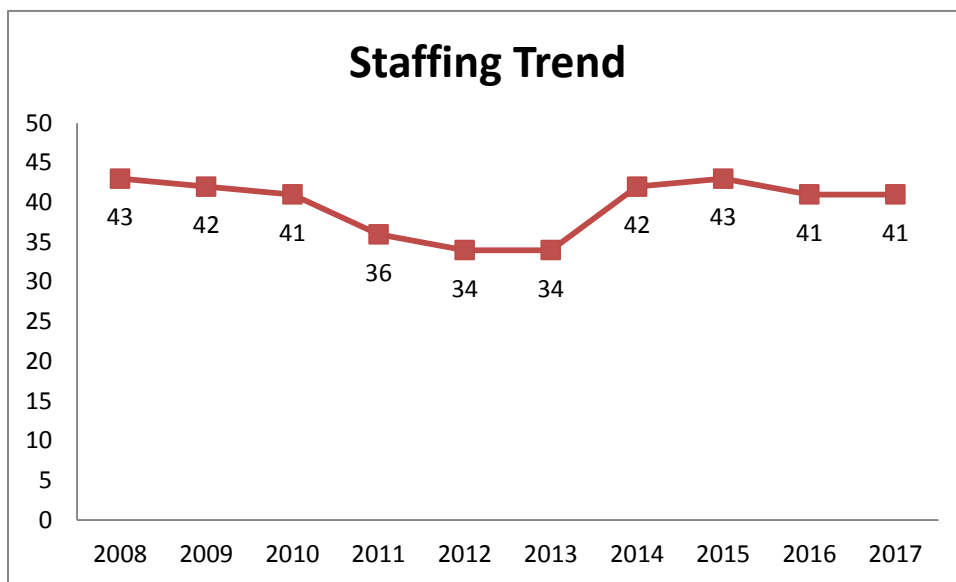
Intra-fund Abatement: (-\$325,000): Includes charges to other General fund departments for application program and web support.

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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 the Community Development Agency AND Health and Human Services Agency resulting in the addition of 8.0 FTE's. In FY 2014-15 one of the IT support positions for Health and

Human Services was returned to that department to support the state mandated case management system for Child Protective Services. The Recommended Budget includes two additions and deletions but keeps the department's total FY 2016-17 personnel allocation at 41.0 FTEs. All positions in the Information Technologies Department are located in Placerville.



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2016-17 Summary of Department Programs				
	Appropriations	Revenues	Net County Cost	Staffing
Administration	969,561	-	969,561	5.50
Application & Web Support	1,218,635	10,500	1,208,135	11.00
Communicatons	648,143	2,500	645,643	1.25
Network/Server/Desktop Support	4,161,844	-	4,161,844	17.75
Operations/Technical Services	1,507,331	-	1,507,331	5.50
<i>TOTAL</i>	<i>8,505,514</i>	<i>13,000</i>	<i>8,492,514</i>	<i>41.00</i>

Program Summaries

Administration

Administration: 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.

Technology Research: 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

Application Support/Consulting Services: 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.

Web Services: 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.

Communications

Telecommunications: 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

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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.

Network/Server/Desktop Support

Network Administration: 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.

Server Administration: Provides technical support for servers throughout the County, including: server security, hardware and software specifications and configurations, installation and customization, troubleshooting and maintenance, and coordination with vendors for problem resolution.

Desktop/PC Support: 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.

Operations/Technical Services/Records Management

Computer Operations: 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.

Technical Services: 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.

Records Management: Maintains all paper records storage based on Board approved records retention schedules.

Chief Administrative Office Recommendation

The Recommended Budget represents a decrease of \$53,600 or 80% in revenues and an increase of \$536,918 or 7% in appropriations when compared to the FY 2015-16 Adopted Budget. (The decrease in revenues is actually a shift to the accounting class of expenditure abatement, described below.) Overall, Net County Cost is increasing by \$590,518 or 7%. This represents a status quo budget.

Revenues for Information Technologies (IT) are from application and web programming support services that are requested by and directly billed to departments. These charges are reflected as revenues in charges for services and intrafund abatements and are projected based on current year actual activity levels. The combined total for application and web

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support services is increasing \$46,400 over FY 2015-16. The decrease in revenues is actually a shift to an increase in expenditure abatements:

App / Web Support	FY 15-16	FY 16-17	Diff
Revenue - Chrgs for Svcs	\$66,600	\$13,000	-\$53,600
Intrafund Abatement	<u>\$225,000</u>	<u>\$325,000</u>	<u>\$100,000</u>
Total	\$291,600	\$338,000	\$46,400

All other IT program costs (mainframe, network and PC support) are no longer direct-billed to departments or recorded in the Information Technologies budget. Instead, the charges are processed through the County's A-87 Cost Allocation Plan which is developed and administered by the Auditor-Controller's Office.

