

**Department of Information Technology**



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# Department of Information Technology



## Department Description

The Department of Information Technology (DoIT) is responsible for providing strategic technology direction, managing and implementing IT governance processes in support of the cross-departmental IT Business Leadership Group (ITBLG), developing and implementing IT operational policies and standards, managing contracts for IT services with various service providers, and coordinating major citywide activities including: IT customer relationship management, the citywide IT budget, citywide technologies and applications, and providing the City's public and internal website platforms. The Department's vision is to provide value through innovation to City departments and staff.

For Fiscal Year 2013, the Department of Enterprise Resource Planning (ERP) and the Communications Division of Public Works are merging with DoIT. This merger will facilitate consistency in the application of IT strategies across the groups, under a unified IT leadership structure.

### Enterprise Resource Planning Division

The Enterprise Resource Planning Division was created to provide a support structure for the City's Enterprise Resource Planning (ERP) system.

The ERP system consolidates a wide range of financial, logistics, and human resource functions into a single integrated system. Operational use of the ERP system marks a new era in the City by replacing a collection of custom-built, non-integrated software applications with an enterprise-wide, commercial off-the-shelf (COTS), integrated software solution which will be the foundation for the City's core business processes for many years to come.

The Division is based on the Business Application Competency Center (BACC) model. The administrative, functional, development, and technical resources required for ongoing operations and maintenance are co-located in the same facility dedicated to supporting the enterprise-wide suite of Systems Applications and Products in Data Processing (SAP) applications. This is an industry-proven model for providing high quality and cost-effective support.

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## Communications Division

The Communications Division provides primary service delivery for wireless communications technologies. The Division engineers, installs, operates, and maintains secure, metropolitan-wide, wireless voice and data communications systems and equipment, and administers contracts for commercially-provided wireless services.

The Department's mission is:

*To provide the responsive and dependable delivery of information technology services to the City to support a fiscally-sound and effective government*

## Goals and Objectives

The following goals and objectives represent the action plan for the Department:

### ***Goal 1: Effectively manage the delivery of citywide technology services***

Delivering and supporting core technology services is vital to every organization. It provides the workforce with the necessary resources needed in order for the organization to operate effectively. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Centralize citywide IT functions, where applicable, to deliver core infrastructure services efficiently
- Facilitate the deployment and support of a common infrastructure that meets the organization's business needs
- Forecast and budget the delivery of central IT services required to support City processes
- Ensure that the wireless communications infrastructure meets City business needs
- Manage the Department's budget effectively

### ***Goal 2: Guide technology decision-making to ensure consistency with the citywide business direction***

The technology investments and commitments made on behalf of the organization must reflect its overall strategic priorities. The governance process supports collaborative decision-making and accountability to prioritize scarce IT resources. Failure to perform this process may result in equipment, services, and systems that do not effectively support the workforce or result in redundancy and lack of inter-operability. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Implement, facilitate, and maintain effective IT governance
- Ensure IT investments are aligned with the City's Strategic Plan, identified business priorities, and IT standards

### ***Goal 3: Ensure a skilled, responsive, and innovative workforce that keeps current with evolving business-critical technologies***

Developing a trained and skilled workforce is essential to the success of the Department. Ensuring that the Department's employees are trained and proficient in the latest technologies and have access to the necessary resources, will create a higher performing organization that operates more effectively. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Promote training and development
- Hire and retain highly qualified, responsive, and innovative employees
- Recruit and retain skilled technical and functional staff

### ***Goal 4: Provide high quality customer service***

Ensuring that the Department's customers are provided excellent service is paramount to the organization as a whole. The Department must be able to deliver the technology services and resources that City employees need to effectively

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perform their jobs. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Establish and meet customer expectations in delivering central citywide technology services and assist them in identifying opportunities to productively introduce new technology
- Ensure that all customers have easy access to accurate and timely City information and services via the Internet and Intranet
- Provide an accurate and timely response to user requests
- Provide SAP knowledge empowerment to stakeholders
- Establish and meet customer expectations in delivering core wireless technology services

## ***Goal 5: Increase business value from the City's ERP***

The Department will move toward accomplishing this goal by focusing on the following objective:

- Enable process improvement

## ***Goal 6: Create and maintain a sustainable, business-focused organization***

The Department will move toward accomplishing this goal by focusing on the following objectives:

- Identify and use a governance framework to provide strategic direction and prioritization of ERP initiatives
- Implement best practices for SAP support

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## Key Performance Indicators

