

INFORMATION TECHNOLOGIES

Mission

The Mission of the Information Technologies Department is to deliver creative, economical and practical solutions and services in support of the current and future technological needs of the County of El Dorado.

Program Summaries

Administration:

Positions: 4.00 FTE

Extra Help: \$ 0

Total Appropriations: \$ 466,508

Total Revenues: \$ 76,500

Net County Cost: \$ 390,008

Administration: Provides overall direction and support for all divisions and groups within I.T., including: administrative support, policy development, implementation and administration, financial planning, budget administration, fiscal control, procurement, contract administration and asset management. I.T. provides contract administration for the cable TV franchises approved by the Board of Supervisors.

Revenue Source: Revenue to the Administration Unit is a one time recovery for CATV administrative taken as a portion of Cable Franchise fees paid to the County.

Application Support/Consulting Services:

Positions: 10.55 FTE

Extra Help: \$ 0

Total Appropriations: \$1,137,024

Total Revenues: \$ 82,000

Net County Cost: \$1,055,024

Application Support/Consulting Services: Provides for complete life cycle application development, support and maintenance, and database design on multi-tiered platforms. This function also provides business processing engineering and project management services, and County-wide training for Lotus Notes, Adobe and Microsoft applications.

Web Services: Provides support for the design and maintenance of the County-wide Web presence as well as support for most departmental Web sites. 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.

Revenue Source: Charges to County Departments and outside Agencies for services. Note: Approximately 29% of Application Programming time is spent on Mainframe support. This time is recovered through the Mainframe Support cost applied charges allocated countywide, and is captured in the Operations budget. Approximately 15% of Application Programming time is spent on billable activities for individual departments and the remaining 56% is considered infrastructure or otherwise non-billable, enterprise systems, such as Internet and Intranet services and infrastructure, training, and programming services utilized by multiple departments.

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Operations/Technical Services:

Positions: 8.45 FTE

Extra Help: \$0

Total Appropriations: \$ 230,648

Total Revenues: \$ 360,061

Net County Cost: (\$ 129,413)

Computer Operations: Two shifts of computer operators provide controlled access to the County data center and manage mainframe based applications according to established schedules, in a centralized data center that is linked to all areas of County government.

Technical Services: Provides installation, customization, maintenance and support of hardware and software for the Enterprise Server and its sub systems. Provides installation, customization, maintenance and database administration support for County users of DB2 and M204.

Document Processing Center/Records Management:

Provides printing, duplicating, imaging and document storage for County departments.

Revenue Source: Ongoing support provided to County Departments and Outside Agencies and fixed charge Cost Applied rates. Note: Mainframe Support cost applied charges to departments recover costs for the Operations and Technical Services units as well as programming time provided by the Applications Programming unit. All revenue and offset for Mainframe support is captured in the Operations Unit (102210). Revenue in the Operations/Technical Services function also includes that of the Document Center for print services.

Network/Server Support:

Positions: 6.00 FTE

Extra Help: \$0

Total Appropriations: \$ 491,660

Total Revenues: \$ 526,848

Net County Cost: (\$ 35,188)

Server Administration: Provides technical support for servers throughout the County, including: server security, hardware and software specifications and configurations, installation and customization, trouble-shooting and maintenance, and coordination with vendors for problem resolution.

Technology Consulting: Provides research and development, analysis and recommendations to I.T. and individual County departments regarding hardware, software and various technologies available to the County for 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. Reviews effective date and terms and conditions of software and hardware maintenance contracts to ensure compliance with contract administration and completes appropriate procurements practices in a timely manner to ensure coverage.

Network Administration: Provides technical support for the County's data network, including: network security, support for wide-area network (WAN) and local area networks (LAN's), planning and installation of networks, troubleshooting and maintenance of network hardware and software, and coordination with vendors for problem resolution. Coordinates all public works wiring contracts throughout the County.

Revenue Source: Charges to County Departments and outside agencies for support and fixed charge Cost Applied rates.

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PC Desktop and Office Systems Support:

Positions: 3.00 FTE

Extra Help: \$ 0

Total Appropriations: \$ 325,979

Total Revenues: \$ 20,000

Net County Cost: \$ 305,979

Desktop/PC Support: Provides hardware and software support for 1,600 +/- County PC's including installation, maintenance, upgrades, trouble shooting of problems, problem tracking and reporting. The HELP DESK provides first and second level telephone support for PC, server, and enterprise server reported problems.

