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.

DEPARTMENT PROGRAM SUMMARY

	15/16 Actuals		15/16 Budget		17/18 Dept Requested		17/18 CAO Recommend		Change from Budget to Recommend		% Change
Charges for Service	$	27,562	$	13,000	$	46,350	$	46,350	$	33,350	257%
Miscellaneous	$	17,913	$	-	$	-	$	-	$	-	
Total Revenue	**$**	**45,475**	**$**	**13,000**	**$**	**46,350**	**$**	**46,350**	**$**	**33,350**	**257%**
Salaries and Benefits	$	4,664,227	$	5,688,614	$	5,570,748	$	5,452,231	$	(236,383)	-4%
Services & Supplies	$	2,460,204	$	3,004,769	$	3,268,381	$	3,453,046	$	448,277	15%
Fixed Assets	$	349,368	$	279,200	$	200,000	$	778,000	$	498,800	179%
Intrafund Transfers	$	9,999	$	7,813	$	11,082	$	11,082	$	3,269	42%
Intrafund Abatements	$	(264,346)	$	(325,000)	$	(170,000)	$	(214,126)	$	110,874	-34%
Total Appropriations	**$**	**7,219,452**	**$**	**8,655,396**	**$**	**8,880,211**	**$**	**9,480,233**	**$**	**824,837**	**10%**
Net County Cost	**$**	**7,173,977**	**$**	**8,642,396**	**$**	**8,833,861**	**$**	**9,433,883**	**$**	**791,487**	**9%**
FTEs		41		41		40		40		(1)	(0)

MAJOR BUDGET CHANGES

Revenue

$33,350   Increase in application program and web support to non-General Fund departments, in line with prior year actual.

Appropriations

Salaries and Benefits

($90,743)   Decrease due to deletion of two vacant positions (System Support Specialist and Senior IT Department Specialist), offset by addition of one Deputy Director IT—Chief Information Security Officer (CISO) position.

($145,640)   Salary and benefit adjustments to reflect a position that is vacant while the incumbent is working in a limited term position within the department, and to bring the budget in line with projections.

Services and Supplies

$444,879   Increase in Computer Equipment and associated Maintenance due to continued rollout of VDI (Virtual Desktop Infrastructure) clients and infrastructure to County departments of $221,379 and purchase of mission critical network infrastructure of $223,500.

$175,035   Increase in Telephone Equipment due to scheduled replacement of Polycom phone system and handsets.

($59,745)   Decrease in Software and Software Licenses due to scheduled rollout of VDI program.

($55,000)   Decrease in Professional Services due to completion of on-time consulting fees for web redesign.

($56,892)   Decrease due to adjustment to bring budget in line with prior year actual, including true-ups for Staff Development, phone maintenance, office expense, rent and leased equipment.

Fixed Assets

$298,800   Net increase due to one-time purchase of Mission Critical Network Infrastructure appliances of $578,000, partially offset by reduction from prior year purchases related to VDI implementation ($280,000).

$200,000   Re-budget of funds approved in FY 2016-17 for VDI implementation that will not be spent until FY 2017-18.

Intra-fund Abatements

$110,874   Decrease in projected application programming and web support to other General Fund departments, resulting from movement away from in-house, custom-built applications to vendor-supported applications.

PROGRAM SUMMARIES

Administration

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. IT 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 IT 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 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, 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, 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 systems including the Integrated Property System.

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	$ 1,398,559		$ 1,398,559	7.50
Applications & Web Support	$ 1,107,322	$ 45,500	$ 1,061,822	10.00
Communications	$ 806,391	$ 850	$ 805,541	1.00
Network/Server/Desktop Support	$ 4,799,955		$ 4,799,955	16.00
Operations/Technical Services	$ 1,368,006		$ 1,368,006	5.50
Total	**$ 9,480,233**	**$ 46,350**	**$ 9,433,883**	**40.00**

STAFFING TREND

The IT department will decrease by a net of one FTE in FY 2017-18, due to the deletion of a vacant System Support Specialist and a vacant Senior IT Department Coordinator, which is offset with the addition of a Deputy IT Director Chief Information Security Officer (CISO). The Recommended Budget includes the reduction of one FTE from 41.0 to 40.0. All IT positions are located in Placerville.

