Department: **Information Technology**
00240
Function: **General**
Activity: **Other General**
Fund: **General**

ACCOUNT CLASSIFICATION	ACTUAL EXPENDITURES 2015-16	BOARD APPROVED EXPENDITURES 2016-17	DEPARTMENT REQUEST 2017-18	CAO RECOMMENDED 2017-18
SALARIES & EMPLOYEE BENEFITS				
710102 Permanent Salaries	1,421,248	1,949,812	2,107,530	2,107,530
710103 Extra Help	0	0	0	0
710105 Overtime	9,030	6,500	9,000	9,000
710106 Stand-By	19,485	20,000	20,000	20,000
710200 Retirement	411,296	639,429	702,317	702,317
710300 Health Insurance	160,659	227,302	247,990	247,990
710400 Workers' Compensation Insurance	55,791	45,177	48,295	48,295
TOTAL SALARIES & EMPLOYEE BENEFITS	**2,077,510**	**2,888,220**	**3,135,132**	**3,135,132**
SERVICES & SUPPLIES				
720300 Communications	91,649	97,000	97,000	97,000
720600 Insurance	60,676	24,247	34,478	34,478
720800 Maintenance - Equipment	204,442	190,360	252,063	252,063
721200 Sales Tax	1,246	2,500	2,500	2,500
721300 Office Expense	4,570	14,200	10,486	10,486
721314 Computer Equipment <$5,000	0	0	150,000	150,000
721400 Professional & Specialized Services	354,176	1,117,834	1,112,303	1,112,303
721600 Rents & Leases - Equipment	194	4,500	4,500	4,500
721909 Property Tax	0	2,000	2,000	2,000
722000 Transportation & Travel	23,301	40,000	33,200	33,200
722002 Shipping	0	2,500	2,500	2,500
TOTAL SERVICES & SUPPLIES	**740,254**	**1,495,141**	**1,701,030**	**1,701,030**
OTHER CHARGES				
730302 Rent	143,360	188,444	312,154	312,154
730502 Interest	23,999	20,000	65,000	65,000
TOTAL OTHER CHARGES	**167,359**	**208,444**	**377,154**	**377,154**
FIXED ASSETS				
740300 Equipment	117,973	765,630	274,134	274,134

COUNTY OF MADERA
BUDGET UNIT EXPENDITURE DETAIL
BUDGET FOR THE FISCAL YEAR 2017-18

Department: **Information Technology**
                    00240
Function: **General**
Activity: **Other General**
Fund: **General**

ACCOUNT CLASSIFICATION	ACTUAL EXPENDITURES 2015-16	BOARD APPROVED EXPENDITURES 2016-17	DEPARTMENT REQUEST 2017-18	CAO RECOMMENDED 2017-18
TOTALFIXED ASSETS	117,973	765,630	274,134	274,134
TOTAL - INFORMATION TECHNOLOGY	3,103,096	5,357,435	5,487,450	5,487,450

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 2017-18 include:

- Continued Migration of Server assets to Virtual Server
- Provide technology support in the implementation of One Solution
- One Solution Upgrade – Phase 3 – Enterprise Content Management
- Information Security
- Infrastructure Preparation – Windows 10
- Migration to Office 365
- Develop Computer Replacement Plan and Implement Phase One
- Road 28 Campus Core Networking Infrastructure Upgrade
- Old Government Center Core Networking Infrastructure Upgrade

DEPARTMENT WORK PROGRAM

	Actual 2015-16	Estimated 2016-17	Projected 2017-18
Supported Individual Computers, including being on Automated Anti-Virus and on a Standard Software Suite	1407	1456	1500
Support for Help Desk (# of Calls)	19,589	23,000	23,000
Supported and Maintained Physical Servers	97	43	43
Supported and Maintained Virtual Servers	43	51	58
Supported Wide Area Network (locations)	40	40	40
Implemented Major Projects	30	36	40
Administer Video Conferencing System (sites)	5	5	5
Administer the Enterprise Backup/Restore Process for Departments	35	35	35
Supported Departmental Applications	76	76	76
Design, Consultation, Technology Support – Departmental Building Construction/Expansion/Moves	8	8	10

REVENUE

	Actual 2015-16	Estimated 2016-17	Projected 2017-18
Intrafund/Interfund Revenue	$885,623	$2,961,604	$3,098,902
Operating Transfer In	42,363	136,629	128,267
Total	$927,986	$3,098,233	$3,227,169

STAFFING

The staffing shown below reflects the total number of personnel directly allocated to and also the supervisory control of this Department.

Permanent	2016-17 Authorized		2017-18 Recommended	
	Funded	Unfunded	Funded	Unfunded
Administrative Assistant	1		1	
Database Administrator	2		2	

STAFFING (continued)

Permanent	2016-17 Authorized		2017-18 Recommended	
	Funded	**Unfunded**	**Funded**	**Unfunded**
Desktop Support Technician I/II, or				
Network Engineer I/II	5		5	
Chief Information Officer	1		1	
Information Systems Supervisor, or				
Deputy Chief Information Officer	2		2	
Information Technology Division Manager	3		3	
Information Technology Systems Analyst I/II	6		6	0
Office Assistant I/II	0		0	0
Program Assistant I/II	1		1	
Senior Information Technology Analyst	2		2	
Senior Network Engineer	2		2	
Total	25	0	25	0

SALARIES & EMPLOYEE BENEFITS

710102   **Permanent Salaries** ($2,107,530) are recommended increased $157,718 due to the salary survey increases, step increases and anticipated 25 filled positions.

