SD Information Technology

FY24-FY28 IT Strategic Plan

City Strategic Plan

Vision

Opportunity in every neighborhood, excellent service for every San Diegan.

Mission

Every day we serve our communities to make San Diego not just a fine city, but a great city.

Priority Areas

Create Homes for All of Us

Protect & Enrich Every Neighborhood

Advance Mobility & Infrastructure

Champion Sustainability

Foster Regional Prosperity

Operating Principles

Customer Service
We value our residents, customers, and employees by designing solutions and services that put people first.

Equity & Inclusion
We value equity by taking intentional action to create equal access to opportunity and resources.

Empowerment & Engagement
We value a "Culture of Yes" where we empower employees to creatively solve problems and offer solutions.

Trust & Transparency
We value transparency by using data to make better-informed decisions and build trust with the public.

Introduction

The Department of Information Technology provides enterprise IT services to the City of San Diego spanning 34 City departments, over 400 locations, more than 12,900 employees, and the 1.4 million residents of the City of San Diego.

Staffing for City technology services is supported by 94 City IT professionals and 43 public-safety radio engineers and support staff. In addition to City IT staff, the services are supported by contracts with CGI (Application Development and Maintenance), Zensar Technologies (Data Center, Help Desk, Deskside Services, Network/Security) along with other highly specialized and trained consultants to deliver and enable citywide technology solutions for City services and the public.

The Department of IT manages five funds for Citywide IT services:

<u>General Fund:</u> The General Fund supports the General Fund PC Replacement Program and SD Access 4 All digital equity program.
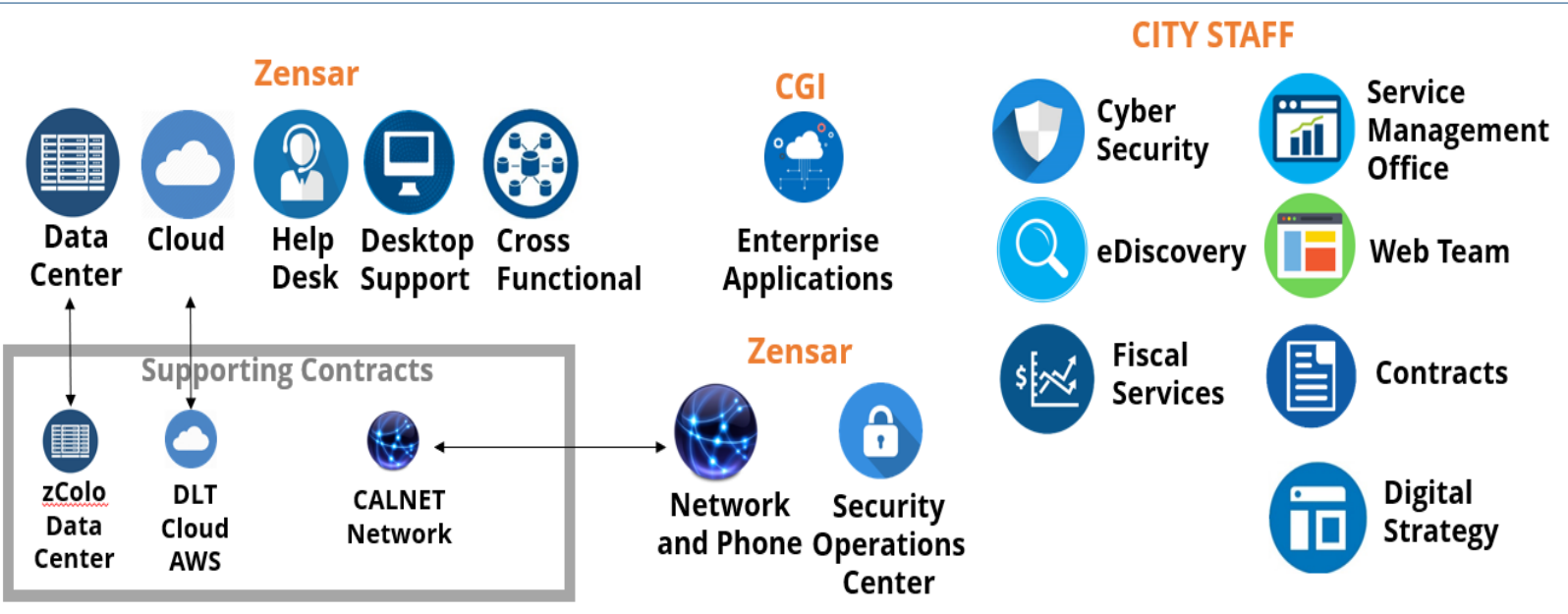
<u>IT Fund</u>: The IT Fund supports centralized IT operations for the City including network, voice, applications, help desk, cyber security, IT strategic planning, IT operational policies and standards, IT contracts, IT governance, IT budgets, and the City's website.

<u>Enterprise Geographic Information Services (GIS) Fund</u>: The GIS Fund supports spatial data analytics, workflows and provisioning GIS tools and technologies for departments across the City. The GIS Fund also supports San Diego Geographic Information Source (SanGIS).

<u>OneSD Support Fund:</u> The OneSD Support Fund supports citywide information technology services which includes Systems, Applications and Products (SAP), web environments, and citywide content management.

<u>Wireless Communication Technology Fund</u>: The Wireless Communication Technology Fund supports the service delivery for public safety wireless radio communications technologies.

Information Technology Fund

Zensar
- Data Center
- Cloud
- Help Desk
- Desktop Support
- Cross Functional

Supporting Contracts
- zColo Data Center
- DLT Cloud AWS
- CALNET Network

CGI
- Enterprise Applications

Zensar
- Network and Phone
- Security Operations Center

CITY STAFF
- Cyber Security
- Service Management Office
- eDiscovery
- Web Team
- Fiscal Services
- Contracts
- Digital Strategy

Wireless Services Fund
- Public Safety Wireless

GIS Fund
- Geographic Information System

OneSD Fund
- SAP Team

General Fund
- Access 4 All

Department of Information Technology By the Numbers

- **667,000,000** — Annual Cyber Attacks Blocked
- **16,827** — Devices
- **12,488** — Users
- **544** — City Applications
- **1,231** — Servers
- **40,000** — Network Endpoints
- **5,100,000** — Annual Credit Card Payments
- **230,307** — Annual Paychecks Issued
- **27,000,000** — Annual Website Page Views
- **90,000,000** — Annual Email Messages
- **130,000** — Monthly 911 Calls
- **10,500** — Public Safety Radios
- **7** — Mountaintop Radio Towers
- **1,400,000** — Residents Served by Critical Infrastructure

IT Services Teams

Help Desk and Deskside Support
This service is provided by Zensar and provides technical support for the thousands of City employees who use more than 16,800 devices in the City's inventory. The Help Desk receives more than 65,000 calls annually.

Network and Phone Team
This service has been provided by Zensar Technologies since 2018. Services include internet, phone services, network, WIFI, data circuits, WAN, LAN, and network infrastructure.

Data Center and Cloud Team
The City's Data Center services are provided by Zensar. The City's data centers manage over 300 City applications including financial information, work orders, customer records, web services, and historical records and email.

Digital Strategy Team
The Digital Strategy Division partners with City departments to develop strategies to expand citywide digital services, manages the IT Governance process, and facilitates the Strategic Technology Advisory Committee (STAC) process.

Cyber Security Team
The City averages more than one cyber-attack each second. The Cyber Security Team protects the City's data and technology and manages the business risk of City IT operations through the use of tools, policies, and security awareness.

Contracts Team
The Contracts Team manages more than 100 technology contracts valued at over $50 million annually. The Contracts team handles all aspects of Request for Proposals (RFP), service level agreements, procurement activities, contract negotiations, enterprise license agreements and assesses financial penalties when warranted.

Applications Team
These services are managed by CGI and include the development, maintenance, upgrades, applications, roadmaps, and support of over 300 City applications including electronic payments, tax systems, emergency response systems, docketing systems, electronic permits, bid processing, and many other City operational systems and services to the public.

IT Services Teams

Service Management Office
The Service Management Office manages the City's end user computer hardware and software standards and enterprise change governance. The SMO manages the contract for Workplace Services, IT Help Desk and Desktop Support functions, the City's ServiceNow platform and develops citywide IT Service Delivery best practices and processes.

Financial Services Team
This team works with the Department of Finance to manage the complex annual citywide IT budget process and allocations. The unit also monitors and reports on citywide IT expenditures, department payroll operations, personnel documents, invoices, and purchase requisitions.

Web Team
The Web Team manages and updates the City's public website (www.SanDiego.gov), intranet site (CityNet), and SharePoint collaboration site. The Web Team's responsibilities include maintaining and enhancing the City's web content management system, establishing web design standards and guidelines, and supporting the web content editors of City departments.

GIS Team
The City's Geographic Information System (GIS) team provides core citywide mapping and spatial analytics support for many of the City's over 300 applications. In 2019, the GIS team was awarded the ESRI President's Award for innovation and leadership in GIS services out of 150,000 global customers.

SAP Team
The SAP Team is dedicated to ensuring that SAP is working seamlessly to meet the City's business requirements and works with City departments to design, optimize, and execute critical business processes including City employee payroll, vendor and customer payments, citywide budgeting, accounting and financial transactions and reporting, monitoring of budgeted expenditures and many other critical functions.

Public Safety Wireless Team
The Wireless Team provides radio services to more than 3,000 first responders in the Police and Fire-Rescue Departments and supports 22 radio sites along with mountaintop towers in San Diego County. The division also installs radio equipment in public-safety and City vehicles.