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 the Health and Human Services Agency resulting in the increase 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. There will be further consolidation of IT resources planned in the future, as the County continues to transition to a centralized IT service model.
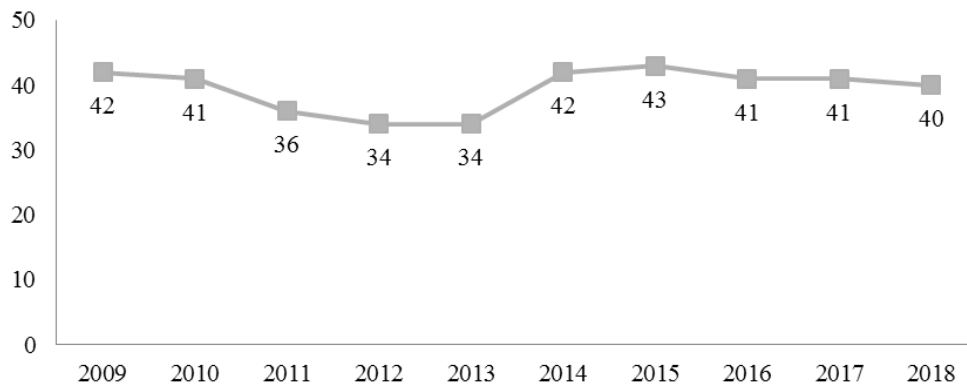
BEST PRACTICES & SERVICE INDICATORS

In accordance with the Strategic Plan, the following best practices and service indicators will be implemented and measured throughout FY 2017-18. Results will be included in the following budget, and each year thereafter, to measure progress and levels of service.

Service Indicators

Operational Metrics

1) Service Availability: Percentage of time that any given service is functioning and usable, including applications, servers, network connectivity.

2) Incidents: Number of incidents by severity that impact production services.

3) Percentage of known infiltrations compared to known attacks prevented.

Service Delivery Metrics

1) Project Delivery - percentage of projects delivered on time.

2) Helpdesk requests – turn-around time from when a request is received to completion.

RECOMMENDED BUDGET

The Budget is recommended at $9,480,233. The Recommended Budget reflects an increase in revenue of $33,350 and an increase in appropriations of $824,837 (10%) when compared to the FY 2016-17 Adopted Budget.

Net County Cost is recommended at $9,433,883. Overall, Net County Cost is increasing by $791,487, or 9%. This includes $200,000 to re-budget funds approved in FY 2016-17 for the VDI implementation that will not be spent until FY 2017-18.

There are several programs that will significantly affect the IT department budget. FY 2017-18 is year 2 of the rollout of the Virtual Desktop Interface (VDI) program to County departments.   VDI is the replacement of Desktop client/server computers with thin client devices that allow users to connect to the server to access their "virtual desktop" from authorized devices, including portable devices such as smart phones and tablets.   This investment will result in much lower costs in the future, since the thin clients have a 10 year estimated life, thereby reducing the need to annually replace desktops. Year 2 costs for the VDI project are decreasing due to the large one-time front-loaded costs in FY 2015-16 and FY 2016-17. The total project cost is $2,379,500 over four years, with $664,000 budgeted in FY 2017-18. The project is anticipated to be completed in FY 2018-19.

The Recommended Budget also includes the supplemental request for mission critical network infrastructure. $804,500 is recommended for fixed assets, support and services Network infrastructure including load balancing and firewall appliances that will ensure County data is secure, HIPAA compliant, and results in network redundancy, resiliency and business continuity.

CAO Adjustments

In addition to recommending the supplemental appropriation for mission critical investments, the CAO office also adjusted the following costs down to be more in line with prior year actuals and current year trends: telephone company vendor payments ($25,000), office expense ($6,835), staff development ($10,000).

Salary and benefit costs were also adjusted down by $118,517 for a position that is vacant while the incumbent is working in a limited term position within the Department. The associated personnel allocations remain unchanged.

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. A portion of the costs are recovered from outside funding sources through the A-87 Cost Allocation Plan, which is administered by the Auditor-Controller's Office.