Revenue Source: Charges to County Departments and outside Agencies for support.

Communications:

Positions: 2.00 FTE

Extra Help: \$ 0

Total Appropriations: \$ 278,545

Total Revenues: \$ 383,500

Net County Cost: \$ (104,955)

Telecommunications (Voice Communications): Provides installation and support for an in-house PBX voice switching network, including support for over 2,000 telephones in over 35 locations throughout the County. The unit provides Voicemail services to all County employees who need it. They are also responsible for all phone and data wiring in County facilities and provide coordination with vendors who provide local and long distance services.

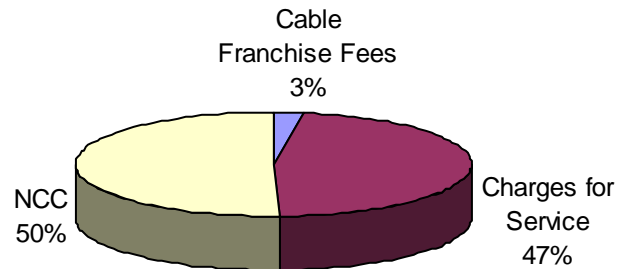
Revenue Source: Charges to County Departments and outside Agencies for support.

Financial Charts

Source of Funds

License, Permits & Franchises (\$76,500): Cable Franchise fees

Charges for Service (\$1,372,409): Primarily comprised of network support (\$522,100), mainframe support (\$294,038), telephone equipment & support (\$315,000) programming support (\$80,000), central duplicating (\$42,000) and other charges for services (\$101,271).



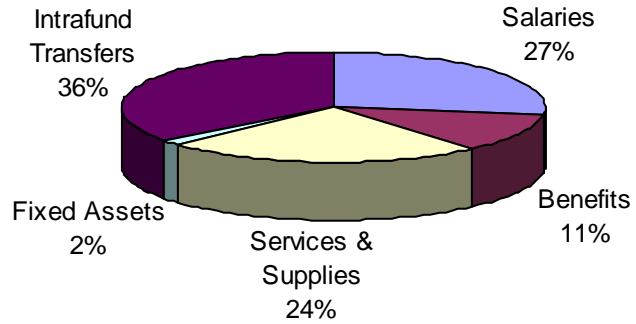
Net County Cost (\$1,481,455): The Department is primarily funded with discretionary General Fund tax revenue. These revenues are collected in Department 15 – General Fund Other Operations.

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Use of Funds

Salaries & Benefits (\$3,693,162): Primarily comprised of salaries (\$2,553,065), retirement (\$482,343), health insurance (\$450,839), and overtime (\$13,500).

Services & Supplies (\$2,332,875): Primarily comprised of telephone company vendor payments (\$638,500), computer maintenance (\$684,073), equipment maintenance (\$218,965), telephone & radio maintenance (\$131,800), equipment lease (\$111,200), professional & specialized services (\$36,202), telephone & radio equipment (\$50,000), computer equipment (\$38,000), software (\$25,000), and software license (\$320,300).



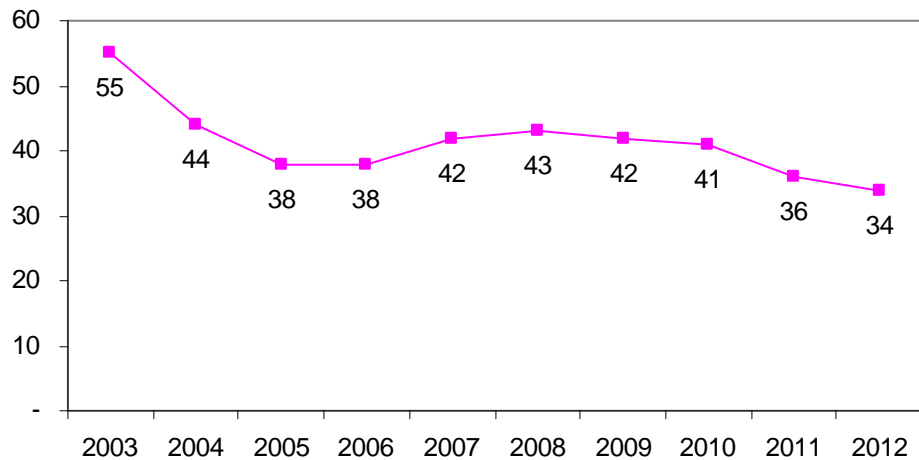
Fixed Assets (\$130,000): Comprised of computer equipment.

