

## **Department of Information Technology**



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# Department of Information Technology



## Description

The Department of Information Technology was established in 1994 and provides citywide strategic technology direction, operational support of application, infrastructure, and wireless technologies, enterprise application services, and manages Information Technology (IT) services contracts and assets.

Some key areas of the Department include:

**IT Fiscal Services** - The IT Fiscal Services group coordinates the citywide IT budget process and also monitors and reports on fixed citywide IT expenditures.

**IT Contracts Management** - The Contracts Management Group 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.

**IT Operations Management** - The IT Operations Group manages the network, datacenter, telecommunications, and departmental application portfolio for every location, server, departmental application, call center, and desktop phone at the City. Primarily operating through management of three IT service providers, the group sets the technology direction and innovation for the City's core infrastructure, resiliency, and data protection needs, and works with City departments to develop solutions to the challenges faced by the City.

**IT Governance and Portfolio Management** - The IT Governance and Portfolio Management Division manages the City's IT governance and project portfolio processes, the outsourced IT Help Desk and Desktop Support functions, and the City's ServiceNow platform. The Division also serves as the Department of IT's liaison to other city departments.

**Cyber Security Compliance and Risk Management** - The Cyber Security Team provides the development, implementation and management of all citywide information security policies, standards, procedures, and internal controls.

**Enterprise Applications** - The Enterprise Applications Group provides citywide information technology services which includes Systems, Applications and Products (SAP), Geographic Information Systems (GIS), web environments, and citywide content management.

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

# Department of Information Technology

**The mission is:**

To provide high quality technology and public safety wireless services while driving strategic innovation through collaboration and partnership with City and regional stakeholders.

**The vision is:**

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

## Goals and Objectives

*Goal 1: Modernize and maximize the business value and resiliency of technology services through:*

- A comprehensive technology platform and cloud strategy
- Expansion of mobile services and devices
- Improved ease of use for applications and authentication
- Enhanced public safety wireless communications

*Goal 2: Deliver and support City technologies by optimizing the skills, training, and organizational structure of City staff to drive innovation and citywide best practices. Drive customer satisfaction through customer feedback and improvements.*

- Create a model and Operating Level Agreements (OLA's) for sharing City IT staff between departments
- Develop the skills of City IT staff in project management, business analyst roles, cloud technology, contracts, and security
- Improve service management through best practices and technology automation
- Implement citywide data governance

*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 Agreements (SLA's) to promote innovation and meet changing business requirements
- Develop a long-term roadmap for the City's IT contracts and RFP's

*Goal 4: Secure the City's data and technology*

- Enhance the automation of security with Security Information and Event Management (SIEM)
- Create an environment where security is a key decision point for all contracts, procurement processes, product selection, adoption, and use
- Modernize, maintain and improve existing security tools in City infrastructure and in the cloud

## Key Performance Indicators

Performance Indicator	FY2018 Target	FY2018 Actual	FY2019 Target	FY2019 Estimate	FY2020 Target
Percentage availability of public safety wireless services	99.999%	99.999%	99.999%	99.999%	99.999%
Percentage of security incidents per month per 10,000 users	< 1.0%	0.25 %	<1.0%	0.40 %	<1.0%
Percentage availability for citywide network and phone systems	99.90%	99.80%	99.90%	99.90%	99.90%

# Department of Information Technology

## Department Summary

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
FTE Positions (Budgeted)	120.00	120.00	129.21	9.21
Personnel Expenditures	\$ 17,048,191	\$ 17,958,672	\$ 19,638,236	\$ 1,679,564
Non-Personnel Expenditures	31,028,650	36,335,618	83,486,047	47,150,429
<b>Total Department Expenditures</b>	<b>\$ 48,076,840</b>	<b>\$ 54,294,290</b>	<b>\$ 103,124,283</b>	<b>\$ 48,829,993</b>
<b>Total Department Revenue</b>	<b>\$ 49,104,529</b>	<b>\$ 53,709,141</b>	<b>\$ 98,248,118</b>	<b>\$ 44,538,977</b>

## General Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Financial & Support Services	\$ 232,253	\$ 1,139,200	\$ 267,172	\$ (872,028)
<b>Total</b>	<b>\$ 232,253</b>	<b>\$ 1,139,200</b>	<b>\$ 267,172</b>	<b>\$ (872,028)</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<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	\$ 27,172	-
<b>Personal Computer (PC) Replacement</b> Reduction of non-personnel expenditures associated with the General Fund PC Replacement Program.	0.00	(899,200)	-
<b>Total</b>	<b>0.00</b>	<b>\$ (872,028)</b>	<b>-</b>

### Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>NON-PERSONNEL</b>				
Information Technology	232,253	1,139,200	267,172	(872,028)
<b>NON-PERSONNEL SUBTOTAL</b>	<b>232,253</b>	<b>1,139,200</b>	<b>267,172</b>	<b>(872,028)</b>
<b>Total</b>	<b>\$ 232,253</b>	<b>\$ 1,139,200</b>	<b>\$ 267,172</b>	<b>\$ (872,028)</b>

### Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Other Revenue	\$ 239	\$ -	\$ -	-
<b>Total</b>	<b>\$ 239</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>