IT Governance

The Department of IT teams operate with a governance process to ensure that the IT services are aligned with the City's business and technical requirements.

IT Governance exists to ensure that needs and options are evaluated, approved (if appropriate), and prioritized based on the strategic objectives of the organization while monitoring compliance and performance against agreed-upon direction. Administrative Regulation 90.68 documents the IT Governance process and aligns with the IT Infrastructure Library (ITIL) framework of IT best practices.

The Strategic Technology Advisory Committee (STAC) ensures proposed solutions are aligned to the City's technology standards and roadmap.

STAC is comprised of every City Department Director along with DoIT staff. STAC established the following mission:

- Provide business value with each approved City technology initiative; and
- Provide transparency and citywide prioritization of technology requests in the City's annual budget process.

There are three levels of governance for IT initiatives. Each level serves a specific purpose and is executed at a different time in the IT lifecycle.

- **Executive Level IT Governance:** STAC: This level evaluates the strategic fit and business risk of the City's proposed IT budget. The purpose of this level of governance is to ensure there is sufficient business value in each proposed technology initiative to outweigh the risks, while providing transparency and citywide prioritization of technology requests. The STAC determines if the proposed initiative should be undertaken from a business perspective, and if so, where it should be prioritized within the available funding.

- **Department of IT Level Governance**: This level covers the governance in assessing, selecting and approving technology solutions. The purpose of this level is to assess the technology in relation to the City's IT roadmap and technical landscape. Cyber security and technology risk are assessed at this level. The Department of IT's technical alignment process will ensure the City is selecting the right technology tools.

- **Operational Department Level of IT Governance:** City Departmental Project Staff: This level of governance is responsible for project execution. Risk is assessed at the project level.

Strategic Planning Process

The Strategic Planning Process began with the operating principles and priority areas from the City's Strategic Plan:

Operating Principles

Customer Service – We value our residents, customers, and employees by designing solutions and services that put people first.

Empowerment & Engagement – We value a "Culture of Yes" where we empower employees to creatively solve problems and offer solutions.

Equity & Inclusion – We value equity by taking intentional action to create equal access to opportunity and resources.

Trust & Transparency – We value transparency by using data to make better-informed decisions, answer questions, and build trust with the public.

Priority Areas

Create Homes for All of Us – Ensuring every San Diegan has access to secure, affordable housing.

Protect & Enrich Every Neighborhood – Connecting communities to safe public spaces that offer opportunities to learn, grow, and thrive.

Advance Mobility & Infrastructure – Offering high-quality infrastructure and mobility options that are efficient, safe, and convenient.

Champion Sustainability – Creating livable, sustainable communities for all San Diegans, now and in the future.
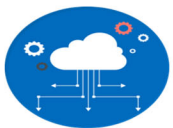
Foster Regional Prosperity – Promoting economic growth and opportunity in every community, for every San Diegan.

The Strategic Planning Process is based on best practices from The Open Group Architecture Framework (TOGAF) to provide IT service delivery, financial transparency, and interoperability. The planning process includes analyst meetings and tools from Gartner Research, a leading IT industry research and analysis firm.

City departments provided input about their highest priorities, pain points, any gaps in services, suggestions for improvements, and where opportunities existed to improve services to their customers. The Dept of IT conducts an annual survey of City departments to maintain visibility of changing needs and priorities.

Strategic Planning Process

Inputs		Planning Components and Outputs		
City Strategic Plan **Dept Directors** **Dept Business Plans** **Citywide IT Staff** **STAC** **City IT Service Vendors**	**Gartner Industry Research** **Enterprise IT Vendors** **Emerging Technologies** **Industry Roadmaps**	Architecture	Guiding Principles	Mission
		People	Business Drivers	Vision
		Sourcing	Current State	Goals
		Operating Mode	Future State	Objectives
		Governance	Gap Analysis	Metrics
		Culture	Roadmaps	
		Risks		

Strategic planning included:

- Roadmaps from the IT vendor community and emerging technologies that will impact how IT services are delivered in the future.

- Gartner Research provided a roadmap for the IT industry and benchmarks for local governments that were used in the planning process.

- The feedback from City stakeholders was gathered for each area of service and compiled to define the current state of services, the planned future state of services, and identified gaps between the two.

- The planning process evaluated each gap and proposed a solution to arrive at the desired future state of services and placed the solution into the appropriate area's roadmap.

The roadmaps contain hundreds of projects that keep the City's systems current, target cost reductions, enhance security, improve efficiencies, accelerate mobile and cloud adoption, drive innovation, modernize services, and increase automation. These roadmaps represent projects and initiatives outside of the significant amount of daily operational support by IT staff to keep 400 City locations connected to each other and on the internet, keep 544 applications operational and available, 16,800 computers, and printers secure and patched, 9,000 phones operational for calls, 1,231 servers operational, patched, and secure, 12,000 email accounts functional, and public-safety radio services available for our first responders.

Mission and Vision

Mission:
To provide high quality, equitable, secure, and resilient technology solutions and public safety wireless radio services through strategic innovation and partnerships with City and regional stakeholders.

Vision:
To be a national municipal leader and strategic business partner for innovative technology solutions.

Guiding Principles

Business Continuity and Resiliency

Availability and Ease of Use

Citywide Perspective

Security

Transparency and Standards

Digital Equity

Guiding Principles

To fulfill the mission and vision, and align goals with City departments and the City of San Diego Strategic Plan, DoIT combined a citywide perspective with industry best practices for our Guiding Principles.

The City benefits most from services that are designed for citywide use and provide economies of scale. The plan incorporates security at the highest level to ensure City services are delivered securely for City employees and the public. We'll continue expanding services from the City website and broaden support for mobile apps to make it easier to do business with the City and provide information to the public.

The six Guiding Principles for the FY24-FY28 IT Strategic Plan:

- **Business Continuity and Resiliency –** Modernize the City's IT infrastructure to provide resilient and scalable networks and applications.

- **Availability and Ease of Use** – Provide our employees, residents, and businesses core services available from any location that support mobile devices and ease of use.

- **Citywide Perspective –** Build an IT roadmap with standards and platforms from a citywide perspective that maximizes value and the return on investment for IT solutions.

- **Security** – Protect the City's data and information assets while providing confidentiality, integrity, and availability.

- **Transparency and Standards –** Implement IT Best Practices and IT Governance through the IT Infrastructure Library (ITIL), Project Management Institute, (PMI), and The Open Group Architecture Framework (TOGAF) to provide IT service delivery, financial transparency, and interoperability.

- **Digital Equity** - includes access to devices, broadband access, digital literacy, and an environment conducive to learning and work.

Business Drivers

Technology Modernization

Cloud

Data Governance

Usability

Digital Payments

Remote Digital Services

Regulatory Compliance

High Availability Radio Services

Business Drivers

The business drivers for the IT Strategic plan were developed with citywide stakeholders during the planning process and include:

- **Technology Modernization, Security, and Resiliency** – Data Center, network, and applications need to be kept current to keep pace with business and technology requirements. The City faces increasing threats to its systems and data and continuous modernization is required to ensure City systems and data are properly protected.

- **Cloud** – City departments will continue to deploy cloud-based applications that meet their unique business needs

- **Data Governance** – The process of managing the availability, classification, usability, integrity and security of the data in enterprise systems ensures that data is consistent, adheres to policy, is trustworthy and doesn't get misused.

- **Usability** – As technology capabilities evolve, applications and services can be enhanced to improve the user experience and complete tasks and services more efficiently.

- **Digital Payments** – Payment Card Industry (PCI) compliance of City applications and infrastructure is required for ease in doing business with the City. The City accepts credit card payments for a variety of services like golf courses and City Treasurer functions.

- **Remote Digital Services** – The pandemic significantly increased the City's adoption of teleworking, virtual meetings, and collaboration tools.

- **Regulatory Compliance** – Digital transformation of services has introduced many efficiencies with new technologies and reduced paper processes. The expanded digital footprint of the City has also required additional technology solutions to meet regulatory compliance requirements.

- **High Availability of Public Safety Radio Services** – Infrastructure requirements, radio coverage, and network capacity are required to meet 99.999% availability (less than 6 minutes of downtime per year) of the City's public safety radio systems.

Goals and Objectives

Goal #1 – **Modernize and Maximize the Business Value and Resiliency of Technology Services**

Goal #2 – **Centralize and Modernize City Technologies to Drive Best Practices and Innovation**

Goal #3 – **Advance IT Service Delivery by Enhancing City Technology Contracts for Transparency, Oversight, and Operational Excellence**

Goal #4 – **Secure the City's Data and Technology**

Goal #5 – **Advance Digital Equity Citywide for Low-Income Communities**

Goal #6 – **Train, develop, and increase employee satisfaction and retention of Department of IT staff**

Goal #1 Modernize and Maximize the Business Value and Resiliency of Technology Services

Leverage Cloud Services

Citywide Platform Strategy

Expand Mobility

Increase Single Sign-On

Enhance Public Safety Wireless Communications

Goal #1 Modernize and Maximize the Business Value and Resiliency of Technology Services

- Expanded cloud services provide agility, resiliency, enhanced security, and availability.

- A citywide platform strategy leverages common standards to maximize business value and reduce costs.

- Expand adaptability and agility for public-facing and City workforce applications to improve efficiency and ease-of-use.

- Standardization and integration of the centralized technology ecosystem will reduce training and support costs, accelerate development, and improve data analytics and security.

- Enhance public safety wireless communications coverage and provide redundancy and resiliency.

How is Goal 1 being completed?

- Cloud migration projects to provide resiliency of services and reduce hardware maintenance and costs.

