

**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, providing support for citywide technologies and applications (e.g. SAP, websites, public safety radio communications) and coordinating major citywide activities including IT customer relationship management, IT procurement, and the citywide IT budget.

Some key areas of the Department include:

### IT Contract Management

In May and June of 2012, the City Council approved long-term IT Service Contracts totaling approximately \$185.0 million for the delivery of Application Services, Computing Infrastructure, and Data and Voice Networking Services. The Department of IT is responsible for managing the contracts with three separate vendors and integrating the delivery of these services for the City of San Diego.

### IT Governance

The City of San Diego's Information Technology Governance team develops and manages policies, procedures, IT standards, and work processes that add value to the procurement of IT services and assets. IT governance includes review and approval for new IT initiatives, procurement, and the management and support of existing IT systems. IT Governance staff also provide citywide training and guidance on City of San Diego IT procurement practices.

### IT Security

The City of San Diego Information Security team manages overall security for the City's computer systems, network, and applications. Security management includes the technical administration of SAP security, Active Directory user account administration, and security governance of the City IT Sourcing vendors. The IT Security Team also develops and manages security policies, standards, technical processes, and security architecture design and approval.

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## Enterprise Applications

Enterprise Applications staff provides common IT services that span organizations and departments, thereby strengthening the City's technology foundation through common standards, processes, and integrated technologies. Major areas of service include:

- Management of a common enterprise Geographical Information System (GIS) environment and applications
- Management and provisioning of Sharepoint, an enterprise collaboration solution
- Support of underlying record management environments that support web access to official City documents and special event processing
- Management of the enterprise web environment (sandiego.gov and citynet)
- Management and support of the City's Enterprise Resource Planning System, SAP
- Logistical coordination and communication of IT initiatives between the Department of IT and other City departments

## Communications and Network Services

Communications and Network Services manage the service delivery for communications technologies. Communications and Network Services staff engineer, install, operate, and maintain secure, regional and metropolitan-wide, wireless and wireline voice and data communications systems and equipment, and administer contracts for commercially-provided communication/network services.

The Department's mission is:

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

The Department's vision is to provide value through innovation to City departments and staff.

## Goals and Objectives

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

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

Delivering and supporting core technology services is vital to every organization as 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 communications and technology infrastructure that meets the organization's business needs
- Forecast and budget the delivery of central IT services required to support City processes
- 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 that result in redundancy and a lack of interoperability. The Department will move toward accomplishing this goal by focusing on the following objectives:

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- Implement, facilitate, and maintain effective IT governance processes
- 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 perform their jobs. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Establish and meet customer expectations in delivering core communications and central citywide technology services
- Assist departments in identifying opportunities to introduce new technology
- Ensure that all customers have 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

### ***Goal 5: 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 IT initiatives and process improvements
- Promote and implement best practices for SAP support
- Promote and implement IT infrastructure standards that enable business continuity
- Partner with departments and City IT Sourcing Vendors to develop a strategic technology roadmap

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## Key Performance Indicators

Performance Measure	Actual FY2012	Actual FY2013	Target FY2014
1. Percent increase in the number of visits to City's public website	6.55%	8.2%	7.00%
2. Customer satisfaction with Helpdesk/Service Desk service (scale 0-5)	4.75	4.66	4.25
3. Monthly user base (10,000+users) to security incident ratio to be less than 1% per month (<100 incidents per month)	<3%	1.4%	<1%
4. Percent of managed IT Service Level Agreement measures that are achieved	95.6%	98.6%	93.0%
5. Percent of ERP work requests completed on schedule	92%	95%	95%
6. Percent of time that critical wireless infrastructure is available	99.999%	99.999%	99.995%
7. Average number of busy seconds for voice radio access (per month)	325 <sup>1</sup>	123	Less than 200

1. Target exceeded due to the September 2011 power outage in Southern California.

## Service Efforts and Accomplishments

During Fiscal Year 2013, 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, other agencies, and service providers using online tools such as SharePoint; 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 2013 include:

- Completed the IT Sourcing service transition and transferred operations to Xerox for voice and network services within five days of contract execution
- Transitioned Application Support Services to CGI by November timeframe and is currently examining City application portfolio to reduce ongoing run-the-business costs for the City's existing applications
- Transitioning Help Desk/Desktop Services to ATOS and is expected to be complete early in Fiscal Year 2014
- Transitioned Data Center Services to ATOS providing the City with new data center infrastructure that allows for continuity of service and disaster recovery capabilities while also shrinking the environmental footprint for computing infrastructure
- Implementing a data loss prevention monitoring system that reduces the risk of a confidential data loss by the City
- Updating key desktop productivity products (Internet Explorer, Adobe) citywide
- Completed the City of San Diego website rebranding project that established a consistent and reusable framework for presenting content to residents
- Performed software upgrades to the City's SAP systems to maintain current technology and compliance with license agreements

