

COUNTY OF MADERA
 BUDGET UNIT DETAIL
 BUDGET FOR THE FISCAL YEAR 2021-22

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

	<u>ACTUAL 2019-20</u>	<u>BOARD APPROVED 2020-21</u>	<u>DEPARTMENT REQUEST 2021-22</u>	<u>CAO RECOMMENDED 2021-22</u>
<u>ESTIMATED REVENUES:</u>				
CHARGES FOR CURRENT SERVICES				
662801 Interfund Revenue - Cost Plan	31,393	0	2,549	2,549
TOTAL CHARGES FOR CURRENT SERVICES	31,393	0	2,549	2,549
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	210,443	476,893	604,739	604,739
TOTAL MISCELLANEOUS REVENUE	210,443	476,893	604,739	604,739
<u>TOTAL ESTIMATED REVENUES</u>	<u>241,836</u>	<u>476,893</u>	<u>607,288</u>	<u>607,288</u>
<u>EXPENDITURES:</u>				
SERVICES & SUPPLIES				
720300 Communications	302,512	550,091	685,124	685,124
TOTAL SERVICES & SUPPLIES	302,512	550,091	685,124	685,124
<u>TOTAL EXPENDITURES</u>	<u>302,512</u>	<u>550,091</u>	<u>685,124</u>	<u>685,124</u>
<u>NET COUNTY COST (EXP - REV)</u>	<u>60,677</u>	<u>73,198</u>	<u>77,836</u>	<u>77,836</u>

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 an end-of-life, vendor retired, 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. Phase Two is to be completed during Fiscal Year 2021-22 and will include the Board of Supervisors, Human Resources, Public Works, Community Economic Development, Auditor-Controller, Assessor, Treasurer-Tax Collector, County Clerks, Veteran Services, and Cal Fire.

ESTIMATED REVENUES

662802 **Interfund Revenue** (\$2,549) is recommended increased \$2,549 for charges to other departments for VoIP Communication Services.

670000 **Intrafund Revenue** (\$604,739) is recommended increased \$127,846 for charges to other departments for VoIP Communication Services.

OPERATING EXPENSES

720300 **Communications** (\$685,124) is recommended increased \$135,033 for VoIP communication charges. The increase in cost is to provide VoIP Communication Services to the Phase Two departments.