# Department of Information Technology

## GIS Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Financial & Support Services	\$ 434	\$ -	\$ -	-
Information Technology	2,314,546	2,643,379	3,795,848	1,152,469
<b>Total</b>	<b>\$ 2,314,980</b>	<b>\$ 2,643,379</b>	<b>\$ 3,795,848</b>	<b>1,152,469</b>

### Department Personnel

	FY2018 Budget	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Information Technology	2.00	2.00	9.83	7.83
<b>Total</b>	<b>2.00</b>	<b>2.00</b>	<b>9.83</b>	<b>7.83</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Geographic Information Systems (GIS) Analysts</b> Addition of 10.00 FTE positions and associated non-personnel expenditures to support citywide Enterprise Geographic Information System (GIS) services. The FY 2020 FTE positions and expenditures are annualized to reflect the projected start dates throughout the fiscal year.	5.83	\$ 609,149	-
<b>GIS Services Restructure</b> Restructure of 1.00 Information Systems Analyst 4, 1.00 Program Manager, and associated non-personnel expenditures from the Information Technology Fund to the GIS Fund.	2.00	452,358	-
<b>Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.	0.00	82,098	-
<b>Salary and Benefit Adjustments</b> 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	6,427	-
<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	2,437	-
<b>Revised Revenue</b> Adjustment to reflect revised revenue projections.	0.00	-	1,186,914
<b>Total</b>	<b>7.83</b>	<b>\$ 1,152,469</b>	<b>1,186,914</b>

# Department of Information Technology

## Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 123,094	\$ 127,156	\$ 744,226	617,070
Fringe Benefits	91,067	89,284	498,648	409,364
<b>PERSONNEL SUBTOTAL</b>	<b>214,161</b>	<b>216,440</b>	<b>1,242,874</b>	<b>1,026,434</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ -	\$ -	\$ 41,500	41,500
Contracts	941,196	817,845	820,282	2,437
Information Technology	1,159,623	1,609,094	1,691,192	82,098
<b>NON-PERSONNEL SUBTOTAL</b>	<b>2,100,819</b>	<b>2,426,939</b>	<b>2,552,974</b>	<b>126,035</b>
<b>Total</b>	<b>\$ 2,314,980</b>	<b>\$ 2,643,379</b>	<b>\$ 3,795,848</b>	<b>\$ 1,152,469</b>

## Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Charges for Services	\$ 2,088,247	\$ 2,385,771	\$ 3,572,685	1,186,914
Rev from Money and Prop	(1,209)	-	-	-
Rev from Other Agencies	258,561	195,303	195,303	-
Transfers In	297	-	-	-
<b>Total</b>	<b>\$ 2,345,896</b>	<b>\$ 2,581,074</b>	<b>\$ 3,767,988</b>	<b>\$ 1,186,914</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Proposed	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
21000432	Geographic Info Systems Analyst 2	0.00	0.00	3.00	\$ 57,691 - 69,723	190,026
21000433	Geographic Info Systems Analyst 3	0.00	0.00	2.00	63,342 - 76,578	139,447
21000434	Geographic Info Systems Analyst 4	0.00	0.00	0.83	71,249 - 86,311	65,319
20000293	Information Systems Analyst 3	1.00	1.00	1.00	63,342 - 76,578	76,578
20000998	Information Systems Analyst 4	0.00	0.00	1.00	71,249 - 86,311	86,311
20000377	Information Systems Technician	1.00	1.00	1.00	45,444 - 54,769	54,769
20001222	Program Manager	0.00	0.00	1.00	50,128 - 184,332	131,776
<b>FTE, Salaries, and Wages Subtotal</b>		<b>2.00</b>	<b>2.00</b>	<b>9.83</b>		<b>\$ 744,226</b>

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 513	\$ 530	\$ 7,090	6,560
Flexible Benefits	21,682	21,682	129,503	107,821
Medicare	1,986	1,844	10,790	8,946
Other Post-Employment Benefits	12,678	12,248	60,809	48,561
Retiree Medical Trust	179	185	1,178	993
Retirement ADC	41,594	38,472	205,542	167,070
Risk Management Administration	2,064	2,106	11,957	9,851
Supplemental Pension Savings Plan	9,708	10,028	59,871	49,843
Unemployment Insurance	225	214	1,161	947
Workers' Compensation	438	1,975	10,747	8,772
<b>Fringe Benefits Subtotal</b>	<b>\$ 91,067</b>	<b>\$ 89,284</b>	<b>\$ 498,648</b>	<b>\$ 409,364</b>
<b>Total Personnel Expenditures</b>			<b>\$ 1,242,874</b>	

# Department of Information Technology

## Information Technology Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Enterprise IT Sourcing Operations	\$ 1,688,366	\$ 1,954,878	\$ 1,991,550	\$ 36,672
Financial & Support Services	3,284,258	2,480,378	53,931,109	51,450,731
Information Technology	5,510,331	6,299,595	4,158,181	(2,141,414)
IT Contract Management	575,458	1,816,214	1,823,163	6,949
Project Management Office	354,812	403,109	-	(403,109)
<b>Total</b>	<b>\$ 11,413,225</b>	<b>\$ 12,954,174</b>	<b>\$ 61,904,003</b>	<b>\$ 48,949,829</b>