- Cloud-based disaster recovery provides greater resiliency and reduces the City's hardware maintenance and costs.

- Amazon Workspaces added to provide cloud VDI access to City remote workforce.

- Network infrastructure modernization to increase security, network speeds and efficiency of City applications and cloud services.

- Redundant radio infrastructure providing radio coverage for first responders.

- Online web forms to replace paper and PDF forms for continued digitalization of City services to City employees, residents, and businesses.

- Replacement of City computer desktops with laptops and docking stations for a mobile workforce to allow the City workforce to work in multiple locations.

- Digital signature project to improve efficiency of city document workflows and reduce paper costs.

- Expanded desktop support for mobile devices and applications.

- A cloud call center solution provides resiliency and modernization of call center services.

Goal #2 Centralize and Modernize City Technologies to Drive Best Practices and Innovation

Centralized IT Services

Standardized Digital Transformation

Service Management Improvements

Data Governance

Goal #2 Centralize and Modernize City Technologies to Drive Best Practices and Innovation

- Centralized IT services drive efficiencies and economies of scale with common standards, security, and governance requirements.

- Standardized digital transformation ensures alignment with City technologies, support contracts, training, data governance, and security.

- Improved service management through business relationship management, technology automation, and industry best practices.

- Data governance ensures the availability, usability, integrity and security of the data in enterprise systems.

- **How is Goal 2 being completed?**

  - Enhancement and standardization of Geographic Information Systems (GIS) services through insourcing and reducing dependency on outside vendor services.

  - Platforms like ServiceNow, Accela, SAP, Microsoft Azure, Amazon Web Services, Google GSuite, and .Net will be leveraged for appropriate workloads, services, and functions to reduce one-off solutions.

  - Continuation of IT Infrastructure Library (ITIL) best practices in City IT processes.

  - AR 90.68 sets standards for IT Governance to ensure new technology is secure, supported, and available.

  - IT service management is centralized in the City's ServiceNow system and all incidents and vendor reporting comes from a single source of truth.

Goal #3 Advance IT Service Delivery by Enhancing City Technology Contracts for Transparency, Over-sight, and Operational Excellence

Engage City departments to make improvements to contract SLA's to promote innovation and meet changing business requirements

Enhance the long-term roadmap of the City's IT contracts and RFP's with agility to adopt to the rapid pace of technology change

Goal #3 Advance IT Service Delivery by Enhancing City Technology Contracts for Transparency, Oversight, and Operational Excellence

- Engage City departments to make improvements to contract SLA's to promote innovation and meet changing business requirements.

- Enhance the long-term roadmap of the City's IT contracts and RFP's with agility to adopt to the rapid pace of technology change.

- Develop contracts to improve cross-functional delivery and contract compliance.

How is Goal 3 being completed?

- Implementation of the City's ServiceNow system as a single source of truth to manage vendor performance service levels and monitor citywide technology projects.

- Evaluation of desktop printing models to reduce costs and provide the best print options to meet departmental business requirements.

- New and modernized contracts for the City's data center, help desk, desktop support, and application development and maintenance services.

- New contracts will require continuous digital transformation and innovation. 19,000 baseline hours have been added for annual modernization in the City's ADM contract.

Goal #4 Secure the City's Data and Technology

Security Information and Event Monitoring

Security and Risk Governance

Optimize Network Architecture

Partnerships

Goal #4 Secure the City's Data and Technology

- Enhance the automation of cyber security with Security Information and Event Management (SIEM) tools across the City

- Ensure security is a key decision point for all contracts, RFI/RFP processes, product selection, adoption, and use.

- Optimize the City's network architecture to increase availability and improve security.

- Modernize, maintain evaluate, and improve existing security tools both on-site and in the cloud

How is Goal 4 being completed?

- Implementation of a centrally managed end-point (desktop, tablet, laptop) security solution to consolidate current tools and innovate and enhance end-point security.

- Expand automation and enhancements to a data solution for data classification and security.

- Implementation of new cloud-security tools to provide confidentiality, integrity, and availability of the City's cloud data.

- Enhance citywide Cyber Security training and awareness.

- Continue partnerships with local, state, and federal law-enforcement and security agencies to share information and best practices.

Goal #5 Advance Digital Equity Citywide for Low-Income Communities

Expand free Wi-Fi citywide with a focus on low-income communities

Increase laptops and mobile hotspots available from City libraries

Work with community outreach partners to get San Diegans connected

Partner with nonprofits to provide digital equity training and access

Goal #5 Advance Digital Equity Citywide for Low-Income Communities

How is Goal 5 being completed?

- Free Wi-Fi internet access has been expanded to over 350 outdoor locations, including libraries, recreation centers and street level hotspots in low-income neighborhoods. The expansion provided access to over 210,000 unique users and 1.4 million Wi-fi sessions.

- Hundreds of laptops have been purchased for use at City libraries as well as 4,000 mobile hotspots that patrons can check out and use to establish free at-home internet service.

- The IT and Communications departments created a website for the "SD Access 4 All" program with an interactive map to find free Wi-Fi locations throughout the city.

  https://www.sandiego.gov/sdaccess

- Provided mobile digital literacy training solutions at various City locations.

- A Digital Navigator program provides support for residents who need help navigating the digital world.

- Partnered with SANDAG in developing a Regional Digital Equity Plan.

- The Department of IT annually donates the City's end-of-life computers to nonprofits to be refurbished and provided to low-income San Diegans. Estimates average 800 computers each year.

Goal #6 Train, develop, and increase employee satisfaction and retention of Department of IT staff

How is Goal 6 being completed?

- All IT staff in service delivery are required to obtain ITIL certification for IT best practices. Over 90% of staff have completed the certification.

- Continue offering training opportunities to IT staff in cyber security, project management, cloud, IT procurement, GIS, SAP, network, digital equity, and other IT disciplines to grow in their careers and take advantage of promotional opportunities.

- The Wireless Division Apprenticeship Program offer opportunities to receive on-the-job training in installing, maintaining, adjusting, evaluating, troubleshooting, and repairing mobile, portable and fixed radio communication receivers, transmitters and microwave/data network systems.

- Teleworking opportunities offer improved work/life balance and reduce commute times and improved employee productivity.

Key Performance Indicators

Key Performance Indicators

DoIT tracks over 140 monthly and quarterly key performance indicators (KPI's) within the service level agreements for the major IT service provider contracts. The 5 KPI's in the IT Strategic plan measure these goals to modernize technology, advance IT service delivery from our IT service providers, and innovate and operate securely.

Performance Indicator	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimate	Goal
Percentage availability of public safety wireless services	99.999 %	99.999 %	99.999 %	99.999 %	99.999 %	99.999 %
Percentage of security incidents per month per 10,000 users	0.0033	0.0014	<1.0%	<1.0%	<1.0%	<1.0%
Percentage availability for citywide network and phone systems[1]	99.90 %	99.90 %	99.90 %	99.90 %	N/A	N/A
Number of residents served through the SD Access 4 All Program[2]	N/A	N/A	N/A	N/A	N/A	250,000
Mission critical application availability[2]	N/A	N/A	N/A	N/A	N/A	99.9 %

1. KPI is incorporate in new DoIT KPI - "Mission critical application availability"

2. New KPI for FY24

Milestones

In 2022 the City of San Diego's SD Access 4 All digital equity program was honored with an award from the San Diego County Taxpayers Association for the public private partnerships that have provided public Wi-Fi to over 210,000 unique users. The City partnered with Cox Communications to provide street-level public Wi-Fi at hundreds of locations in San Diego neighborhoods. The City also partnered with AT&T to provide 4,000 mobile hotspots to library patrons to check out and take home to provide internet service to their households.

The City of San Diego was awarded the Digital Cities Award in November 2022 and ranked first for digital services nationwide for cities with populations of over 500,000 residents. The Center for Digital Government recognized San Diego for using technology to meet city goals and priorities, improving the digital experience for residents and business partners, enhancing citizen engagement, achieving cost savings through new efficiencies, boosting transparency, enhancing cybersecurity and proactively addressing citizen expectations.

San Diego was also honored with the Government Experience Awards in September 2020 and ranked first nationally for cities with populations over 500,000 residents for radically improving the experience of government and pushing the boundaries of how citizen services are delivered. The award also recognized how governments used technology in response to the COVID-19 pandemic.

The City of San Diego was also recognized by the Global Electronics Council with a 2020 EPEAT Purchaser Award. The award recognized San Diego for sustainable technology purchasing practices that improve the health of the environment and the quality of life for people everywhere.

2022 San Diego County Taxpayers Association Golden Awards

Public Private Partnership Award
SD Access 4 All

DIGITAL CITIES
2022 SURVEY WINNER
CENTER FOR DIGITAL GOVERNMENT
www.govtech.com/dc/digital-cities

DIGITAL CITIES
2021 SURVEY WINNER
CENTER FOR DIGITAL GOVERNMENT
www.govtech.com/dc/digital-cities

CENTER FOR DIGITAL GOVERNMENT
GOVERNMENT EXPERIENCE AWARDS 2020
OVERALL WINNER
govtech.com/government-experience

2020 EPEAT Purchaser Award

Department of Information Technology

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Description

The Department of Information Technology delivers technology services to 34 City Departments, over 300 locations, more than 12,000 employees, and the 1.4 million residents of the City of San Diego.

The Department's abides by the following operating principles:

Customer Service - We value our residents, customers, and employees by designing solutions and services that put people first.

Equity and Inclusion - We value equity by taking intentional action to create equal access to opportunity and resources.

Empowerment and Engagement - We value a "Culture of Yes" where we empower employees to creatively solve problems and other solutions.