Performance Measure	Actual FY2011	Actual FY2012	Target FY2013
1. Percent increase in visits to City's public website (G4/O2)	7.00%	6.55%	Actual to be reported
2. Customer satisfaction with Helpdesk/Service Desk service (scale 0-5) (G4/O1)	4.57	4.75	4.50
3. Percent of detected unauthorized intrusion attempts blocked	100%	100%	100%
4. Number of blocked attacks on City network infrastructure and computers as measured by the City of San Diego Intrusion Prevention System	N/A <sup>1</sup>	1.6 million	Actual to be reported
5. Percent of managed IT Service Level Agreement measures that are achieved (G1/O2 and G4/O1)	95.8%	95.6% <sup>2</sup>	100.0%
6. Percent of ERP staff with professional certifications (G3/O1/O2/O3)	50%	50%	60%
7. Percent of ERP work requests completed on schedule (G4/O3)	89%	92%	95%
8. Percent of time that critical wireless infrastructure is available (G1/O1)	100%	99.999%	99.995%
9. Average number of busy seconds for voice radio access (per month) <sup>3</sup> (G1/O4)	21	325 <sup>4</sup>	Not to exceed 200

<sup>1</sup> This is a new performance measure for Fiscal Year 2012, therefore data for Fiscal Year 2011 is not available.

<sup>2</sup> Reflects metrics through the third quarter of Fiscal Year 2012.

<sup>3</sup> Estimated average number of busy seconds for voice radio access is being increased due to the age of the system. An average of 200 seconds still indicates excellent performance for land mobile radio.

<sup>4</sup> Target exceeded due to September 2011 power outage in Southern California.

## Service Efforts and Accomplishments

During Fiscal Year 2012, the Department of IT continued to manage and implement citywide IT initiatives despite the fiscally-challenging environment faced by the City. The Department's efforts are focused on lowering the total cost of ownership for IT in the City via the City IT Sourcing initiative; driving innovation to create better efficiencies using limited, available resources; leveraging volume discounts and economies of scale to reduce overall costs; increasing collaboration among City departments and other agencies, as well as with service providers using online tools such as SharePoint; evaluating cost-saving technologies such as virtual desktops; and implementing new IT governance processes and controls to better manage IT procurement and projects.

Major projects and initiatives accomplished or in progress during Fiscal Year 2012 include:

- Achieving City Council approval for the IT Sourcing initiative. This is estimated to provide savings of \$13.1 to \$35.9 million over five to seven years
- Supporting Public Utilities in their implementation of their online payment portal for their customers
- Updating the City website standards and policies and implementing a redesign of the public website including the implementation of mobile streaming of City Council meetings
- Implementing a Data Loss Prevention monitoring system that reduces the risk of a confidential data loss by the City

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- Developing an application portfolio and a roadmap for SAP/ERP deployment to find areas for consolidation of common systems
- Updating key desktop productivity products (Internet Explorer, Adobe) citywide
- Incorporating the San Diego Police Department Help Desk into the existing Help Desk contract through an outside provider
- Implementing a sourcing strategy for IT Services for Data Center Services, Voice/Data Network Services, and Application Support Services

During Fiscal Year 2012, the Enterprise Resource Planning Division continued to manage and implement the City's ERP system. Major projects and initiatives accomplished include:

- Public Budget Formulation - Budget Monitoring 'Go Live' (July 2011)
- Implementation of SAP Technical Upgrade (December 2011)
- Customer Center of Expertise Certification (September 2011)

Communications provides life-line voice and data communications to emergency responders in San Diego and the surrounding communities, and continues to take a leadership role in public safety wireless regional inter-operability. Communications actively pursued and received grant funding for regional inter-operability initiatives such as the nationally recognized Command and Control Communications (3Cs) project and the initial phases of a regional implementation of a standards-based public safety land mobile radio system. Communications successfully negotiated service contracts with commercial cellular service providers to provide cost-effective mobile voice and data services for City departments, saving the City money by taking advantage of economies of scale while enabling business transformation through enhanced mobile technology. The Communications Division is currently updating its wireless long-range plan to meet future City business requirements.



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## Department Summary

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Positions (Budgeted)	17.00	26.00	100.00	74.00
Personnel Expenditures	\$ 2,431,903	\$ 3,451,914	\$ 12,300,758	\$ 8,848,844
Non-Personnel Expenditures	22,004,535	2,316,750	34,474,054	32,157,304
<b>Total Department Expenditures</b>	<b>\$ 24,436,438</b>	<b>\$ 5,768,664</b>	<b>\$ 46,774,812</b>	<b>\$ 41,006,148</b>
<b>Total Department Revenue</b>	<b>\$ 4,906,787</b>	<b>\$ 5,585,381</b>	<b>\$ 43,694,645</b>	<b>\$ 38,109,264</b>

## General Fund

### Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Financial & Support Services	\$ 17,265,850	\$ 190,453	\$ 500,000	\$ 309,547
Information Technology	1,724,916	-	-	-
<b>Total</b>	<b>\$ 18,990,766</b>	<b>\$ 190,453</b>	<b>\$ 500,000</b>	<b>\$ 309,547</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Equipment/Support for Information Technology</b>	0.00	\$ 309,547	\$ -
Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.			
<b>Total</b>	<b>0.00</b>	<b>\$ 309,547</b>	<b>\$ -</b>

### Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
<b>NON-PERSONNEL</b>				
Information Technology	\$ 10,359,588	\$ 190,453	\$ 500,000	\$ 309,547
Energy and Utilities	6,855,941	-	-	-
Other	1,727,819	-	-	-
Capital Expenditures	47,418	-	-	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 18,990,766</b>	<b>\$ 190,453</b>	<b>\$ 500,000</b>	<b>\$ 309,547</b>
<b>Total</b>	<b>\$ 18,990,766</b>	<b>\$ 190,453</b>	<b>\$ 500,000</b>	<b>\$ 309,547</b>

## GIS Fund

### Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
GIS Fund	\$ 1,147,817	\$ -	\$ 1,640,459	\$ 1,640,459
<b>Total</b>	<b>\$ 1,147,817</b>	<b>\$ -</b>	<b>\$ 1,640,459</b>	<b>\$ 1,640,459</b>

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## Department Personnel

	FY2011 Budget	FY2012 Budget	FY2013 Adopted	FY2012–2013 Change
GIS Fund	0.00	0.00	2.00	2.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>	<b>2.00</b>	<b>2.00</b>

## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Equipment/Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	\$ 773,776	\$ -
<b>Addition of Contract Expenditures</b> Addition of non-personnel expenditures related to the contractual obligation for the SanGIS Joint Powers Agreement (JPA) between the City and County of San Diego.	0.00	687,523	-
<b>Department of Information Technology Restructure</b> Transfer of 1.00 Applications Programmer 2, 1.00 Information Systems Technician, and associated revenue from the Information Technology Fund to the newly budgeted GIS Fund.	2.00	179,160	195,303
<b>Revised Revenue</b> Revised revenue to reflect the transfer of revenue from the Information Technology Fund to the newly budgeted GIS Fund associated with reimbursable positions, as well as an addition of revenue related to the SanGIS Joint Powers Agreement (JPA) between the City and County of San Diego.	0.00	-	1,420,971
<b>Total</b>	<b>2.00</b>	<b>\$ 1,640,459</b>	<b>\$ 1,616,274</b>

## Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012–2013 Change
<b>PERSONNEL</b>				
Salaries and Wages	\$ -	\$ -	\$ 118,615	\$ 118,615
Fringe Benefits	-	-	60,545	60,545
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 179,160</b>	<b>\$ 179,160</b>
<b>NON-PERSONNEL</b>				
Contracts	\$ 611,702	\$ -	\$ 687,523	\$ 687,523
Information Technology	536,115	-	773,776	773,776
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 1,147,817</b>	<b>\$ -</b>	<b>\$ 1,461,299</b>	<b>\$ 1,461,299</b>
<b>Total</b>	<b>\$ 1,147,817</b>	<b>\$ -</b>	<b>\$ 1,640,459</b>	<b>\$ 1,640,459</b>

## Revenues by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012–2013 Change
Other Revenue	\$ -	\$ -	\$ 195,303	\$ 195,303
Rev from Money and Prop	(2,266)	-	-	-
Transfers In	1,200,764	-	1,420,971	1,420,971
<b>Total</b>	<b>\$ 1,198,498</b>	<b>\$ -</b>	<b>\$ 1,616,274</b>	<b>\$ 1,616,274</b>

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## Personnel Expenditures

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
<b>Salaries and Wages</b>						
20000175	Applications Programmer 2	0.00	0.00	1.00	\$66,768 - \$80,891	\$ 76,037
20000377	Information Systems Technician	0.00	0.00	1.00	42,578 - 51,334	42,578
<b>Salaries and Wages Subtotal</b>		<b>0.00</b>	<b>0.00</b>	<b>2.00</b>		<b>\$ 118,615</b>
<b>Fringe Benefits</b>						
	Employee Offset Savings					\$ 2,853
	Flexible Benefits					13,776
	Long-Term Disability					704
	Medicare					1,790
	Other Post-Employment Benefits					12,654
	Retirement ARC					15,835
	Retirement DROP					2,467
	Retirement Offset Contribution					170
	Risk Management Administration					2,084
	Supplemental Pension Savings Plan					6,193
	Unemployment Insurance					358
	Workers' Compensation					1,661
<b>Fringe Benefits Subtotal</b>						<b>\$ 60,545</b>
<b>Total Personnel Expenditures</b>						<b>\$ 179,160</b>

## Information Technology Fund

### Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Financial & Support Services	\$ 1,832,469	\$ 2,333,653	\$ 1,699,003	\$ (634,650)
IT Services Sourcing	-	-	3,004,449	3,004,449
Information Technology	2,220,135	3,090,552	4,382,264	1,291,712
Project Management Office	245,252	154,006	-	(154,006)
<b>Total</b>	<b>\$ 4,297,855</b>	<b>\$ 5,578,211</b>	<b>\$ 9,085,716</b>	<b>\$ 3,507,505</b>