### Department Personnel

	FY2018 Budget	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Enterprise IT Sourcing Operations	10.00	10.00	9.00	(1.00)
Financial & Support Services	6.00	6.00	7.00	1.00
Information Technology	23.00	23.00	25.00	2.00
IT Contract Management	3.00	4.00	4.00	0.00
Project Management Office	2.00	2.00	0.00	(2.00)
<b>Total</b>	<b>44.00</b>	<b>45.00</b>	<b>45.00</b>	<b>0.00</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Data and Telecommunication Network Services</b> Reclassification of citywide expenditures for IT Fixed data and telecommunication network services.	0.00	\$ 15,142,314	\$ 15,142,314
<b>Application Development and Maintenance Services</b> Reclassification of citywide expenditures for IT Fixed application development and maintenance services.	0.00	12,374,984	12,374,984
<b>Data Center Services</b> Reclassification of citywide expenditures for IT Fixed data center services.	0.00	12,292,266	12,292,266
<b>Help Desk and Desktop Support Services</b> Reclassification of citywide expenditures for IT Fixed help desk and desktop support services.	0.00	6,275,359	6,275,359
<b>Cyber Security Services</b> Reclassification of citywide expenditures for IT Fixed cyber security services.	0.00	3,182,239	3,182,239
<b>Data Center Transition</b> Addition of one-time non-personnel expenditures to support the data center transition.	0.00	806,996	806,996
<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	563,221	-
<b>Cyber Security Network</b> Addition of non-personnel expenditures to support management of the cyber security network.	0.00	330,498	330,498
<b>Salary and Benefit Adjustments</b> 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	250,206	-



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## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Cyber Security Consulting Services</b> Addition of non-personnel expenditures to support cyber security consulting services.	0.00	218,942	218,942
<b>City Public Website</b> Addition of non-personnel expenditures to support web hosting and support for the City's public website.	0.00	218,000	-
<b>Cyber Security Network Monitoring</b> Addition of non-personnel expenditures to support the cyber security network monitoring system and tools.	0.00	156,813	156,813
<b>Addition of Program Coordinator</b> Addition of 1.00 Program Coordinator, associated non-personnel expenditures, and revenue to support the City's call management system.	1.00	147,880	143,149
<b>Addition of Program Coordinator</b> Addition of 1.00 Program Coordinator and associated non-personnel expenditures to support the City's digital services strategy.	1.00	140,044	-
<b>Pay-in-Lieu of Annual Leave Adjustments</b> Adjustment to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.	0.00	84,706	-
<b>Relocation to 101 Ash Street</b> Addition of one-time non-personnel expenditures related to relocation into the 101 Ash Street building.	0.00	84,670	-
<b>Reduction of Proxy Servers</b> Reduction of non-personnel expenditures and associated revenue for the consolidation of proxy servers.	0.00	(31,955)	(31,955)
<b>Reduction of As-Needed Services</b> Reduction of non-personnel expenditures associated with as-needed break-fix activities or resolution of operational technical issues.	0.00	(45,382)	-
<b>Reduction of Structured Query Language Servers</b> Reduction of non-personnel expenditures and associated revenue for the consolidation of Structured Query Language servers.	0.00	(63,911)	(63,911)
<b>Cyber Security Tools</b> Reduction of non-personnel expenditures and associated revenue for cyber security tools due to operational efficiencies.	0.00	(68,049)	(68,049)
<b>Telephone Services Modernization</b> Reduction of non-personnel expenditures and associated revenue related to the modernization of telephones routing via internet connections.	0.00	(129,569)	(129,569)
<b>Disk Storage Consolidation</b> Reduction of non-personnel expenditures and associated revenue related to the consolidation of disk storage.	0.00	(174,023)	(129,023)
<b>One-Time Additions and Annualizations</b> Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2019.	0.00	(330,781)	-
<b>GIS Services Restructure</b> Restructure of 1.00 Information Systems Analyst 4 and 1.00 Program Manager and associated non-personnel expenditures from the Information Technology Fund to the GIS Fund.	(2.00)	(452,358)	-

# Department of Information Technology

## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Rent Reclassification</b>	0.00	(552,435)	-
Reclassification of rent expenditures from discretionary to non-discretionary.			
<b>Support for Information Technology</b>	0.00	(1,470,846)	-
Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.			
<b>Revised Revenue</b>	0.00	-	(3,362,971)
Adjustment to reflect revised revenue projections.			
<b>Total</b>	<b>0.00 \$</b>	<b>48,949,829 \$</b>	<b>47,138,082</b>

## Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 3,984,360	\$ 4,336,757	\$ 4,671,196	334,439
Fringe Benefits	2,676,479	2,697,392	2,525,131	(172,261)
<b>PERSONNEL SUBTOTAL</b>	<b>6,660,839</b>	<b>7,034,149</b>	<b>7,196,327</b>	<b>162,178</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 12,359	\$ 14,174	\$ 22,669	8,495
Contracts	1,374,715	2,068,663	53,012,159	50,943,496
Information Technology	2,767,130	3,104,848	1,634,002	(1,470,846)
Energy and Utilities	18,569	20,405	29,346	8,941
Other	6,196	9,500	9,500	-
Transfers Out	573,417	702,435	-	(702,435)
<b>NON-PERSONNEL SUBTOTAL</b>	<b>4,752,386</b>	<b>5,920,025</b>	<b>54,707,676</b>	<b>48,787,651</b>
<b>Total</b>	<b>\$ 11,413,225</b>	<b>\$ 12,954,174</b>	<b>\$ 61,904,003</b>	<b>\$ 48,949,829</b>

## Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Charges for Services	\$ 11,396,460	\$ 13,128,511	\$ 60,266,593	47,138,082
Other Revenue	1,308	60,000	60,000	-
Rev from Money and Prop	31,414	-	-	-
Transfers In	8,640	-	-	-
<b>Total</b>	<b>\$ 11,437,822</b>	<b>\$ 13,188,511</b>	<b>\$ 60,326,593</b>	<b>\$ 47,138,082</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Proposed	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000011	Account Clerk	1.00	0.00	0.00	\$ 33,605 - 40,459	\$ -
20000012	Administrative Aide 1	0.00	1.00	1.00	39,449 - 47,528	39,449
20000024	Administrative Aide 2	0.00	1.00	1.00	45,444 - 54,769	47,528
20001101	Department Director	1.00	1.00	1.00	63,127 - 239,144	197,417
20001168	Deputy Director	2.00	2.00	2.00	50,128 - 184,332	317,999
20000924	Executive Assistant	1.00	1.00	1.00	46,475 - 56,208	54,088
20000290	Information Systems Analyst 2	1.00	1.00	1.00	57,691 - 69,723	69,723
20000293	Information Systems Analyst 3	9.00	9.00	9.00	63,342 - 76,578	687,563
20000998	Information Systems Analyst 4	3.00	3.00	2.00	71,249 - 86,311	172,622

# Department of Information Technology

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Proposed	Salary Range	Total
20000180	Information Systems Manager	1.00	1.00	1.00	90,092 - 109,108	109,108
20000680	Payroll Specialist 2	1.00	1.00	1.00	38,783 - 49,160	47,269
20001234	Program Coordinator	4.00	6.00	8.00	24,537 - 147,160	844,148
20001222	Program Manager	18.00	17.00	16.00	50,128 - 184,332	2,001,822
20000015	Senior Management Analyst	1.00	1.00	1.00	63,342 - 76,578	63,342
20000970	Supervising Management Analyst	1.00	0.00	0.00	71,249 - 86,311	-
	Budgeted Vacancy Savings					(85,849)
	Overtime Budgeted					4,946
	Termination Pay Annual Leave					15,315
	Vacation Pay In Lieu					84,706
<b>FTE, Salaries, and Wages Subtotal</b>		<b>44.00</b>	<b>45.00</b>	<b>45.00</b>		<b>\$ 4,671,196</b>

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 46,255	\$ 44,056	\$ 36,444	(7,612)
Flexible Benefits	596,652	631,714	642,467	10,753
Medicare	58,425	61,757	65,096	3,339
Other Post-Employment Benefits	251,589	263,332	272,096	8,764
Retiree Medical Trust	5,004	5,951	7,188	1,237
Retirement 401 Plan	1,957	1,911	1,974	63
Retirement ADC	1,382,980	1,248,212	1,085,871	(162,341)
Retirement DROP	6,571	7,988	8,548	560
Risk Management Administration	41,431	45,279	53,504	8,225
Supplemental Pension Savings Plan	262,704	296,892	322,879	25,987
Unemployment Insurance	7,133	7,279	7,131	(148)
Workers' Compensation	15,776	83,021	21,933	(61,088)
<b>Fringe Benefits Subtotal</b>	<b>\$ 2,676,479</b>	<b>\$ 2,697,392</b>	<b>\$ 2,525,131</b>	<b>(172,261)</b>
<b>Total Personnel Expenditures</b>			<b>\$ 7,196,327</b>	

## OneSD Support Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Enterprise Resource Planning	\$ 25,015,222	\$ 28,225,091	\$ 27,457,608	(767,483)
Financial & Support Services	-	-	(318,831)	(318,831)
<b>Total</b>	<b>\$ 25,015,222</b>	<b>\$ 28,225,091</b>	<b>\$ 27,138,777</b>	<b>(1,086,314)</b>

### Department Personnel

	FY2018 Budget	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Enterprise Resource Planning	28.00	29.00	30.00	1.00
<b>Total</b>	<b>28.00</b>	<b>29.00</b>	<b>30.00</b>	<b>1.00</b>

# Department of Information Technology

## Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.	0.00	\$ 232,636	-
<b>Enterprise Assets Management</b> Addition of one-time non-personnel expenditures to support the Enterprise Asset Management (EAM) work manager and mobile device solution to record maintenance and material costs of work performed.	0.00	225,000	-
<b>Addition of Program Coordinator</b> Addition of 1.00 Program Coordinator and associated non-personnel expenditures, including one-time, to support the City's payroll system.	1.00	156,141	-
<b>Salary and Benefit Adjustments</b> 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	125,835	-
<b>Pay-in-Lieu of Annual Leave Adjustments</b> Adjustment to expenditures associated with projected compensation to employees in-lieu of the use of annual leave.	0.00	41,169	-
<b>One-Time Additions and Annualizations</b> Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2019.	0.00	(98,000)	-
<b>Reduction of Consultant Services</b> Reduction of consultant services associated with the SAP system.	0.00	(100,000)	-
<b>Reduction of Information Technology Hardware</b> Reduction of non-personnel expenditures associated with network connectivity and the replacement of outdated computer hardware.	0.00	(153,808)	-
<b>Reduction of Sourcing Implementation</b> Reduction of consultant services associated with the Ariba sourcing implementation.	0.00	(233,000)	-
<b>Reduction of Server Maintenance</b> Reduction of server maintenance expenditures associated with the consolidation of SAP servers.	0.00	(360,000)	-
<b>Rent Reclassification</b> Reclassification of rent expenditures from discretionary to non-discretionary.	0.00	(383,268)	-
<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	(539,019)	-
<b>Revised Revenue</b> Adjustment to reflect revised revenue projections.	0.00	-	(2,700,326)
<b>Total</b>	<b>1.00</b>	<b>\$(1,086,314)</b>	<b>\$(2,700,326)</b>