Trust and Transparency - We value transparency by using data to make better-informed decisions and build trust with the public.

Some key areas of the Department include:

IT Fiscal Services - The IT Fiscal Services team provides financial services which has three key areas of responsibilities: (1) oversight of the Department's operating and capital budget, (2) accounting and financial reporting for the Department's General Fund, GIS Fund, Information Technology Fund, OneSD Support Fund and Wireless Communication Technology Fund, and (3) payroll and vendor payments.

IT Contracts Management - The Contracts Management Team manages the contract life cycle of citywide IT contracts, Request for Quotations (RFQ)/ Request for Proposals (RFP) / Invitation to Bid (ITBs), contract negotiations, and ensures compliance with all City procurement requirements.

Department of Information Technology

IT Enterprise Engineering and Architecture - The IT Enterprise Engineering and Architecture Team manages the network, datacenter, applications, cloud, telecommunications, call center, desktop phone and directory services for the City. The team sets the technology direction and innovation for the City's core infrastructure, resiliency, data protection needs, and works with City departments to develop solutions to enhance City services.

Service Management Office (SMO) - The Service Management Office manages the contracts for Workplace Services, consisting of the IT Service Desk and End User support functions.

The SMO also manages the contracts for Cross-Functional Services, consisting of the IT Service Management processes and the City's ServiceNow platform. The SMO manages the City's end-user computer hardware and software standards, enterprise change management governance, and develops citywide IT Service Delivery best practices and processes.

Cyber Security Compliance and Risk Management - The Cyber Security Team provides the development, implementation and management of all citywide information security policies, standards, procedures, payment card compliance, internal controls, and the San Diego Regional Cyber Lab.

Enterprise Resource Planning (ERP) - The Enterprise Resource Planning Team provides citywide information technology services which includes Systems, Applications and Products (SAP), web environments, and citywide content management.

Geographic Information Systems (GIS) - The Geographic Information Systems Team is responsible for supporting spatial data analytics, workflows and provisioning GIS tools and technologies for departments across the City. Systems include asset management, risk assessment, public safety, emergency response, field mapping and data capture tools, GPS integration, remote sensing, conflict detection and mapping presentations. GIS also manages San Diego Geographic Information Source (SanGIS), the regional spatial data warehouse joint powers authority in partnership with the County of San Diego.

Digital Strategy - The Digital Strategy Team partners with City departments to develop innovative strategies to expand citywide digital services, streamline applications through web and mobile channels, and manages the IT Governance process.

Wireless Technology Services - The Wireless Technology Services Team manages the service delivery for public safety wireless radio communications technologies.

Digital Equity – The SD Access 4 All program supports residents in bridging the digital divide. Programs include citywide broadband master plan efforts, an open public Wi-Fi program, Digital Navigation services, digital literacy services, a hotspot and Chromebook lending program.

The vision is:
To be a national municipal leader and strategic business partner for innovative technology solutions.

The mission is:
To provide high quality, equitable, secure, and resilient technology solutions and public safety wireless radio services through strategic innovation and partnerships with City and regional stakeholders.

Department of Information Technology

Goals and Objectives

Goal 1:   Modernize and Maximize the Business Value and Resiliency of Technology Services

- Expanded cloud services provide agility, resiliency, enhanced security, and availability.
- A citywide platform strategy leverages common standards to maximize business value and reduce costs.
- Expand adaptability and agility for public-facing and City workforce applications to improve efficiency and ease-of-use.
- Standardization and integration of the centralized technology ecosystem will reduce training and support costs, accelerate development, and improve data analytics and security.
- Enhance public safety wireless communications coverage and provide redundancy and resiliency.

Goal 2:   Centralize and Modernize City Technologies to Drive Best Practices and Innovation

- Centralized IT services drive efficiencies and economies of scale with common standards, security, and governance requirements.
- Standardized digital transformation ensures alignment with City technologies, support contracts, training, data governance, and security.
- Improved service management through business relationship management, technology automation, and industry best practices.
- Data governance ensures the availability, usability, integrity, and security of the data in enterprise systems.

Goal 3:   Advance IT Service Delivery by Enhancing City Technology Contracts for Transparency, Oversight, and Operational Excellence

- Engage City departments to make improvements to contract Service Level Agreement's to promote innovation and meet changing business requirements.
- Enhance the long-term roadmap of the City's IT contracts and RFP's with agility to adopt to the rapid pace of technology change.
- Develop contracts to improve cross-functional delivery and contract compliance.

Goal 4:   Secure the City's Data and Technology

- Enhance the automation of cyber security with Security Information and Event Management (SIEM) tools across the City.
- Ensure security is a key decision point for all contracts, RFI/RFP processes, product selection, adoption, and use.
- Optimize the City's network architecture to increase availability and improve security.
- Modernize, maintain evaluate, and improve existing security tools both on-site and in the cloud.

Goal 5:   Advance Digital Equity Citywide for Low-Income Communities

- Expand free Wi-Fi citywide with a focus on low-income communities.
- Increase laptops and mobile hotspots available from City libraries.
- Work with community outreach partners to get San Diegans connected.
- Partner with nonprofits to provide digital equity training and access.

Goal 6:   Train, develop, and increase employee satisfaction and retention of Department of IT staff

- Increase career growth opportunities and promotional opportunities for staff to increase employee satisfaction and retention.
- Offer training opportunities to IT staff in cyber security, project management, cloud, IT procurement, GIS, SAP, network, digital equity, and other IT disciplines to grow in their careers and take advantage of promotional opportunities.

Department of Information Technology

- Partner with the Human Resource Department to share technologies and employment opportunities among colleges and post-high school education agencies.

Budget Equity Impact Statement	
Budget Equity Lens Summary Base Budget	**Budget Equity Lens Summary Budget Adjustment**
Is there an opportunity to adjust the department's ongoing Base Budget to address disparity?	***Do the Budget Adjustments address a disparity?***
Yes	Yes
1. Collaborating with San Diego Association of Governments (SANDAG), San Diego Geographic Information Source (SANGIS), and San Diego Regional Cyber Lab to strengthen regional partnerships to enhance digital equity planning in communities of concern. 2. Collaborating with industry partners to obtain discounted digital equity resources. 3. Collaborating with the Library Department to develop grant proposals for digital equity resources. 4. Collaborating with the Park and Recreation Department on interim and long-term public Wi-Fi solutions in communities of concern. 5. Collaborating with Engineering Capital Projects and leverage Geographic Information Systems (GIS) resources to promote specific capital improvement projects impacting communities of concern. 6. Collaborating with the Human Resource Department to share technologies and employment opportunities among colleges and post-high school education agencies. 7. Collaborating with the Purchasing and Contracting Department to promote engagement and utilization of Small Local Business Enterprise (SLBE), Emerging Local Business Enterprises (ELBE), and other small and/or local business enterprises.	Budget Adjustments will address disparities that align with the following Tactical Equity Plan goals: 1. Advance Digital Equity Citywide for Low-Income Communities 2. Centralize and Modernize City Technologies to Drive Best Practices and Innovation Budget Adjustments #1: SD Access 4 All Equity Lens response: The SD Access 4 All program lacks resources to advance digital equity and provide support for residents in finding online housing resources in low-income communities. An increase in staffing is necessary to carry out and sustain basic operational functions through which community level disparities are addressed. These include open public Wi-Fi program, Digital Navigation services, management of more than a dozen Digital Navigators, digital literacy services, a hotspot and Chromebook lending program and associated grant opportunities, intergovernmental relations and stakeholder engagement. Increasing staffing and resources to meet program needs for development in Digital Equity Priority Areas (DEPA)/Communities of Concern (COC) will allow for a focus on building trust through consistent engagement with under-connected residents who face structural barriers to access. The proposed investments will also enable expanded collaboration among City departments, government agencies, and partner organizations essential to this effort, to result in better community outcomes. Budget Adjustments #2: Enterprise Geographic Information Systems Equity Lens response: Enhancement and standardization of Geographic Information Systems (GIS) services are crucial to identifying specific neighborhoods with the greatest need. As a result, the Department of Information Technology is requesting to support aerial imagery services, GIS mapping tools, and

Department of Information Technology

Budget Equity Impact Statement	
	tools to support converting construction drawings to GIS formats to enhance workflows.