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- Improved overall security on City computers through the deployment of secure versions of computer software and the removal of end user administrator rights
- Transitioned IT goods and services contracts, as well as the Active Directory user account administration, from external City vendors to City staff
- Continued pursuit and receipt of grant funding for regional interoperability initiatives such as the nationally recognized Command and Control Communications (3Cs) project and the regional implementation of a standards-based public safety land mobile radio system
- Updated the Ten-Year Strategic Plan for Communications in order to effectively meet future requirements
- Initiated the transformation of facilities to a Voice over Internet Protocol (VoIP) network that will encompass all landlines and personal computing networks used throughout the City



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## Department Summary

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
FTE Positions (Budgeted)	26.00	100.00	<b>103.26</b>	3.26
Personnel Expenditures	\$ 2,730,052	\$ 12,300,758	\$ <b>13,226,451</b>	\$ 925,693
Non-Personnel Expenditures	3,168,337	34,474,054	<b>31,246,476</b>	(3,227,578)
<b>Total Department Expenditures</b>	<b>\$ 5,898,389</b>	<b>\$ 46,774,812</b>	<b>\$ 44,472,927</b>	<b>\$ (2,301,885)</b>
<b>Total Department Revenue</b>	<b>\$ 6,919,630</b>	<b>\$ 43,694,645</b>	<b>\$ 39,341,843</b>	<b>\$ (4,352,802)</b>

## General Fund

### Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
Financial & Support Services	\$ 193,067	\$ 500,000	\$ <b>2,600,000</b>	\$ 2,100,000
<b>Total</b>	<b>\$ 193,067</b>	<b>\$ 500,000</b>	<b>\$ 2,600,000</b>	<b>\$ 2,100,000</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	\$ 2,100,000	\$ -
<b>Total</b>	<b>0.00</b>	<b>\$ 2,100,000</b>	<b>\$ -</b>

### Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
<b>NON-PERSONNEL</b>				
Information Technology	\$ 193,067	\$ 500,000	\$ <b>2,600,000</b>	\$ 2,100,000
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 193,067</b>	<b>\$ 500,000</b>	<b>\$ 2,600,000</b>	<b>\$ 2,100,000</b>
<b>Total</b>	<b>\$ 193,067</b>	<b>\$ 500,000</b>	<b>\$ 2,600,000</b>	<b>\$ 2,100,000</b>

### Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
Other Revenue	\$ 2,104	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 2,104</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

## GIS Fund

### Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
GIS Fund	\$ 1,175,614	\$ -	\$ -	\$ -
Information Technology	-	1,640,459	<b>1,585,038</b>	(55,421)
<b>Total</b>	<b>\$ 1,175,614</b>	<b>\$ 1,640,459</b>	<b>\$ 1,585,038</b>	<b>\$ (55,421)</b>

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## Department Personnel

	FY2012 Budget	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
Information Technology	0.00	2.00	2.00	0.00
<b>Total</b>	<b>0.00</b>	<b>2.00</b>	<b>2.00</b>	<b>0.00</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	\$ 99,061	\$ -
<b>Salary and Benefit Adjustments</b> Adjustments to reflect the annualization of the Fiscal Year 2013 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	38,564	-
<b>Reduction in SanGIS Dues</b> Adjustment to reflect the one-time reduction of non-personnel expenditures for the use of reserves voted by the SanGIS Board.	0.00	(193,046)	-
<b>Total</b>	<b>0.00</b>	<b>\$ (55,421)</b>	<b>\$ -</b>

## Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ -	\$ 118,615	\$ 117,460	\$ (1,155)
Fringe Benefits	-	60,545	100,264	39,719
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ 179,160</b>	<b>\$ 217,724</b>	<b>\$ 38,564</b>
<b>NON-PERSONNEL</b>				
Contracts	\$ 603,176	\$ 687,523	\$ 494,477	\$ (193,046)
Information Technology	572,436	773,776	872,837	99,061
Other	2	-	-	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 1,175,614</b>	<b>\$ 1,461,299</b>	<b>\$ 1,367,314</b>	<b>\$ (93,985)</b>
<b>Total</b>	<b>\$ 1,175,614</b>	<b>\$ 1,640,459</b>	<b>\$ 1,585,038</b>	<b>\$ (55,421)</b>

## Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
Other Revenue	\$ -	\$ 195,303	\$ 195,303	\$ -
Rev from Money and Prop	1,010	-	-	-
Transfers In	1,407,707	1,420,971	1,420,971	-
<b>Total</b>	<b>\$ 1,408,717</b>	<b>\$ 1,616,274</b>	<b>\$ 1,616,274</b>	<b>\$ -</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
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### FTE, Salaries, and Wages

20000175	Applications Programmer 2	0.00	1.00	1.00	\$66,768 - \$80,891	\$ 66,768
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## Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
20000377	Information Systems Technician	0.00	1.00	1.00	42,578 - 51,334	50,692
<b>FTE, Salaries, and Wages Subtotal</b>		<b>0.00</b>	<b>2.00</b>	<b>2.00</b>		<b>\$ 117,460</b>
		FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change	
<b>Fringe Benefits</b>						
	Employee Offset Savings	\$ -	\$ 2,853	\$ 2,516		\$ (337)
	Flexible Benefits	-	13,776	16,971		3,195
	Long-Term Disability	-	704	632		(72)
	Medicare	-	1,790	1,712		(78)
	Other Post-Employment Benefits	-	12,654	12,482		(172)
	Retirement ARC	-	15,835	56,217		40,382
	Retirement DROP	-	2,467	-		(2,467)
	Retirement Offset Contribution	-	170	-		(170)
	Risk Management Administration	-	2,084	1,894		(190)
	Supplemental Pension Savings Plan	-	6,193	5,142		(1,051)
	Unemployment Insurance	-	358	336		(22)
	Workers' Compensation	-	1,661	2,362		701
<b>Fringe Benefits Subtotal</b>		<b>\$ -</b>	<b>\$ 60,545</b>	<b>\$ 100,264</b>		<b>\$ 39,719</b>
<b>Total Personnel Expenditures</b>					<b>\$ 217,724</b>	

## Information Technology Fund

### Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Financial & Support Services	\$ 1,754,620	\$ 1,699,003	\$ 2,370,223	\$ 671,220
IT Services Sourcing	-	3,004,449	2,528,773	(475,676)
Information Technology	2,615,838	4,382,264	5,334,308	952,044
Project Management Office	159,249	-	-	-
<b>Total</b>	<b>\$ 4,529,707</b>	<b>\$ 9,085,716</b>	<b>\$ 10,233,304</b>	<b>\$ 1,147,588</b>

### Department Personnel

	FY2012 Budget	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Financial & Support Services	11.00	6.00	10.00	4.00
IT Services Sourcing	0.00	11.00	6.00	(5.00)
Information Technology	14.00	15.00	23.00	8.00
Project Management Office	1.00	0.00	0.00	0.00
<b>Total</b>	<b>26.00</b>	<b>32.00</b>	<b>39.00</b>	<b>7.00</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Non-Discretionary Adjustment</b>	0.00	\$ 686,326	\$ -
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.			

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## Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
<b>Administrative Positions Transfer</b> Transfer of 1.00 FTE position from the OneSD Support Fund and 5.00 FTE positions and associated expenditures from the Wireless Communications Fund to the Information Technology Fund.	6.00	490,159	-
<b>Funding for Added Facility</b> Adjustment reflects the addition of half-year funding for operational expenditures associated with maintaining the added facility formerly belonging to San Diego Data Processing Corporation.	0.00	450,000	-
<b>Salary and Benefit Adjustments</b> Adjustments to reflect the annualization of the Fiscal Year 2013 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	296,713	-
<b>Addition of Information Systems Analyst 3</b> Addition of 1.00 Information Systems Analyst 3 to support the Mayor and Council Customer Relationship Management System.	1.00	111,061	-
<b>Windows 7 Consulting Services</b> Adjustment reflects the addition of funding for consulting services related to the Microsoft upgrade to Windows 7.	0.00	30,000	-
<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	(443,771)	-
<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 2013.	0.00	(472,900)	-
<b>Revised Revenue</b> Adjustment to reflect Fiscal Year 2014 revenue projections.	0.00	-	1,271,690
<b>Total</b>	<b>7.00</b>	<b>\$ 1,147,588</b>	<b>\$ 1,271,690</b>

## Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 1,841,498	\$ 2,722,880	\$ 3,173,718	\$ 450,838
Fringe Benefits	888,554	1,642,558	2,074,339	431,781
<b>PERSONNEL SUBTOTAL</b>	<b>\$ 2,730,052</b>	<b>\$ 4,365,438</b>	<b>\$ 5,248,057</b>	<b>\$ 882,619</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 5,166	\$ 6,528	\$ 23,828	\$ 17,300
Contracts	974,833	782,637	1,253,831	471,194
Information Technology	733,620	3,327,727	2,880,928	(446,799)
Energy and Utilities	15,458	18,070	17,484	(586)
Other	6,912	11,700	11,700	-
Transfers Out	63,665	573,616	94,307	(479,309)