### Department Personnel

	FY2011 Budget	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Financial & Support Services	5.00	11.00	6.00	(5.00)
IT Services Sourcing	0.00	0.00	11.00	11.00
Information Technology	11.00	14.00	15.00	1.00
Project Management Office	1.00	1.00	0.00	(1.00)
<b>Total</b>	<b>17.00</b>	<b>26.00</b>	<b>32.00</b>	<b>6.00</b>

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## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Equipment/Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	\$ 2,544,347	\$ -
<b>Customer Relationship Management (CRM)</b> Addition of 5.00 Program Managers to support the CRM function of the Department of Information Technology (IT), which manages IT service delivery to City departments.	5.00	825,010	-
<b>Data Center and Network Capital Requirements</b> Addition of expenditures for the lease payment for data center and network capital requirements.	0.00	471,500	-
<b>Addition of Information Technology Security Position</b> Addition of 1.00 Program Manager to provide immediate and ongoing support for SAP development efforts as well as daily support for the SAP security environment.	1.00	169,112	-
<b>Position Restructure</b> Transfer of 1.00 Graphic Designer from the Public Works - General Services Publishing Services Division to the Department of Information Technology.	1.00	89,568	-
<b>Non-Discretionary Adjustment</b> Adjustment to expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	56,193	-
<b>Salary and Benefit Adjustments</b> Adjustments to reflect the annualization of the Fiscal Year 2012 negotiated salary compensation schedule, changes to savings resulting from positions to be vacant for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiation adjustments.	1.00	12,294	-
<b>Copier Savings</b> Adjustment to reflect savings resulting from the new convenience copier contract.	0.00	(8,059)	-
<b>Reduction of Service Level Agreement (SLA)</b> Reduction of an SLA with Publishing Services for 1.00 Graphic Designer due to the position transfer from the Public Works - General Services Department to the Department of Information Technology.	0.00	(139,500)	-
<b>Department of Information Technology Restructure</b> Transfer of 1.00 Applications Programmer 2, 1.00 Information Systems Technician, and associated revenue from the Information Technology Fund to the newly budgeted GIS Fund.	(2.00)	(179,160)	(195,303)
<b>One-Time Reductions and Annualizations</b> Adjustment to reflect the removal of one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2012.	0.00	(333,800)	(333,800)
<b>Revised Revenue</b> Adjustment to reflect Fiscal Year 2013 revenue projections.	0.00	-	2,761,882
<b>Total</b>	<b>6.00</b>	<b>\$ 3,507,505</b>	<b>\$ 2,232,779</b>

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## Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
<b>PERSONNEL</b>				
Salaries and Wages	\$ 1,538,793	\$ 2,167,913	\$ 2,722,880	\$ 554,967
Fringe Benefits	893,110	1,284,001	1,642,558	358,557
<b>PERSONNEL SUBTOTAL</b>	<b>\$ 2,431,903</b>	<b>\$ 3,451,914</b>	<b>\$ 4,365,438</b>	<b>\$ 913,524</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 4,155	\$ 6,353	\$ 6,528	\$ 175
Contracts	1,204,184	1,260,514	782,637	(477,877)
Information Technology	592,475	766,178	3,327,727	2,561,549
Energy and Utilities	36,399	15,230	18,070	2,840
Other	6,868	11,957	11,700	(257)
Transfers Out	21,871	63,665	573,616	509,951
Capital Expenditures	-	2,400	-	(2,400)
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 1,865,952</b>	<b>\$ 2,126,297</b>	<b>\$ 4,720,278</b>	<b>\$ 2,593,981</b>
<b>Total</b>	<b>\$ 4,297,855</b>	<b>\$ 5,578,211</b>	<b>\$ 9,085,716</b>	<b>\$ 3,507,505</b>