Increases in appropriations are primarily in salaries and benefits. In FY 2015-16, a number of positions were allocated but unfunded, including the IT Director position.

In FY 2016-17, all allocated positions within the department are funded with the exception of the IT Director which is anticipated to remain vacant in FY 2016-17.

Services and supplies remain flat at \$3,004,769.

Fixed assets are recommended at \$279,200 and consist primarily of equipment related to the Virtual Desktop Infrastructure project.

Staffing Changes

There is no net change to the total personnel allocation for IT. However, the Recommended Budget includes a number of additions and deletions to true up the department's personnel allocations and to convert classifications from the former "departmental" assignments to the current classifications for staff now centralized in IT.

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Financial Information by Fund Type

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

	MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE CURR YR CAO RECMD	
TYPE: R REVENUE						
SUBOBJ SUBOBJ TITLE						
1740	CHARGES FOR SERVICES	3,626	1,600	3,000	3,000	1,400
1760	RISK MANAGEMENT PROGRAM SERVICES	207	0	0	0	0
1800	INTERFND REV: SERVICE BETWEEN FUND	25,000	25,000	0	0	-25,000
1816	INTERFND REV: IS PROGRAMMING	40,000	40,000	10,000	10,000	-30,000
CLASS: 13	REV: CHARGE FOR SERVICES	68,833	66,600	13,000	13,000	-53,600
1940	MISC: REVENUE	271	0	0	0	0
1942	MISC: REIMBURSEMENT	17,641	0	0	0	0
CLASS: 19	REV: MISCELLANEOUS	17,912	0	0	0	0
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TYPE: R SUBTOTAL		86,745	66,600	13,000	13,000	-53,600

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Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
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		MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE CURR YR CAO RECMD
TYPE: E EXPENDITURE						
SUBOBJ SUBOBJ TITLE						
3000	PERMANENT EMPLOYEES / ELECTED	3,515,657	3,290,525	3,613,572	3,613,572	323,047
3002	OVERTIME	74,839	19,000	41,000	41,000	22,000
3003	STANDBY PAY	21,491	125,200	21,700	21,700	-103,500
3004	OTHER COMPENSATION	103,143	64,280	89,140	89,140	24,860
3020	RETIREMENT EMPLOYER SHARE	648,176	715,731	813,294	813,294	97,563
3022	MEDI CARE EMPLOYER SHARE	43,336	46,034	50,880	50,880	4,846
3040	HEALTH INSURANCE EMPLOYER	460,188	593,382	700,882	700,882	107,500
3042	LONG TERM DISABILITY EMPLOYER	8,193	8,193	9,033	9,033	840
3043	DEFERRED COMPENSATION EMPLOYER	0	3,369	3,356	3,356	-13
3046	RETIREE HEALTH: DEFINED	44,170	44,170	43,140	43,140	-1,030
3060	WORKERS' COMPENSATION EMPLOYER	87,092	87,092	122,735	122,735	35,643
3080	FLEXIBLE BENEFITS	8,338	30,000	30,000	30,000	0
CLASS: 30	SALARY & EMPLOYEE BENEFITS	5,014,623	5,026,976	5,538,732	5,538,732	511,756
4040	TELEPHONE COMPANY VENDOR	456,364	502,050	502,100	502,100	50
4041	COUNTY PASS THRU TELEPHONE CHARGES	-210,733	-233,410	-218,770	-218,770	14,640
4080	HOUSEHOLD EXPENSE	137	50	125	125	75
4086	JANITORIAL / CUSTODIAL SERVICES	6,406	6,500	5,000	5,000	-1,500
4100	INSURANCE: PREMIUM	24,361	24,361	25,693	25,693	1,332
4140	MAINT: EQUIPMENT	137,248	188,100	52,000	52,000	-136,100
4142	MAINT: TELEPHONE / RADIO	120,250	120,250	125,000	125,000	4,750
4143	MAINT: SERVICE CONTRACT	19,080	17,000	20,000	20,000	3,000
4144	MAINT: COMPUTER	1,670,024	1,371,690	1,659,317	1,659,317	287,627
4145	MAINTENANCE: EQUIPMENT PARTS	127	0	1,000	1,000	1,000
4220	MEMBERSHIPS	0	675	0	0	-675
4260	OFFICE EXPENSE	13,121	15,050	19,000	19,000	3,950
4261	POSTAGE	173	210	100	100	-110
4262	SOFTWARE	7,959	13,110	13,610	13,610	500
4263	SUBSCRIPTION / NEWSPAPER / JOURNALS	500	500	750	750	250
4264	BOOKS / MANUALS	250	450	250	250	-200
4266	PRINTING / DUPLICATING SERVICES	486	0	500	500	500
4300	PROFESSIONAL & SPECIALIZED SERVICES	73,695	98,695	106,000	106,000	7,305
4302	CONSTRUCT & ENGINEER CONTRACTS	0	5,000	0	0	-5,000
4308	EXTERNAL DATA PROCESSING SERVICES	64,213	75,000	91,700	91,700	16,700
4400	PUBLICATION & LEGAL NOTICES	750	50	500	500	450
4420	RENT & LEASE: EQUIPMENT	18,984	15,200	19,500	19,500	4,300
4460	EQUIP: SMALL TOOLS & INSTRUMENTS	504	650	650	650	0
4461	EQUIP: MINOR	6,472	2,000	2,500	2,500	500
4462	EQUIP: COMPUTER	53,453	54,500	200,500	200,500	146,000
4463	EQUIP: TELEPHONE & RADIO	10,000	10,000	10,000	10,000	0
4500	SPECIAL DEPT EXPENSE	0	1,000	1,000	1,000	0
4502	EDUCATIONAL MATERIALS	6,373	10,000	7,000	7,000	-3,000

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Financial Information by Fund Type

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

	MID-YEAR PROJECTION	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE CURR YR CAO RECMD
4503 STAFF DEVELOPMENT	21,972	55,000	71,000	71,000	16,000
4529 SOFTWARE LICENSE	291,480	612,420	256,745	256,745	-355,675
4600 TRANSPORTATION & TRAVEL	5,024	10,000	5,100	5,100	-4,900
4602 MILEAGE: EMPLOYEE PRIVATE AUTO	2,523	5,000	2,600	2,600	-2,400
4605 RENT & LEASE: VEHICLE	12,362	11,000	11,799	11,799	799
4606 FUEL PURCHASES	5,231	6,650	7,500	7,500	850
4608 HOTEL ACCOMMODATIONS	2,917	5,000	5,000	5,000	0
CLASS: 40 SERVICE & SUPPLIES	2,821,706	3,003,751	3,004,769	3,004,769	1,018
6040 FIXED ASSET: EQUIPMENT	159,500	159,500	0	0	-159,500
6042 FIXED ASSET: COMPUTER SYSTEM	0	0	279,200	279,200	279,200
CLASS: 60 FIXED ASSETS	159,500	159,500	279,200	279,200	119,700
7200 INTRAFUND TRANSFERS: ONLY GENERAL	400	450	5,100	5,100	4,650
7223 INTRAFND: MAIL SERVICE	2,459	2,459	2,479	2,479	20
7224 INTRAFND: STORES SUPPORT	460	460	234	234	-226
7232 INTRAFND: MAINT BLDG & IMPROVMNTS	1,523	0	0	0	0
CLASS: 72 INTRAFUND TRANSFERS	4,842	3,369	7,813	7,813	4,444
7365 INTRFND ABATEMENTS: IS PROGRAMMING	-225,000	-225,000	-325,000	-325,000	-100,000
CLASS: 73 INTRAFUND ABATEMENT	-225,000	-225,000	-325,000	-325,000	-100,000
TYPE: E SUBTOTAL	7,775,671	7,968,596	8,505,514	8,505,514	536,918
FUND TYPE: 10 SUBTOTAL	7,688,926	7,901,996	8,492,514	8,492,514	590,518
DEPARTMENT: 10 SUBTOTAL	7,688,926	7,901,996	8,492,514	8,492,514	590,518

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Personnel Allocation

Classification Title	2015-16 Adjusted Allocation	2016-17 Dept Request	2016-17 CAO Recm'd	Diff from Adjusted
Director of Information Technology *	1.00	1.00	1.00	-
Assistant Director of Information Technology	1.00	1.00	1.00	-
Deputy Director of Information Technology	2.00	2.00	2.00	-
IT Analyst Tr/VII - App/Web Dev/Support	4.00	5.00	5.00	1.00
IT Analyst Tr/VII - Networking	2.00	2.00	2.00	-
IT Analyst Tr/VII - Office Systems	4.00	5.00	5.00	1.00
IT Analyst Tr/VII - Operating Systems	2.00	1.00	1.00	(1.00)
IT Analyst Tr/VII - Server Admin	3.00	3.00	3.00	-
Information Technology Department Coordinator	2.00	2.00	2.00	-
Information Technology Department Specialist	1.00	-	-	(1.00)
Information Technology Technician Trainee/VII/Sr.	3.00	3.00	3.00	-
Program Manager (Limited Term)	1.00	1.00	1.00	-
Sr. Department System Analyst	1.00	1.00	1.00	-
Sr. IT Analyst - App/Web Dev/Supt	3.00	3.00	3.00	-
Sr IT Analyst - Office Systems	1.00	2.00	2.00	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	2.00	1.00	1.00	(1.00)
Sr. Office Assistant	0.50	0.50	0.50	-
Storekeeper II	0.50	0.50	0.50	-
Supervising Information Technology Analyst V/II	3.00	3.00	3.00	-
System Support Specialist V/II	1.00	1.00	1.00	-
Telecommunications Technician V/II	1.00	1.00	1.00	-
Department Total	41.00	41.00	41.00	-

* Vacant / Unfunded

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