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## Expenditures by Category (Cont'd)

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Debt	-	-	703,169	703,169
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ 1,799,655</b>	<b>\$ 4,720,278</b>	<b>\$ 4,985,247</b>	<b>\$ 264,969</b>
<b>Total</b>	<b>\$ 4,529,707</b>	<b>\$ 9,085,716</b>	<b>\$ 10,233,304</b>	<b>\$ 1,147,588</b>

## Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Charges for Services	\$ 30,535	\$ -	\$ -	\$ -
Other Revenue	81,736	-	-	-
Rev from Money and Prop	6,460	-	-	-
Transfers In	5,390,078	7,818,160	9,089,850	1,271,690
<b>Total</b>	<b>\$ 5,508,809</b>	<b>\$ 7,818,160</b>	<b>\$ 9,089,850</b>	<b>\$ 1,271,690</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000011	Account Clerk	0.00	0.00	2.00	\$31,491 - \$37,918	\$ 74,888
20000175	Applications Programmer 2	1.00	0.00	0.00	66,768 - 80,891	-
20000539	Clerical Assistant 2	0.00	0.00	1.00	29,931 - 36,067	35,616
20001101	Department Director	1.00	1.00	1.00	59,155 - 224,099	152,569
20000924	Executive Secretary	1.00	1.00	1.00	43,555 - 52,666	52,008
20000487	Graphic Designer	0.00	1.00	1.00	43,264 - 51,979	51,329
20000290	Information Systems Analyst 2	2.17	3.00	3.00	54,059 - 65,333	118,575
20000293	Information Systems Analyst 3	5.00	5.00	6.00	59,363 - 71,760	411,778
20000998	Information Systems Analyst 4	3.00	3.00	3.00	66,768 - 80,891	239,640
20000180	Information Systems Manager	1.00	1.00	1.00	84,427 - 102,253	100,975
20000377	Information Systems Technician	1.00	0.00	0.00	42,578 - 51,334	-
20000680	Payroll Specialist 2	1.00	1.00	1.00	34,611 - 41,787	41,265
20001222	Program Manager	8.83	15.00	15.00	46,966 - 172,744	1,657,296
20000927	Senior Clerk/Typist	0.00	0.00	1.00	36,067 - 43,514	-
20000015	Senior Management Analyst	1.00	1.00	2.00	59,363 - 71,760	130,226
20000970	Supervising Management Analyst	0.00	0.00	1.00	66,768 - 80,891	79,462
	Overtime Budgeted					4,091
	Termination Pay Annual Leave					24,000
<b>FTE, Salaries, and Wages Subtotal</b>		<b>26.00</b>	<b>32.00</b>	<b>39.00</b>		<b>\$ 3,173,718</b>

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 27,852	\$ 77,773	\$ 87,464	\$ 9,691
Flexible Benefits	186,543	288,377	324,122	35,745
Insurance	314	-	-	-
Long-Term Disability	10,612	16,144	16,990	846
Medicare	26,335	38,753	44,546	5,793
Other Post-Employment Benefits	51,255	196,241	230,917	34,676
Retiree Medical Trust	1,301	849	1,742	893

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	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Retirement 401 Plan	5,122	3,397	5,926	2,529
Retirement ARC	468,816	845,626	1,119,510	273,884
Retirement DROP	8,262	6,127	6,523	396
Retirement Offset Contribution	785	873	-	(873)
Risk Management Administration	21,855	32,270	35,039	2,769
Supplemental Pension Savings Plan	62,246	94,644	125,769	31,125
Unemployment Insurance	5,989	8,033	9,021	988
Workers' Compensation	11,268	33,451	66,770	33,319
<b>Fringe Benefits Subtotal</b>	<b>\$ 888,554</b>	<b>\$ 1,642,558</b>	<b>\$ 2,074,339</b>	<b>\$ 431,781</b>
<b>Total Personnel Expenditures</b>			<b>\$ 5,248,057</b>	

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

### Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Enterprise Resource Planning	\$ -	\$ 25,678,944	\$ 21,185,217	\$ (4,493,727)
<b>Total</b>	<b>\$ -</b>	<b>\$ 25,678,944</b>	<b>\$ 21,185,217</b>	<b>\$ (4,493,727)</b>

### Department Personnel

	FY2012 Budget	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Enterprise Resource Planning	0.00	18.00	17.50	(0.50)
<b>Total</b>	<b>0.00</b>	<b>18.00</b>	<b>17.50</b>	<b>(0.50)</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Salary and Benefit Adjustments</b>	0.00	\$ 233,068	\$ -
Adjustments to reflect the annualization of the Fiscal Year 2013 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.			
<b>Non-Standard Hour Personnel Funding</b>	0.50	16,105	-
Adjustment to expenditures according to a zero-based annual review of non-standard hour personnel funding requirements.			
<b>Administrative Positions Transfer</b>	(1.00)	(147,963)	-
Transfer of 1.00 FTE position from the OneSD Support Fund and 5.00 FTE positions and associated expenditures from the Wireless Communications Fund to the Information Technology Fund.			

