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 staff is their commitment to deliver creative, practical solutions and services in support of the current and future technological needs of El Dorado County.

DEPARTMENT BUDGET SUMMARY

	16-17 Actuals	17-18 Budget	18-19 Dept Requested	18-19 CAO Recommend	Change from Budget to Recommend	% Change
Charges for Service	$ 28,467	$ 46,350	$ 17,850	$ 17,850	$ (28,500)	-61%
Misc.	$ 24	$ -	$ -	$ -	$ -	
Total Revenue	**$ 28,491**	**$ 46,350**	**$ 17,850**	**$ 17,850**	**$ (28,500)**	**-61%**
Salaries and Benefits	$ 4,831,060	$ 5,452,231	$ 5,687,248	$ 5,554,182	$ 101,951	2%
Services & Supplies	$ 2,441,859	$ 4,067,566	$ 4,165,585	$ 5,000,756	$ 933,190	23%
Fixed Assets	$ 367,660	$ 778,000	$ -	$ 113,500	$ (664,500)	-85%
Intrafund Transfers	$ 3,670	$ 11,082	$ 12,956	$ 12,956	$ 1,874	17%
Intrafund Abatements	$ (177,759)	$ (214,126)	$ (189,060)	$ (207,710)	$ 6,416	-3%
Total Appropriations	**$ 7,466,490**	**$ 10,094,753**	**$ 9,676,729**	**$ 10,473,684**	**$ 378,931**	**4%**
Net County Cost	**$ 7,437,999**	**$ 10,048,403**	**$ 9,658,879**	**$ 10,455,834**	**$ 407,431**	**4%**
FTEs	40	42	43	42	-	-

MAJOR BUDGET CHANGES

Revenue

($28,500)   Decrease in Interfund revenue due to anticipated reduction 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

$218,526   Increase due to addition of two positions from Treasurer/Tax Collector Department as part of IT centralization, 1.0 IT Department Specialist and 1.0 Sr. IT Department Coordinator, approved in FY 2017-18.

($39,927)   Decrease due to the addition of an IT Specialist position, offset by the deletion of a vacant IT Analyst-Office Systems position, approved in FY 2017-18.

Services and Supplies

$335,000   Microsoft Office 2016 licenses for which conversion is mandated by the State.

$310,000   Telephone/Communications Equipment to upgrade the Sheriff's phone system to Voice-Over IP, associated with the Public Safety Facility.

$373,200   One-Time purchases of Mission Critical network infrastructure appliances, licenses, and support from prior year.

$489,971   Re-budget of VMWare and Palo Alto Networks firewall maintenance and support that was prepaid in FY 2017-18. Appropriation is needed to reflect expense in the appropriate year.

Fixed Assets

$113,500   One-time purchases of Mission Critical network infrastructure for year two of a three-year plan to upgrade infrastructure to meet industry standards and to replace end-of-life equipment.

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.

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.

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. 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.

Communications

Telecommunications

Provides installation and support for our 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 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 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.

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	$	1,157,736	$	-	$	1,157,736	5.50
Applications & Web Support	$	1,398,348	$	17,000	$	1,381,348	11.00
Operations/Technical Services	$	1,149,423	$	-	$	1,149,423	5.00
Records Management	$	15,167	$	-	$	15,167	0.50
Network/Server/Desktop Support	$	5,835,315	$	-	$	5,835,315	19.00
Communications	$	917,695	$	850	$	916,845	1.00
Total	**$**	**10,473,684**	**$**	**17,850**	**$**	**10,455,834**	**42.00**

STAFFING TREND

The Recommended Budget is 42.0 FTEs, which is not changing from the adjusted 2017-18 Budget. The IT budget includes the centralization of 2.0 positions from the Treasurer/Tax Collector Department: 1.0 IT Department Specialist and 1.0 Sr. IT Department Coordinator. All IT positions are located in Placerville.