## Revenues by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Charges for Services	\$ 3,529,281	\$ 3,308,229	\$ -	\$ (3,308,229)
Other Revenue	199,109	195,303	-	(195,303)
Rev from Money and Prop	(20,100)	-	-	-
Transfers In	-	2,081,849	7,818,160	5,736,311
<b>Total</b>	<b>\$ 3,708,289</b>	<b>\$ 5,585,381</b>	<b>\$ 7,818,160</b>	<b>\$ 2,232,779</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
<b>Salaries and Wages</b>						
20000175	Applications Programmer 2	0.00	1.00	0.00	\$66,768 - \$80,891	\$ -
20001101	Department Director	1.00	1.00	1.00	59,155 - 224,099	149,865
20000924	Executive Secretary	1.00	1.00	1.00	43,555 - 52,666	51,349
20000487	Graphic Designer	0.00	0.00	1.00	43,264 - 51,979	50,680
20000290	Information Systems Analyst 2	1.00	2.17	3.00	54,059 - 65,333	171,491
20000293	Information Systems Analyst 3	4.00	5.00	5.00	59,363 - 71,760	347,370
20000998	Information Systems Analyst 4	3.00	3.00	3.00	66,768 - 80,891	235,392
20000180	Information Systems Manager	1.00	1.00	1.00	84,427 - 102,253	102,253
20000377	Information Systems Technician	0.00	1.00	0.00	42,578 - 51,334	-
20000680	Payroll Specialist 2	1.00	1.00	1.00	34,611 - 41,787	40,742
20001222	Program Manager	4.00	8.83	15.00	46,966 - 172,744	1,475,772
20000015	Senior Management Analyst	1.00	1.00	1.00	59,363 - 71,760	69,966
	Overtime Budgeted					4,000
	Termination Pay Annual Leave					24,000
<b>Salaries and Wages Subtotal</b>		<b>17.00</b>	<b>26.00</b>	<b>32.00</b>		<b>\$ 2,722,880</b>

## Fringe Benefits

Employee Offset Savings	\$ 77,773
Flexible Benefits	288,377

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## Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
	Long-Term Disability					16,144
	Medicare					38,753
	Other Post-Employment Benefits					196,241
	Retiree Medical Trust					849
	Retirement 401 Plan					3,397
	Retirement ARC					845,626
	Retirement DROP					6,127
	Retirement Offset Contribution					873
	Risk Management Administration					32,270
	Supplemental Pension Savings Plan					94,644
	Unemployment Insurance					8,033
	Workers' Compensation					33,451
<b>Fringe Benefits Subtotal</b>						<b>\$ 1,642,558</b>
<b>Total Personnel Expenditures</b>						<b>\$ 4,365,438</b>

## OneSD Support Fund<sup>1</sup>

### Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Enterprise Resource Planning	\$ -	\$ -	\$ 25,678,944	\$ 25,678,944
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 25,678,944</b>	<b>\$ 25,678,944</b>

### Department Personnel

	FY2011 Budget	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Enterprise Resource Planning	0.00	0.00	18.00	18.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>	<b>18.00</b>	<b>18.00</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Department Restructure</b> Transfer of the Enterprise Resource Planning Department to the Department of Information Technology.	20.00	\$ 21,242,793	\$ 21,250,474
<b>Equipment/Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	4,211,150	-
<b>Non-Discretionary Adjustment</b> Adjustment to expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	472,670	-

<sup>1</sup>The OneSD Support Fund was budgeted in the Enterprise Resource Planning Department in Fiscal Years 2011 and 2012.

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## Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
<b>Copier Savings</b> Adjustment to reflect savings resulting from the new convenience copier contract.	0.00	(3,663)	-
<b>Salary and Benefit Adjustments</b> Adjustments to reflect the annualization of the Fiscal Year 2012 negotiated salary compensation schedule, changes to savings resulting from positions to be vacant for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiation adjustments.	0.00	(15,634)	
<b>Reduction of Assistant Engineer-Civil</b> Reduction of 1.00 Assistant Engineer-Civil as a result of efficiencies gained from consolidating the Enterprise Asset Management support in SAP.	(1.00)	(113,424)	-
<b>Adjustment of Management Positions</b> Reduction of 1.00 Department Director and 1.00 Program Manager, and the addition of 1.00 Deputy Director due to the restructure of the Enterprise Resource Planning Department to the Department of Information Technology.	(1.00)	(114,948)	-
<b>Revised Revenue</b> Adjustment to reflect Fiscal Year 2013 revenue projections.	0.00	-	4,388,383
<b>Total</b>	<b>18.00</b>	<b>\$ 25,678,944</b>	<b>\$ 25,638,857</b>

## Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
<b>PERSONNEL</b>				
Salaries and Wages	\$ -	\$ -	\$ 1,716,620	\$ 1,716,620
Fringe Benefits	-	-	949,669	949,669
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,666,289</b>	<b>\$ 2,666,289</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ -	\$ -	\$ 17,500	\$ 17,500
Contracts	-	-	416,865	416,865
Information Technology	-	-	15,169,078	15,169,078
Energy and Utilities	-	-	18,290	18,290
Other	-	-	1,291,772	1,291,772
Capital Expenditures	-	-	60,000	60,000
Debt	-	-	6,039,150	6,039,150
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 23,012,655</b>	<b>\$ 23,012,655</b>
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 25,678,944</b>	<b>\$ 25,678,944</b>

## Revenues by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Charges for Services	\$ -	\$ -	\$ 11,110,905	\$ 11,110,905
Transfers In	-	-	14,527,952	14,527,952
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 25,638,857</b>	<b>\$ 25,638,857</b>

