

COUNTY OF MADERA  
 BUDGET UNIT DETAIL  
 BUDGET FOR THE FISCAL YEAR 2022-23

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

	ACTUAL <u>2020-21</u>	BOARD APPROVED <u>2021-22</u>	DEPARTMENT REQUEST <u>2022-23</u>	CAO RECOMMENDED <u>2022-23</u>
<b><u>ESTIMATED REVENUES:</u></b>				
CHARGES FOR CURRENT SERVICES				
662801 Interfund Revenue - Cost Plan	0	2,549	3,143	3,143
<b>TOTAL CHARGES FOR CURRENT SERVICES</b>	<b>0</b>	<b>2,549</b>	<b>3,143</b>	<b>3,143</b>
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	482,501	604,739	847,235	847,235
<b>TOTAL MISCELLANEOUS REVENUE</b>	<b>482,501</b>	<b>604,739</b>	<b>847,235</b>	<b>847,235</b>
<b><u>TOTAL ESTIMATED REVENUES</u></b>	<b><u>482,501</u></b>	<b><u>607,288</u></b>	<b><u>850,379</u></b>	<b><u>850,379</u></b>
<b><u>EXPENDITURES:</u></b>				
SERVICES & SUPPLIES				
720300 Communications	577,423	685,124	916,214	916,214
721400 Professional & Spec Services	106,173	0	0	0
721900 Property Tax	0	0	12,000	12,000
<b>TOTAL SERVICES &amp; SUPPLIES</b>	<b>683,596</b>	<b>685,124</b>	<b>928,214</b>	<b>928,214</b>
<b><u>TOTAL EXPENDITURES</u></b>	<b><u>683,596</u></b>	<b><u>685,124</u></b>	<b><u>928,214</u></b>	<b><u>928,214</u></b>
<b><u>NET COUNTY COST (EXP - REV)</u></b>	<b><u>201,095</u></b>	<b><u>77,836</u></b>	<b><u>77,835</u></b>	<b><u>77,835</u></b>

## INFORMATION TECHNOLOGY - COMMUNICATIONS

### COMMENTS

On March 21<sup>st</sup>, 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 completed in Fiscal Year 2019-20, including the new Health & Human Services Complex (Public Health and Social Services), Administration, Water and Natural Resources and Information Technology.

Phase Two was completed during Fiscal Year 2021-22, including the Board of Supervisors, Human Resources, Public Works, Community Economic Development, Auditor-Controller, Assessor, Treasurer-Tax Collector, County Clerks, Veteran Services, and Cal Fire.

### **Fiscal Year 2022-23**

In Fiscal Year 2022-23 the County plans to rollout Phase Three of VoIP services to include Behavioral Health Services, Department of Child Support Services and Agricultural Commissioner. Additionally, VoIP service will be established at the new Madera County Justice Center facility.

### ESTIMATED REVENUES

**662802**      Interfund Revenue (\$3,143) is recommended increased \$594 for charges to other departments for VoIP Communication Services.

## INFORMATION TECHNOLOGY - COMMUNICATIONS

### **ESTIMATED REVENUES (continued)**

**670000**      **Intrafund Revenue** (\$847,235) is recommended increased \$242,496 for charges to other departments for VoIP Communication Services.

### **OPERATING EXPENSES**

**720300**      **Communications** (\$916,214) is recommended increased \$231,090 for VoIP communication charges. The increase in cost is to provide VoIP Communication Services for Phase Three.

\$44,400    GTT Network  
\$634,636    Converge One VoIP

#### **Phase Three**

\$114,560    GTT Network – Justice Center Campus, Behavioral Health Services, Child Support Services  
\$122,618    Converge One VoIP – Justice Center Campus, Behavioral Health Services, Child Support Services, and the Agricultural Commissioner’s Office

**721900**      **Property Tax** (\$12,000) is recommended unchanged \$12,000 to pay property tax on capital lease equipment.