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

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## Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
<b>Non-Discretionary Adjustment</b>	0.00	(1,188,274)	-
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.			
<b>Equipment/Support for Information Technology</b>	0.00	(3,406,663)	-
Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements and priority analyses.			
<b>Revised Revenue</b>	0.00	-	(4,537,614)
Adjustment to reflect Fiscal Year 2014 revenue projections.			
<b>Total</b>	<b>(0.50)</b>	<b>\$ (4,493,727)</b>	<b>\$ (4,537,614)</b>

## Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ -	\$ 1,716,620	\$ 1,776,540	\$ 59,920
Fringe Benefits	-	949,669	990,959	41,290
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ 2,666,289</b>	<b>\$ 2,767,499</b>	<b>\$ 101,210</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ -	\$ 17,500	\$ 20,314	\$ 2,814
Contracts	-	416,865	422,859	5,994
Information Technology	-	15,169,078	11,762,415	(3,406,663)
Energy and Utilities	-	18,290	18,847	557
Other	-	1,291,772	94,133	(1,197,639)
Capital Expenditures	-	60,000	60,000	-
Debt	-	6,039,150	6,039,150	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ 23,012,655</b>	<b>\$ 18,417,718</b>	<b>\$ (4,594,937)</b>
<b>Total</b>	<b>\$ -</b>	<b>\$ 25,678,944</b>	<b>\$ 21,185,217</b>	<b>\$ (4,493,727)</b>

## Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Charges for Services	\$ -	\$ 11,110,905	\$ 8,614,866	\$ (2,496,039)
Transfers In	-	14,527,952	12,486,377	(2,041,575)
<b>Total</b>	<b>\$ -</b>	<b>\$ 25,638,857</b>	<b>\$ 21,101,243</b>	<b>\$ (4,537,614)</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20001247	Business Systems Analyst 2	0.00	2.00	3.00	\$59,467 - \$71,864	\$ 209,322
20001246	Business Systems Analyst 3	0.00	3.00	2.00	65,416 - 79,061	153,671
90000541	Clerical Assistant 2 - Hourly	0.00	0.00	0.50	29,931 - 36,067	14,966
20001168	Deputy Director	0.00	1.00	1.00	46,966 - 172,744	143,189
20001261	Information Systems Administrator	0.00	3.00	3.00	73,466 - 88,982	263,610
20001222	Program Manager	0.00	8.00	8.00	46,966 - 172,744	991,782

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## Personnel Expenditures (Cont'd)

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
20000970	Supervising Management Analyst	0.00	1.00	0.00	66,768 - 80,891	-
<b>FTE, Salaries, and Wages Subtotal</b>		<b>0.00</b>	<b>18.00</b>	<b>17.50</b>		<b>\$ 1,776,540</b>
		FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change	
<b>Fringe Benefits</b>						
	Employee Offset Savings	\$ -	\$ 52,540	\$ 53,517	\$ 977	
	Flexible Benefits	-	179,768	190,118	10,350	
	Long-Term Disability	-	10,112	9,623	(489)	
	Medicare	-	25,394	26,084	690	
	Other Post-Employment Benefits	-	107,527	106,097	(1,430)	
	Retiree Medical Trust	-	1,462	2,190	728	
	Retirement 401 Plan	-	5,845	8,757	2,912	
	Retirement ARC	-	480,107	493,841	13,734	
	Risk Management Administration	-	17,682	16,099	(1,583)	
	Supplemental Pension Savings Plan	-	46,508	43,610	(2,898)	
	Unemployment Insurance	-	5,210	5,107	(103)	
	Workers' Compensation	-	17,514	35,916	18,402	
<b>Fringe Benefits Subtotal</b>		<b>\$ -</b>	<b>\$ 949,669</b>	<b>\$ 990,959</b>	<b>\$ 41,290</b>	
<b>Total Personnel Expenditures</b>					<b>\$ 2,767,499</b>	