# Department of Information Technology

## Personnel Expenditures

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
<b>Salaries and Wages</b>						
20001247	Business Systems Analyst 2	0.00	0.00	2.00	\$59,467 - \$71,864	\$ 138,629
20001246	Business Systems Analyst 3	0.00	0.00	3.00	65,416 - 79,061	142,105
20001168	Deputy Director	0.00	0.00	1.00	46,966 - 172,744	145,001
20001261	Information Systems Administrator	0.00	0.00	3.00	73,466 - 88,982	258,936
20001222	Program Manager	0.00	0.00	8.00	46,966 - 172,744	951,058
20000970	Supervising Management Analyst	0.00	0.00	1.00	66,768 - 80,891	80,891
<b>Salaries and Wages Subtotal</b>		<b>0.00</b>	<b>0.00</b>	<b>18.00</b>		<b>\$ 1,716,620</b>
<b>Fringe Benefits</b>						
	Employee Offset Savings					\$ 52,540
	Flexible Benefits					179,768
	Long-Term Disability					10,112
	Medicare					25,394
	Other Post-Employment Benefits					107,527
	Retiree Medical Trust					1,462
	Retirement 401 Plan					5,845
	Retirement ARC					480,107
	Risk Management Administration					17,682
	Supplemental Pension Savings Plan					46,508
	Unemployment Insurance					5,210
	Workers' Compensation					17,514
<b>Fringe Benefits Subtotal</b>						<b>\$ 949,669</b>
<b>Total Personnel Expenditures</b>						<b>\$ 2,666,289</b>

## Wireless Communications Technology Fund<sup>1</sup>

### Department Expenditures

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Communications	\$ -	\$ -	\$ 9,869,693	\$ 9,869,693
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 9,869,693</b>	<b>\$ 9,869,693</b>

### Department Personnel

	FY2011 Budget	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Communications	0.00	0.00	48.00	48.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>	<b>48.00</b>	<b>48.00</b>

<sup>1</sup>The Wireless Communications Technology Fund was budgeted in the Public Works - General Services Department in Fiscal Years 2011 and 2012.



# Department of Information Technology

## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Department Restructure</b> Transfer of the Communications Division from the Public Works - General Services Department to the Department of Information Technology.	49.00	\$ 10,043,210	\$ 9,530,218
<b>Information Systems Administrator Transfer</b> Transfer of 1.00 Information Systems Administrator from the Fire-Rescue Department to the Department of Information Technology to oversee the Regional Command and Control Communications (3Cs) Project.	1.00	145,474	-
<b>Equipment/Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	94,992	-
<b>Salary and Benefit Adjustments</b> Adjustments to reflect the annualization of the Fiscal Year 2012 negotiated salary compensation schedule, changes to savings resulting from positions to be vacant for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiation adjustments.	0.00	(3,238)	-
<b>Copier Savings</b> Adjustment to reflect savings resulting from the new convenience copier contract.	0.00	(4,225)	-
<b>Non-Discretionary Adjustment</b> Adjustment to expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	(186,738)	-
<b>Reduction of Senior Communications Technicians</b> Reduction of 2.00 Senior Communications Technicians due to efficiencies within the Communications Division.	(2.00)	(219,782)	-
<b>Natural Gas Antitrust Litigation Settlement</b> Addition of one-time revenue awarded to the City of San Diego resulting from the settlement of the natural gas antitrust litigation.	0.00	-	373
<b>Revised Revenue</b> Adjustment to reflect Fiscal Year 2013 revenue projections.	0.00	-	(909,237)
<b>Total</b>	<b>48.00</b>	<b>\$ 9,869,693</b>	<b>\$ 8,621,354</b>

## Expenditures by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
<b>PERSONNEL</b>				
Salaries and Wages	\$ -	\$ -	\$ 3,135,937	\$ 3,135,937
Fringe Benefits	-	-	1,953,934	1,953,934
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 5,089,871</b>	<b>\$ 5,089,871</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ -	\$ -	\$ 573,922	\$ 573,922
Contracts	-	-	642,077	642,077
Information Technology	-	-	295,101	295,101
Energy and Utilities	-	-	216,837	216,837

# Department of Information Technology

## Expenditures by Category (Cont'd)

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Other	-	-	40,378	40,378
Transfers Out	-	-	50,528	50,528
Capital Expenditures	-	-	38,752	38,752
Debt	-	-	2,922,227	2,922,227
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,779,822</b>	<b>\$ 4,779,822</b>
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 9,869,693</b>	<b>\$ 9,869,693</b>

