

## Computer Operations

### DESCRIPTION OF MAJOR SERVICES

The Computer Operations Division (Division) provides enterprise data center services and a portion of the County’s communications services to County departments on a 24/7 basis. The Division is comprised of three sections: Finance and Administration, Technology Operations and Core Solutions, and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year-end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets and capital improvement projects.

Budget at a Glance	
Requirements Less Reimbursements	\$37,529,716
Sources/Reimbursements	\$34,944,023
Use of / (Contribution To) Net Position	\$2,585,693
Total Staff	122

Finance and Administration provides support to the entire Information Services Department (ISD) for processes related to budget, contract administration, rate/fee development, accounts payable, and accounts receivable.

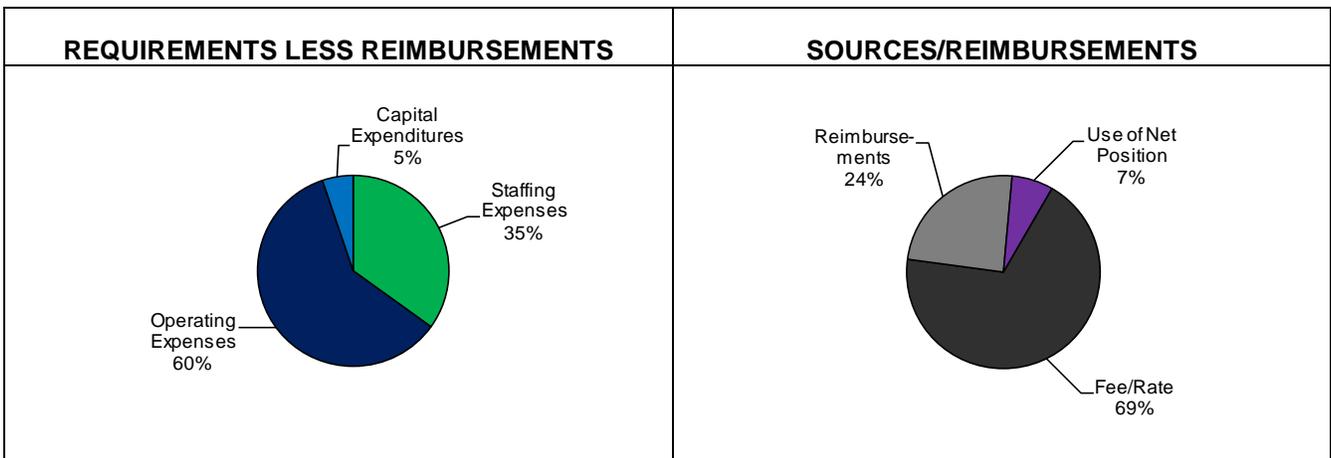
Technology Operations provides for the design, operation, maintenance and administration of the County’s Enterprise Data Center which supports the County’s enterprise server and includes server management for physical and virtual servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the County.

Core Solutions and Security provides the County with global email, security direction and technology policies and procedures, handles service requests and technical services that support desktop communications and functions across the County, and assists departments in ensuring that their technology and business objectives are achieved.

Two major projects for the Computer operations division for 2015-16 are:

- The migration of the ISD enterprise email system to the latest Microsoft email platform to accommodate growth demands in service.
- The expansion of the disaster recovery infrastructure and capacity at the High Desert Government Center increasing the post disaster availability of a number of critical systems and services.

### 2015-16 RECOMMENDED BUDGET



## ANALYSIS OF 2015-16 RECOMMENDED BUDGET

GROUP: Administration  
 DEPARTMENT: Information Services  
 FUND: Computer Operations

