

**COUNTY OF MADERA
BUDGET UNIT DETAIL
BUDGET FOR THE FISCAL YEAR 2018-19**

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

	ACTUAL 2016-17	BOARD APPROVED 2017-18	DEPARTMENT REQUEST 2018-19	CAO RECOMMENDED 2018-19
<u>ESTIMATED REVENUES:</u>				
CHARGES FOR CURRENT SERVICES				
662800 Interfund Revenue	15	0	0	0
662802 Interfd Rev - Comp Svc	95,898	128,267	203,377	203,377
TOTAL CHARGES FOR CURRENT SERVICES	95,913	128,267	203,377	203,377
MISCELLANEOUS REVENUE				
670000 Miscellaneous Revenue	2,324,944	3,098,902	3,415,792	3,415,792
TOTAL MISCELLANEOUS REVENUE	2,324,944	3,098,902	3,415,792	3,415,792
<u>TOTAL ESTIMATED REVENUES</u>	<u>2,420,857</u>	<u>3,227,169</u>	<u>3,619,169</u>	<u>3,619,169</u>
<u>EXPENDITURES:</u>				
SALARIES & EMPLOYEE BENEFITS				
710102 Permanent Salaries	1,674,027	2,107,530	2,187,125	2,187,125
710103 Extra Help	76,194	0	140,379	140,379
710105 Overtime	8,326	9,000	9,000	9,000
710106 Stand-By	21,336	20,000	20,000	20,000
710200 Retirement	556,429	702,317	723,335	723,335
710300 Health Insurance	199,840	247,990	286,768	286,768
710400 Workers' Compensation Insurance	45,177	48,295	33,126	33,126
TOTAL SALARIES & EMPLOYEE BENEFITS	2,581,328	3,135,132	3,399,733	3,399,733
SERVICES & SUPPLIES				
720300 Communications	98,891	97,000	120,000	120,000
720600 Insurance	24,247	34,478	1,041	1,041
720800 Maintenance - Equipment	194,233	252,063	266,563	266,563
721200 Sales Tax	943	2,500	2,500	2,500
721300 Office Expense	16,162	10,486	8,870	8,870

**COUNTY OF MADERA
BUDGET UNIT DETAIL
BUDGET FOR THE FISCAL YEAR 2018-19**

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

	ACTUAL 2016-17	BOARD APPROVED 2017-18	DEPARTMENT REQUEST 2018-19	CAO RECOMMENDED 2018-19
SERVICES & SUPPLIES (continued)				
721314 Computer Equipment <\$5,000	149,155	150,000	80,000	80,000
721400 Professional & Specialized Services	1,134,222	1,112,303	1,176,706	1,176,706
721600 Rents & Leases - Equipment	4,717	4,500	4,500	4,500
721909 Property Tax		2,000	2,000	2,000
722000 Transportation & Travel	45,698	33,200	35,000	35,000
722002 Shipping		2,500	0	0
TOTAL SERVICES & SUPPLIES	1,668,268	1,701,030	1,697,180	1,697,180
OTHER CHARGES				
730302 Retirement of Capital Leases	181,670	312,154	838,309	838,309
730502 Interest on Capital Leases	17,123	65,000	41,214	41,214
TOTAL OTHER CHARGES	198,793	377,154	879,523	879,523
FIXED ASSETS				
740300 Equipment	181,937	274,134	100,000	100,000
TOTAL FIXED ASSETS	181,937	274,134	100,000	100,000
<u>TOTAL EXPENDITURES</u>	<u>4,701,496</u>	<u>5,487,450</u>	<u>6,076,436</u>	<u>6,076,436</u>
<u>NET COUNTY COST (EXP - REV)</u>	<u>2,280,639</u>	<u>2,260,281</u>	<u>2,457,267</u>	<u>2,457,267</u>

INFORMATION TECHNOLOGY

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 2018-19 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
- Develop Computer Replacement Plan and Implement Phase One
- Road 28 Campus Core Networking Infrastructure Upgrade
- Old Government Center Core Networking Infrastructure Upgrade

INFORMATION TECHNOLOGY

DEPARTMENT WORK PROGRAM

	<u>Actual 2016-17</u>	<u>Estimated 2017-18</u>	<u>Projected 2018-19</u>
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	21,000	21,000
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	41	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

ESTIMATED REVENUES

662802 **Interfund Revenue** (\$203,377) is recommended increased \$75,110 for charges to other departments for Information Technology

670000 **Intrafund Revenue** (\$3,415,792) is recommended increased \$316,890 for charges to other departments for Information Technology

SALARIES & EMPLOYEE BENEFITS

710102 **Permanent Salaries** (\$2,187,125) are recommended increased \$79,595 to fund permanent salaries. The increase will fund the Geographic Information System (GIS) Manager.