## Revenues by Category

	FY2011 Actual	FY2012 Budget	FY2013 Adopted	FY2012-2013 Change
Charges for Services	\$ -	\$ -	\$ 450,000	\$ 450,000
Fines Forfeitures and Penalties	-	-	373	373
Transfers In	-	-	8,170,981	8,170,981
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 8,621,354</b>	<b>\$ 8,621,354</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
<b>Salaries and Wages</b>						
20000011	Account Clerk	0.00	0.00	2.00	\$31,491 - \$37,918	\$ 73,940
20000139	Associate Communications Engineer	0.00	0.00	4.00	66,622 - 80,454	313,772
20000539	Clerical Assistant 2	0.00	0.00	1.00	29,931 - 36,067	35,165
20000403	Communications Technician	0.00	0.00	20.00	58,157 - 69,742	1,383,255
20000405	Communications Technician Supervisor	0.00	0.00	2.00	66,685 - 80,600	80,600
20001168	Deputy Director	0.00	0.00	1.00	46,966 - 172,744	114,460
20000418	Equipment Technician 1	0.00	0.00	1.00	36,005 - 43,139	36,005
20000419	Equipment Technician 1	0.00	0.00	5.00	36,005 - 43,139	215,695
20000425	Equipment Technician 2	0.00	0.00	2.00	39,499 - 47,091	94,182
20000178	Information Systems Administrator	0.00	0.00	1.00	73,466 - 88,982	86,312
20000927	Senior Clerk/Typist	0.00	0.00	1.00	36,067 - 43,514	42,426
20000288	Senior Communications Engineer	0.00	0.00	1.00	76,794 - 92,851	76,794
20000897	Senior Communications Technician	0.00	0.00	4.00	61,048 - 73,216	292,864
20000402	Senior Communications Technician Supervisor	0.00	0.00	1.00	76,710 - 92,602	92,602
20000015	Senior Management Analyst	0.00	0.00	1.00	59,363 - 71,760	69,966
20000955	Storekeeper 1	0.00	0.00	1.00	34,611 - 41,517	34,611
	Overtime Budgeted					24,094
	Reg Pay For Engineers					48,272
	Termination Pay Annual Leave					20,922
<b>Salaries and Wages Subtotal</b>		<b>0.00</b>	<b>0.00</b>	<b>48.00</b>		<b>\$ 3,135,937</b>

## Fringe Benefits

Employee Offset Savings	\$	14,548
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# Department of Information Technology

## Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2011 Budget	FY2012 Budget	FY2013 Adopted	Salary Range	Total
	Flexible Benefits					270,370
	Long-Term Disability					17,465
	Medicare					40,619
	Other Post-Employment Benefits					297,369
	Retirement ARC					1,017,477
	Retirement DROP					11,436
	Retirement Offset Contribution					3,334
	Risk Management Administration					48,974
	Supplemental Pension Savings Plan					165,861
	Unemployment Insurance					8,875
	Workers' Compensation					57,606
<b>Fringe Benefits Subtotal</b>						<b>\$ 1,953,934</b>
<b>Total Personnel Expenditures</b>						<b>\$ 5,089,871</b>

# Department of Information Technology

## Revenue and Expense Statement (Non-General Fund)

GIS Fund	FY2011 Actual	FY2012 <sup>*</sup> Budget	FY2013 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 289,202	\$ -	\$ 317,609
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 289,202</b>	<b>\$ -</b>	<b>\$ 317,609</b>
<b>REVENUE</b>			
Transfer In	\$ 1,198,498	\$ -	\$ 1,420,971
Reimbursement From Other Agencies	-	-	195,303
<b>TOTAL REVENUE</b>	<b>\$ 1,198,498</b>	<b>\$ -</b>	<b>\$ 1,616,274<sup>1</sup></b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 1,487,700</b>	<b>\$ -</b>	<b>\$ 1,933,883</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ -	\$ -	\$ 179,160
Non-Personnel Expense	1,147,817	-	1,461,299
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 1,147,817</b>	<b>\$ -</b>	<b>\$ 1,640,459<sup>1</sup></b>
<b>TOTAL EXPENSE</b>	<b>\$ 1,147,817</b>	<b>\$ -</b>	<b>\$ 1,640,459</b>
<b>BALANCE</b>	<b>\$ 339,883</b>	<b>\$ -</b>	<b>\$ 293,424</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 1,487,700</b>	<b>\$ -</b>	<b>\$ 1,933,883</b>

<sup>\*</sup>At the time of publication, audited financial statements for Fiscal Year 2012 were not available. Therefore, the Fiscal Year 2012 column reflects final budget amounts from the Fiscal Year 2012 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.

<sup>1</sup>The GIS Fund was an unbudgeted fund prior to Fiscal Year 2013.

