Information Technologies Workshop
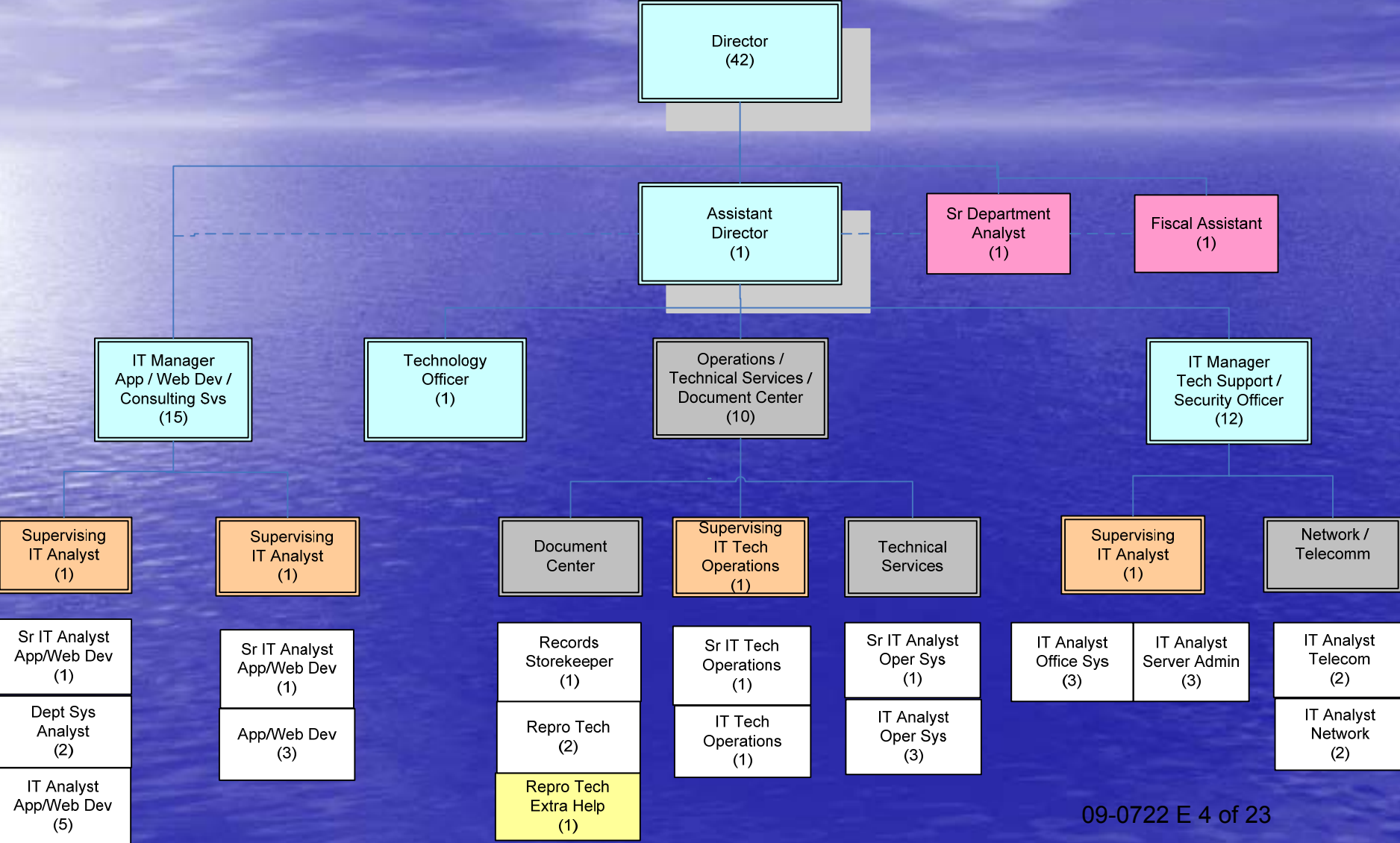# Budget Overview

June 8, 2009

Information Technologies Budget

- *The mission of Information Technologies staff is to deliver creative, economical and practical solutions and services in support of the current and future technological needs of El Dorado County*