Key Performance Indicators

Performance Indicator	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimate	Goal
Percentage availability of public safety wireless services	99.999 %	99.999 %	99.999 %	99.999 %	99.999 %	99.999 %
Percentage of security incidents per month per 10,000 users	0.0033	0.0014	<1.0%	<1.0%	<1.0%	<1.0%
Percentage availability for citywide network and phone systems[1]	99.90 %	99.90 %	99.90 %	99.90 %	N/A	N/A
Number of residents served through the SD Access 4 All Program[2]	N/A	N/A	N/A	N/A	N/A	250,000
Mission critical application availability[2]	N/A	N/A	N/A	N/A	N/A	99.9 %

1.   KPI is incorporate in new DoIT KPI - "Mission critical application availability"

2.   New KPI for FY24

Department of Information Technology

Department Summary

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
FTE Positions (Budgeted)	133.35	133.35	137.35	4.00
Personnel Expenditures	$ 19,481,046	$ 21,229,087	$ 23,483,726	$ 2,254,639
Non-Personnel Expenditures	102,313,516	116,752,139	112,920,255	(3,831,884)
Total Department Expenditures	**$ 121,794,562**	**$ 137,981,226**	**$ 136,403,981**	**$ (1,577,245)**
Total Department Revenue	**$ 122,211,186**	**$ 129,737,562**	**$ 136,281,203**	**$ 6,543,641**

General Fund

Department Expenditures

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Financial & Support Services	$ 1,263,608	$ 2,881,016	$ 2,831,736	$ (49,280)
Total	**$ 1,263,608**	**$ 2,881,016**	**$ 2,831,736**	**$ (49,280)**

Department Personnel

	FY2022 Budget	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Financial & Support Services	0.00	0.00	4.00	4.00
Total	**0.00**	**0.00**	**4.00**	**4.00**

Significant Budget Adjustments

	FTE	Expenditures	Revenue
SD Access 4 All - Digital Equity Program Addition of 1.00 Program Coordinator, non-personnel expenditures, and associated revenue to support Digital Literacy and Navigator Services, and oversee the broadband master plan.	1.00	$ 885,377	$ 648,160
Digital Navigator Program Support Addition of 3.00 Information Systems Analyst 1s and one-time non-personnel expenditures to provide education to residents on available resources and interface with community organizations.	3.00	308,580	263,127
PC Lease Replacement Program Addition of non-personnel expenditures to support the General Fund PC Replacement Program.	0.00	250,000	-
Non-Discretionary Adjustment 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	122,283	-
One-Time Additions and Annualizations Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2023.	0.00	(1,615,520)	(1,115,520)
Total	**4.00**	**$ (49,280)**	**$ (204,233)**

Department of Information Technology

Expenditures by Category

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
PERSONNEL				
Personnel Cost	$ -	$ -	$ 347,385	$ 347,385
Fringe Benefits	-	-	119,412	119,412
PERSONNEL SUBTOTAL	-	-	466,797	466,797
NON-PERSONNEL				
Contracts & Services	$ 24,570	$ 1,014,465	$ 419,351	$ (595,114)
External Contracts & Services	*1,400*	*919,351*	*419,351*	*(500,000)*
Internal Contracts & Services	*23,170*	*95,114*	*-*	*(95,114)*
Information Technology	815,609	1,160,520	772,160	(388,360)
Debt	423,429	706,031	1,173,428	467,397
NON-PERSONNEL SUBTOTAL	1,263,608	2,881,016	2,364,939	(516,077)
Total	**$ 1,263,608**	**$ 2,881,016**	**$ 2,831,736**	**$ (49,280)**

Revenues by Category

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Rev from Federal Agencies	$ -	$ 1,115,520	$ 648,160	$ (467,360)
Rev from Other Agencies	-	-	263,127	263,127
Total	**$ -**	**$ 1,115,520**	**$ 911,287**	**$ (204,233)**

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range		Total
FTE, Salaries, and Wages							
20000067	Information Systems Analyst 1	0.00	0.00	3.00	$ 58,239 -	70,795	$ 212,385
20001234	Program Coordinator	0.00	0.00	1.00	33,904 -	184,808	135,000
FTE, Salaries, and Wages Subtotal		**0.00**	**0.00**	**4.00**			**$ 347,385**

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Fringe Benefits				
Flexible Benefits	$ -	$ -	$ 30,400	$ 30,400
Long-Term Disability	-	-	1,389	1,389
Medicare	-	-	5,036	5,036
Other Post-Employment Benefits	-	-	22,860	22,860
Retiree Medical Trust	-	-	869	869
Retirement 401 Plan	-	-	3,474	3,474
Retirement ADC	-	-	47,175	47,175
Risk Management Administration	-	-	5,172	5,172
Unemployment Insurance	-	-	407	407
Workers' Compensation	-	-	2,630	2,630
Fringe Benefits Subtotal	**$ -**	**$ -**	**$ 119,412**	**$ 119,412**
Total Personnel Expenditures			**$ 466,797**	

Department of Information Technology

GIS Fund

Department Expenditures

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Information Technology	$ 4,631,031	$ 5,271,628	$ 5,010,189	$ (261,439)
Total	**$ 4,631,031**	**$ 5,271,628**	**$ 5,010,189**	**$ (261,439)**

Department Personnel

	FY2022 Budget	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Information Technology	14.00	14.00	14.00	0.00
Total	**14.00**	**14.00**	**14.00**	**0.00**

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Salary and Benefit Adjustments Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.	0.00	$ 150,807	$ -
ESRI Enterprise Licensing Addition of non-personnel expenditures associated to ESRI Enterprise licensing increase to support critical planning and maintenance of geospatial service operations.	0.00	150,000	150,000
Regional Aerial Imagery Addition of non-personnel expenditures associated to Regional Aerial Imagery to support mapping, landcover analytics, asset management and environmental stewardship.	0.00	89,000	89,000
Conversion to Geographic Information System Format Addition of one-time non-personnel expenditures to support conversion of construction documents to Geographic Information System format.	0.00	10,000	10,000
Non-Discretionary Adjustment 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	(3,893)	-
Support for Information Technology Adjustment to expenditure allocations according to an annual review of information technology funding requirements.	0.00	(657,353)	-
Non-Discretionary Revenue Adjustment Adjustment to reflect revised revenue projections.	0.00	-	(163,883)
Total	**0.00**	**$ (261,439)**	**$ 85,117**

Department of Information Technology

Expenditures by Category

		FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
PERSONNEL								
Personnel Cost	$	858,252	$	982,964	$	1,116,888	$	133,924
Fringe Benefits		715,575		719,093		735,976		16,883
PERSONNEL SUBTOTAL		1,573,827		1,702,057		1,852,864		150,807
NON-PERSONNEL								
Supplies	$	376	$	10,000	$	10,000	$	-
Contracts & Services		988,458		1,169,312		1,165,419		(3,893)
External Contracts & Services		*750,450*		*767,943*		*767,943*		*-*
Internal Contracts & Services		*238,008*		*401,369*		*397,476*		*(3,893)*
Information Technology		2,068,370		2,390,259		1,981,906		(408,353)
NON-PERSONNEL SUBTOTAL		3,057,204		3,569,571		3,157,325		(412,246)
Total	$	**4,631,031**	$	**5,271,628**	$	**5,010,189**	$	**(261,439)**

Revenues by Category

		FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
Charges for Services	$	4,289,623	$	5,030,845	$	5,115,962	$	85,117
Other Revenue		299		-		-		-
Rev from Money and Prop		(2,652)		-		-		-
Rev from Other Agencies		334,241		195,303		195,303		-
Total	$	**4,621,510**	$	**5,226,148**	$	**5,311,265**	$	**85,117**

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range			Total
FTE, Salaries, and Wages								
20001168	Deputy Director	1.00	1.00	1.00	$ 62,941 -	231,483	$	186,991
21000432	Geographic Info Systems Analyst 2	6.00	6.00	6.00	70,795 -	85,546		476,988
21000433	Geographic Info Systems Analyst 3	3.00	3.00	3.00	77,711 -	93,968		278,931
21000434	Geographic Info Systems Analyst 4	1.00	1.00	1.00	77,794 -	94,261		81,684
20000293	Information Systems Analyst 3	1.00	1.00	1.00	77,711 -	93,968		98,667
20000377	Information Systems Technician	1.00	1.00	1.00	55,763 -	67,197		70,557
20001234	Program Coordinator	1.00	1.00	1.00	33,904 -	184,808		141,463
	Budgeted Personnel Expenditure Savings							(230,267)
	Vacation Pay In Lieu							11,874
FTE, Salaries, and Wages Subtotal		**14.00**	**14.00**	**14.00**			$	**1,116,888**

Department of Information Technology

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Fringe Benefits				
Employee Offset Savings	$ 9,602	$ 10,814	$ 10,560	$ (254)
Flexible Benefits	138,665	144,072	136,194	(7,878)
Long-Term Disability	3,681	3,401	4,420	1,019
Medicare	12,787	14,083	16,022	1,939
Other Post-Employment Benefits	62,854	56,890	62,865	5,975
Retiree Medical Trust	1,115	1,289	1,767	478
Retirement 401 Plan	-	-	7,060	7,060
Retirement ADC	404,686	396,845	450,995	54,150
Risk Management Administration	11,215	11,650	14,223	2,573
Supplemental Pension Savings Plan	64,572	74,149	24,141	(50,008)
Unemployment Insurance	1,255	1,235	1,292	57
Workers' Compensation	5,143	4,665	6,437	1,772
Fringe Benefits Subtotal	**$ 715,575**	**$ 719,093**	**$ 735,976**	**$ 16,883**
Total Personnel Expenditures			**$ 1,852,864**	

Information Technology Fund

Department Expenditures

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Citywide IT Fixed Expenses	$ 71,844,782	$ 27,073,123	$ 74,476,936	$ 47,403,813
Enterprise IT Sourcing Operations	1,207,069	1,379,102	1,471,622	92,520
Enterprise Resource Planning	314	-	-	-
Financial & Support Services	2,871,514	54,746,621	5,032,744	(49,713,877)
Information Technology	3,718,079	3,707,042	4,657,308	950,266
IT Contract Management	1,502,216	1,787,651	1,652,529	(135,122)
Total	**$ 81,143,974**	**$ 88,693,539**	**$ 87,291,139**	**$ (1,402,400)**

Department Personnel

	FY2022 Budget	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Enterprise IT Sourcing Operations	5.00	8.00	7.00	(1.00)
Enterprise Resource Planning	1.00	0.00	0.00	0.00
Financial & Support Services	13.00	15.00	15.00	0.00
Information Technology	22.00	18.00	22.00	4.00
IT Contract Management	3.00	3.00	3.00	0.00
Total	**44.00**	**44.00**	**47.00**	**3.00**

