

**COUNTY OF MADERA
BUDGET UNIT DETAIL
BUDGET FOR THE FISCAL YEAR 2019-20**

Department: Information Technology
(00240)
Function: General
Activity: Other General
Fund: General

	<u>ACTUAL 2017-18</u>	<u>BOARD APPROVED 2018-19</u>	<u>DEPARTMENT REQUEST 2019-20</u>	<u>CAO RECOMMENDED 2019-20</u>
<u>ESTIMATED REVENUES:</u>				
CHARGES FOR CURRENT SERVICES				
662802 Interfd Rev - Comp Svc	98,612	203,377	221,675	221,675
TOTAL CHARGES FOR CURRENT SERVICES	98,612	203,377	221,675	221,675
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	2,871,688	3,415,792	3,838,371	3,838,371
TOTAL MISCELLANEOUS REVENUE	2,871,688	3,415,792	3,838,371	3,838,371
<u>TOTAL ESTIMATED REVENUES</u>	<u>2,970,300</u>	<u>3,619,169</u>	<u>4,060,046</u>	<u>4,060,046</u>
<u>EXPENDITURES:</u>				
SALARIES & EMPLOYEE BENEFITS				
710102 Permanent Salaries	1,730,162	2,187,125	2,296,155	2,296,155
710103 Extra Help	177,360	140,379	149,161	149,161
710105 Overtime	18,827	9,000	10,000	10,000
710106 Stand-By	19,386	20,000	20,000	20,000
710200 Retirement	576,999	723,335	805,927	805,927
710300 Health Insurance	204,270	286,768	342,206	342,206
710400 Workers' Compensation Insurance	48,295	33,126	32,429	32,429
TOTAL SALARIES & EMPLOYEE BENEFITS	2,775,299	3,399,733	3,655,878	3,655,878
SERVICES & SUPPLIES				
720300 Communications	143,853	120,000	136,600	136,600
720600 Insurance	34,478	1,041	1,091	1,091
720800 Maintenance - Equipment	127,994	266,563	219,410	219,410
721200 Sales Tax	2,390	2,500	21,189	21,189
721300 Office Expense	7,912	8,870	8,000	8,000
721314 Computer Equipment <\$5,000	354,615	80,000	115,000	115,000
721400 Professional & Specialized Services	1,075,660	1,176,706	1,459,935	1,459,935
721600 Rents & Leases - Equipment	5,199	4,500	6,153	6,153

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SERVICES & SUPPLIES (continued)				
721909 Property Tax	0	2,000	2,000	2,000
722000 Transportation & Travel	39,020	35,000	53,026	53,026
TOTAL SERVICES & SUPPLIES	1,791,121	1,697,180	2,022,404	2,022,404
OTHER CHARGES				
730302 Retirement of Capital Leases	221,965	838,309	793,116	793,116
730502 Interest on Capital Leases	18,403	41,214	40,269	40,269
TOTAL OTHER CHARGES	240,368	879,523	833,385	833,385
FIXED ASSETS				
740300 Equipment	149,021	100,000	9,513	9,513
TOTAL FIXED ASSETS	149,021	100,000	9,513	9,513
<u>TOTAL EXPENDITURES</u>	<u>4,955,809</u>	<u>6,076,436</u>	<u>6,521,180</u>	<u>6,521,180</u>
<u>NET COUNTY COST (EXP - REV)</u>	<u>1,985,509</u>	<u>2,457,267</u>	<u>2,461,134</u>	<u>2,461,134</u>

INFORMATION TECHNOLOGY

COMMENTS

The Office of Information Technology (OoIT) provides Information Technology (IT) services to county departments and constitutional officers in support of the County's strategic goals and objectives. OoIT is a full-service technology provider of quality products and services. The primary functions of the department are technology solution delivery, information security governance, project management and infrastructure management. This support includes technology recommendations; maintenance of existing application systems; design and implementation of new systems; operation of server systems; guidance regarding security and access to system data; support for voice and data telecommunications; and customer training for both application systems and office automation.

The Office of Information Technology strives to provide accurate, reliable, cost-effective information technology services to County departments to champion the integration of technology into the business processes and promote excellence in the delivery of Government services to the public. The County's Information Technology Executive Steering Committee governs the prioritization and execution of major IT projects Countywide.

Customer Service Division

The Customer Service Division (CSD) is the liaison between our customers and the Madera County Office of Information Technology department technical staff, monitoring, coordinating solutions to meet customer needs, and facilitating the restoration of normal operational services. CSD staff strives to ensure customer satisfaction and excellence by providing prompt, courteous, and effective support. The mission of the CSD is to be a single point of contact, centralizing communications for the information technology problem reporting and technical assistance needs of Madera County.