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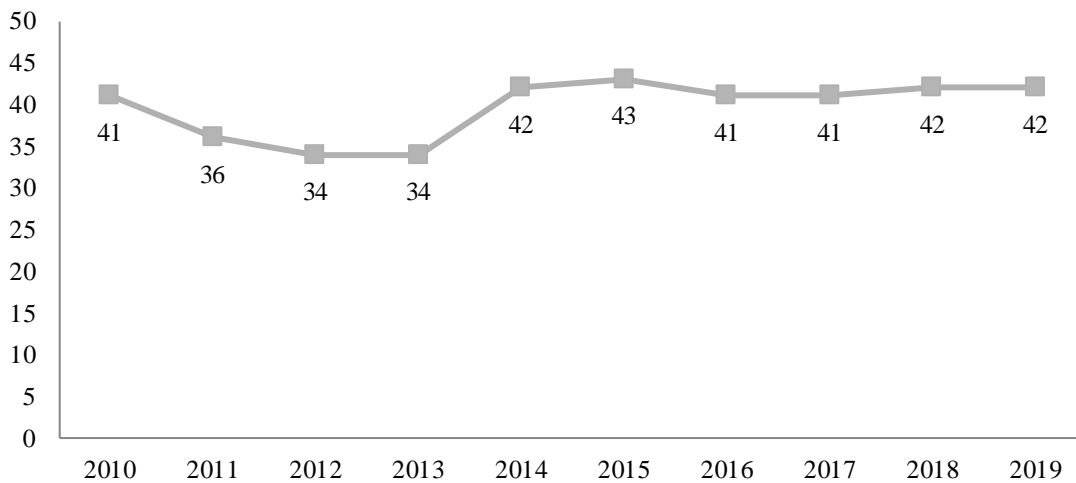
BEST PRACTICES & SERVICE INDICATORS

In accordance with the Strategic Plan, the following best practices and service indicators will be implemented and measured. Results will be included in the department budget and each year hereafter, to report 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. Planned maintenance is counted as down time.
    a. Network – 99.9% (8.5 Hours Downtime)
    b. Server Environment – 99.8% (17.5 Hours Downtime)
    c. Telephone – 99.95% (4.5 Hours Downtime)
2) Incidents: Number of incidents by severity that impact production services.
    Note: The Department is currently working on these metrics.
3) Percentage of known infiltrations compared to known attacks prevented.
    a. 11 confirmed viruses from January 1, 2018 – March 1, 2018
    b. Firewall – 44,834,510 Malicious attempts prevented January 1, 2018 – March 1, 2018.

Service Delivery Metrics

1) Project Delivery - percentage of projects delivered on time.
   Note: The Department is developing a SharePoint interface with Microsoft Project to track and manage this metric.
2) Helpdesk requests – turn-around time from when a request is received to completion
   a. 9,235 tickets closed.
   Note: The Department is working to achieve average time metric.

RECOMMENDED BUDGET

This Budget is recommended at $10,473,684, which is an increase of $378,931 (3.8%) when compared to the FY 2017-18 Adopted Budget. The General Fund provides 99.8% of the funding for the Information Technologies Department, with partial cost recovery in subsequent years through the A-87 Cost Allocation Plan.

General Fund funding has increased by $407,431 (4.1%) when compared to the FY 2017-18 Adopted Budget. The cost increase is due to the need to re-budget $489,971, funds approved in FY 2017-18 for VMWare (VDI project) and Palo Alto Networks firewall maintenance and support. The County prepaid for three years of services in FY 2017-18, and as a result the annual amount will be re-appropriated each year to allow for the accounting of the expenditure in the correct fiscal year. FY 2018-19 is the second year of service.

There are several programs that will significantly affect the Information Technologies Department budget. The following new system application maintenance and support agreements are budgeted in FY 2018-19: MegaByte (County property tax system) $303,000, Tyler Technologies (MUNIS financial system) $229,000, Kronos (timekeeping system) $173,831. Costs for these new systems has been offset by reductions in support costs of the systems they replace, such as the Cogsdale financial management system (FAMIS, BPREP, ADPICS) and the M204 Property System.