- Total Appropriations - $3,806,637

- Total Revenue - $2,073,950
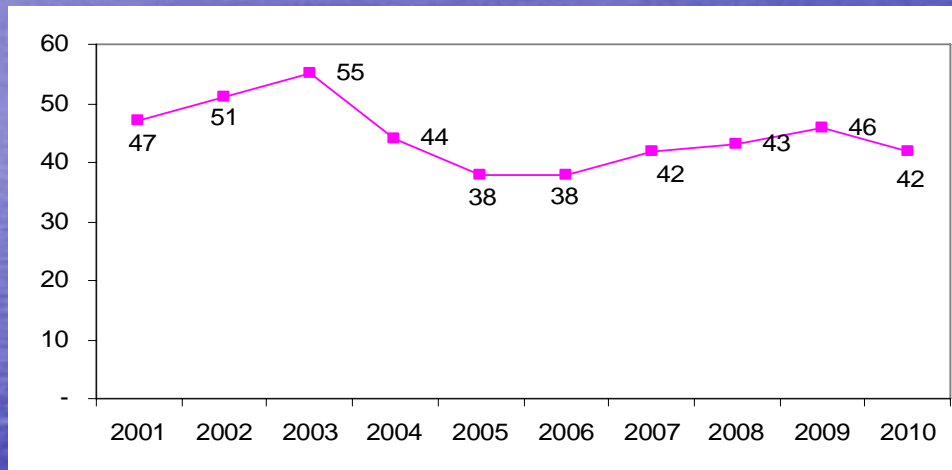
- NCC - $1,732,687

Program Summaries

- Administration
- Application Support/.Consulting Services
- Operations Technical Services
- Network/Server Support
- PC and Office Systems Support
- Communications

Information Technologies
April 28, 2009

Director (42)

- **Assistant Director (1)**
- **Sr Department Analyst (1)**
- **Fiscal Assistant (1)**

Under Assistant Director:

- **IT Manager App / Web Dev / Consulting Svs (15)**
- **Technology Officer (1)**
- **Operations / Technical Services / Document Center (10)**
- **IT Manager Tech Support / Security Officer (12)**

Under IT Manager App / Web Dev / Consulting Svs:

- **Supervising IT Analyst (1)**
  - Sr IT Analyst App/Web Dev (1)
  - Dept Sys Analyst (2)
  - IT Analyst App/Web Dev (5)
- **Supervising IT Analyst (1)**
  - Sr IT Analyst App/Web Dev (1)
  - App/Web Dev (3)

Under Operations / Technical Services / Document Center:

- **Document Center**
  - Records Storekeeper (1)
  - Repro Tech (2)
  - Repro Tech Extra Help (1)
- **Supervising IT Tech Operations (1)**
  - Sr IT Tech Operations (1)
  - IT Tech Operations (1)
- **Technical Services**
  - Sr IT Analyst Oper Sys (1)
  - IT Analyst Oper Sys (3)

Under IT Manager Tech Support / Security Officer:

- **Supervising IT Analyst (1)**
  - IT Analyst Office Sys (3)
  - IT Analyst Server Admin (3)
- **Network / Telecomm**
  - IT Analyst Telecom (2)
  - IT Analyst Network (2)

09-0722 E 4 of 23

4

Staffing Trend

Administration

- **Provides**:
- Overall direction and support for all divisions and groups within IT
  - Administrative support, policy development, implementation and administration, financial planning, budget administration, fiscal control, procurement, contract administration and asset management
  - Technology Officer, provides research and development, analysis and recommendations to individual Depts. and IT. Reviews all technology purchases throughout the county for compliance. IT's vendor relationships manager.

Administration by the Numbers

- **Appropriations** - $785,899
- **Revenue** -
  - includes $75,000 as one time recovery for CATV administration due to receipt of the Cable Franchise Fee
- **NCC** - $710,899
  - $300,000 of this is offset by the inclusion into the cost applied numbers for Per Connected Device (PCD) and mainframe services which are tracked under Operations, Tech Services, and Server Networking programs revenues.

Application Support/Consulting Services

- **Provides:**
  - Complete life cycle application development, support and maintenance
  - Data Base design on multi-tiered platforms
  - Business processing engineering
  - Project Management Services
  - County wide training for Lotus Notes, Adobe, and Microsoft office applications
  - Design and maintenance of County wide Web presence and most departmental Web Sites
  - Presents a cohesive, easy to use Web Portal to all County services and information.

Application Support/Consulting Services by the Numbers

- Appropriations - $1,476,610
- Revenues - $253,900
  - Additional revenues for billable activities for individual departments
- NCC – $1,222,710
  - $476,000 is recovered through the Mainframe Support Cost Applied and is the revenue is captured in the Operations Budget.