710103 **Extra Help** (\$140,379) is recommended increased \$140,379 to fund extra help salaries. The Office of Information Technology will be completing a number of time consuming technology projects during Fiscal Year 2018-19. Extra Help positions will be used to operate a portion of the Help Desk and fund field technicians while more experienced staff support the Fiscal Year 2018-19 technology projects.

INFORMATION TECHNOLOGY

SALARIES & EMPLOYEE BENEFITS (continued)

- 710105** **Overtime** (\$9,000) is recommended unchanged to work after hours to repair computer, perform required system upgrades, patch management, and system malfunctions to minimize disruption to County staff. During Fiscal Year 2018-19, Information Technology will start a Network transformation project. There will be work that must be completed outside of regular business hours.
- 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** (\$723,335) reflects the County's anticipated contribution to Social Security and the Public Employees' Retirement System.
- 710300** **Health Insurance** (\$286,768) is based on the employer's share of health insurance premiums.
- 710400** **Workers' Compensation** (\$33,126) reflects the Department's contribution to the County's Self-Insurance Internal Service Fund.

SERVICES & SUPPLIES

- 720300** **Communications** (\$120,000) is recommended increased \$23,000. This account provides funding for the Department's on-going telephone and fax needs, monthly charges for cell phones and wireless devices of Information Technology staff members, cell phones and wireless devices of the Public Information Team, and operating cost of the Wide-Area Network.
- \$3,000 Telephone and Fax
 \$5,500 Cell Phones and Wireless Devices – Information Technology
 \$5,500 Cell Phones and Wireless Devices – Public Information Team
 \$106,000 Wide Area Network Charges
- 720600** **Insurance** (\$1,041) is recommended reduced \$33,437 reflects the Department's contribution to the County's Self-Insured Liability Program.

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

720800 **Maintenance - Equipment** (\$266,563) is recommended increased \$14,500. This account provides for the maintenance of WAN Equipment and maintenance of enterprise equipment.

\$15,000 Repair of Computers & Diagnostic 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
\$20,000 Power Department of APS UPS
\$1,210 APC QTY 15
\$37,000 Server OS & Support Renewals
\$10,000 WAN Hardware
\$10,000 Switch Redundant Power Supplies

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

721300 **Office Expense** (\$8,870) is recommended reduced \$1,616 to fund office supplies and Domain Registrations.

\$6,370 Office Supplies
\$1,500 Microsoft Technet subscriptions
\$1,000 Domain Registration

721314 **Computer Equipment** ~~(\$5,000)~~ (\$80,000) is recommended reduced \$70,000 to replace 20% of computers located in General Fund Departments.

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

721400 **Professional & Specialized Services** (\$1,176,706) is recommended increased \$64,403 for the following services:

\$895	Boztech
\$5,200	Brocade Support
\$50,000	External Consulting Services and Support
\$25,000	VOIP Assessment
\$47,000	Microsoft Annual Support Pack
\$2,000	Faronics – Deep Freeze Training Room PCs
\$7,000	Help Desk software annual fee
\$75,000	Infrastructure Prep – New Domain
\$5,000	PDQ Remote Deploy
\$10,000	Vision Internet Website Hosting
\$20,000	InfoTech Subscription
\$58,000	LaserFiche
\$15,000	McGladrey (CRM/Sharepoint)
\$25,000	Casewise Modeler
\$24,475	Hootsuite
\$7,200	Social Media Archive Tool
\$700,000	Microsoft Enterprise Agreement (EA)
\$19,911	NeoGov Annual Renewal
\$15,000	VM Enterprise Plus Licenses
\$15,000	Health Check
\$20,000	Net App Support Renewal
\$7,000	Pluralsight Licensing
\$3,000	Live Cycle Designer
\$8,880	Exclaimer – Email Signature Manager
\$11,145	Siteimprove – Website Accessibility Compliance

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.