Infrastructure Support Division

The Infrastructure Support Division (ISD) designs, installs, secures, and maintains computing, communications and network services to departments within the organization. This includes the delivery of reliable, stable, and flexible state-of-the-art communications architecture to each county division and employee. Our services allow the organization to access applications to communicate internally, or externally with stakeholders. Through centralized support of network engineering, server infrastructure, and mass storage, ISD frees county departments to better serve the public. More specifically our services include (but are not limited to):

- Router, Switch, and Firewall infrastructure design, security and configuration
- Server Administration – system health monitoring, patch management, access control
- Server Virtualization – Private cloud host configuration and maintenance, Storage Area Network (SAN) administration, and Virtual Machine (VM) provisioning
- Infrastructure Security – network access control, risk analysis, vulnerability assessment, backup, SPAM, and encryption

COMMENTS (continued)

Infrastructure Support Division (continued)

- Directory Service Administration – Campus site integration, user authentication, host address schemes (DHCP), Domain Name Service (DNS), and group policy and security group management
- Email Management – Architectural upkeep and expansion, database health, distribution list administration, and email retention.
- Equipment lifecycle management and network capacity planning

ISD strives to build cost-effective technological solutions to fit the unique environment of each business unit. Doing so, we foster an enterprise way of thinking and leverage economies-of-scale whenever possible. It's our mission to deliver an agile infrastructure which allows the organization to quickly adapt to the ever changing landscape of technology.

Enterprise Business Services

The Enterprise Business Services Division (EBSD) provides Application System Support, Enterprise Program and Project Management, Departmental Technology Project Management, Business Analysis and Business Process Improvement, E-Government Support, and Business System Design and Solutions. The Enterprise Business Services staff strives to ensure customer satisfaction by connecting and utilizing technology to improve business processes and efficiencies. The mission of the EBSD is to support the business needs and improve the business processes of the County through the implementation and support of technology.

WORKLOAD

The Department's anticipated projects for 2019-20 include:

- Back Up expansion
- One Solution Upgrade to Finance Enterprise
- ONESolution Reports Clean-Up
- Email Exchange Upgrade
- Digitized Signatures – Purchasing Agent Agreements
- Storage Expansion (including H & S Drives)
- Phase One – VoIP – IT, Administration, Public Health, and Social Services
- Data Center and Technology Support – New Health and Human Services Complex and Agricultural Services Building
- Laserfiche Workflow Optimization

INFORMATION TECHNOLOGY

WORKLOAD (continued)

- Cogent Automated Fingerprint Identification System (CAFIS) Upgrade
- Network Infrastructure Upgrade Project (24 Month Project) – Year 2

DEPARTMENT WORK PROGRAM

	<u>Actual 2017-18</u>	<u>Estimated 2018-19</u>	<u>Projected 2019-20</u>
Supported Individual Computers, including being on Automated Anti-Virus and on a Standard Software Suite	1456	1500	1500
Mobile Device Management – Remote Access	0	0	400
Support for Help Desk (# of Calls)	31882	21100	21000
Supported and Maintained Physical Servers	97	43	40
Supported and Maintained Virtual Servers	40	40	45
Supported Wide Area Network (locations)	40	40	40
Implemented Major Projects	37	45	45
Administer the Enterprise Backup/Restore Process for Departments	35	35	35
Supported Departmental Applications	76	76	80
Design, Consultation, Technology Support – Departmental Building Construction/Expansion/Moves	0	2	3

ESTIMATED REVENUES

662802 Interfund Revenue Computer Services (\$221,675) is recommended increased \$18,298 for charges to other departments for Information Technology

670000 Intrafund Revenue (\$3,838,371) is recommended increased \$422,579 for charges to other departments for Information Technology

SALARIES & EMPLOYEE BENEFITS

710102 Permanent Salaries (\$2,296,155) are recommended increased \$109,030 to fund permanent salaries.

INFORMATION TECHNOLOGY

SALARIES & EMPLOYEE BENEFITS (continued)

- 710103** **Extra Help** (\$149,161) is recommended increased \$8,782 to fund extra help salaries. The Office of Information Technology will be completing a number of time consuming technology projects during Fiscal Year 2019-20. Extra Help positions will be used to operate a portion of the Help Desk and fund field technicians while more experienced staff support the Fiscal Year 2019-20 technology projects.
- 710105** **Overtime** (\$10,000) is recommended increased \$1,000 to work after hours to repair computers, perform required system upgrades, and correct system malfunctions to minimize disruption to County staff. There are some tasks that impact network access and should be completed outside of regular business hours to minimize impact to County business processes.
- 710106** **Stand-By** (\$20,000) is recommended unchanged to provide call-out support for 24/7 operations using network installations, such as the Sheriff's Department, Department of Corrections, and Juvenile Hall.
- 710200** **Retirement** (\$805,927) reflects the County's anticipated contribution to Social Security and the Public Employees' Retirement System.
- 710300** **Health Insurance** (\$342,206) is based on the employer's share of health insurance premiums.
- 710400** **Workers' Compensation** (\$32,429) reflects the Department's contribution to the County's Self-Insurance Internal Service Fund.