BUDGET UNIT: IAJ ALL  
 FUNCTION: General  
 ACTIVITY: Computer Services

	2011-12 Actual	2012-13 Actual	2013-14 Actual	2014-15 Estimate	2014-15 Modified Budget	2015-16 Recommended Budget	Change From 2014-15 Modified Budget
<b>Requirements</b>							
Staffing Expenses	12,902,333	12,575,414	13,131,887	12,314,794	13,386,443	13,112,041	(274,402)
Operating Expenses	16,935,909	15,754,173	15,093,589	16,480,074	19,534,728	22,458,675	2,923,947
Capital Expenditures	2,881,538	1,992,759	2,280,292	1,814,094	2,360,501	1,959,000	(401,501)
Total Exp Authority	32,719,780	30,322,346	30,505,768	30,608,962	35,281,672	37,529,716	2,248,044
Reimbursements	(9,355,319)	(9,906,552)	(7,885,881)	(9,045,441)	(8,277,623)	(9,129,165)	(851,542)
Total Appropriation	23,364,461	20,415,794	22,619,887	21,563,521	27,004,049	28,400,551	1,396,502
Operating Transfers Out	1,017,913	584,079	(214,539)	0	0	0	0
Total Requirements	24,382,374	20,999,873	22,405,348	21,563,521	27,004,049	28,400,551	1,396,502
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State, Fed or Gov't Aid	0	0	0	0	0	0	0
Fee/Rate	20,701,019	19,077,053	21,401,742	21,678,155	21,973,042	25,814,858	3,841,816
Other Revenue	0	82,711	30,753	0	0	0	0
Total Revenue	20,701,019	19,159,764	21,432,495	21,678,155	21,973,042	25,814,858	3,841,816
Operating Transfers In	0	133,300	0	0	289,905	0	(289,905)
Total Sources	20,701,019	19,293,064	21,432,495	21,678,155	22,262,947	25,814,858	3,551,911
<b>Net Position</b>							
Use of/ (Contribution to) Net Position	3,681,355	1,706,809	972,853	(114,634)	4,741,102	2,585,693	(2,155,409)
Est. Net Position Available					1,693,335	3,963,378	2,270,043
Total Net Position					6,434,437	6,549,071	114,634
Budgeted Staffing*	130	122	117	120	120	122	2

\*Data represents modified budgeted staffing

## MAJOR EXPENDITURES AND REVENUE IN 2015-16 RECOMMENDED BUDGET

Major expenditures for 2015-16 include staffing expenses and operating expenses. Staffing expenses of \$13.1 million are necessary to provide support for the County's mainframe and other servers, data storage and replication, and technical services that support the wireless device infrastructure. Operating expenses of \$22.5 million include \$9.7 million in services and supplies for computer software, application development support and maintenance, and equipment maintenance; and transfers out of \$9.8 million to fund capital improvement projects, internal cost allocation, and costs associated with shared positions.

Sources of \$25.8 million are comprised of Board of Supervisor's approved fee/rate revenue for central computer and other information technology services paid by County departments, Board-Governed Special Districts, and County Service Areas.

## BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are increasing by \$1.4 million primarily due to increase in application development support services for the EMACS payroll system and the elimination of County department reimbursements for various software license expenses.

Sources are increasing by \$3.6 million due to service rate and customer utilization increases and cost recovery for customer enterprise licensing requirements previously reimbursed as transfers to ISD.



## ANALYSIS OF NET POSITION

Beginning net position for 2015-16 is \$6.5 million and available net position is \$4.0 million which reflects a use of net position of \$2.6 million for one-time funding for Capital Improvement Projects and fixed asset requirements. This budget unit recovers \$1.3 million in depreciation via service rates to contribute to net assets to cover replacement of fixed assets. Any surplus of revenues received in excess of expenditures are contributed to net assets to fund future one-time capital improvement expenditures and fixed assets requirements.

### 2015-16 POSITION SUMMARY\*

Division	2014-15				2015-16		
	Modified Staffing	Adds	Deletes	Re-Orgs	Recommended	Limited	Regular
Enterprise Processing	21	3	-1	3	26	0	26
Central Imaging	11	0	0	-3	8	0	8
Finance and Administration	15	1	-2	2	16	0	16
EMACS Support	1	0	0	0	1	0	1
Enterprise Printing	7	0	0	-2	5	0	5
Server Management	20	2	-2	1	21	0	21
Core Solutions and Security	45	2	-1	-1	45	0	45
<b>Total</b>	<b>120</b>	<b>8</b>	<b>-6</b>	<b>0</b>	<b>122</b>	<b>0</b>	<b>122</b>

\*Detailed classification listing available in Appendix D

## STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of \$13.1 million fund 122 budgeted regular positions. Changes in budgeted staffing include the addition of the following 8 regular budgeted positions to address an increased workload related to infrastructure, enterprise server, and desktop support services:

- 1 Information Systems Manager
- 2 Systems Support Analyst II
- 2 Systems Support Analyst III
- 1 IT Technical Assistant
- 1 System Support Supervisor
- 1 Computer Operator III

In addition to the staffing increases above, the following 6 regular positions were deleted to align positions and assigned functions with the appropriate division and as a result of an assessment of the Division's workload:

- 1 Business Application Manager
- 1 Systems Development Division Chief
- 1 Computer Facilities Specialist
- 2 Programmer Analyst III
- 1 Systems Development Team Leader

Lastly, 2 Product Specialist positions are being reclassified to 2 Application Specialist positions to reflect the assigned responsibilities and duties of the positions.

