

COUNTY OF MADERA
 BUDGET UNIT DETAIL
 BUDGET FOR THE FISCAL YEAR 2020-21

Department: Information Technology
 Communications - VoIP (00244)
 Function: General
 Activity: Other General
 Fund: General

	BOARD APPROVED <u>2019-20</u>	CAO BASELINE <u>2020-21</u>	DEPARTMENT REQUEST <u>2020-21</u>	CAO RECOMMENDED <u>2020-21</u>
<u>ESTIMATED REVENUES:</u>				
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	245,022	245,022	476,893	476,893
TOTAL MISCELLANEOUS REVENUE	245,022	245,022	476,893	476,893
<u>TOTAL ESTIMATED REVENUES</u>	<u>245,022</u>	<u>245,022</u>	<u>476,893</u>	<u>476,893</u>
<u>EXPENDITURES:</u>				
SERVICES & SUPPLIES				
720300 Communications	278,070	291,570	550,091	550,091
722000 Transportation & Travel	8,475	8,475	0	0
TOTAL SERVICES & SUPPLIES	286,545	300,045	550,091	550,091
<u>TOTAL EXPENDITURES</u>	<u>286,545</u>	<u>300,045</u>	<u>550,091</u>	<u>550,091</u>
<u>NET COUNTY COST (EXP - REV)</u>	<u>41,522</u>	<u>55,023</u>	<u>73,198</u>	<u>73,198</u>

COMMUNICATIONS

COMMENTS

On March 21st, 2017 the Toshiba dealer channel received letters announcing the wind down of the Telecommunications System Division (TSD). Toshiba Telecom shutting down their operations has left the County in a predicament as Toshiba is the sole manufacturer of all phone systems deployed throughout the enterprise. Proactive measures were immediately taken in the form of stockpiling spare parts to self-support the system as a stop-gap measure. Continuing to support and end-of-life, unsupported and aging phone system presents a substantial risk to County operations. In Fiscal Year 2018-19, eventual transition to a new Voice over Internet Protocol (VoIP) was assessed.

The VoIP Unified Communications system will be used by all County Departments as a primary telecommunications method and collaboration tool. In addition to providing basic telephone functionality that is in use today, the new system (over time) will allow for the leveraging of new technologies and advanced features to better serve the employees and constituents of Madera County.

All VoIP services and contracts will be centrally administered by the Office of Information Technology with a segregated budget and ORG Key. VoIP end-user support along with Move, Add & Change (MAC) requests will be available to departments through the existing IT Helpdesk.

A phased rollout approach has been adopted and is anticipated to take approximately 18 - 36 months from start to complete. Phase One was planned for Fiscal Year 2019-20 and included the new Health & Human Services Complex (Public Health, Social Services, Public Guardian), Administration, Water and Natural Resources and Information Technology. Due to Budget restrictions, expansion of VoIP services is currently unfunded.

ESTIMATED REVENUES

670000 **Intrafund Revenue** (\$476,893) is recommended increased \$231,871 for charges to other departments for VoIP Communication Services.

OPERATING EXPENSES

720300 **Communications** (\$550,091) is recommended increased \$272,021 for VoIP communication charges. The increase in cost is to provide VoIP Communication Services to the Health and Human Services Complex, Administration, Water and Natural Resources, and Information Technology for a full twelve (12) months in Fiscal Year 2020-21.

7202000 **Transportation and Travel** (\$0) is recommended decreased \$8,475 for training services.