# Department of Information Technology

## Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 3,062,310	\$ 3,373,924	\$ 3,579,745	205,821
Fringe Benefits	1,704,745	1,803,753	1,916,927	113,174
<b>PERSONNEL SUBTOTAL</b>	<b>4,767,054</b>	<b>5,177,677</b>	<b>5,496,672</b>	<b>318,995</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 7,182	\$ 15,092	\$ 19,437	4,345
Contracts	3,271,819	3,012,227	1,851,205	(1,161,022)
Information Technology	16,310,131	18,833,009	19,065,645	232,636
Energy and Utilities	9,319	6,500	6,500	-
Other	399	-	-	-
Transfers Out	-	481,268	-	(481,268)
Capital Expenditures	-	50,000	50,000	-
Debt	649,318	649,318	649,318	-
<b>NON-PERSONNEL SUBTOTAL</b>	<b>20,248,168</b>	<b>23,047,414</b>	<b>21,642,105</b>	<b>(1,405,309)</b>
<b>Total</b>	<b>\$ 25,015,222</b>	<b>\$ 28,225,091</b>	<b>\$ 27,138,777</b>	<b>(1,086,314)</b>

## Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Charges for Services	\$ 26,256,278	\$ 27,824,407	\$ 25,124,081	(2,700,326)
Rev from Money and Prop	63,223	-	-	-
Transfers In	3,610	-	-	-
<b>Total</b>	<b>\$ 26,323,111</b>	<b>\$ 27,824,407</b>	<b>\$ 25,124,081</b>	<b>(2,700,326)</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Proposed	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000119	Associate Management Analyst	1.00	0.00	0.00	\$ 57,691 - 69,723	-
20001247	Business Systems Analyst 2	1.00	1.00	1.00	63,449 - 76,685	76,685
20001168	Deputy Director	1.00	1.00	1.00	50,128 - 184,332	147,268
20001261	Information Systems Administrator	1.00	0.00	0.00	78,404 - 94,948	-
20001234	Program Coordinator	14.00	15.00	16.00	24,537 - 147,160	1,846,549
20001222	Program Manager	10.00	11.00	11.00	50,128 - 184,332	1,393,365
20000015	Senior Management Analyst Vacation Pay In Lieu	0.00	1.00	1.00	63,342 - 76,578	74,709 41,169
<b>FTE, Salaries, and Wages Subtotal</b>		<b>28.00</b>	<b>29.00</b>	<b>30.00</b>		<b>\$ 3,579,745</b>

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 28,195	\$ 29,225	\$ 32,907	3,682
Flexible Benefits	423,264	456,464	462,051	5,587
Medicare	44,737	48,925	51,309	2,384
Other Post-Employment Benefits	164,635	177,596	185,520	7,924
Retiree Medical Trust	4,982	5,999	5,438	(561)
Retirement 401 Plan	8,687	9,602	7,587	(2,015)
Retirement ADC	831,569	813,050	916,400	103,350
Retirement DROP	1,943	-	4,492	4,492
Risk Management Administration	27,096	30,537	36,480	5,943
Supplemental Pension Savings Plan	154,791	180,971	193,205	12,234
Unemployment Insurance	5,366	5,671	5,521	(150)
Workers' Compensation	9,481	45,713	16,017	(29,696)
<b>Fringe Benefits Subtotal</b>	<b>\$ 1,704,745</b>	<b>\$ 1,803,753</b>	<b>\$ 1,916,927</b>	<b>113,174</b>

# Department of Information Technology

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>Total Personnel Expenditures</b>		\$	<b>5,496,672</b>	

## Wireless Communications Technology Fund

### Department Expenditures

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Wireless Technology Services	\$ 9,101,160	\$ 9,332,446	\$ <b>10,018,483</b>	\$ 686,037
<b>Total</b>	<b>\$ 9,101,160</b>	<b>\$ 9,332,446</b>	<b>\$ 10,018,483</b>	<b>\$ 686,037</b>

### Department Personnel

	FY2018 Budget	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Wireless Technology Services	46.00	44.00	<b>44.38</b>	0.38
<b>Total</b>	<b>46.00</b>	<b>44.00</b>	<b>44.38</b>	<b>0.38</b>