Total programming and web support revenues of approximately $225,560 reflect a decrease of $34,916 (13%), a result of moving away from in-house, custom-built applications to these vendor-supported applications.

FY 2018-19 will also be the third and final year of the VDI (Virtual Desktop Interface) program rollout 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 three implementation costs for the VDI project are budgeted to decrease due to front-loaded costs, to approximately $251,000 in FY 2018-19. The total project budget is $2,379,500 over four years.

The Recommended Budget includes funding for a supplemental request of $486,700, for the continuation of mission critical network infrastructure. This second year of IT infrastructure fixed assets, support and services purchases is a reduction from the $804,500 approved in FY 2017-18.

The Recommended Budget includes $335,000 for county-wide Microsoft Office 2016 licenses, as mandated by the State. The cost for this upgrade will be $335,000 per year for the next three years, after which the County will have upgrade protection for at least three years, during which any upgrades will be supplied by Microsoft at no cost.

The Recommended Budget also includes $310,000 for the one-time costs associated with phone and communication systems for the Public Safety Facility. The Sheriff's Office postponed the replacement of their phone system until their move to the new facility. The upgrade is part of the County's planned upgrade to Voice-Over IP.

CAO Adjustments

In addition to recommending the second year of supplemental appropriations for mission critical investments of $486,700, the Chief Administrative Office adjusted the following costs down to be more in line with prior year actuals and current year trends: janitorial ($8,000), maintenance and support ($20,000).

Salary and benefits costs were increased by $218,526 due to the addition of two positions from the Treasurer/Tax Collector Department as part of IT centralization - 1.0 IT Department Specialist and 1.0 Sr. IT Department Coordinator. This transfer was approved by the Board of Supervisors in April of 2018, after department budget requests had been submitted.

Salary and benefit costs were adjusted down by a net $39,927 to reflect the addition of an IT Specialist position, offset by the deletion of an IT Analyst-Office Systems position, approved in FY 2017-18.

Salary and benefit costs were adjusted down by $207,792 to reflect a position that is vacant while the incumbent is working in a limited-term position within the department, and to account for adjustments in support as the County transitions from the mainframe to FENIX.

The Chief Administrative Office increased the appropriation for maintenance and support by $489,971 to re-appropriate the annual expense related to a three-year prepaid adjustment that was processed in FY 2017-18. This accounting adjustment is required in order to reflect expense in the appropriate fiscal year.

The Department requested the addition of an IT Specialist I/II position. This supplemental request is not recommended at this time, and will be reconsidered during FY 2018-19 should funding become available.

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.

