

COUNTY OF MADERA  
 BUDGET UNIT DETAIL  
 BUDGET FOR THE FISCAL YEAR 2023-24

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

	ACTUAL <u>2021-22</u>	BOARD APPROVED <u>2022-23</u>	DEPARTMENT REQUEST <u>2023-24</u>	CAO RECOMMENDED <u>2023-24</u>
<b><u>ESTIMATED REVENUES:</u></b>				
CHARGES FOR CURRENT SERVICES				
662801 Interfund Revenue - Cost Plan	0	3,143	3,143	3,143
<b>TOTAL CHARGES FOR CURRENT SERVICES</b>	<b>0</b>	<b>3,143</b>	<b>3,143</b>	<b>3,143</b>
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	552,859	847,235	836,768	836,768
<b>TOTAL MISCELLANEOUS REVENUE</b>	<b>552,859</b>	<b>847,235</b>	<b>836,768</b>	<b>836,768</b>
<b><u>TOTAL ESTIMATED REVENUES</u></b>	<b><u>552,859</u></b>	<b><u>850,378</u></b>	<b><u>839,911</u></b>	<b><u>839,911</u></b>
<b><u>EXPENDITURES:</u></b>				
SERVICES & SUPPLIES				
720300 Communications	613,239	916,214	880,746	880,746
721400 Professional & Spec Services	12,908	0	25,000	25,000
721900 Property Tax	2,471	12,000	12,000	12,000
<b>TOTAL SERVICES &amp; SUPPLIES</b>	<b>628,618</b>	<b>928,214</b>	<b>917,746</b>	<b>917,746</b>
<b><u>TOTAL EXPENDITURES</u></b>	<b><u>628,618</u></b>	<b><u>928,214</u></b>	<b><u>917,746</u></b>	<b><u>917,746</u></b>
<b><u>NET COUNTY COST (EXP - REV)</u></b>	<b><u>75,759</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.

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.

Phase Three is to be completed during Fiscal Year 2022-23 Department of Child Support Services and Agricultural Commissioner. Additionally, VoIP service will be established at the new Madera County Justice Center facility.

Fiscal Year 2023-24 (Phase Three continued) VoIP service will be established at the Department of Behavioral Health Services, 7<sup>th</sup> St location.

### ESTIMATED REVENUES

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

## INFORMATION TECHNOLOGY - COMMUNICATIONS

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

**670000**      **Intrafund Revenue** (\$836,768) is recommended decreased \$10,467 for charges to other departments for VoIP Communication Services.

### **OPERATING EXPENSES**

**720300**      **Communications** (\$880,746) is recommended decreased \$35,468 for VoIP communication charges.

\$44,400    GTT Network – Health and Human Services Campus and Government Center  
\$15,450    GTT Network - Justice Center  
\$15,540    GTT Network – Department of Behavioral Health Services  
\$ 653,303    Converge One VoIP – Health and Human Services Campus and Government Center  
\$ 68,050    Converge One VoIP - Justice Center  
\$ 62,361    Converge One VoIP – Department of Behavioral Health Services  
\$ 21,643    Converge One VoIP - Department of Child Support Services

**721400**      **Professional Services** (\$25,000) is recommended increased \$25,000 for implementation services at the Department of Behavioral Health Services

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