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

### Department Expenditures

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Communications	\$ -	\$ 9,869,693	\$ 8,869,368	\$ (1,000,325)
<b>Total</b>	<b>\$ -</b>	<b>\$ 9,869,693</b>	<b>\$ 8,869,368</b>	<b>\$ (1,000,325)</b>

### Department Personnel

	FY2012 Budget	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Communications	0.00	48.00	44.76	(3.24)
<b>Total</b>	<b>0.00</b>	<b>48.00</b>	<b>44.76</b>	<b>(3.24)</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Radio Equipment</b>	0.00	\$ 250,000	\$ -
Adjustment reflects the addition of one-time expenditures to replace aging radio communications equipment.			
<b>Salary and Benefit Adjustments</b>	0.00	161,732	-
Adjustments to reflect the annualization of the Fiscal Year 2013 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.			

<sup>1</sup>The Wireless Communication Technology Fund was budgeted in the Public Works - General Services Department in Fiscal Year 2012.

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## Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
<b>Non-Standard Hour Personnel Funding</b> Adjustment to expenditures according to a zero-based annual review of non-standard hour personnel funding requirements.	1.76	68,450	-
<b>New Global Positioning System (GPS) Contract</b> Addition of expenditures for data/service plan associated with new GPS contract.	0.00	936	-
<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	(61,137)	-
<b>Administrative Positions Transfer</b> Transfer of 1.00 FTE position from the OneSD Support Fund and 5.00 FTE positions and associated expenditures from the Wireless Communications Fund to the Information Technology Fund.	(5.00)	(342,196)	-
<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	(1,078,110)	-
<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 2013.	0.00	-	(373)
<b>Revised Revenue</b> Adjustment to reflect Fiscal Year 2014 revenue projections.	0.00	-	(1,086,505)
<b>Total</b>	<b>(3.24)</b>	<b>\$ (1,000,325)</b>	<b>\$ (1,086,878)</b>

## Expenditures by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ -	\$ 3,135,937	\$ 2,981,244	\$ (154,693)
Fringe Benefits	-	1,953,934	2,011,927	57,993
<b>PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ 5,089,871</b>	<b>\$ 4,993,171</b>	<b>\$ (96,700)</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ -	\$ 573,922	\$ 608,351	\$ 34,429
Contracts	-	642,077	832,297	190,220
Information Technology	-	295,101	214,978	(80,123)
Energy and Utilities	-	216,837	236,153	19,316
Other	-	40,378	193,270	152,892
Transfers Out	-	50,528	50,513	(15)
Capital Expenditures	-	38,752	38,752	-
Debt	-	2,922,227	1,701,883	(1,220,344)
<b>NON-PERSONNEL SUBTOTAL</b>	<b>\$ -</b>	<b>\$ 4,779,822</b>	<b>\$ 3,876,197</b>	<b>\$ (903,625)</b>
<b>Total</b>	<b>\$ -</b>	<b>\$ 9,869,693</b>	<b>\$ 8,869,368</b>	<b>\$ (1,000,325)</b>

# Department of Information Technology

## Revenues by Category

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
Charges for Services	\$ -	\$ 450,000	\$ 456,000	\$ 6,000
Fines Forfeitures and Penalties	-	373	-	(373)
Transfers In	-	8,170,981	7,078,476	(1,092,505)
<b>Total</b>	<b>\$ -</b>	<b>\$ 8,621,354</b>	<b>\$ 7,534,476</b>	<b>\$ (1,086,878)</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2012 Budget	FY2013 Budget	FY2014 Adopted	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000011	Account Clerk	0.00	2.00	0.00	\$31,491 - \$37,918	\$ -
20000139	Associate Communications Engineer	0.00	4.00	4.00	66,622 - 80,454	317,792
20000539	Clerical Assistant 2	0.00	1.00	0.00	29,931 - 36,067	-
20000403	Communications Technician	0.00	20.00	20.00	58,157 - 69,742	1,308,694
20000405	Communications Technician Supervisor	0.00	2.00	2.00	66,685 - 80,600	159,184
20001168	Deputy Director	0.00	1.00	1.00	46,966 - 172,744	116,525
20000418	Equipment Technician 1	0.00	1.00	1.00	36,005 - 43,139	-
20000419	Equipment Technician 1	0.00	5.00	5.00	36,005 - 43,139	212,583
90000419	Equipment Technician 1 - Hourly	0.00	0.00	1.76	36,005 - 43,139	63,368
20000425	Equipment Technician 2	0.00	2.00	2.00	39,499 - 47,091	94,182
20000178	Information Systems Administrator	0.00	1.00	1.00	73,466 - 88,982	87,561
20000927	Senior Clerk/Typist	0.00	1.00	0.00	36,067 - 43,514	-
20000288	Senior Communications Engineer	0.00	1.00	1.00	76,794 - 92,851	88,904
20000897	Senior Communications Technician	0.00	4.00	4.00	61,048 - 73,216	292,864
20000402	Senior Communications Technician Supervisor	0.00	1.00	1.00	76,710 - 92,602	91,444
20000015	Senior Management Analyst	0.00	1.00	0.00	59,363 - 71,760	-
20000955	Storekeeper 1	0.00	1.00	1.00	34,611 - 41,517	40,998
	Overtime Budgeted					24,003
	Reg Pay For Engineers					48,272
	Termination Pay Annual Leave					34,870
<b>FTE, Salaries, and Wages Subtotal</b>		<b>0.00</b>	<b>48.00</b>	<b>44.76</b>		<b>\$ 2,981,244</b>