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	1,478	3,000	1,350	1,350	-1,650
1816	INTERFND REV: IS PROGRAMMING	35,000	10,000	45,000	45,000	35,000
CLASS: 13	**REV: CHARGE FOR SERVICES**	36,478	13,000	46,350	46,350	33,350
TYPE: R SUBTOTAL		36,478	13,000	46,350	46,350	33,350
TYPE: E EXPENDITURE						
SUBOBJ	**SUBOBJ TITLE**					
3000	PERMANENT EMPLOYEES / ELECTED	3,202,015	3,763,454	3,664,135	3,581,002	-182,452
3002	OVERTIME	16,937	41,000	35,000	35,000	-6,000
3003	STANDBY PAY	20,669	21,700	23,500	23,500	1,800
3004	OTHER COMPENSATION	42,106	89,140	52,725	52,725	-36,415
3020	RETIREMENT EMPLOYER SHARE	700,097	813,294	804,069	800,486	-12,808
3022	MEDI CARE EMPLOYER SHARE	44,336	50,880	52,936	51,731	851
3040	HEALTH INSURANCE EMPLOYER	541,773	700,882	730,717	700,329	-553
3042	LONG TERM DISABILITY EMPLOYER	3,992	9,033	9,389	9,181	148
3043	DEFERRED COMPENSATION EMPLOYER	4,732	3,356	3,343	3,343	-13
3046	RETIREE HEALTH: DEFINED	43,140	43,140	46,955	46,955	3,815
3060	WORKERS' COMPENSATION EMPLOYER	122,735	122,735	111,979	111,979	-10,756
3080	FLEXIBLE BENEFITS	14,397	30,000	36,000	36,000	6,000
CLASS: 30	**SALARY & EMPLOYEE BENEFITS**	4,756,929	5,688,614	5,570,748	5,452,231	-236,383
4040	TELEPHONE COMPANY VENDOR	364,016	502,100	527,000	502,000	-100
4041	COUNTY PASS THRU TELEPHONE CHARGES	31,000	-218,770	-199,645	-199,645	19,125
4080	HOUSEHOLD EXPENSE	0	125	200	200	75
4086	JANITORIAL / CUSTODIAL SERVICES	5,883	5,000	5,100	5,100	100
4100	INSURANCE: PREMIUM	25,693	25,693	5,842	5,842	-19,851
4140	MAINT: EQUIPMENT	11,941	52,000	25,000	95,520	43,520
4142	MAINT: TELEPHONE / RADIO	185,716	125,000	115,000	115,000	-10,000
4143	MAINT: SERVICE CONTRACT	26,284	20,000	20,000	20,000	0
4144	MAINT: COMPUTER	2,006,007	1,659,317	1,498,696	1,651,676	-7,641
4145	MAINTENANCE: EQUIPMENT PARTS	1,000	1,000	500	500	-500
4260	OFFICE EXPENSE	13,169	19,000	18,985	12,150	-6,850
4261	POSTAGE	5	100	150	150	50
4262	SOFTWARE	3,480	13,610	173,610	173,610	160,000
4263	SUBSCRIPTION / NEWSPAPER / JOURNALS	456	750	550	550	-200
4264	BOOKS / MANUALS	0	250	0	0	-250
4266	PRINTING / DUPLICATING SERVICES	0	500	500	500	0
4300	PROFESSIONAL & SPECIALIZED SERVICES	177,871	106,000	47,500	50,500	-55,500
4308	EXTERNAL DATA PROCESSING SERVICES	120,863	91,700	92,600	92,600	900
4324	MEDICAL,DENTAL,LAB & AMBULANCE SRV	239	0	250	250	250
4400	PUBLICATION & LEGAL NOTICES	0	500	0	0	-500
4420	RENT & LEASE: EQUIPMENT	4,693	19,500	14,500	14,500	-5,000
4460	EQUIP: SMALL TOOLS & INSTRUMENTS	27	650	2,750	2,750	2,100
4461	EQUIP: MINOR	2,389	2,500	3,000	3,000	500
4462	EQUIP: COMPUTER	160,394	200,500	609,500	609,500	409,000
4463	EQUIP: TELEPHONE & RADIO	0	10,000	185,035	185,035	175,035
4500	SPECIAL DEPT EXPENSE	0	1,000	0	0	-1,000
4502	EDUCATIONAL MATERIALS	2,206	7,000	5,000	5,000	-2,000
4503	STAFF DEVELOPMENT	71,000	71,000	50,000	40,000	-31,000