710103   **Extra Help** ($0) is recommended unchanged.

710105   **Overtime** ($9,000) is recommended increased $2,500 to work after hours to repair computer, perform required system upgrades, patch management, and system malfunctions to minimize disruption to County staff.

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** reflects the County's anticipated contribution to Social Security and the Public Employees' Retirement System.

710300   **Health Insurance** is based on the employer's share of health insurance premiums.

710400   **Workers' Compensation** reflects the Department's contribution to the County's Self-Insurance Internal Service Fund.

SERVICES & SUPPLIES

720300   **Communications** ($97,000) is recommended unchanged. This account provides funding for the Department's on-going telephone and fax needs ($3,000); monthly charges for cell phones and wireless devices ($7,000); and operating cost of the Wide-Area Network ($87,000).

720600   **Insurance** contribution reflects the Department's contribution to the County's Self-Insured Liability Program.

720800   **Maintenance - Equipment** ($252,063) is recommended increased $61,703. This account provides for the maintenance of WAN Equipment and maintenance of enterprise equipment.

               $15,000 Repair of Computers & Diagnostic Equipment
               $17,500 Maintenance of WAN Equipment
               $33,700 System Upgrades
               $35,000 Cisco Smart Net
               $11,000 Cisco 3850 Cold Spares
               $16,500 Nimble Mass Storage
               $9,153   Blades
               $5,000   Data Center Test Line
               $3,000 Ruckus Zone Director/WIFI
               $5,000 Kemp Technologies Load Balancer
               $15,000 Emerson Power Liebert GC UPS Annual
               $15,000 Power GC Liebert UPS Battery, caps, and fans
               $25,000 Power IDF UPS Replacement
               $10,000 Power Department of Corrections APS UPS
               $10,000 Power Sheriff's Department APS UPS
               $1,210   APC QTY 15
               $15,000 Server OS & Support Renewals
               $10,000 WAN Hardware

721200   **Sales Tax** ($2,500) is recommended to pay sales tax on capital lease equipment.

SERVICES & SUPPLIES (continued)

721300   **Office Expense** ($10,486) is recommended reduced $3,714 for the following:

$6,370 Office Supplies
$1,500 Microsoft Technet subscriptions
$500   Domain Registration
$2,116 Desk Phones

721314   **Computer Equipment<$5,000** ($150,000) is recommended to replace 20% of computers located in General Fund Departments. Approximately 200 computers located in General Fund Departments are not Windows 10 compliant. This will be the first step toward making sure all computers are Windows 10 compliant and that all County employees have functional computers.

721400   **Professional & Specialized Services** ($1,112,303) is recommended reduced $5,531 for the following services:

$895   Boztech
$5,000   Brocade Support
$40,000   External Consulting Services and Support
$46,000   Microsoft Annual Support Pack
$7,000   Help Desk software annual fee
$7,500   What's Up Gold Network Monitoring SW Maintenance
$5,000   PDQ Remote Deploy
$6,500   Digital Attic Web Hosting
$5,000   InfoTech Subscription
$35,000   LaserFiche
$15,000   McGladrey (CRM/Sharepoint)
$10,000   Casewise Modeler
$6,000   Social Media Archive Tool
$700,000   Microsoft Enterprise Agreement (EA)
$150,000   Infrastructure Preparation (Phase Two) – Windows 10
$22,200   NeoGov Annual Renewal
$15,000   VM Enterprise Plus Licenses
$18,723   Net App Support Renewal
$7,000   Pluralsight Licensing

SERVICES & SUPPLIES (continued)

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

$185   Faronics – Deep Freeze Training Room PCs
$300   Live Cycle Designer

721600   **Rents & Leases - Equipment** ($4,500) is recommended unchanged 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** ($33,200) is recommended reduced $6,800 to provide staff training and reimburse for personnel use of personal vehicles. The projected staff training in 2017-18 is as follows:

VM World
Cisco Live
Cisco VPN Deployment
PDQ Admin Arsenal
Symantec Admin
Adaxes
Windows PowerShell Scripting and Toolmaking

722002   **Shipping** ($2,500) is recommended unchanged and is used to pay shipping costs on capital lease equipment.

OTHER CHARGES

730302   **Rent** ($312,154) is recommended increased $123,710 and is used to pay rent on capital lease equipment. The increase is requested to fund the capital lease on the Road 28 Infrastructure Upgrade Project and the Old Government Center Infrastructure Upgrade

730502   **Interest** ($65,000) is recommended increased $45,000 and is used to pay interest on capital lease equipment.

FIXED ASSETS

740300   **Fixed Assets (**$274,134) Enterprise Content Management - The adopted County standard for document imaging and management is the Laserfiche system. Laserfiche has proven to be a stable and reliable product however the recent trend of departments initiating back file conversion and scanning projects has highlighted the need to upgrade the system. The server hardware, operating system, storage (and associated impact to the backup system) along with the Laserfiche software itself is at risk of overcapacity software and hardware failure. Failure of the Laserfiche system would impact multiple departments and oversubscription would result in the inability for back file conversions and paperless initiative projects to move forward. In addition, a required component of the One Solution Upgrade is implementation of an Enterprise Content Management System. The remaining costs of the ECM Project is included in the IT-One Solution Upgrade Budget (00242.)