Department of Information Technology

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Microsoft Licensing	0.00	$ 1,015,000	$ 1,015,000
Addition of non-personnel expenditures associated to estimated contractual increase in Microsoft licenses due to rising market rates and increased utilization.			
Salary and Benefit Adjustments	0.00	594,294	-
Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.			
Support for Information Technology	0.00	437,485	-
Adjustment to expenditure allocations according to an annual review of information technology funding requirements.			
Centralization of Finance and Support Staff	3.00	353,766	-
Transfer of 3.00 FTE positions from the Wireless Communications Technology Fund and OneSD Support Fund to the Information Technology Fund to centralize financial and support services.			
Electronic Bidding Software	0.00	300,000	300,000
Addition of non-personnel expenditures to purchase a license for electronic bidding software.			
Adobe Licensing	0.00	155,000	155,000
Addition of non-personnel expenditures associated to estimated contractual increase in Adobe licenses due to rising market rates and increased utilization.			
Digital Productivity Tools	0.00	100,000	100,000
Addition of non-personnel expenditures for digital productivity tools associated to increased electronic processes and demand.			
Smartsheets Licensing Citywide	0.00	65,000	65,000
Addition of non-personnel expenditures for Smartsheets licenses associated to increased demand to assist with collaboration and work management among City staff.			
Support for Web Security Certificates	0.00	60,000	60,000
Addition of non-personnel expenditures to support web security certificate renewals with a component to reduce downtime and security risk.			
Strategic Organizational Realignment	0.00	37,359	68,930
Addition of 3.00 FTE positions and reduction of 3.00 FTE positions to support the department's strategic organizational realignment.			
Pay-in Lieu of Annual Leave Adjustments	0.00	35,614	-
Adjustments to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.			
OKTA Licensing	0.00	30,000	30,000
Addition of non-personnel expenditures associated to estimated contractual increase in OKTA Single Sign-On licenses due to rising market rates.			

Department of Information Technology

Significant Budget Adjustments

	FTE	Expenditures	Revenue
SalesForce Licensing	0.00	6,000	6,000
Addition of non-personnel expenditures for estimated contractual increase in Salesforce licenses associated to rising market rates.			
Non-Discretionary Adjustment	0.00	(73,316)	-
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.			
One-Time Additions and Annualizations	0.00	(4,518,602)	(500,000)
Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2023.			
Non-Discretionary Revenue Adjustment	0.00	-	997,848
Adjustment to reflect revised revenue projections.			
Public, Educational, and Governmental (PEG) Revenue Adjustment	0.00	-	(172,724)
Adjustment to reflect revised revenue projections.			
Total	**3.00 $**	**(1,402,400) $**	**2,125,054**

Expenditures by Category

		FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
PERSONNEL								
Personnel Cost	$	4,494,654	$	5,405,067	$	5,982,170	$	577,103
Fringe Benefits		2,392,326		2,267,373		2,711,303		443,930
PERSONNEL SUBTOTAL		6,886,980		7,672,440		8,693,473		1,021,033
NON-PERSONNEL								
Supplies	$	17,238	$	23,544	$	23,195	$	(349)
Contracts & Services		2,327,572		79,746,371		76,581,498		(3,164,873)
External Contracts & Services		*1,380,964*		*1,620,769*		*1,542,472*		*(78,297)*
Internal Contracts & Services		*946,608*		*78,125,602*		*75,039,026*		*(3,086,576)*
Information Technology		71,806,514		1,226,522		1,964,007		737,485
Energy and Utilities		14,823		17,512		21,816		4,304
Other		3,600		7,150		7,150		-
Capital Expenditures		87,248		-		-		-
NON-PERSONNEL SUBTOTAL		74,256,995		81,021,099		78,597,666		(2,423,433)
Total	**$**	**81,143,974**	**$**	**88,693,539**	**$**	**87,291,139**	**$**	**(1,402,400)**

Revenues by Category

		FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
Charges for Services	$	83,373,268	$	85,355,648	$	87,480,702	$	2,125,054
Other Revenue		492		-		-		-
Rev from Money and Prop		(85,303)		-		-		-
Rev from Other Agencies		139,616		-		-		-
Total	**$**	**83,428,072**	**$**	**85,355,648**	**$**	**87,480,702**	**$**	**2,125,054**

Department of Information Technology

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range		Total
FTE, Salaries, and Wages							
20000024	Administrative Aide 2	1.00	1.00	1.00	$ 54,716 -	65,935	$ 60,081
20001140	Assistant Department Director	0.00	1.00	1.00	83,242 -	315,328	226,022
20001202	Assistant Deputy Director	0.00	0.00	2.00	62,941 -	231,483	347,425
20000119	Associate Management Analyst	1.00	1.00	1.00	69,466 -	83,940	66,207
20001101	Department Director	1.00	1.00	1.00	83,242 -	315,328	246,274
20001168	Deputy Director	2.00	1.00	1.00	62,941 -	231,483	154,573
20000924	Executive Assistant	1.00	1.00	1.00	54,883 -	66,380	68,654
20000293	Information Systems Analyst 3	8.00	6.00	6.00	77,711 -	93,968	592,002
20000998	Information Systems Analyst 4	2.00	2.00	1.00	87,409 -	105,912	111,208
20000180	Information Systems Manager	1.00	1.00	1.00	108,456 -	131,369	137,937
20000680	Payroll Specialist 2	1.00	1.00	1.00	46,697 -	56,380	59,199
20001234	Program Coordinator	6.00	9.00	9.00	33,904 -	184,808	1,169,940
20001222	Program Manager	18.00	18.00	18.00	62,941 -	231,483	2,772,015
20000015	Senior Management Analyst	1.00	0.00	2.00	76,252 -	92,204	188,249
20000970	Supervising Management Analyst	1.00	1.00	1.00	81,732 -	99,033	103,985
	Budgeted Personnel Expenditure Savings						(463,719)
	Overtime Budgeted						5,000
	Vacation Pay In Lieu						137,118
FTE, Salaries, and Wages Subtotal		**44.00**	**44.00**	**47.00**			**$ 5,982,170**

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Fringe Benefits				
Employee Offset Savings	$ 28,423	$ 26,612	$ 30,651	$ 4,039
Flexible Benefits	517,745	551,677	562,906	11,229
Long-Term Disability	18,921	18,502	23,366	4,864
Medicare	66,404	76,638	84,681	8,043
Other Post-Employment Benefits	243,997	233,249	251,460	18,211
Retiree Medical Trust	8,043	10,485	11,801	1,316
Retirement 401 Plan	5,743	13,349	44,945	31,596
Retirement ADC	1,123,036	938,547	1,519,797	581,250
Retirement DROP	4,670	6,870	3,009	(3,861)
Risk Management Administration	43,443	47,765	56,892	9,127
Supplemental Pension Savings Plan	298,274	312,709	84,251	(228,458)
Unemployment Insurance	6,451	6,716	6,829	113
Workers' Compensation	27,176	24,254	30,715	6,461
Fringe Benefits Subtotal	**$ 2,392,326**	**$ 2,267,373**	**$ 2,711,303**	**$ 443,930**
Total Personnel Expenditures			**$ 8,693,473**	

Department of Information Technology

OneSD Support Fund

Department Expenditures

	FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
Enterprise Resource Planning	$	24,953,995	$	30,278,448	$	29,200,927	$ (1,077,521)
Financial & Support Services		-		89,240		107,754	18,514
Total	**$**	**24,953,995**	**$**	**30,367,688**	**$**	**29,308,681**	**$ (1,059,007)**

Department Personnel

	FY2022 Budget	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Enterprise Resource Planning	30.00	30.00	29.00	(1.00)
Total	**30.00**	**30.00**	**29.00**	**(1.00)**

Significant Budget Adjustments

	FTE	Expenditures	Revenue
ESRI Enterprise Licensing Consultant Addition of one-time non-personnel expenditures to determine the feasibility, roadmap and timeline for a next-generation Enterprise Resource Planning system.	0.00	$ 400,000	$ 400,000
Inventory Scanning Software Consultant Addition of one-time non-personnel expenditures to implement barcode scanning at Central Stores to improve inventory accuracy.	0.00	400,000	400,000
Salary and Benefit Adjustments Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.	0.00	380,319	-
Budget Module Technical Support Consultant Addition of one-time non-personnel expenditure to provide technical support for implementation of the new budgeting module.	0.00	200,000	200,000
Pay-in Lieu of Annual Leave Adjustments Adjustments to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.	0.00	18,514	-
Support for Information Technology Adjustment to expenditure allocations according to an annual review of information technology funding requirements.	0.00	(43,453)	-
Centralization of Finance and Support Staff Transfer of 3.00 FTE positions from the Wireless Communications Technology Fund and OneSD Support Fund to the Information Technology Fund to centralize financial and support services.	(1.00)	(137,003)	-

Department of Information Technology

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Non-Discretionary Adjustment	0.00	(277,384)	-
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.			
One-Time Additions and Annualizations	0.00	(2,000,000)	-
Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2023.			
Non-Discretionary Revenue Adjustment	0.00	-	447,920
Adjustment to reflect revised revenue projections.			
Total	**(1.00)**	**$ (1,059,007)**	**$ 1,447,920**