	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013–2014 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ -	\$ 14,548	\$ 13,302	\$ (1,246)
Flexible Benefits	-	270,370	278,973	8,603
Long-Term Disability	-	17,465	15,450	(2,015)
Medicare	-	40,619	38,641	(1,978)
Other Post-Employment Benefits	-	297,369	255,881	(41,488)
Retiree Medical Trust	-	-	332	332
Retirement 401 Plan	-	-	1,329	1,329
Retirement ARC	-	1,017,477	1,135,274	117,797

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	FY2012 Actual	FY2013 Budget	FY2014 Adopted	FY2013-2014 Change
Retirement DROP	-	11,436	11,436	-
Retirement Offset Contribution	-	3,334	-	(3,334)
Risk Management Administration	-	48,974	38,827	(10,147)
Supplemental Pension Savings Plan	-	165,861	154,849	(11,012)
Unemployment Insurance	-	8,875	8,203	(672)
Workers' Compensation	-	57,606	59,430	1,824
<b>Fringe Benefits Subtotal</b>	<b>\$ -</b>	<b>\$ 1,953,934</b>	<b>\$ 2,011,927</b>	<b>\$ 57,993</b>
<b>Total Personnel Expenditures</b>			<b>\$ 4,993,171</b>	

# Department of Information Technology

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

GIS Fund	FY2012 Actual	FY2013 <sup>*</sup> Budget	FY2014 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 341,542	\$ 317,609	\$ 576,094
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 341,542</b>	<b>\$ 317,609</b>	<b>\$ 576,094</b>
<b>REVENUE</b>			
Transfer In	\$ 1,408,717	\$ 1,420,971	\$ 1,420,971
Reimbursement From Other Agencies	–	195,303	195,303
<b>TOTAL REVENUE</b>	<b>\$ 1,408,717</b>	<b>\$ 1,616,274</b>	<b>\$ 1,616,274</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 1,750,259</b>	<b>\$ 1,933,883</b>	<b>\$ 2,192,368</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ –	\$ 179,160	\$ 217,724
Non-Personnel Expense	1,175,614	1,461,299	1,367,314
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 1,175,614</b>	<b>\$ 1,640,459</b>	<b>\$ 1,585,038</b>
<b>TOTAL EXPENSE</b>	<b>\$ 1,175,614</b>	<b>\$ 1,640,459</b>	<b>\$ 1,585,038</b>
<b>BALANCE</b>	<b>\$ 574,645</b>	<b>\$ 293,424</b>	<b>\$ 607,330</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 1,750,259</b>	<b>\$ 1,933,883</b>	<b>\$ 2,192,368</b>

<sup>\*</sup> At the time of publication, audited financial statements for Fiscal Year 2013 were not available. Therefore, the Fiscal Year 2013 column reflects final budget amounts from the Fiscal Year 2013 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)

Information Technology Fund	FY2012 Actual	FY2013 <sup>*</sup> Budget	FY2014 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 901,889	\$ 1,523,878	\$ 1,223,455
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 901,889</b>	<b>\$ 1,523,878</b>	<b>\$ 1,223,455</b>
<b>REVENUE</b>			
Reimbursement Between Funds/Departments	\$ 30,535	\$ 7,818,160	\$ 9,089,850
Reimbursement From Other Agencies	81,736	-	-
Interest and Dividends	6,460	-	-
Transfers In	5,390,078	-	-
<b>TOTAL REVENUE</b>	<b>\$ 5,508,809</b>	<b>\$ 7,818,160</b>	<b>\$ 9,089,850</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 6,410,698</b>	<b>\$ 9,342,038</b>	<b>\$ 10,313,305</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 2,730,052	\$ 4,365,438	\$ 5,248,057
Non-Personnel Expense	1,799,655	4,720,278	4,985,247
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 4,529,707</b>	<b>\$ 9,085,716</b>	<b>\$ 10,233,304</b>
<b>TOTAL EXPENSE</b>	<b>\$ 4,529,707</b>	<b>\$ 9,085,716</b>	<b>\$ 10,233,304</b>
<b>BALANCE</b>	<b>\$ 1,880,991</b>	<b>\$ 256,322</b>	<b>\$ 80,001</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 6,410,698</b>	<b>\$ 9,342,038</b>	<b>\$ 10,313,305</b>