INFORMATION TECHNOLOGY

SERVICES & SUPPLIES (continued)

722000 **Transportation & Travel** (\$35,000) is recommended increased \$1,800 to provide staff training and reimburse for personnel use of personal vehicles. The projected staff training in 2018-19 is as follows:

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

OTHER CHARGES

730302 **Rent** (\$838,309) is recommended increased \$526,155 and is used to pay rent on capital lease equipment.

The current outstanding capital leases are as follows:

- Board Chambers Equipment – \$105,389 (Quarterly Payments – Final Payment 5/1/22)
- Cubicles - \$29,781 (Annual Payment – Final Annual Payment 2/28/21)
- Virtualization Project - \$67,006 (Quarterly Payments, \$17,680 – Final Quarterly Payment due 8/1/19)
- Server Replacement - \$7,620 (Quarterly Payments, \$2,680 – Final Quarterly Payment due 2/1/19)

The expected additional capital leases add in Fiscal Year 2018-19 are as follows:

- Central Information Technology Network Project - \$538,513 (Five Year Lease)
- Road 28 Network Project - \$90,000 (Five Year Lease)

INFORMATION TECHNOLOGY

OTHER CHARGES (continued)

730502 **Interest** (\$41,214) is recommended reduced \$23,786 and is used to pay interest on capital lease equipment.

The current outstanding capital leases are as follows:

Board Chambers Equipment – \$5,848

Cubicles - \$1,652

Virtualization Project - \$3,718

Server Replacement - \$423

The expected additional capital leases add in Fiscal Year 2018-19 are as follows:

Central Information Technology Network Project - \$25,338

Road 28 Network Project - \$4,235

FIXED ASSETS

740300 **Fixed Assets** (\$100,000) is recommended reduced \$174,134 to fund the following projects:

\$100,000 - Geographic Information System (GIS) - An enterprise GIS and centralized geodatabase is necessary to replace the current GIS ad hoc management system. Strategically, the adoption of the enterprise GIS and centralized geodatabase will increase integration and, therefore, provide the opportunity to promote greater use of GIS in the County, including departments where GIS is under-utilized. Currently, GIS is used primarily in Planning and the Assessor's Office. The upcoming Public Works, Pavement Management System, is highly dependent on the integration of GIS. A GIS assessment, server, data storage, software, and public access requirements will need to be established during this project.

**COUNTY OF MADERA
BUDGET UNIT POSITION SUMMARY
BUDGET FOR THE FISCAL YEAR 2018-19**

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

<u>JCN</u>	<u>CLASSIFICATION</u>	<u>2017-18 Authorized Positions</u>		<u>2018-19 Proposed Positions</u>		<u>Y-O-Y Changes in Positions</u>		<u>Notes</u>
		<u>Funded</u>	<u>Unfunded</u>	<u>Funded</u>	<u>Unfunded</u>	<u>Funded</u>	<u>Unfunded</u>	
3610	Administrative Assistant	1.0	-	1.0	-	-	-	
4108	Deputy Chief Information Officer	1.0	-	1.0	-	-	-	
2145	Chief Information Officer	1.0	-	1.0	-	-	-	
3136	Database Administrator	2.0	-	2.0	-	-	-	
3380	Desktop Support Technician I or							
3381	Desktop Support Technician II or							
3335	Network Engineer I or							
3336	Network Engineer II	5.0	-	5.0	-	-	-	
3174	Information Systems Supervisor	1.0	-	1.0	-	-	-	
4109	Information Technology Division Manager	3.0	-	3.0	-	-	-	
3360	Information Technology Systems Analyst I or			-	-	-	-	
3361	Information Technology Systems Analyst II	6.0	-	6.0	-	-	-	
3636	Program Assistant I or			-	-	-	-	
3637	Program Assistant II	1.0	-	1.0	-	-	-	
3316	Senior Information Technology Systems Analyst	2.0	-	2.0	-	-	-	
4115	Geographical Information System Manager	-	-	1.0	-	1.0	-	A
3337	Senior Network Engineer	2.0	-	2.0	-	-	-	
TOTAL		25.0	-	26.0	-	1.0	-	

NOTES:

A - New position approved by the Board on March 27, 2018