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
4529	SOFTWARE LICENSE	287,096	256,745	37,000	37,000	-219,745
4600	TRANSPORTATION & TRAVEL	573	5,100	5,250	5,250	150
4602	MILEAGE: EMPLOYEE PRIVATE AUTO	474	2,600	2,600	2,600	0
4605	RENT & LEASE: VEHICLE	6,470	11,799	10,658	10,658	-1,141
4606	FUEL PURCHASES	1,945	7,500	6,250	6,250	-1,250
4608	HOTEL ACCOMMODATIONS	5,000	5,000	5,000	5,000	0
CLASS: 40	**SERVICE & SUPPLIES**	3,515,890	3,004,769	3,268,381	3,453,046	448,277
6042	FIXED ASSET: COMPUTER SYSTEM	279,200	279,200	200,000	778,000	498,800
CLASS: 60	**FIXED ASSETS**	279,200	279,200	200,000	778,000	498,800
7200	INTRAFUND TRANSFERS: ONLY GENERAL	46	5,100	250	250	-4,850
7223	INTRAFND: MAIL SERVICE	1,138	2,479	2,494	2,494	15
7224	INTRAFND: STORES SUPPORT	107	234	838	838	604
7232	INTRAFND: MAINT BLDG & IMPROVMNTS	0	0	7,500	7,500	7,500
CLASS: 72	**INTRAFUND TRANSFERS**	1,291	7,813	11,082	11,082	3,269
7365	INTRFND ABATEMENTS: IS PROGRAMMING	-125,140	-325,000	-170,000	-214,126	110,874
CLASS: 73	**INTRAFUND ABATEMENT**	-125,140	-325,000	-170,000	-214,126	110,874
TYPE: E SUBTOTAL		8,428,170	8,655,396	8,880,211	9,480,233	824,837
FUND TYPE: 10 SUBTOTAL		8,391,692	8,642,396	8,833,861	9,433,883	791,487
DEPARTMENT: 10 SUBTOTAL		8,391,692	8,642,396	8,833,861	9,433,883	791,487

PERSONNEL ALLOCATION

Classification Title	2016-17 Adjusted Allocation	2017-18 Dept Request	2017-18 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	3.00	3.00	1.00
IT Analyst Tr/I/II - App/Web Dev/Support	5.00	5.00	5.00	-
IT Analyst Tr/I/II - Networking	2.00	2.00	2.00	-
IT Analyst Tr/I/II - Office Systems	5.00	5.00	5.00	-
IT Analyst Tr/I/II - Operating Systems	1.00	1.00	1.00	-
IT Analyst Tr/I/II - Server Admin	3.00	3.00	3.00	-
Information Technology Department Coordinator	2.00	2.00	2.00	-
Information Technology Tech Trainee/I/II/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	2.00	2.00	2.00	-
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	1.00	-	-	(1.00)
Sr. Office Assistant	0.50	0.50	0.50	-
Storekeeper I/II	0.50	0.50	0.50	-
Supervising Information Technology Analyst I/II	3.00	3.00	3.00	-
System Support Specialist I/II	1.00	-	-	(1.00)
Telecommunications Technician I/II	1.00	1.00	1.00	-
Department Total	**41.00**	**40.00**	**40.00**	**(1.00)**

ORGANIZATIONAL CHART

```
                          IT Director
                         David Russell

    Deputy Director          Assistant IT              Program Manager
       (CISO)                  Director                 (Limited Term)
    Jimmy Gonzalez
                                                         IT Tech I/II

                                                        Sr. Office Assistant
                                                           (.50 FTE)


        Deputy Director              Deputy Director
          Jon Henry                  Kumar Pandey


  Supervising IT     Supervising IT                          Supervising IT
     Analyst            Analyst                                 Analyst

  Sr. IT Analyst –   Sr. IT Analyst -    Sr. Department     Sr. IT Analyst App/
  Office Systems     Server Admin       Systems Analyst     Web Development
     (2 FTE)                                                    (2 FTE)

  IT Analyst I/II –  IT Analyst I/II –  Sr. IT Analyst – App/  Sr. IT Analyst
   Server Admin       Server Admin       Web Development      Operating Systems
                        (2 FTE)

  IT Analyst T/I/II – IT Analyst I/II –  IT Analyst App/Web    Sr. IT Technician
  Office Systems        Network           Development
     (5 FTE)            (2 FTE)             (5 FTE)

                     IT Department       IT Department      IT Analyst I/II
                     Coordinator         Coordinator        Operating Systems

                     Telecommunications                     IT Technician I/II
                     Technician

                                                            Storekeeper I/II
   TOTAL FTE: 40                                               (.50 FTE)
```