FINANCIAL INFORMATION BY FUND TYPE

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

	CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE CURR YR CAO RECMD
TYPE: R REVENUE				
SUBOBJ SUBOBJ TITLE				
1740 CHARGES FOR SERVICES	1,350	2,850	2,850	1,500
1816 INTERFND REV: IS PROGRAMMING	45,000	15,000	15,000	-30,000
CLASS: 13 REV: CHARGE FOR SERVICES	46,350	17,850	17,850	-28,500
TYPE: R SUBTOTAL	46,350	17,850	17,850	-28,500
TYPE: E EXPENDITURE				
SUBOBJ SUBOBJ TITLE				
3000 PERMANENT EMPLOYEES / ELECTED	3,581,002	3,727,507	3,684,330	103,328
3002 OVERTIME	35,000	30,000	30,000	-5,000
3003 STANDBY PAY	23,500	23,000	23,000	-500
3004 OTHER COMPENSATION	52,725	35,150	43,940	-8,785
3020 RETIREMENT EMPLOYER SHARE	800,486	871,551	864,577	64,091
3022 MEDI CARE EMPLOYER SHARE	51,731	52,542	51,910	179
3040 HEALTH INSURANCE EMPLOYER	700,329	682,794	678,287	-22,042
3041 UNEMPLOYMENT INSURANCE EMPLOYER	0	93,186	7,175	7,175
3042 LONG TERM DISABILITY EMPLOYER	9,181	9,318	9,211	30
3043 DEFERRED COMPENSATION EMPLOYER	3,343	4,212	4,212	869
3046 RETIREE HEALTH: DEFINED	46,955	47,883	47,883	928
3060 WORKERS' COMPENSATION EMPLOYER	111,979	68,105	67,657	-44,322
3080 FLEXIBLE BENEFITS	36,000	42,000	42,000	6,000
CLASS: 30 SALARY & EMPLOYEE BENEFITS	5,452,231	5,687,248	5,554,182	101,951
4020 CLOTHING & PERSONAL SUPPLIES	0	50	50	50
4040 TELEPHONE COMPANY VENDOR	502,000	502,000	502,000	0
4041 COUNTY PASS THRU TELEPHONE CHARGES	-199,645	-199,645	-199,645	0
4080 HOUSEHOLD EXPENSE	200	200	200	0
4086 JANITORIAL / CUSTODIAL SERVICES	5,100	15,000	7,000	1,900
4100 INSURANCE: PREMIUM	5,842	20,509	20,509	14,667
4140 MAINT: EQUIPMENT	95,520	15,000	15,000	-80,520
4141 MAINT: OFFICE EQUIPMENT	0	500	500	500
4142 MAINT: TELEPHONE / RADIO	115,000	194,615	194,615	79,615
4143 MAINT: SERVICE CONTRACT	20,000	20,000	20,000	0
4144 MAINT: COMPUTER	2,266,196	2,778,921	3,612,492	1,346,296
4145 MAINTENANCE: EQUIPMENT PARTS	500	500	500	0
4260 OFFICE EXPENSE	12,150	12,175	12,175	25
4261 POSTAGE	150	150	150	0
4262 SOFTWARE	173,610	26,760	26,760	-146,850
4263 SUBSCRIPTION / NEWSPAPER / JOURNALS	550	550	550	0
4264 BOOKS / MANUALS	0	50	50	50
4266 PRINTING / DUPLICATING SERVICES	500	500	500	0
4300 PROFESSIONAL & SPECIALIZED SERVICES	50,500	49,184	49,184	-1,316
4308 EXTERNAL DATA PROCESSING SERVICES	92,600	57,850	57,850	-34,750
4324 MEDICAL,DENTAL,LAB & AMBULANCE SRV	250	250	250	0
4420 RENT & LEASE: EQUIPMENT	14,500	17,500	17,500	3,000
4460 EQUIP: SMALL TOOLS & INSTRUMENTS	2,750	1,750	1,750	-1,000
4461 EQUIP: MINOR	3,000	4,000	4,000	1,000
4462 EQUIP: COMPUTER	609,500	318,400	328,000	-281,500
4463 EQUIP: TELEPHONE & RADIO	185,035	220,000	220,000	34,965
4502 EDUCATIONAL MATERIALS	5,000	5,000	5,000	0