Operations/Technical Services

- **Provides:**
  - Computer Operations
    - 3 shifts of Comp. Operators, centralized data center linked to all County government
  - Technical Services
    - Installation, customization, maintenance and support of hardware and software for the Enterprise Server and sub systems.
    - Database administration for DB2 and M204
  - Document Processing/Records Management
    - Printing, duplicating, imaging and document storage for County Departments.

Operations/Technical Services by the Numbers

- **Appropriations** - $27,194
- **Revenues** –$496,342 - Ongoing support provided to County Departments and Outside Agencies and fixed charge Cost Applied rates
- **NCC** – ($469,148) – As noted above, All revenue and offset for Mainframe support is captured in the Operations Unit.

Network/Server Support

- Provides:
  - Server Administration
    - Technical support for servers throughout the County, including security, hardware and software specs and configurations
      - Maintenance, trouble shooting and vendor relationships
  - Network Administration
    - Technical support for the County's data network, including network, security, Wide area networks (WAN) and Local Area Networks (LAN).
      - Planning, installation and maintenance.

Network/Server Support by the Numbers

- Appropriations: $433,179
- Revenue –$659,208
  - Ongoing support provided to County Departments and outside agencies and fixed charge Cost Applied Rates
- NCC – ($226,028)

PC Desktop and Office Systems Support

- **Provides**:
  - Direct Hardware and software support for approximately 500 County PC's
    - Installation, maintenance, upgrades, trouble shooting of problems, problem tracking and reporting
  - Help Desk - first and second level telephone support for PC, Server and enterprise server reported problems.

PC Desktop and Office Systems Support – by the Numbers

- Appropriations: $314,446
- Revenue - $15,000
  - Ongoing support for County departments and outside agencies
- NCC - $298,946

Communications

- Provides:
  - Installation and support for an in-house PBX voice switching network
    - 2,000 telephones in over 35 locations
  - Voicemail services to all County employees who need it
  - Phone and data wiring in County facilities
  - Coordination with vendors who provide local and long distance Services.

Communications by the Numbers

- Appropriations - $769,309
- Revenues - $574,000, ongoing support provided to County Departments and outside Agencies
- NCC - $195,310

IT Department Source of Funds

- **Franchise Fees** : County Receives approximately $500,000, IT receives $75,000 per year for administrative support
- **Charges for Services** $1,988,950, primarily made up of:
  - Network support $647,157
  - Mainframe support $403,156
  - Telephone equipment & support $500,000
  - Revenue from Non general fund dept's $170,000
  - Programming Support - $80,400
  - Central Duplicating - $65,000
  - Other Charges for Services $97,937
- **NCC** - $1,732,937 – Primarily funded with discretionary General Fund tax Revenue. Collected in Department 15 – General Fund other operations.

IT Department Use of Funds

- Salaries and Benefits - $4,470,142
- Services and Supplies - $3,304,332
- Fixed Assets $168,000
- Intra-fund Transfers $138,075
- Intra-fund Abatement ($4,273,912)

Issues

- How to maintain the County computer infrastructure while meeting the potential for on-going reductions based on economic decline
- Budget does NOT include any funding for the Application Improvement Program
  - In 07, approval was given to begin the process of replacement of the Legacy Systems, with the use of a consultant to work with the County on Requirements and Gap Analysis
  - Due to budgetary issues, the County has made little progress in regards to our Legacy Systems for the last two years
    - An end user satisfaction survey of the current financial systems was completed in September 2008.

09-0722 E 20 of 23

Issues

- Budget does not include any funding for:
    - Replacement of the uninterruptable power source (UPS) that provides continuous power for IT and most of Bldg B due to lack of parts. CIP recommended
    - Potential need to replace the center HV/AC's due to age and obsolescence. CIP recommended
    - Due to staff reductions IT's ability to support various departments is severely diminished (DCSS, Health Services and Surveyor.

Issues

- Technology Refresh Program:
  - Budget does NOT include any funding PC's replacements via the Technology Refresh Program
  - Telephone Infrastructure:
    - Budget DOES include funding to complete upgrade of the phone switch to SLT. Due to budget reductions in 08/09, this upgrade was pushed to 09/10.
    - Current telephone equipment will no longer be maintainable without significant upgrades. This budget does NOT include Upgrade for the Telephone Infrastructure – Warranty expires in 2012
    - Telecommunications refresh program started in 05/06 is now obsolete due to changes in technology
      - Revised plan which will streamline our infrastructure will cost Aprox. $660,00), but will save money on numbers of switches, software etc.

Next Steps

- IT Recognizes the issues with the current financial situation
- Workshop on January 17, 2009
  - IT will address the overall County IT Master Plan Initiatives.