Intra-fund Transfers (\$151,922): Includes charges from other departments for services such as telephone equipment & support (\$143,760), stores/mail support (\$6,312) and building maintenance (\$1,850).

Intra-fund Abatement: (-\$3,377,595): Includes charges to other departments mainframe (-\$1,420,552), network support (-\$1,013,543), telephone equipment & support (-\$716,000), central duplicating (-\$55,000), programming support (-\$110,000), and pc support (-\$50,000).

Staffing Trend

Staffing for the Information Technologies Department over the past ten years reflects a peak in FY 2002-03 followed by a decline in FY 2003-04 due to budget cuts. In FY 2008-09, IT took over the Print Shop from General Services resulting in the



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addition of 3.0 FTE. All positions in the Information Technology department are located in Placerville.

Chief Administrative Office Comments

The Recommended Budget represents an overall decrease of \$257,030 or 19% in revenues and a decrease of \$455,076 or 16% in appropriations when compared to the FY 2010-11 approved budget. As a result, the Net County Cost is decreased by \$198,046 or 13%.

Sources of revenue in Information Technologies are found in two different areas within the budget. Revenue for this department is a combination of Charges for Services (Class 13) and Intrafund Abatements (Class 73 shown in the appropriations section). In charges for services (Class 13) the revenue shortfall is \$257,030 below FY 2010-11 levels. The shortfall in Intrafund abatements (Class 73) is \$480,379. The shortfall in Charges for Services is primarily attributed to county departments not using planned Information Technologies (IT) services in areas where they have discretionary funds to spend. In some cases the discretionary funding has gone away or departments have chosen to use their funding for other purposes. The result is a decrease in the use of IT. In Intrafund Abatements, a large portion of the decrease is in Mainframe and Network cost applied charges which is the result of downsizing. It is also a reduced use of IT for discretionary services. IT has estimated discretionary revenue based on prior year experience in the County during a time of downsizing.

Appropriations for the Information Technologies Department reflect staffing reductions made in FY 2010-11 as a result of the early retirement incentive program. It also incorporates adjustments needed in order to meet the Departments FY 2011-12 reduction target approved by the Board in November 2010. Overall salaries and benefits are decreasing by \$648,911 which includes an \$83,790 reduction in retirement due to the anticipated employee partial pick-up of retirement costs. Reductions in salaries and benefits also include savings from one Reprographics Technician reduced from the budget at the FY2010-11 mid-year and two vacant analyst positions have been eliminated in order to meet the reduction target. The budget does not include any funding for extra help or overtime. In addition, there is a remaining gap of \$112,239 to cover salary costs for all allocated, funded positions. The Chief Administrative is currently working with the Department on potential re-organization options. The budget will be adjusted to close the gap once the CAO's review has been completed.

Services and supplies have been reduced by \$321,328. Information Technologies has worked diligently over the past few years to significantly reduce hardware and software maintenance costs. The majority of those reductions are reflected in the services supplies budget. In addition, there is less funding built in for equipment purchases. This budget primarily reflects the needs to keep existing systems running and not necessarily move forward with any technology needs.

Fixed assets have been budgeted at \$130,000 which includes one end of life main data switch (\$125,000) which allows backbone connectivity between all County offices throughout the County. It also includes \$5,000 for minimal other incidental items such as switches, routers and items needed to support existing infrastructure.

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The budget does not include any funding for PC refresh. If funding becomes available Information Technologies recommends the Board approve \$100,000 for PC refresh computers. This will allow the County to replace approximately 100 end of life or under performing machines. It will also assist in bringing the County current with newer technology, specifically Windows 2007 and Office 2010 products.