FINANCIAL INFORMATION BY FUND TYPE

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

		CURRENT YR APPROVED BUDGET	DEPARTMENT REQUEST	CAO RECOMMENDED BUDGET	DIFFERENCE CURR YR CAO RECMD
4503	STAFF DEVELOPMENT	40,000	70,000	70,000	30,000
4529	SOFTWARE LICENSE	37,000	5,000	5,000	-32,000
4600	TRANSPORTATION & TRAVEL	5,250	5,250	5,250	0
4602	MILEAGE: EMPLOYEE PRIVATE AUTO	2,600	2,650	2,650	50
4605	RENT & LEASE: VEHICLE	10,658	9,666	9,666	-992
4606	FUEL PURCHASES	6,250	6,250	6,250	0
4608	HOTEL ACCOMMODATIONS	5,000	5,000	5,000	0
CLASS: 40	**SERVICE & SUPPLIES**	4,067,566	4,165,585	5,000,756	933,190
6040	FIXED ASSET: EQUIPMENT	0	0	30,000	30,000
6042	FIXED ASSET: COMPUTER SYSTEM	778,000	0	83,500	-694,500
CLASS: 60	**FIXED ASSETS**	778,000	0	113,500	-664,500
7200	INTRAFUND TRANSFERS: ONLY GENERAL	250	250	250	0
7223	INTRAFND: MAIL SERVICE	2,494	2,287	2,287	-207
7224	INTRAFND: STORES SUPPORT	838	419	419	-419
7232	INTRAFND: MAINT BLDG & IMPROVMNTS	7,500	10,000	10,000	2,500
CLASS: 72	**INTRAFUND TRANSFERS**	11,082	12,956	12,956	1,874
7365	INTRFND ABATEMENTS: IS PROGRAMMING	-214,126	-189,060	-207,710	6,416
CLASS: 73	**INTRAFUND ABATEMENT**	-214,126	-189,060	-207,710	6,416
TYPE: E SUBTOTAL		10,094,753	9,676,729	10,473,684	378,931
FUND TYPE: 10 SUBTOTAL		10,048,403	9,658,879	10,455,834	407,431
DEPARTMENT: 10 SUBTOTAL		10,048,403	9,658,879	10,455,834	407,431

Information Technologies
RECOMMENDED BUDGET ● FY 2018 - 19

PERSONNEL ALLOCATION

Classification Title	2017-18 Adjusted Allocation	2018-19 Dept Request	2018-19 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	3.00	3.00	3.00	-
IT Analyst Tr/I/II - App/Web Dev/Support	6.00	6.00	6.00	-
IT Analyst Tr/I/II - Networking	2.00	2.00	2.00	-
IT Analyst Tr/I/II - Office Systems	4.00	4.00	4.00	-
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	-
IT Department Specialist*	1.00	1.00	1.00	-
Information Technology Department Coordinator	1.00	1.00	1.00	-
Information Technology Specialist I/II	1.00	2.00	1.00	-
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	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	-
Telecommunications Technician I/II	1.00	1.00	1.00	-
Department Total	**42.00**	**43.00**	**42.00**	**-**

*2.0 Positions transferred from the Treasurer/Tax Collector in April 2018

ORGANIZATIONAL CHART

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                    ┌─────────────────────┐       ┌──────────────────────┐
┌──────────────────┐│    IT Director      │       │   Program Manager    │
│Assistant IT      ││   David Russell     │───────│   (Limited Term)     │
│Director          │└─────────────────────┘       └──────────────────────┘
└──────────────────┘                              ┌──────────────────────┐
                                                  │    IT Tech I/II       │
                                                  └──────────────────────┘
                                                  ┌──────────────────────┐
                                                  │  Sr. Office Assistant │
                                                  │     (.50 FTE)         │
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Deputy Director	Deputy Director (CISO)	Deputy Director

Deputy Director

Supervising IT Analyst	Supervising IT Analyst
Sr. IT Analyst – Office Systems	Sr. IT Analyst - Server Admin
IT Analyst I/II – Server Admin	IT Analyst I/II – Server Admin (2 FTE)
IT Analyst T/I/II – Office Systems (3 FTE)	IT Analyst I/II – Network (2 FTE)
IT Specialist I/II	IT Department Coordinator
Sr. IT Department Coordinator	Telecommunications Technician

Deputy Director (CISO)

Sr. IT Analyst – Office Systems
IT Analyst I/II – Office Systems

Deputy Director

Sr. Department Systems Analyst	Supervising IT Analyst
Sr. IT Analyst – App/ Web Development	Sr. IT Analyst App/ Web Development (2 FTE)
IT Analyst App/Web Development (6 FTE)	Sr. IT Analyst Operating Systems
IT Department Specialist	Sr. IT Technician
	IT Analyst I/II – Operating Systems
	Storekeeper I/II (.50 FTE)
	IT Technician I/II

TOTAL FTE: 42