<sup>\*</sup> At the time of publication, audited financial statements for Fiscal Year 2013 were not available. Therefore, the Fiscal Year 2013 column reflects final budget amounts from the Fiscal Year 2013 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	FY2012 Actual	FY2013* Budget	FY2014 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 866,365	\$ 1,224,363	\$ 389,591
Continuing Appropriation - CIP	–	–	1,100,000
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 866,365</b>	<b>\$ 1,224,363</b>	<b>\$ 1,489,591</b>
<b>REVENUE</b>			
Services to the General Fund	\$ 8,882,182	\$ 11,110,905	\$ –
Services to Other Funds	12,521,858	14,527,952	8,614,866
Interest Pool Inv	–	–	–
Transfer In	–	–	12,486,377
<b>TOTAL REVENUE</b>	<b>\$ 21,404,040</b>	<b>\$ 25,638,857</b>	<b>\$ 21,101,243</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 22,270,405</b>	<b>\$ 26,863,220</b>	<b>\$ 22,590,834</b>
<b>CAPITAL IMPROVEMENT PROGRAM (CIP) EXPENSE</b>			
CIP Expenditures	\$ –	\$ 1,100,000	\$ –
<b>TOTAL CIP EXPENSE</b>	<b>\$ –</b>	<b>\$ 1,100,000</b>	<b>\$ –</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 2,382,622	\$ 2,666,289	\$ 2,767,499
Non-Personnel Expense	17,852,615	23,012,655	18,417,718
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 20,235,237</b>	<b>\$ 25,678,944</b>	<b>\$ 21,185,217</b>
<b>TOTAL EXPENSE</b>	<b>\$ 20,235,237</b>	<b>\$ 26,778,944</b>	<b>\$ 21,185,217</b>
<b>RESERVES</b>			
Continuing Appropriation - CIP	\$ –	\$ –	\$ 1,100,000
<b>TOTAL RESERVES</b>	<b>\$ –</b>	<b>\$ –</b>	<b>\$ 1,100,000</b>
<b>BALANCE</b>	<b>\$ 2,035,168</b>	<b>\$ 84,276</b>	<b>\$ 305,617</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 22,270,405</b>	<b>\$ 26,863,220</b>	<b>\$ 22,590,834</b>

\* At the time of publication, audited financial statements for Fiscal Year 2013 were not available. Therefore, the Fiscal Year 2013 column reflects final budget amounts from the Fiscal Year 2013 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	FY2012 Actual	FY2013* Budget	FY2014 Adopted
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 2,365,651	\$ 2,510,901	\$ 2,092,927
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 2,365,651</b>	<b>\$ 2,510,901</b>	<b>\$ 2,092,927</b>
<b>REVENUE</b>			
Transfers from Other Funds	\$ 7,497,122	\$ 6,673,195	\$ 5,879,011
Transfers from Proprietary Funds	1,583,096	1,410,358	1,199,465
Other Revenue	719,551	537,801	456,000
<b>TOTAL REVENUE</b>	<b>\$ 9,799,769</b>	<b>\$ 8,621,354</b>	<b>\$ 7,534,476</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 12,165,420</b>	<b>\$ 11,132,255</b>	<b>\$ 9,627,403</b>
<b>OPERATING EXPENSE</b>			
Personnel Expense	\$ 4,660,217	\$ 5,089,871	\$ 4,993,171
Non-Personnel Expense	4,705,878	4,779,822	3,876,197
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 9,366,095</b>	<b>\$ 9,869,693</b>	<b>\$ 8,869,368</b>
<b>TOTAL EXPENSE</b>	<b>\$ 9,366,095</b>	<b>\$ 9,869,693</b>	<b>\$ 8,869,368</b>
<b>BALANCE</b>	<b>\$ 2,799,325</b>	<b>\$ 1,262,562</b>	<b>\$ 758,035</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 12,165,420</b>	<b>\$ 11,132,255</b>	<b>\$ 9,627,403</b>

\* At the time of publication, audited financial statements for Fiscal Year 2013 were not available. Therefore, the Fiscal Year 2013 column reflects final budget amounts from the Fiscal Year 2013 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.



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