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Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
 DEPARTMENT: 10 IT - INFORMATION TECHNOLOGIES

		MID-YEAR	CURRENT YR	DEPARTMENT	CAO	
		PROJECTION	APPROVED	REQUEST	RECOMMENDED	DIFFERENCE
			BUDGET		BUDGET	
TYPE: R REVENUE						
SUBOBJ	SUBOBJ TITLE					
0252	FRANCHISE: CABLE	76,500	76,500	76,500	76,500	0
CLASS: 02	REV: LICENSE, PERMIT, & FRANCHISES	76,500	76,500	76,500	76,500	0
1740	CHARGES FOR SERVICES	109,927	108,836	101,271	101,271	-7,565
1801	INTERFND REV: TELEPHONE EQUIP & SUPPORT	321,871	318,000	315,000	315,000	-3,000
1806	INTERFND REV: CENTRAL DUPLICATING	39,967	42,000	42,000	42,000	0
1808	INTERFND REV: MAINFRAME SUPPORT	362,687	379,812	294,038	294,038	-85,774
1814	INTERFND REV: PC SUPPORT	20,762	14,290	18,000	18,000	3,710
1816	INTERFND REV: IS PROGRAMMING SUPPORT	65,500	113,440	80,000	80,000	-33,440
1820	INTERFND REV: NETWORK SUPPORT	640,872	653,061	522,100	522,100	-130,961
CLASS: 13	REV: CHARGE FOR SERVICES	1,561,586	1,629,439	1,372,409	1,372,409	-257,030
TYPE: R SUBTOTAL		1,638,086	1,705,939	1,448,909	1,448,909	-257,030

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Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
 DEPARTMENT: 10 IT - INFORMATION TECHNOLOGIES

		CURRENT YR	CAO			
		MID-YEAR	DEPARTMENT	RECOMMENDED	DIFFERENCE	
		PROJECTION	REQUEST	BUDGET		
		APPROVED				
		BUDGET				
TYPE: E EXPENDITURE						
SUBOBJ	SUBOBJ TITLE					
3000	PERMANENT EMPLOYEES / ELECTED	2,893,615	3,030,461	2,553,065	2,553,065	-477,396
3001	TEMPORARY EMPLOYEES	21,570	0	0	0	0
3002	OVERTIME	27,921	21,000	13,500	13,500	-7,500
3003	STANDBY PAY	13,968	16,100	16,100	16,100	0
3004	OTHER COMPENSATION	44,446	12,500	12,900	12,900	400
3020	RETIREMENT EMPLOYER SHARE	570,760	609,471	566,133	482,343	-127,128
3022	MEDI CARE EMPLOYER SHARE	41,581	42,876	37,549	37,549	-5,327
3040	HEALTH INSURANCE EMPLOYER SHARE	504,463	459,870	450,839	450,839	-9,031
3041	UNEMPLOYMENT INSURANCE EMPLOYER	20,788	33,005	27,974	27,974	-5,031
3042	LONG TERM DISABILITY EMPLOYER SHARE	11,203	11,203	9,634	9,634	-1,569
3043	DEFERRED COMPENSATION EMPLOYER	4,828	8,783	8,755	8,755	-28
3046	RETIREE HEALTH: DEFINED CONTRIBUTIONS	41,061	41,061	41,060	41,060	-1
3060	WORKERS' COMPENSATION EMPLOYER	25,743	25,743	10,943	10,943	-14,800
3080	FLEXIBLE BENEFITS	9,477	30,000	28,500	28,500	-1,500
CLASS: 30	SALARY & EMPLOYEE BENEFITS	4,231,423	4,342,072	3,776,952	3,693,162	-648,910
4020	CLOTHING & PERSONAL SUPPLIES	600	600	300	300	-300
4040	TELEPHONE COMPANY VENDOR PAYMENTS	698,848	735,500	638,500	638,500	-97,000
4041	COUNTY PASS THRU TELEPHONE CHARGES	-62,822	-66,255	-60,870	-60,870	5,385
4086	JANITORIAL / CUSTODIAL SERVICES	4,036	4,801	4,833	4,833	32
4100	INSURANCE: PREMIUM	22,362	22,362	21,023	21,023	-1,339
4140	MAINT: EQUIPMENT	202,850	231,000	218,965	218,965	-12,035
4142	MAINT: TELEPHONE / RADIO	102,100	105,000	131,800	131,800	26,800
4144	MAINT: COMPUTER	894,990	970,090	684,073	684,073	-286,017
4220	MEMBERSHIPS	275	430	280	280	-150
4260	OFFICE EXPENSE	21,836	21,500	13,000	13,000	-8,500
4261	POSTAGE	212	300	150	150	-150
4262	SOFTWARE	19,440	89,000	25,000	25,000	-64,000
4264	BOOKS / MANUALS	100	200	250	250	50
4300	PROFESSIONAL & SPECIALIZED SERVICES	67,025	67,025	36,202	36,202	-30,823
4302	CONSTRUCT & ENGINEER CONTRACTS	10,000	25,000	5,000	5,000	-20,000
4308	EXTERNAL DATA PROCESSING SERVICES	28,520	35,000	44,600	44,600	9,600
4400	PUBLICATION & LEGAL NOTICES	0	0	250	250	250
4420	RENT & LEASE: EQUIPMENT	113,075	116,300	111,200	111,200	-5,100
4440	RENT & LEASE: BUILDING & IMPROVEMENTS	1,680	1,800	1,680	1,680	-120
4460	EQUIP: SMALL TOOLS & INSTRUMENTS	2,018	2,650	1,600	1,600	-1,050
4461	EQUIP: MINOR	2,496	3,000	2,000	2,000	-1,000
4462	EQUIP: COMPUTER	63,000	63,000	38,000	38,000	-25,000
4463	EQUIP: TELEPHONE & RADIO	70,000	105,000	50,000	50,000	-55,000
4502	EDUCATIONAL MATERIALS	3,945	5,000	4,000	4,000	-1,000
4503	STAFF DEVELOPMENT	17,316	17,500	7,500	7,500	-10,000
4512	INVENTORY: PRINT SHOP GENERAL SVCS	20,051	22,000	20,000	20,000	-2,000