### Significant Budget Adjustments

	FTE	Expenditures	Revenue
<b>Public Safety Radio System</b> Addition of one-time contractual expenditures to support the Public Safety Radio System.	0.00	\$ 300,000	-
<b>Public Utilities Department Public Safety Radio System</b> Addition of contractual expenditures and associated revenue to support the Public Utilities Department's Public Safety Radio System.	0.00	200,000	200,000
<b>Salary and Benefit Adjustments</b> 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	152,030	-
<b>Non-Standard Hour Personnel Funding</b> Addition of 0.38 Associate Communication Engineer to support the Public Safety Radio System.	0.38	61,061	-
<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	52,232	-
<b>Support for Information Technology</b> Adjustment to expenditure allocations according to a zero-based annual review of information technology funding requirements.	0.00	8,393	-
<b>Reduction of Overtime</b> Reduction of overtime expenditures associated with after hours support for public safety wireless system availability.	0.00	(36,000)	-
<b>One-Time Additions and Annualizations</b> Adjustment to reflect one-time revenues and expenditures, and the annualization of revenues and expenditures, implemented in Fiscal Year 2019.	0.00	(51,679)	(2,877)
<b>Revised Revenue</b> Adjustment to reflect revised revenue projections.	0.00	-	(1,282,816)
<b>Total</b>	<b>0.38</b>	<b>\$ 686,037</b>	<b>\$(1,085,693)</b>

# Department of Information Technology

## Expenditures by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>PERSONNEL</b>				
Personnel Cost	\$ 2,904,781	\$ 3,030,378	\$ 3,168,257	137,879
Fringe Benefits	2,501,355	2,500,028	2,534,106	34,078
<b>PERSONNEL SUBTOTAL</b>	<b>5,406,136</b>	<b>5,530,406</b>	<b>5,702,363</b>	<b>171,957</b>
<b>NON-PERSONNEL</b>				
Supplies	\$ 251,623	\$ 320,795	\$ 320,795	-
Contracts	2,001,686	2,033,689	2,563,667	529,978
Information Technology	240,506	208,650	217,043	8,393
Energy and Utilities	305,827	356,344	383,650	27,306
Other	-	1,400	1,400	-
Transfers Out	-	51,679	-	(51,679)
Capital Expenditures	66,267	-	-	-
Debt	829,115	829,483	829,565	82
<b>NON-PERSONNEL SUBTOTAL</b>	<b>3,695,023</b>	<b>3,802,040</b>	<b>4,316,120</b>	<b>514,080</b>
<b>Total</b>	<b>\$ 9,101,160</b>	<b>\$ 9,332,446</b>	<b>\$ 10,018,483</b>	<b>\$ 686,037</b>

## Revenues by Category

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
Charges for Services	\$ 8,853,755	\$ 10,064,011	\$ 8,981,195	(1,082,816)
Other Revenue	61,817	-	-	-
Rev from Money and Prop	51,007	48,261	48,261	-
Rev from Other Agencies	11,392	-	-	-
Transfers In	19,490	2,877	-	(2,877)
<b>Total</b>	<b>\$ 8,997,461</b>	<b>\$ 10,115,149</b>	<b>\$ 9,029,456</b>	<b>(1,085,693)</b>

## Personnel Expenditures

Job Number	Job Title / Wages	FY2018 Budget	FY2019 Budget	FY2020 Proposed	Salary Range	Total
<b>FTE, Salaries, and Wages</b>						
20000011	Account Clerk	2.00	1.00	1.00	\$ 33,605 - 40,459	\$ 39,852
20000251	Apprentice 1- Communications Technician	0.00	1.00	1.00	42,651 - 56,875	56,874
20000252	Apprentice 2- Communications Technician	4.00	0.00	0.00	53,329 - 67,553	-
20000139	Associate Communications Engineer	5.00	4.00	4.38	71,099 - 85,860	373,228
20000403	Communications Technician	16.00	19.00	19.00	62,053 - 74,429	1,382,537
20000405	Communications Technician Supervisor	2.00	2.00	2.00	71,163 - 86,010	172,020
20001168	Deputy Director	1.00	1.00	1.00	50,128 - 184,332	147,268
20000419	Equipment Technician 1	6.00	6.00	6.00	38,418 - 46,024	254,074
20000425	Equipment Technician 2	2.00	2.00	2.00	42,156 - 50,257	100,514
20000288	Senior Communications Engineer	1.00	1.00	1.00	81,949 - 99,074	99,074
20000897	Senior Communications Technician	4.00	4.00	4.00	65,147 - 78,125	312,500
20000402	Senior Communications Technician Supervisor	1.00	1.00	1.00	81,863 - 98,816	98,816
20000015	Senior Management Analyst	1.00	1.00	1.00	63,342 - 76,578	63,342
20000955	Storekeeper 1	1.00	1.00	1.00	36,935 - 44,305	44,305
	Budgeted Vacancy Savings					(101,760)
	Overtime Budgeted					34,768
	Reg Pay For Engineers					70,845
	Vacation Pay In Lieu					20,000
<b>FTE, Salaries, and Wages Subtotal</b>		<b>46.00</b>	<b>44.00</b>	<b>44.38</b>		<b>\$ 3,168,257</b>

