

Information Technologies

RECOMMENDED BUDGET • FY 2021-22

MISSION

Provide secure, reliable, sustainable, modern, flexible, and effective information technology infrastructure to support the business objectives of County departments.

The vision of the Information Technologies (IT) staff is a commitment to deliver creative, practical solutions and services in support of the current and future technological needs of El Dorado County.

DEPARTMENT BUDGET SUMMARY

**DEPT : 10 INFORMATION
 TECHNOLOGIES**

Description	Prior Year Actual	Current Year Adopted	CAO Recommended	Difference from Adopted
Service Charges	137,297	0	0	0
Miscellaneous Rev	3,999	0	0	0
Total Revenue	141,295	0	0	0
Salaries & Benefits	5,205,469	5,824,675	6,059,921	235,246
Services & Supplies	3,504,903	4,367,476	4,518,539	151,063
Fixed Assets	114,562	185,150	597,090	411,940
Intrafund Transfers	137,784	148,011	185,507	37,496
Intrafund Abatement	(138,037)	0	0	0
Total Appropriations	8,824,681	10,525,312	11,361,057	835,745
FUND 1000 GENERAL FUND TOTAL	8,683,386	10,525,312	11,361,057	835,745

MAJOR BUDGET CHANGES

Appropriations

Salaries and Benefits

\$235,246 Net Salaries and Benefits increase primarily driven by position additions, step increases and the County's share of cost for health insurance benefits offset by decreases in Other Compensation Long Term Disability Retiree Health and Workers' Compensation.

Services and Supplies

(\$191,581) Decrease in Computer Systems, Software, and License Maintenance, across several programs and projects

(\$28,353) Decrease in Telephone Maintenance costs as FY 2020-21 budget included one-time costs for Softphone Implementation, Telco Resiliency, and Voicemail System Upgrade.

\$35,000 Increase in Memberships for Info-Tech IT Governance Support.

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\$351,400	Increase for Professional Services to support IT initiatives including CEAR Destruction Services Firewall Security Support Cyber Lantern Security Monitoring and one-time Microsoft M365 Migration Services, offset by decrease for Iron Mountain services.
\$32,128	Increase in External Data Processing Services for Amazon Cloud Services for disaster recovery and resiliency.
(\$67,800)	Decrease in Computer Equipment primarily due to one-time costs in FY 2020-21 for remote site firewalls, rack mount server, VDI Chassis Upgrade , and reclassification of Misc/Breakfix funds to Telephone Equipment .
\$20,269	General Liability insurance premium charge recommended at \$0 for FY 2020-21 to bring the program funding level to an acceptable confidence level, as provided by the Risk Management Division. This charge is returning for FY 2021-22.

Fixed Assets

\$435,090	Increase for Computer System Equipment for Firewall Security Upgrades, Data Center Upgrades and Cyclical Hardware Replacement), offset by FY 2020-21 one-time projects for Session Controller Replacement, Server Cabinet, and Time Server Appliance.
(\$23,150)	Computer System Software decreases based on anticipated program needs for MUNIS Implementation for the Accounts Receivable and General Ledger Business modules.

Intrafund Transfers

\$37,496	Increase in Intrafund Transfers primarily from Central Fiscal administrative service charges
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PROGRAM SUMMARIES

Administration

Administration

Provides overall direction and support for all divisions and groups within IT, including financial planning, administrative support, policy development, asset management and implementation, and administration of County Technology solutions. This area also performs technology research.

Security Officer

Establishes policies and procedures to ensure the County conforms to state, federal, and local regulations with regard to information security. Develops, promotes and presents security awareness training and education.

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PMO & Applications

Project Management Office (PMO)

Provides services to manage and control project development, which includes the 5 stages of project Management: Initiate, Plan, Execute, Monitor and Control and Close-out. The Project Management Office intends to formalize IT Governance to ensure the IT department works on the projects offering the most business value to El Dorado County. This function also provides business processing analysis and requirements gathering using best practice templates.

Application Development

Provides complete life cycle custom application design, development, support, and maintenance, using a variety of technologies to meet the Department's needs. This includes the design and maintenance of databases and interfaces between custom and vendor applications.

Application Support

Provides support to multiple vendor applications Countywide. This team continues to have a significant role in supporting the countywide ERP systems for Financial, Payroll, Timecard Entry, and Human Resources Management.

EDCGOV (internet) and EDCNET (intranet)

Provides support for the design and maintenance of the County-wide Web presence as well as support for most departmental Web sites. This area is responsible for presenting a cohesive, easy to use Web portal to all County services and information. Standards are maintained that allow easy navigation and content management of pertinent and reliable information for all users and County constituents.

Communications

Telecommunications

Provides installation and support for the Voice over IP (VOIP) phone system which includes support for over 2,000 telephones in over 35 locations throughout the County. The unit is responsible for supporting countywide voicemail services, managing E-fax, and coordinating with vendors who provide local and long distance services.

Network/Server/Desktop Support

Network Administration

Provides technical support for the County's data network, including network security, support for Wide-Area Network (WAN) and Local Area Networks (LANs), planning and installation of networks, troubleshooting and maintenance of network hardware and software, and coordination with vendors for problem resolution. Manages wireless access points around the County. Works with the telecommunications staff on VoIP implementation. Works with Facilities on IT related wiring contracts throughout the County. Greater emphasis will be needed as the County moves toward newer technology that will require significantly higher use of network services and support.

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Server Administration

Provides technical support for servers throughout the County, including server security, hardware and software specifications and configurations, installation and customization, troubleshooting and maintenance, and coordination with vendors for problem resolution.