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Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
DEPARTMENT: 10 IT - INFORMATION TECHNOLOGIES

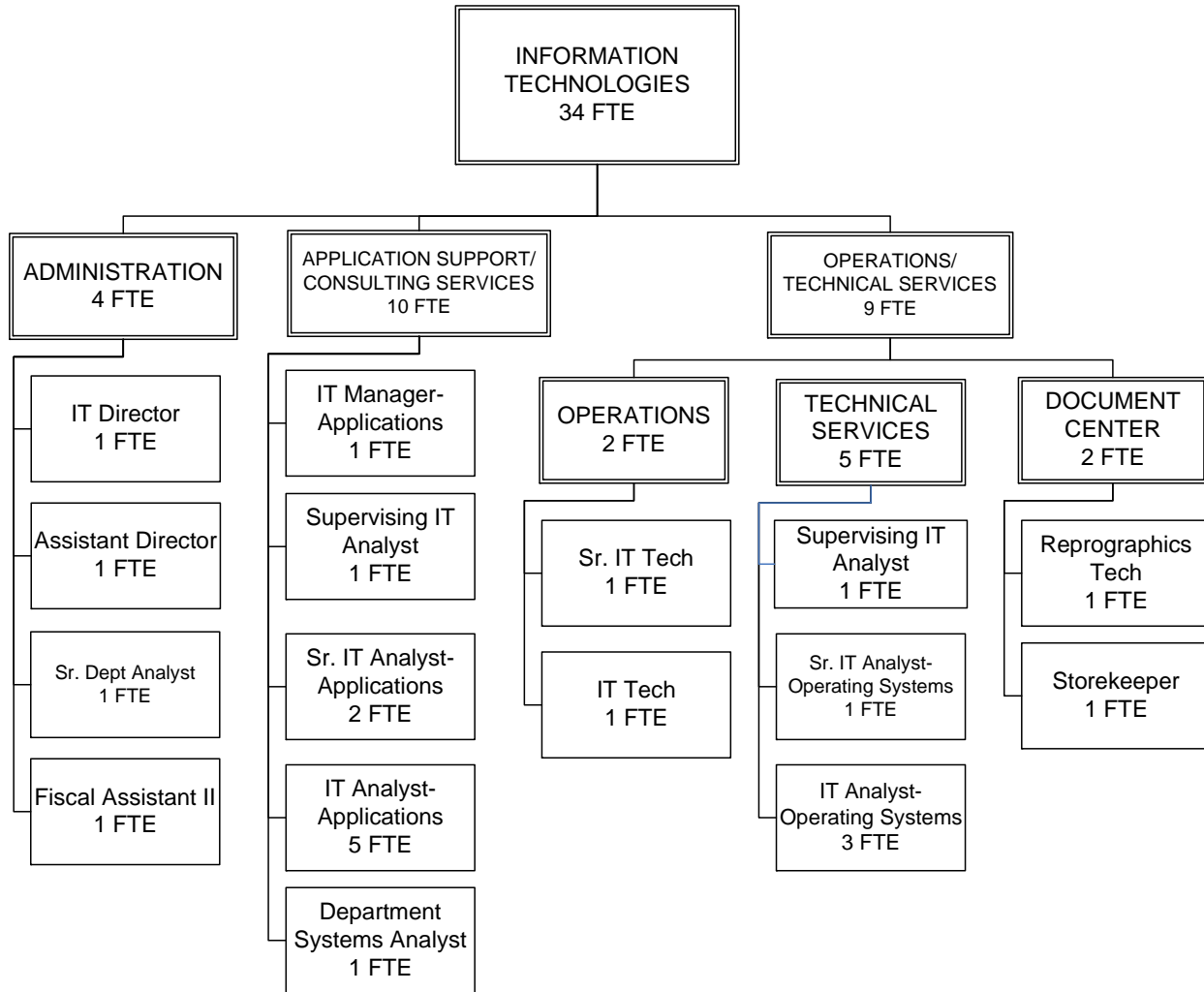
		CURRENT YR		CAO		
		MID-YEAR	APPROVED	DEPARTMENT	RECOMMENDED	
		PROJECTION	BUDGET	REQUEST	BUDGET	DIFFERENCE
4529	SOFTWARE LICENSE	39,250	58,550	320,300	320,300	261,750
4600	TRANSPORTATION & TRAVEL	1,466	1,500	500	500	-1,000
4602	MILEAGE: EMPLOYEE PRIVATE AUTO	1,308	1,500	1,000	1,000	-500
4605	RENT & LEASE: VEHICLE	8,125	9,250	6,439	6,439	-2,811
4606	FUEL PURCHASES	5,003	5,600	5,300	5,300	-300
CLASS: 40	SERVICE & SUPPLIES	2,359,105	2,654,203	2,332,875	2,332,875	-321,328
6040	FIXED ASSET: EQUIPMENT	0	0	5,000	5,000	5,000
6042	FIXED ASSET: COMPUTER SYSTEM EQUIP	158,280	115,500	125,000	125,000	9,500
CLASS: 60	FIXED ASSETS	158,280	115,500	130,000	130,000	14,500
7200	INTRAFUND TRANSFERS: ONLY GENERAL	50	0	0	0	0
7220	INTRAFND: TELEPHONE EQUIPMENT &	144,381	122,100	143,760	143,760	21,660
7223	INTRAFND: MAIL SERVICE	1,036	1,036	1,012	1,012	-24
7224	INTRAFND: STORES SUPPORT	4,602	4,602	5,300	5,300	698