SERVICES & SUPPLIES

- 720300** **Communications** (\$136,600) is recommended increased \$16,600. This account provides funding for the Department's on-going telephone and fax needs, monthly charges for cell phones and wireless devices of Information Technology staff members, cell phones and wireless devices of the Public Information Team, and operating cost of the Wide-Area Network.
- | | |
|-----------|--|
| \$3,000 | Telephone and Fax |
| \$14,400 | Cell Phones and Wireless Devices – Information Technology |
| \$13,200 | Cell Phones and Wireless Devices – Public Information Team |
| \$106,000 | Wide Area Network Charges |
- 720600** **Insurance** (\$1,091) reflects the Department's contribution to the County's Self-Insured Liability Program.

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

720800 **Maintenance - Equipment** (\$219,410) is recommended decreased \$47,153. This account provides for the maintenance of WAN Equipment and maintenance of enterprise equipment.

\$ 15,000	Repair of Computers & Diagnostic Equipment
\$ 33,700	System Upgrades
\$ 10,000	Cisco Smart Net
\$ 20,000	Cisco 9300 Cold Spares
\$ 17,000	Nimble Mass Storage
\$ 40,000	Uninterrupted Power Supplies (UPS) – Data Center
\$ 5,000	Data Center Test Line
\$ 5,500	Ruckus Zone Director/WIFI
\$ 5,000	Kemp Technologies Load Balancer
\$ 1,210	Uninterrupted Power Supplies (UPS) – Desktop Computers
\$ 37,000	Server Operating System & Support Renewals
\$ 10,000	WAN Hardware
\$ 20,000	Virtualization – Maintenance

721200 **Sales Tax** (\$21,189) is recommended increased \$18,689 to pay sales tax on Capital Leases

\$ 17,608	ConvergeOne Financial - Network Upgrade Project (Quarterly Payments of \$4,402 – Final Payment June 2023)
\$ 3,581	Dell Financial – Board Chambers Equipment (Quarterly Payments Of \$895.25 – Final Payment May 2022)

721300 **Office Expense** (\$8,000) is recommended decreased \$870 to fund office supplies and Domain Registrations.

\$ 6,500	Office Supplies
\$ 1,500	Domain Registration

721314 **Computer Equipment <\$5,000** (\$115,000) is recommended increased \$35,000 to replace 20% of computers located in General Fund Departments and to complete Conference Room Upgrades.

\$ 100,000	Replacement of GF Computers
\$ 15,000	Project Proposal- Conference Room Upgrades

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

721400 **Professional & Specialized Services** (\$1,459,935) is recommended increased \$283,229 for the following services:

Software – Licenses & Support

\$5,400	PDQ Remote Deploy
\$10,000	Vision Internet Website Hosting
\$20,000	InfoTech Subscription
\$2,200	Flexterra
\$5,200	Brocade Support
\$24,475	Hoot suite
\$7,200	Social Media Archive Tool
\$700,000	Microsoft Enterprise Agreement (EA)
\$21,210	NeoGov Annual Renewal
\$7,000	Pluralsight Licensing
\$9,000	Exclaimer – Email Signature Manager
\$1,500	Provisio - Public Access Kiosks (\$200 increase in cost of software)
\$2,500	Faronics – Deep Freeze Training Room Computers (\$500 increase in cost of software)
\$9,000	Help Desk software annual fee (\$2,000 increase in cost of software)
\$1,200	Boztech (\$300 increase in cost of software)
\$57,900	LaserFiche (\$12,270 increase in License maintenance costs)
\$39,000	VM Enterprise Plus Licenses (\$24,000 increase in cost of licenses)
\$25,155	Net App Support Renewal (\$5,155 increase in cost of Support Renewal)
\$14,445	Siteimprove – Website Accessibility Compliance (\$3,300 increase in cost of software)
\$10,000	Printer Logic – New - Software maintenance on licenses purchased in FY 17-18
\$13,000	Adobe Licenses – New - Adobe Licenses for General Fund departments as needed
\$2,750	INE Online Training and Labs - New - Training subscription service
\$1,200	Safari Technical Manual – New - Training subscription service
\$75,000	ESRI Software – New – Renewal of GIS software purchased in FY 18-19
\$4,800	Cisco Training Online- UCSA/ACI/SDA-DNA – New – Training subscription service
\$16,000	WebEx Licenses – New – Software Licenses