Desktop/PC Support

Provides hardware and software support for approximately 1,800 County PCs, including installation, maintenance, upgrades, troubleshooting of problems, problem tracking, and reporting. The Help Desk provides first and second level telephone support for server, network, and application reported problems. Provides support for all mobile devices.

Technology Research

Provides research and analysis to individual County departments regarding hardware, software, and various technologies available to the County for current and future implementation. This function also reviews all technology purchased throughout the County for compliance with established County standards and to ensure procurements are optimized for cost.

Records Management

Maintains all paper records storage based on Board-approved records retention schedules.

BUDGET SUMMARY BY PROGRAM

	Appropriations	Revenues	Net County Cost	Staffing
Administration	\$ 1,900,714	\$ -	\$ 1,900,714	5.00
Applications & Web Support	\$ 2,080,161	\$ -	\$ 2,080,161	16.00
Technical Svs./Records Mgmt.	\$ 56,896	\$ -	\$ 56,896	0.50
Network/Server/Desktop Support	\$ 6,491,915	\$ -	\$ 6,491,915	19.75
Communications	\$ 831,371	\$ -	\$ 831,371	1.25
Total	\$ 11,361,057	\$ -	\$ 11,361,057	42.50

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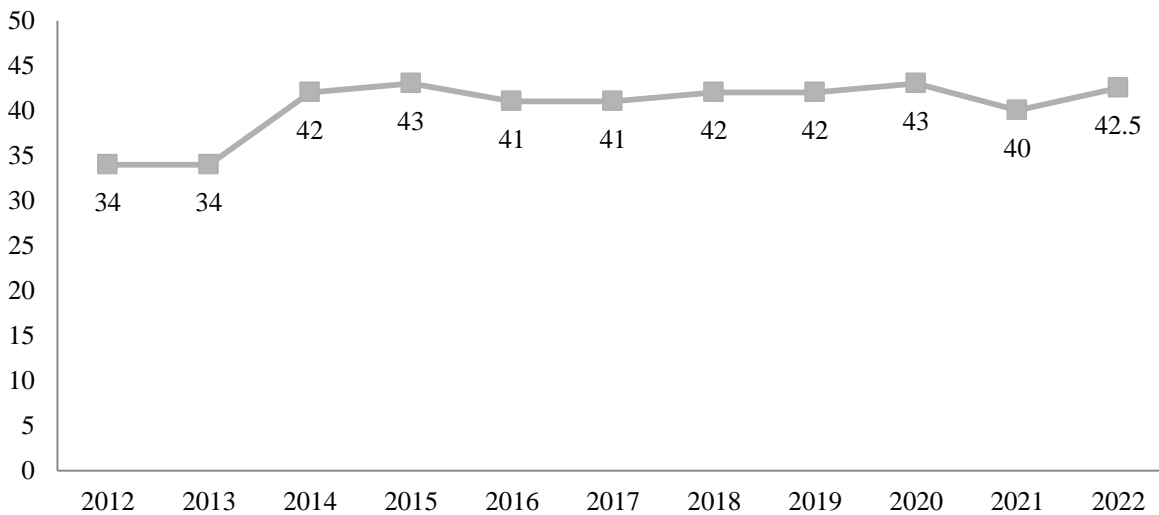
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STAFFING TREND

The recommended staffing for Information Technologies is 42.50 FTEs, which is an increase of 2.50 FTEs for FY 2021-22. The CAO recommends addition of three FTEs for Cyber Security, slightly offset by the deletion of 0.5 vacant FTE. All IT positions are located in Placerville. The position changes are:

- 2.0 FTE Information Security Analyst.
- 1.0 FTE Senior IT Analyst.

Delete 0.5 FTE Vacant Senior Office Assistant



RECOMMENDED BUDGET

The Budget for Information Technologies is recommended at \$11,361,057, which is an increase of \$835,745 (7.94%) when compared to the FY 2020-21 Adopted Budget. The General Fund provides 100% of the funding for the Information Technologies Department, with partial cost recovery in subsequent years through the A-87 Cost Allocation Plan.

The General Fund increase is attributed primarily to personnel-related cost increases, increases for network security infrastructure and adjustments for services and supplies

Over the past few years the Information Technologies Department has assumed ongoing maintenance and support responsibility for the following new systems: Megabyte (County property tax system) \$358,460, Tyler Technologies (MUNIS financial system) \$283,500, and Kronos (timekeeping system) \$167,000. Annual maintenance and support related to the Microsoft Enterprise agreement is recommended at \$578,800.

The Recommended Budget includes \$244,708 for software licenses and support related to network infrastructure and security. This is an ongoing need and a continuation of prior year mission-critical purchases.

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The Recommended Budget includes \$80,000 for Tyler software consulting and data conversions related to the Accounts Receivable and General Ledger Business FENIX module modifications. In the past, these costs were included in the FENIX system implementation budget, and are now reflected in the Information Technologies budget as of FY 2020-21.

Over the past few years, the Information Technologies Department has been updating mission critical network infrastructure. This year's Recommended Budget includes \$400,000 for Cyclical Hardware Replacement, \$67,090 for Firewall Upgrades and \$50,000 for Data Center Upgrades. The FY 2019-20 Budget included \$230,450, FY 2018-19 included \$486,700, and FY 2017-18 included \$804,500 for this ongoing need.

CAO Adjustments

No CAO adjustments are recommended.

Sources & Uses of Funds

The Department is primarily funded with discretionary General Fund revenues. These revenues are collected in Department 15 – General Fund Other Operations. Costs are recovered through the A-87 Cost Allocation Plan, which is administered by the Auditor-Controller's Office.