7225	INTRAFND: CENTRAL DUPLICATING	202	0	0	0	0
7229	INTRAFND: PC SUPPORT	90	0	0	0	0
7232	INTRAFND: MAINT BLDG & IMPROVMNTS	2,000	3,900	1,850	1,850	-2,050
CLASS: 72	INTRAFUND TRANSFERS	152,361	131,638	151,922	151,922	20,284
7350	INTRFND ABATEMENTS: GF ONLY	-12,118	-16,000	-12,500	-12,500	3,500
7354	INTRFND ABATEMENTS: TELEPHONE EQUIP &	-731,780	-795,000	-716,000	-716,000	79,000
7359	INTRFND ABATEMENTS: CENTRAL DUPLICATING	-46,803	-102,000	-55,000	-55,000	47,000
7361	INTRFND ABATEMENTS: MAINFRAME	-1,531,520	-1,514,397	-1,420,552	-1,420,552	93,845
7363	INTRFND ABATEMENTS: PC SUPPORT	-51,731	-114,400	-50,000	-50,000	64,400
7365	INTRFND ABATEMENTS: IS PROGRAMMING SUP	-80,900	-125,460	-110,000	-110,000	15,460
7368	INTRFND ABATEMENTS: IS NETWORK	-1,214,495	-1,190,717	-1,013,543	-1,013,543	177,174
CLASS: 73	INTRAFUND ABATEMENT	-3,669,347	-3,857,974	-3,377,595	-3,377,595	480,379
TYPE: E SUBTOTAL		3,231,822	3,385,439	3,014,154	2,930,364	-455,075
FUND TYPE: 10	SUBTOTAL	1,593,736	1,679,500	1,565,245	1,481,455	-198,045
DEPARTMENT: 10	SUBTOTAL	1,593,736	1,679,500	1,565,245	1,481,455	-198,045