Expenditures by Category

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
PERSONNEL				
Personnel Cost	$ 3,162,061	$ 3,736,537	$ 3,872,978	$ 136,441
Fringe Benefits	2,271,676	2,240,189	2,365,578	125,389
PERSONNEL SUBTOTAL	5,433,738	5,976,726	6,238,556	261,830
NON-PERSONNEL				
Supplies	$ 4,121	$ 34,919	$ 34,570	$ (349)
Contracts & Services	2,680,514	4,177,835	3,900,800	(277,035)
External Contracts & Services	*440,113*	*512,339*	*333,762*	*(178,577)*
Internal Contracts & Services	*2,240,401*	*3,665,496*	*3,567,038*	*(98,458)*
Information Technology	16,832,668	20,170,708	19,127,255	(1,043,453)
Energy and Utilities	2,946	6,500	6,500	-
Other	8	1,000	1,000	-
NON-PERSONNEL SUBTOTAL	19,520,257	24,390,962	23,070,125	(1,320,837)
Total	**$ 24,953,995**	**$ 30,367,688**	**$ 29,308,681**	**$ (1,059,007)**

Revenues by Category

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Charges for Services	$ 25,413,904	$ 27,787,305	$ 29,235,225	$ 1,447,920
Other Revenue	4,954	-	-	-
Rev from Money and Prop	26,046	-	-	-
Total	**$ 25,444,904**	**$ 27,787,305**	**$ 29,235,225**	**$ 1,447,920**

Department of Information Technology

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range	Total
FTE, Salaries, and Wages						
20001247	Business Systems Analyst 2	1.00	1.00	1.00	$ 69,276 - 83,745	$ 87,932
20001168	Deputy Director	1.00	1.00	1.00	62,941 - 231,483	186,991
20001234	Program Coordinator	16.00	17.00	16.00	33,904 - 184,808	2,149,846
20001222	Program Manager	11.00	10.00	11.00	62,941 - 231,483	1,680,046
20000015	Senior Management Analyst	1.00	1.00	0.00	76,252 - 92,204	-
	Budgeted Personnel Expenditure Savings					(339,591)
	Vacation Pay In Lieu					107,754
	FTE, Salaries, and Wages Subtotal	**30.00**	**30.00**	**29.00**		**$ 3,872,978**

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Fringe Benefits				
Employee Offset Savings	$ 35,436	$ 37,954	$ 40,548	$ 2,594
Flexible Benefits	421,383	447,216	445,061	(2,155)
Long-Term Disability	13,392	12,772	15,062	2,290
Medicare	45,587	52,893	54,595	1,702
Other Post-Employment Benefits	158,037	153,603	148,590	(5,013)
Retiree Medical Trust	4,407	5,621	5,684	63
Retirement 401 Plan	10,207	15,344	18,229	2,885
Retirement ADC	1,390,375	1,313,131	1,450,465	137,334
Retirement DROP	3,785	4,109	4,315	206
Risk Management Administration	28,184	31,455	33,618	2,163
Supplemental Pension Savings Plan	141,568	146,161	127,341	(18,820)
Unemployment Insurance	4,562	4,630	4,401	(229)
Workers' Compensation	14,755	15,300	17,669	2,369
Fringe Benefits Subtotal	**$ 2,271,676**	**$ 2,240,189**	**$ 2,365,578**	**$ 125,389**
Total Personnel Expenditures			**$ 6,238,556**	

Wireless Communications Technology Fund

Department Expenditures

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Financial & Support Services	$ -	$ (83,986)	$ 19,070	$ 103,056
Wireless Technology Services	9,801,954	10,851,341	11,943,166	1,091,825
Total	**$ 9,801,954**	**$ 10,767,355**	**$ 11,962,236**	**$ 1,194,881**

Department Personnel

	FY2022 Budget	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Wireless Technology Services	45.35	45.35	43.35	(2.00)
Total	**45.35**	**45.35**	**43.35**	**(2.00)**

Department of Information Technology

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Public Safety Radio Modernization Project Addition of one-time non-personnel expenditures associated with maintenance and support costs for the Public Safety Radio Modernization Project Phase 1 and Phase 2.	0.00	$ 1,185,607	$ 1,185,607
Salary and Benefit Adjustments Adjustments to reflect savings resulting from vacant positions for any period of the fiscal year, retirement contributions, retiree health contributions, and labor negotiations.	0.00	541,379	-
Non-Discretionary Adjustment 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	64,361	-
Pay-in Lieu of Annual Leave Adjustments Adjustments to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.	0.00	19,070	-
Non-Standard Hour Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	0.00	10,486	49,394
Dispatch Maintenance Support Addition of non-personnel expenditures to support dispatch maintenance for the Public Safety Radio System.	0.00	7,639	7,639
Support for Information Technology Adjustment to expenditure allocations according to an annual review of information technology funding requirements.	0.00	(52,288)	-
Centralization of Finance and Support Staff Transfer of 3.00 FTE positions from the Wireless Communications Technology Fund and OneSD Support Fund to the Information Technology Fund to centralize financial and support services.	(2.00)	(216,763)	-
One-Time Additions and Annualizations Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2023.	0.00	(364,610)	(39,063)
Non-Discretionary Revenue Adjustment Adjustment to reflect revised revenue projections.	0.00	-	1,886,206
Total	**(2.00)**	**$ 1,194,881**	**$ 3,089,783**

Department of Information Technology

Expenditures by Category

	FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
PERSONNEL							
Personnel Cost	$	2,964,809	$	3,317,849	$	3,524,132	$	206,283
Fringe Benefits		2,621,692		2,560,015		2,707,904		147,889
PERSONNEL SUBTOTAL		5,586,501		5,877,864		6,232,036		354,172
NON-PERSONNEL							
Supplies	$	241,548	$	245,919	$	245,919	$	-
Contracts & Services		3,307,673		3,823,169		4,654,333		831,164
External Contracts & Services		*2,530,970*		*3,315,821*		*4,144,457*		*828,636*
Internal Contracts & Services		*776,704*		*507,348*		*509,876*		*2,528*
Information Technology		317,658		440,433		388,145		(52,288)
Energy and Utilities		320,822		378,982		440,816		61,834
Other		-		500		500		-
Capital Expenditures		27,265		-		-		-
Debt		487		488		487		(1)
NON-PERSONNEL SUBTOTAL		4,215,453		4,889,491		5,730,200		840,709
Total	$	9,801,954	$	10,767,355	$	11,962,236	$	1,194,881

Revenues by Category

	FY2022 Actual		FY2023 Budget		FY2024 Proposed		FY2023-2024 Change
Charges for Services	$	8,646,208	$	10,204,680	$	13,294,463	$	3,089,783
Other Revenue		16,058		-		-		-
Rev from Money and Prop		44,851		48,261		48,261		-
Rev from Other Agencies		9,582		-		-		-
Total	$	8,716,700	$	10,252,941	$	13,342,724	$	3,089,783

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range		Total
FTE, Salaries, and Wages							
20000011	Account Clerk	1.00	1.00	0.00	$ 42,394 -	51,026	$ -
20000251	Apprentice 1-Communications Technician	1.00	3.00	2.00	47,295 -	63,045	123,608
20000252	Apprentice 2-Communications Technician	1.00	1.00	1.00	59,125 -	74,898	78,643
20000139	Associate Communications Engineer	4.00	4.00	4.00	93,938 -	113,452	476,496
90000139	Associate Communications Engineer - Hourly	0.35	0.35	0.35	93,938 -	113,452	39,708
20000403	Communications Technician	18.00	16.00	17.00	70,507 -	84,570	1,404,882
20000405	Communications Technician Supervisor	2.00	2.00	2.00	81,637 -	98,675	206,951
20001168	Deputy Director	1.00	1.00	1.00	62,941 -	231,483	186,991
20000419	Equipment Technician 1	7.00	7.00	7.00	43,656 -	52,307	377,573
20000425	Equipment Technician 2	1.00	1.00	1.00	47,911 -	57,105	59,960
20000288	Senior Communications Engineer	1.00	1.00	1.00	108,285 -	130,904	137,449

Department of Information Technology

Personnel Expenditures

Job Number	Job Title / Wages	FY2022 Budget	FY2023 Budget	FY2024 Proposed	Salary Range		Total
20000897	Senior Communications Technician	5.00	5.00	5.00	74,029 -	88,778	462,352
20000402	Senior Communications Technician Supervisor	1.00	1.00	1.00	93,927 -	113,375	119,044
20000015	Senior Management Analyst	1.00	1.00	0.00	76,252 -	92,204	-
20000955	Storekeeper 1	1.00	1.00	1.00	40,339 -	48,380	50,799
	Budgeted Personnel Expenditure Savings						(444,192)
	Overtime Budgeted						34,768
	Reg Pay For Engineers						98,049
	Termination Pay Annual Leave						41,235
	Vacation Pay In Lieu						69,816
FTE, Salaries, and Wages Subtotal		**45.35**	**45.35**	**43.35**		**$**	**3,524,132**

	FY2022 Actual	FY2023 Budget	FY2024 Proposed	FY2023-2024 Change
Fringe Benefits				
Employee Offset Savings	$ 9,310	$ 10,530	$ 9,690	$ (840)
Flexible Benefits	501,961	530,160	500,448	(29,712)
Long-Term Disability	12,166	11,223	13,122	1,899
Medicare	45,089	47,798	48,986	1,188
Other Post-Employment Benefits	241,471	221,871	211,455	(10,416)
Retiree Medical Trust	2,717	3,064	3,446	382
Retirement 401 Plan	1,492	1,376	11,772	10,396
Retirement ADC	1,546,169	1,428,730	1,678,318	249,588
Retirement DROP	9,293	12,706	7,664	(5,042)
Risk Management Administration	42,979	45,435	47,841	2,406
Supplemental Pension Savings Plan	185,324	213,602	126,898	(86,704)
Unemployment Insurance	4,146	4,061	3,834	(227)
Workers' Compensation	19,576	29,459	44,430	14,971
Fringe Benefits Subtotal	**$ 2,621,692**	**$ 2,560,015**	**$ 2,707,904**	**$ 147,889**
Total Personnel Expenditures			**$ 6,232,036**	