# Department of Information Technology

## Revenue and Expense Statement (Non-General Fund)

Information Technology Fund	FY2011 Actual	FY2012 <sup>*</sup> Budget	FY2013 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 1,485,019	\$ 664,031	\$ 1,523,878
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 1,485,019</b>	<b>\$ 664,031</b>	<b>\$ 1,523,878</b>
<b>REVENUE</b>			
Reimbursement Between Funds/Departments	\$ 3,529,281	\$ 5,390,078	\$ 7,818,160
Reimbursement From Other Agencies	199,109	195,303	-
Interest and Dividends	(20,100)	-	-
<b>TOTAL REVENUE</b>	<b>\$ 3,708,289</b>	<b>\$ 5,585,381</b>	<b>\$ 7,818,160</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 5,193,308</b>	<b>\$ 6,249,412</b>	<b>\$ 9,342,038</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 2,431,903	\$ 3,451,914	\$ 4,365,438
Non-Personnel Expense	1,865,952	2,126,297	4,720,278
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 4,297,855</b>	<b>\$ 5,578,211</b>	<b>\$ 9,085,716</b>
<b>TOTAL EXPENSE</b>	<b>\$ 4,297,855</b>	<b>\$ 5,578,211</b>	<b>\$ 9,085,716</b>
<b>BALANCE</b>	<b>\$ 895,453</b>	<b>\$ 671,201</b>	<b>\$ 256,322</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 5,193,308</b>	<b>\$ 6,249,412</b>	<b>\$ 9,342,038</b>

<sup>\*</sup> At the time of publication, audited financial statements for Fiscal Year 2012 were not available. Therefore, the Fiscal Year 2012 column reflects final budget amounts from the Fiscal Year 2012 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.

# Department of Information Technology

## Revenue and Expense Statement (Non-General Fund)

OneSD Support Fund	FY2011 Actual	FY2012 <sup>*</sup> Budget	FY2013 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 1,489,590	\$ 615,399	\$ 1,224,363
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 1,489,590</b>	<b>\$ 615,399</b>	<b>\$ 1,224,363</b>
<b>REVENUE</b>			
Services to the General Fund	\$ 7,138,566	\$ 8,882,182	\$ 11,110,905
Services to Other Funds	10,167,962	12,368,292	14,527,952
<b>TOTAL REVENUE</b>	<b>\$ 17,306,528</b>	<b>\$ 21,250,474</b>	<b>\$ 25,638,857</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 18,796,118</b>	<b>\$ 21,865,873</b>	<b>\$ 26,863,220</b>
<b>CAPITAL IMPROVEMENT PROGRAM (CIP) EXPENSE</b>			
CIP Expenditures	\$ -	\$ -	\$ 1,100,000
<b>TOTAL CIP EXPENSE</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,100,000</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 2,027,514	\$ 2,910,295	\$ 2,666,289
Non-Personnel Expense	15,911,526	18,332,498	23,012,655
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 17,939,040</b>	<b>\$ 21,242,793</b>	<b>\$ 25,678,944</b>
<b>TOTAL EXPENSE</b>	<b>\$ 17,939,040</b>	<b>\$ 21,242,793</b>	<b>\$ 26,778,944</b>
<b>BALANCE</b>	<b>\$ 857,078</b>	<b>\$ 623,080</b>	<b>\$ 84,276</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 18,796,118</b>	<b>\$ 21,865,873</b>	<b>\$ 26,863,220</b>

<sup>\*</sup> At the time of publication, audited financial statements for Fiscal Year 2012 were not available. Therefore, the Fiscal Year 2012 column reflects final budget amounts from the Fiscal Year 2012 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.

# Department of Information Technology

## Revenue and Expense Statement (Non-General Fund)

Wireless Communications Technology Fund	FY2011 Actual	FY2012 <sup>*</sup> Budget	FY2013 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 2,418,604	\$ 2,188,305	\$ 2,510,901
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 2,418,604</b>	<b>\$ 2,188,305</b>	<b>\$ 2,510,901</b>
<b>REVENUE</b>			
General Fund Transfer	\$ 6,855,941	\$ 7,436,639	\$ 6,673,195
Non-General Fund Transfer	1,923,493	1,643,579	1,410,358
Other Revenue	537,721	450,000	537,801
<b>TOTAL REVENUE</b>	<b>\$ 9,317,155</b>	<b>\$ 9,530,218</b>	<b>\$ 8,621,354</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 11,735,759</b>	<b>\$ 11,718,523</b>	<b>\$ 11,132,255</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 4,783,734	\$ 5,167,417	\$ 5,089,871
Non-Personnel Expense	4,599,049	4,875,793	4,779,822
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 9,382,784</b>	<b>\$ 10,043,210</b>	<b>\$ 9,869,693</b>
<b>TOTAL EXPENSE</b>	<b>\$ 9,382,784</b>	<b>\$ 10,043,210</b>	<b>\$ 9,869,693</b>
<b>BALANCE</b>	<b>\$ 2,352,975</b>	<b>\$ 1,675,313</b>	<b>\$ 1,262,562</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 11,735,759</b>	<b>\$ 11,718,523</b>	<b>\$ 11,132,255</b>

<sup>\*</sup> At the time of publication, audited financial statements for Fiscal Year 2012 were not available. Therefore, the Fiscal Year 2012 column reflects final budget amounts from the Fiscal Year 2012 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.



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