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Personnel Allocations

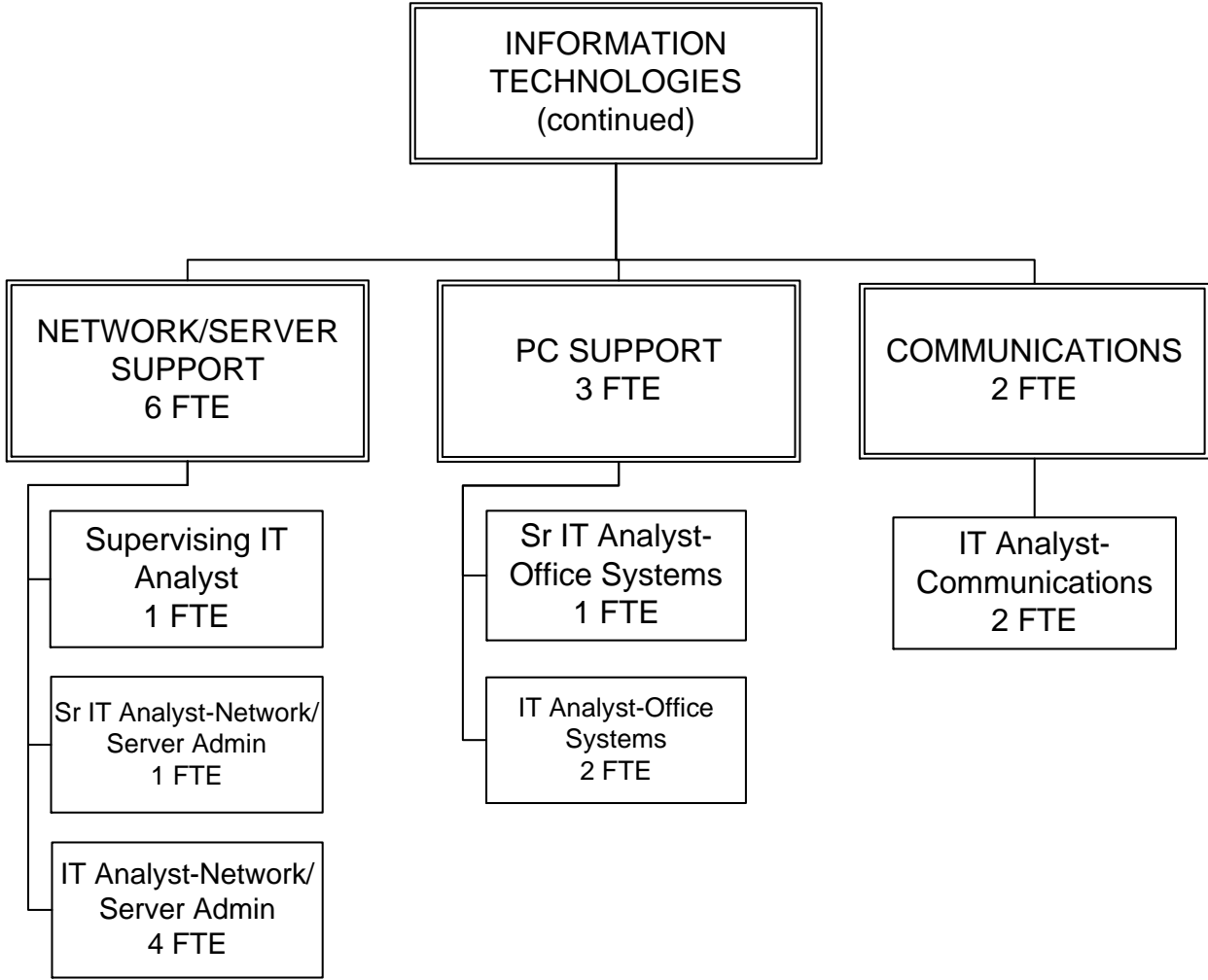
Classification Title	2010-11 Adjusted Allocation	2011-12 Dept Request	2011-12 CAO Recm'd	Diff from Adjusted
Director of Information Technology	1.00	1.00	1.00	0.00
Assistant Director of Information Technology	1.00	1.00	1.00	0.00
Department Systems Analyst	1.00	1.00	1.00	0.00
Fiscal Assistant I/II	1.00	1.00	1.00	0.00
IT Analyst Tr/I/II - App/Web Dev/Supt	7.00	5.00	5.00	(2.00)
IT Analyst Tr/I/II - Networking	2.00	2.00	2.00	0.00
IT Analyst Tr/I/II - Office Systems	2.00	2.00	2.00	0.00
IT Analyst Tr/I/II - Operating Systems	3.00	3.00	3.00	0.00
IT Analyst Tr/I/II - Server Admin	3.00	3.00	3.00	0.00
IT Analyst Tr/I/II - Telecomm	1.00	1.00	1.00	0.00
Information Technology Manager	1.00	1.00	1.00	0.00
Information Technology Technician Trainee/I/II/Sr.	2.00	2.00	2.00	0.00
Reprographics Technician I/II	1.00	1.00	1.00	0.00
Sr Department Analyst	1.00	1.00	1.00	0.00
Sr IT Analyst - App/Web Dev/Supt	2.00	2.00	2.00	0.00
Sr IT Analyst - Office Systems	1.00	1.00	1.00	0.00
Sr IT Analyst - Operating Systems	1.00	1.00	1.00	0.00
Sr IT Analyst - Server Admin	1.00	1.00	1.00	0.00
Storekeeper II	1.00	1.00	1.00	0.00
Supervising Information Technology Analyst I/II	3.00	3.00	3.00	0.00
Department Total	36.00	34.00	34.00	(2.00)