# Department of Information Technology

	FY2018 Actual	FY2019 Budget	FY2020 Proposed	FY2019-2020 Change
<b>Fringe Benefits</b>				
Employee Offset Savings	\$ 10,041	\$ 10,245	\$ 9,823	(422)
Flexible Benefits	451,083	468,984	465,984	(3,000)
Medicare	44,122	42,267	45,143	2,876
Other Post-Employment Benefits	251,270	257,208	265,912	8,704
Retiree Medical Trust	1,659	1,964	2,347	383
Retirement 401 Plan	1,900	1,886	1,193	(693)
Retirement ADC	1,505,979	1,420,636	1,468,814	48,178
Retirement DROP	7,865	6,933	7,516	583
Risk Management Administration	41,370	44,226	52,288	8,062
Supplemental Pension Savings Plan	163,489	174,547	193,411	18,864
Unemployment Insurance	5,010	4,876	4,744	(132)
Workers' Compensation	17,568	66,256	16,931	(49,325)
<b>Fringe Benefits Subtotal</b>	<b>\$ 2,501,355</b>	<b>\$ 2,500,028</b>	<b>\$ 2,534,106</b>	<b>\$ 34,078</b>
<b>Total Personnel Expenditures</b>		<b>\$</b>	<b>\$ 5,702,363</b>	



# Department of Information Technology

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

GIS Fund	FY2018 Actual	FY2019* Budget	FY2020 Proposed
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 125,068	\$ 91,804	\$ 82,190
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 125,068</b>	<b>\$ 91,804</b>	<b>\$ 82,190</b>
<b>REVENUE</b>			
Charges for Services	\$ 2,088,247	\$ 2,385,771	\$ 3,572,685
Revenue from Other Agencies	258,561	195,303	195,303
Revenue from Use of Money and Property	(1,209)	-	-
Transfers In	297	-	-
<b>TOTAL REVENUE</b>	<b>\$ 2,345,896</b>	<b>\$ 2,581,074</b>	<b>\$ 3,767,988</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 2,470,964</b>	<b>\$ 2,672,878</b>	<b>\$ 3,850,178</b>
<b>OPERATING EXPENSE</b>			
Personnel Expenses	\$ 123,094	\$ 127,156	\$ 744,226
Fringe Benefits	91,067	89,284	498,648
Supplies	-	-	41,500
Contracts	941,196	817,845	820,282
Information Technology	1,159,623	1,609,094	1,691,192
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 2,314,980</b>	<b>\$ 2,643,379</b>	<b>\$ 3,795,848</b>
<b>TOTAL EXPENSE</b>	<b>\$ 2,314,980</b>	<b>\$ 2,643,379</b>	<b>\$ 3,795,848</b>
<b>BALANCE</b>	<b>\$ 155,984</b>	<b>\$ 29,499</b>	<b>\$ 54,330</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 2,470,964</b>	<b>\$ 2,672,878</b>	<b>\$ 3,850,178</b>

\* At the time of publication, financial statements for Fiscal Year 2019 were not available. Therefore, the Fiscal Year 2019 Revenues, Expenditures, and Fund Balances reflect those amounts as published in the Fiscal Year 2019 Adopted Budget. Fiscal Year 2020 Beginning Fund Balance reflects the projected Fiscal Year 2019 Ending Fund Balance based on updated Revenue and Expenditure Projections for Fiscal Year 2019.

# Department of Information Technology

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

Information Technology Fund	FY2018 Actual	FY2019* Budget	FY2020 Proposed
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 1,599,021	\$ 589,157	\$ 1,880,688
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 1,599,021</b>	<b>\$ 589,157</b>	<b>\$ 1,880,688</b>
<b>REVENUE</b>			
Charges for Services	\$ 11,396,460	\$ 13,128,511	\$ 60,266,593
Other Revenue	1,308	60,000	60,000
Revenue from Use of Money and Property	31,414	-	-
Transfers In	8,640	-	-
<b>TOTAL REVENUE</b>	<b>\$ 11,437,822</b>	<b>\$ 13,188,511</b>	<b>\$ 60,326,593</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 13,036,843</b>	<b>\$ 13,777,668</b>	<b>\$ 62,207,281</b>
<b>OPERATING EXPENSE</b>			
Personnel Expenses	\$ 3,984,360	\$ 4,336,757	\$ 4,671,196
Fringe Benefits	2,676,479	2,697,392	2,525,131
Supplies	12,359	14,174	22,669
Contracts	1,374,715	2,068,663	53,012,159
Information Technology	2,767,130	3,104,848	1,634,002
Energy and Utilities	18,569	20,405	29,346
Other Expenses	6,196	9,500	9,500
Transfers Out	573,417	702,435	-
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 11,413,225</b>	<b>\$ 12,954,174</b>	<b>\$ 61,904,003</b>
<b>TOTAL EXPENSE</b>	<b>\$ 11,413,225</b>	<b>\$ 12,954,174</b>	<b>\$ 61,904,003</b>
<b>BALANCE</b>	<b>\$ 1,623,617</b>	<b>\$ 823,494</b>	<b>\$ 303,278</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 13,036,843</b>	<b>\$ 13,777,668</b>	<b>\$ 62,207,281</b>

\* At the time of publication, financial statements for Fiscal Year 2019 were not available. Therefore, the Fiscal Year 2019 Revenues, Expenditures, and Fund Balances reflect those amounts as published in the Fiscal Year 2019 Adopted Budget. Fiscal Year 2020 Beginning Fund Balance reflects the projected Fiscal Year 2019 Ending Fund Balance based on updated Revenue and Expenditure Projections for Fiscal Year 2019.