Department of Information Technology

Revenue and Expense Statement (Non–General Fund)

GIS Fund		FY2022 Actual		FY2023* Budget		FY2024** Proposed
BEGINNING BALANCE AND RESERVES						
Balance from Prior Year	$	536,613	$	527,093	$	748,104
TOTAL BALANCE AND RESERVES	$	**536,613**	$	**527,093**	$	**748,104**
REVENUE						
Charges for Services	$	4,289,623	$	5,030,845	$	5,115,962
Other Revenue		299		-		-
Revenue from Other Agencies		334,241		195,303		195,303
Revenue from Use of Money and Property		(2,652)		-		-
TOTAL REVENUE	$	**4,621,510**	$	**5,226,148**	$	**5,311,265**
TOTAL BALANCE, RESERVES, AND REVENUE	$	**5,158,124**	$	**5,753,241**	$	**6,059,369**
OPERATING EXPENSE						
Personnel Expenses	$	858,252	$	982,964	$	1,116,888
Fringe Benefits		715,575		719,093		735,976
Supplies		376		10,000		10,000
Contracts & Services		988,458		1,169,312		1,165,419
Information Technology		2,068,370		2,390,259		1,981,906
TOTAL OPERATING EXPENSE	$	**4,631,031**	$	**5,271,628**	$	**5,010,189**
TOTAL EXPENSE	$	**4,631,031**	$	**5,271,628**	$	**5,010,189**
BALANCE	$	**527,093**	$	**481,613**	$	**1,049,180**
TOTAL BALANCE, RESERVES, AND EXPENSE	$	**5,158,124**	$	**5,753,241**	$	**6,059,369**

* At the time of publication, audited financial statements for Fiscal Year 2023 were not available. Therefore, the Fiscal Year 2023 column reflects final budgeted revenue and expense amounts from the Fiscal Year 2023 Adopted Budget, while the beginning Fiscal Year 2023 balance amount reflects the audited Fiscal Year 2022 ending balance.

** Fiscal Year 2024 Beginning Fund Balance reflect the projected Fiscal Year 2023 Ending Fund Balance based on updated Revenue and Expenditures projections for Fiscal Year 2023.

Department of Information Technology

Revenue and Expense Statement (Non–General Fund)

Information Technology Fund		FY2022 Actual		FY2023* Budget		FY2024** Proposed
BEGINNING BALANCE AND RESERVES						
Balance from Prior Year	$	2,503,270	$	4,787,368	$	3,398,717
Continuing Appropriation - CIP		136,825		136,825		136,825
TOTAL BALANCE AND RESERVES	$	**2,640,094**	$	**4,924,193**	$	**3,535,541**
REVENUE						
Charges for Services	$	83,373,268	$	85,355,648	$	87,480,702
Other Revenue		492		-		-
Revenue from Other Agencies		139,616		-		-
Revenue from Use of Money and Property		(85,303)		-		-
TOTAL REVENUE	$	**83,428,072**	$	**85,355,648**	$	**87,480,702**
TOTAL BALANCE, RESERVES, AND REVENUE	$	**86,068,167**	$	**90,279,841**	$	**91,016,243**
OPERATING EXPENSE						
Personnel Expenses	$	4,494,654	$	5,405,067	$	5,982,170
Fringe Benefits		2,392,326		2,267,373		2,711,303
Supplies		17,238		23,544		23,195
Contracts & Services		2,327,572		79,746,371		76,581,498
Information Technology		71,806,514		1,226,522		1,964,007
Energy and Utilities		14,823		17,512		21,816
Other Expenses		3,600		7,150		7,150
Capital Expenditures		87,248		-		-
TOTAL OPERATING EXPENSE	$	**81,143,974**	$	**88,693,539**	$	**87,291,139**
TOTAL EXPENSE	$	**81,143,974**	$	**88,693,539**	$	**87,291,139**
RESERVES						
Continuing Appropriation - CIP	$	136,825	$	136,825	$	136,825
TOTAL RESERVES	$	**136,825**	$	**136,825**	$	**136,825**
BALANCE	$	**4,787,368**	$	**1,449,477**	$	**3,588,279**
TOTAL BALANCE, RESERVES, AND EXPENSE	$	**86,068,167**	$	**90,279,841**	$	**91,016,243**

* At the time of publication, audited financial statements for Fiscal Year 2023 were not available. Therefore, the Fiscal Year 2023 column reflects final budgeted revenue and expense amounts from the Fiscal Year 2023 Adopted Budget, while the beginning Fiscal Year 2023 balance amount reflects the audited Fiscal Year 2022 ending balance.

** Fiscal Year 2024 Beginning Fund Balance reflect the projected Fiscal Year 2023 Ending Fund Balance based on updated Revenue and Expenditures projections for Fiscal Year 2023.

Department of Information Technology

Revenue and Expense Statement (Non–General Fund)

OneSD Support Fund		FY2022 Actual		FY2023* Budget		FY2024** Proposed
BEGINNING BALANCE AND RESERVES						
Balance from Prior Year	$	5,600,580	$	6,091,489	$	4,160,326
TOTAL BALANCE AND RESERVES	**$**	**5,600,580**	**$**	**6,091,489**	**$**	**4,160,326**
REVENUE						
Charges for Services	$	25,413,904	$	27,787,305	$	29,235,225
Other Revenue		4,954		-		-
Revenue from Use of Money and Property		26,046		-		-
TOTAL REVENUE	**$**	**25,444,904**	**$**	**27,787,305**	**$**	**29,235,225**
TOTAL BALANCE, RESERVES, AND REVENUE	**$**	**31,045,483**	**$**	**33,878,794**	**$**	**33,395,551**
OPERATING EXPENSE						
Personnel Expenses	$	3,162,061	$	3,736,537	$	3,872,978
Fringe Benefits		2,271,676		2,240,189		2,365,578
Supplies		4,121		34,919		34,570
Contracts & Services		2,680,514		4,177,835		3,900,800
Information Technology		16,832,668		20,170,708		19,127,255
Energy and Utilities		2,946		6,500		6,500
Other Expenses		8		1,000		1,000
TOTAL OPERATING EXPENSE	**$**	**24,953,995**	**$**	**30,367,688**	**$**	**29,308,681**
TOTAL EXPENSE	**$**	**24,953,995**	**$**	**30,367,688**	**$**	**29,308,681**
BALANCE	**$**	**6,091,489**	**$**	**3,511,106**	**$**	**4,086,870**
TOTAL BALANCE, RESERVES, AND EXPENSE	**$**	**31,045,483**	**$**	**33,878,794**	**$**	**33,395,551**

* At the time of publication, audited financial statements for Fiscal Year 2023 were not available. Therefore, the Fiscal Year 2023 column reflects final budgeted revenue and expense amounts from the Fiscal Year 2023 Adopted Budget, while the beginning Fiscal Year 2023 balance amount reflects the audited Fiscal Year 2022 ending balance.

** Fiscal Year 2024 Beginning Fund Balance reflect the projected Fiscal Year 2023 Ending Fund Balance based on updated Revenue and Expenditures projections for Fiscal Year 2023.

Department of Information Technology

Revenue and Expense Statement (Non–General Fund)

Wireless Communications Technology Fund		FY2022 Actual		FY2023* Budget		FY2024** Proposed
BEGINNING BALANCE AND RESERVES						
Balance from Prior Year	$	1,231,400	$	146,145	$	181,991
TOTAL BALANCE AND RESERVES	**$**	**1,231,400**	**$**	**146,145**	**$**	**181,991**
REVENUE						
Charges for Services	$	8,646,208	$	10,204,680	$	13,294,463
Other Revenue		16,058		-		-
Revenue from Other Agencies		9,582		-		-
Revenue from Use of Money and Property		44,851		48,261		48,261
TOTAL REVENUE	**$**	**8,716,700**	**$**	**10,252,941**	**$**	**13,342,724**
TOTAL BALANCE, RESERVES, AND REVENUE	**$**	**9,948,100**	**$**	**10,399,086**	**$**	**13,524,715**
OPERATING EXPENSE						
Personnel Expenses	$	2,964,809	$	3,317,849	$	3,524,132
Fringe Benefits		2,621,692		2,560,015		2,707,904
Supplies		241,548		245,919		245,919
Contracts & Services		3,307,673		3,823,169		4,654,333
Information Technology		317,658		440,433		388,145
Energy and Utilities		320,822		378,982		440,816
Other Expenses		-		500		500
Capital Expenditures		27,265		-		-
Debt Expenses		487		488		487
TOTAL OPERATING EXPENSE	**$**	**9,801,954**	**$**	**10,767,355**	**$**	**11,962,236**
TOTAL EXPENSE	**$**	**9,801,954**	**$**	**10,767,355**	**$**	**11,962,236**
BALANCE	**$**	**146,145**	**$**	**(368,269)**	**$**	**1,562,479**
TOTAL BALANCE, RESERVES, AND EXPENSE	**$**	**9,948,100**	**$**	**10,399,086**	**$**	**13,524,715**

* At the time of publication, audited financial statements for Fiscal Year 2023 were not available. Therefore, the Fiscal Year 2023 column reflects final budgeted revenue and expense amounts from the Fiscal Year 2023 Adopted Budget, while the beginning Fiscal Year 2023 balance amount reflects the audited Fiscal Year 2022 ending balance.

** Fiscal Year 2024 Beginning Fund Balance reflect the projected Fiscal Year 2023 Ending Fund Balance based on updated Revenue and Expenditures projections for Fiscal Year 2023.

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