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Ten Year History

	02/03 Actual	03/04 Actual	04/05 Actual	05/06 Actual	06/07 Actual
Cable Franchise Fees	-	55,000	-	-	-
Charges for Service	1,216,665	1,155,918	-	-	-
Misc.	13,108	11,697	-	-	-
Total Revenue	1,229,773	1,222,615	-	-	-
Salaries	3,172,703	2,659,607	<i>Division</i>	<i>Division</i>	<i>Division</i>
Benefits	756,663	1,011,574	<i>of</i>	<i>of</i>	<i>of</i>
Services & Supplies	1,871,263	1,634,699	<i>CAO</i>	<i>CAO</i>	<i>CAO</i>
Other Charges	113,365	112,999	-	-	-
Fixed Assets	288,079	22,817	-	-	-
Intrafund Transfers	(3,851,898)	(3,546,309)	-	-	-
Total Appropriations	2,350,175	1,895,387	-	-	-
NCC	1,120,402	672,772	-	-	-
FTE's	55	44	38	38	42

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Ten Year History

	07/08 Actual	08/09 Actual	09/10 Actual	10/11 Projected	11/12 Budget
Cable Franchise Fees	55,000	75,000	75,000	76,500	76,500
Charges for Service	1,583,430	1,749,521	1,620,745	1,561,586	1,372,409
Misc.	94,296	783	8,735	-	
Total Revenue	1,732,726	1,825,304	1,704,480	1,638,086	1,448,909
Salaries	3,296,810	3,410,525	3,173,714	3,001,520	2,595,565
Benefits	1,275,261	1,332,352	1,194,832	1,229,904	1,097,597
Services & Supplies	2,875,564	2,585,382	2,459,222	2,359,105	2,332,875
Other Charges	-	100	-	-	130,000
Fixed Assets	225,806	327,671	150,362	158,280	151,922
Intrafund Transfers	(4,042,299)	(4,145,380)	(3,855,254)	(3,516,986)	(3,377,595)
Total Appropriations	3,631,142	3,510,650	3,122,876	3,231,823	2,930,364
NCC	1,898,416	1,685,346	1,418,396	1,593,737	1,481,455
FTE's	43	42	41	36	34

10 Year Variance		
	\$ Change	% Change
Cable Franchise Fees	76,500	N/A
Charges for Service	155,744	13%
Misc.	(13,108)	-100%
Total Revenue	219,136	18%
Salaries	(577,138)	-18%
Benefits	340,934	45%
Services & Supplies	461,612	25%
Other Charges	16,635	15%
Fixed Assets	(136,157)	-47%
Intrafund Transfers	474,303	-12%
Total Appropriations	580,189	25%
NCC	361,053	32%
FTE's	(21)	-38%

Notes

Print Shop was added in FY 2008-09 (3 FTE's)