# Department of Information Technology

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

OneSD Support Fund	FY2018 Actual	FY2019* Budget	FY2020 Proposed
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 1,311,057	\$ 752,457	\$ 2,505,233
Continuing Appropriation - CIP	173,572	10,620	10,620
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 1,484,629</b>	<b>\$ 763,077</b>	<b>\$ 2,515,853</b>
<b>REVENUE</b>			
Charges for Services	\$ 26,256,278	\$ 27,824,407	\$ 25,124,081
Revenue from Use of Money and Property	63,223	-	-
Transfers In	3,610	-	-
<b>TOTAL REVENUE</b>	<b>\$ 26,323,111</b>	<b>\$ 27,824,407</b>	<b>\$ 25,124,081</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 27,807,740</b>	<b>\$ 28,587,484</b>	<b>\$ 27,639,934</b>
<b>CAPITAL IMPROVEMENTS PROGRAM (CIP) EXPENSE</b>			
CIP Expenditure	\$ 162,952	\$ -	\$ -
<b>TOTAL CIP EXPENSE</b>	<b>\$ 162,952</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OPERATING EXPENSE</b>			
Personnel Expenses	\$ 3,062,310	\$ 3,373,924	\$ 3,579,745
Fringe Benefits	1,704,745	1,803,753	1,916,927
Supplies	7,182	15,092	19,437
Contracts	3,271,819	3,012,227	1,851,205
Information Technology	16,310,131	18,833,009	19,065,645
Energy and Utilities	9,319	6,500	6,500
Other Expenses	399	-	-
Transfers Out	-	481,268	-
Capital Expenditures	-	50,000	50,000
Debt Expenses	649,318	649,318	649,318
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 25,015,222</b>	<b>\$ 28,225,091</b>	<b>\$ 27,138,777</b>
<b>TOTAL EXPENSE</b>	<b>\$ 25,178,175</b>	<b>\$ 28,225,091</b>	<b>\$ 27,138,777</b>
<b>RESERVES</b>			
Continuing Appropriation - CIP	\$ 10,619	\$ 10,620	\$ 10,620
<b>TOTAL RESERVES</b>	<b>\$ 10,619</b>	<b>\$ 10,620</b>	<b>\$ 10,620</b>
<b>BALANCE</b>	<b>\$ 2,618,946</b>	<b>\$ 351,773</b>	<b>\$ 490,537</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 27,807,740</b>	<b>\$ 28,587,484</b>	<b>\$ 27,639,934</b>

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# Department of Information Technology

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

Wireless Communications Technology Fund	FY2018 Actual	FY2019* Budget	FY2020 Proposed
<b>BEGINNING BALANCE AND RESERVES</b>			
Balance from Prior Year	\$ 485,813	\$ 198,529	\$ 1,240,523
<b>TOTAL BALANCE AND RESERVES</b>	<b>\$ 485,813</b>	<b>\$ 198,529</b>	<b>\$ 1,240,523</b>
<b>REVENUE</b>			
Charges for Services	\$ 8,853,755	\$ 10,064,011	\$ 8,981,195
Other Revenue	61,817	-	-
Revenue from Other Agencies	11,392	-	-
Revenue from Use of Money and Property	51,007	48,261	48,261
Transfers In	19,490	2,877	-
<b>TOTAL REVENUE</b>	<b>\$ 8,997,461</b>	<b>\$ 10,115,149</b>	<b>\$ 9,029,456</b>
<b>TOTAL BALANCE, RESERVES, AND REVENUE</b>	<b>\$ 9,483,274</b>	<b>\$ 10,313,678</b>	<b>\$ 10,269,979</b>
<b>OPERATING EXPENSE</b>			
Personnel Expenses	\$ 2,904,781	\$ 3,030,378	\$ 3,168,257
Fringe Benefits	2,501,355	2,500,028	2,534,106
Supplies	251,623	320,795	320,795
Contracts	2,001,686	2,033,689	2,563,667
Information Technology	240,506	208,650	217,043
Energy and Utilities	305,827	356,344	383,650
Other Expenses	-	1,400	1,400
Transfers Out	-	51,679	-
Capital Expenditures	66,267	-	-
Debt Expenses	829,115	829,483	829,565
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 9,101,160</b>	<b>\$ 9,332,446</b>	<b>\$ 10,018,483</b>
<b>TOTAL EXPENSE</b>	<b>\$ 9,101,160</b>	<b>\$ 9,332,446</b>	<b>\$ 10,018,483</b>
<b>BALANCE</b>	<b>\$ 382,114</b>	<b>\$ 981,232</b>	<b>\$ 251,496</b>
<b>TOTAL BALANCE, RESERVES, AND EXPENSE</b>	<b>\$ 9,483,274</b>	<b>\$ 10,313,678</b>	<b>\$ 10,269,979</b>

\* At the time of publication, financial statements for Fiscal Year 2019 were not available. Therefore, the Fiscal Year 2019 Revenues, Expenditures, and Fund Balances reflect those amounts as published in the Fiscal Year 2019 Adopted Budget. Fiscal Year 2020 Beginning Fund Balance reflects the projected Fiscal Year 2019 Ending Fund Balance based on updated Revenue and Expenditure Projections for Fiscal Year 2019.