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

721400 **Professional & Specialized Services (continued)**

\$50,000	External Consulting Services & Support
\$19,800	Laserfiche Support - Consulting
\$30,000	CRM Support – Consulting
\$15,000	Health Check – Exchange RAP – Consulting
\$85,000	Microsoft Annual Support Pack – Consulting (\$38,000 increase in cost of support)
\$25,000	Webucator – New – Onsite Training Services

Fiscal Year 2019-20 – Projects

\$100,000	Email Exchange Upgrade Project – New – External Consulting and Support
\$50,000	Digitized Signature Project – New – Software

721600 **Rents & Leases - Equipment** (\$6,153) is recommended increased \$1,653 to provide miscellaneous equipment lease, copier lease, and vehicle rental from Central Garage.

721909 **Property Tax** (\$2,000) is recommended unchanged to pay property tax on capital lease equipment.

722000 **Transportation & Travel** (\$53,026) is recommended increased \$18,026 to provide staff training and reimburse for personnel use of personal vehicles. The projected staff training in Fiscal Year 2019-20 is as follows:

\$9,209	VM World
\$10,430	Cisco Live
\$7,211	Automating Administration with Windows Power Shell
\$6,131	Managing Windows Environments with Group Policy
\$5,000	CCISDA
\$6,000	Central Square Conference
\$2,140	GIS- Users Conference
\$3,205	GIS- ESRI Developers Conference
\$1,600	GIS- Laserfiche Empower Conference
\$2,100	GIS- CalGIS

INFORMATION TECHNOLOGY

OTHER CHARGES

730302 **Rent** (\$793,116) is recommended decreased \$45,193 and is used to pay rent on capital lease equipment.

The current outstanding capital leases are as follows:

Board Chambers Equipment – \$105,675 (Final Payment 5/1/22)

Cubicles - \$29,861 (Annual Payment – Final Annual Payment 2/28/21)

Virtualization Project - \$16,797 (Final Payment due 8/1/19)

Central Information Technology Network Project - \$526,993 (Five Year Lease – Final Payment due in FY 2023-24)

Road 28 Network Project - \$85,790 (Five Year Lease – Final Payment due in FY 2023-24)

The expected additional capital leases in Fiscal Year 2019-20 are as follows:

3 Par Data Expansion \$13,000

Netapp H & S Drive Expansion \$15,000

730502 **Interest** (\$40,269) is recommended decreased \$945 and is used to pay interest on capital lease equipment.

FIXED ASSETS

740300 **Fixed Assets** (\$9,513) is recommended decreased \$90,487 to fund the following projects:

\$9,513 – Prepaid Maintenance Expense – Virtualized Blades

**COUNTY OF MADERA
BUDGET UNIT POSITION SUMMARY
BUDGET FOR THE FISCAL YEAR 2019-20**

Department: Information Technology
(00240)
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Fund: General

<u>JCN</u>	<u>CLASSIFICATION</u>	<u>2018-19 Authorized Positions</u>		<u>2019-20 Proposed Positions</u>		<u>Y-O-Y Changes in Positions</u>		<u>Notes</u>
		<u>Funded</u>	<u>Unfunded</u>	<u>Funded</u>	<u>Unfunded</u>	<u>Funded</u>	<u>Unfunded</u>	
3610	Administrative Assistant	1.0	-	1.0	-	-	-	
4108	Deputy Chief Information Officer	1.0	-	1.0	-	-	-	
2145	Chief Information Officer	1.0	-	1.0	-	-	-	
3136	Database Administrator	2.0	-	2.0	-	-	-	
3380	Desktop Support Technician I or							
3381	Desktop Support Technician II or							
3335	Network Engineer I or							
3336	Network Engineer II	5.0	-	5.0	-	-	-	
3174	Information Systems Supervisor	1.0	-	1.0	-	-	-	
4109	Information Technology Division Manager	3.0	-	3.0	-	-	-	
3360	Information Technology Systems Analyst I or	-	-	-	-	-	-	
3361	Information Technology Systems Analyst II	6.0	-	6.0	-	-	-	
3636	Program Assistant I or	-	-	-	-	-	-	
3637	Program Assistant II	1.0	-	1.0	-	-	-	
3316	Senior Information Technology Systems Analyst	2.0	-	2.0	-	-	-	
4115	Geographical Information System Manager	1.0	-	1.0	-	-	-	
3337	Senior Network Engineer	2.0	-	2.0	-	-	-	
TOTAL		26.0	-	26.0	-	-	-	

NOTES: