MISSION

Provide reliable, sustainable, modern, flexible, and effective information technology infrastructure to support the business objectives of County departments.

The vision of the Information Technologies (IT) staff is a commitment to deliver creative, practical solutions and services in support of the current and future technological needs of El Dorado County.

DEPARTMENT BUDGET SUMMARY

DEPT : 10   INFORMATION TECHNOLOGIES

Description	Prior Year Actual	Current Year Adopted	CAO Recommended	Difference from Adopted
Service Charges	86,589	770	27,920	27,150
Miscellaneous Rev	2,185	0	0	0
Total Revenue	88,774	770	27,920	27,150
Salaries & Benefits	5,479,970	6,068,159	6,193,488	125,329
Services & Supplies	4,073,973	4,010,244	4,367,056	356,812
Other Charges	80	0	0	0
Fixed Assets	154,444	159,250	185,150	25,900
Intrafund Transfers	8,910	125,636	148,011	22,375
Intrafund Abatement	(350,385)	(258,640)	(170,360)	88,280
Total Appropriations	9,366,994	10,104,649	10,723,345	618,696
FUND 1000 GENERAL FUND TOTAL	9,278,220	10,103,879	10,695,425	591,546

MAJOR BUDGET CHANGES

Revenue

Service Charges

$27,150   Increase in Interfund revenue due to anticipated increase in Application Program and Web support provided to non-General Fund departments. This account should be reviewed along with Intrafund Abatements expense, which represents programming support to General Fund departments.

Appropriations

Salaries and Benefits

$144,877   Net Salary and Benefit increase, including step increases ($31,101), increases in CalPERS retirement costs ($66,867), the County's share of cost for health insurance benefits ($74,752) and Unemployment Insurance ($16,380), offset by decreases in Overtime ($14,000), Other Compensation ($30,223).

($24,525)   Decrease in Workers' Compensation premium charge to bring the program funding level to an acceptable confidence level, as provided by the Risk Management Division.

Information Technologies
RECOMMENDED BUDGET ● FY 2020-21

Services and Supplies

$205,000   Increase in Computer Maintenance, Software and Licenses related to first year of a multi-year plan to address system security needs.

$119,000   Net increase due to multiple adjustments to align with current/proposed vendor mix and to align with correct accounts. Notable increases are primarily related to the Microsoft Enterprise Agreement maintenance due to true-ups ($206,000), an increase in Tyler MUNIS annual maintenance ($30,000), and an upgrade to Google G-Suite to provide increased storage and security capabilities to accommodate more employees working off-site ($68,276), offset by reductions in other agreements ($185,276).

$48,600   Increase in Telephone Maintenance due to addition of automated call distribution ($20,000), Telco Resiliency ($40,000) and Softphone for mobility ($20,000), offset by reduction in one-time expenses in prior year ($31,400).

$36,317   Increase in telephone vendor payments and pass though telephone charges.

($19,059)   General Liability insurance premium charge recommended at $0 to bring the program funding level to an acceptable confidence level, as provided by the Risk Management Division.

($33,000)   Decrease in Travel and Training. $18,401 of this decrease was pursuant to Chief Administrative Office direction in recognition of COVID-19 related travel restrictions.

Fixed Assets

$82,000   Time server appliances (2) for redundant synchronization to eliminate single point of failure ($10,000), replacement server cabinet at end of life ($12,000), and scheduled replacement of call manager system ($60,000).

$103,150   Software modifications and consulting related to Tyler FENIX implementation of various financial modules. This was funded by the FENIX project in prior years and has now been moved to Information Technologies.

Intrafund Transfers

$22,375   Increase in Central Fiscal administrative service charges ($29,535) offset by reduction in charges for Facilities maintenance ($7,600).

Intrafund Abatement

$88,280   Decrease in Intrafund charges (shown as negative) for programming support to General Fund departments.

PROGRAM SUMMARIES

<u>Administration</u>

Administration

Provides overall direction and support for all divisions and groups within IT, including: financial planning, administrative support, policy development, asset management and implementation and administration of County Technology solutions. This area also performs technology research.

Security Officer

Establishes policies and procedures to ensure County conforms with State, Federal, and local regulations with regard to information security. Develops, promotes and presents security awareness training and education.

Training

Provides county-wide training for a significant number of applications used by employees including Google Apps (G-mail, Calendar, and Documents), Adobe and Microsoft applications.

<u>Application & Web Support/Consulting Services</u>

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. This team continues to have a significant role in the implementation of updated countywide systems which 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.

<u>Communications</u>

Telecommunications

Provides installation and support for our Voice over IP (VOIP) phone system which includes support for over 2,000 telephones in over 35 locations throughout the County. The unit is responsible for supporting countywide voicemail services, managing E-fax, and coordinating 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 (LANs), 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 VoIP implementation. Works with Facilities on IT related wiring contracts throughout the County. Greater emphasis will be needed as the County moves toward 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, trouble-shooting 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, troubleshooting of problems, problem tracking and reporting. The HELP DESK provides first and second level telephone support for PC, server, and enterprise server reported problems.

Technology Research

Provides research and analysis to 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.

Technical Services/Records Management

Technical Services

Provides installation, customization, maintenance and support of hardware and software for the Enterprise.

Records Management

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

BUDGET SUMMARY BY PROGRAM

	Appropriations		Revenues		Net County Cost		Staffing
Administration	$	1,872,141	$	-	$	1,872,141	5.50
Applications & Web Support	$	1,825,577	$	27,920	$	1,797,657	16.00
Technical Svs./Records Mgmt.	$	29,802	$	-	$	29,802	0.50
Network/Server/Desktop Support	$	6,050,780	$	-	$	6,050,780	19.75
Communications	$	945,045	$	-	$	945,045	1.25
Total	**$**	**10,723,345**	**$**	**27,920**	**$**	**10,695,425**	**43.00**

STAFFING TREND

The recommended staffing for Information Technologies is 43.0 FTEs, which is the same as FY 2019-20. All IT positions are located in Placerville.
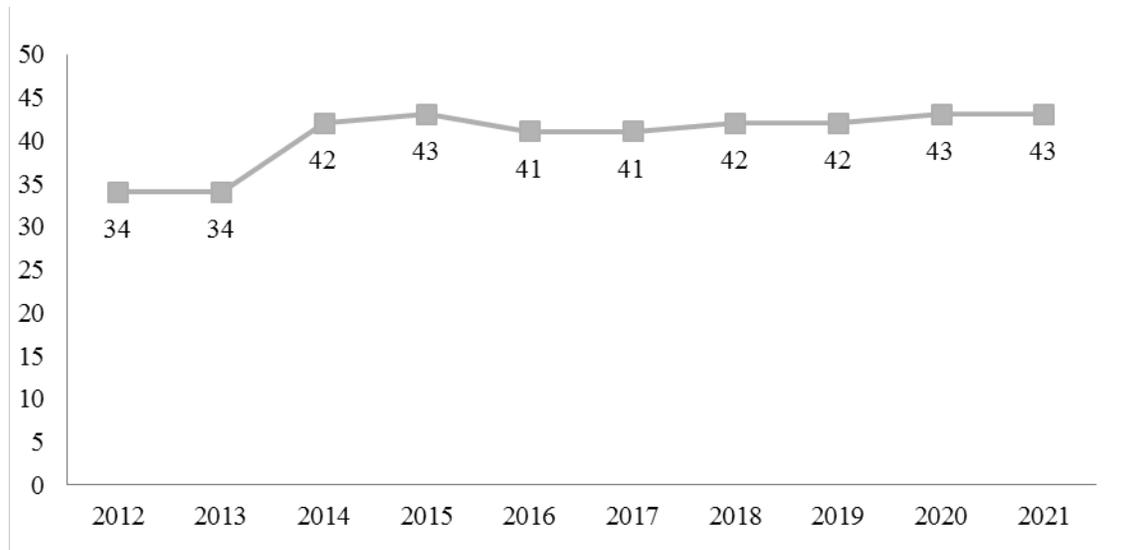
RECOMMENDED BUDGET

The Budget for Information Technologies is recommended at $10,723,345, which is an increase of $618,696 (6.1%) when compared to the FY 2019-20 Adopted Budget. The General Fund provides 100% of the funding for the Information Technologies Department, with partial cost recovery in subsequent years through the A-87 Cost Allocation Plan.

General Fund has increased by $591,546 (5.8%) when compared to the FY 2019-20 Adopted Budget.

The General Fund increase is attributed primarily to personnel-related cost increases ($125,329), increases for network security infrastructure ($205,000), increases for telecommunications costs related to redundancy, resiliency and mobility ($90,000) and a net increase to status-quo services ($137,000). It should be noted that revenue from General Fund and non-General Fund departments for programming is reduced by $61,130. These increases include an increase to the Microsoft Enterprise Agreement ($206,000) due to upgrades and true-ups, and are partially offset by net reductions in other areas.

Over the past few years the Information Technologies Department has assumed ongoing maintenance and support responsibility for the following new systems: Megabyte (County property tax system)

$314,635, Tyler Technologies (MUNIS financial system) $259,000, and Kronos (timekeeping system) $173,831. Annual maintenance and support related to the Microsoft Enterprise agreement is recommended at $625,046.

The Recommended Budget includes $205,000 for software licenses and support related to network infrastructure and security, based upon current security assessments. This is an ongoing need and a continuation of prior year mission-critical purchases.

Also included in the Recommended Budget are three Telecommunication purchases that will improve service to internal and external customers: Automated call distribution ($20,000) to improve call tracking, Telco Resiliency ($40,000) to improve telephone architecture and decrease interruptions at the Public Safety Facility, and a Voice-Over Internet Protocol (VOIP) upgrade called SoftPhone ($20,000) that will improve phone service by allowing staff working in the field or at non-county locations to access phone calls and manage voicemail from a mobile device.

The Recommended Budget includes $103,150 for Tyler software consulting and data conversions related to the Accounts Receivable, Accounts Payable, and General Ledger FENIX module modifications. In the past, these costs were included in the FENIX system implementation budget, and are now reflected in the Information Technologies budget.

Over the past few years, the Information Technologies Department has been updating mission critical network infrastructure. The FY 2019-20 Budget included $230,450, FY 2018-19 included $486,700, and FY 2017-18 included $804,500 for this ongoing need.

CAO Adjustments

No CAO adjustments are recommended.

Sources & Uses of Funds

The Department is primarily funded with discretionary General Fund revenues. These revenues are collected in Department 15 – General Fund Other Operations. Costs are recovered through the A-87 Cost Allocation Plan, which is administered by the Auditor-Controller's Office.