

## INFORMATION SERVICES DEPARTMENT

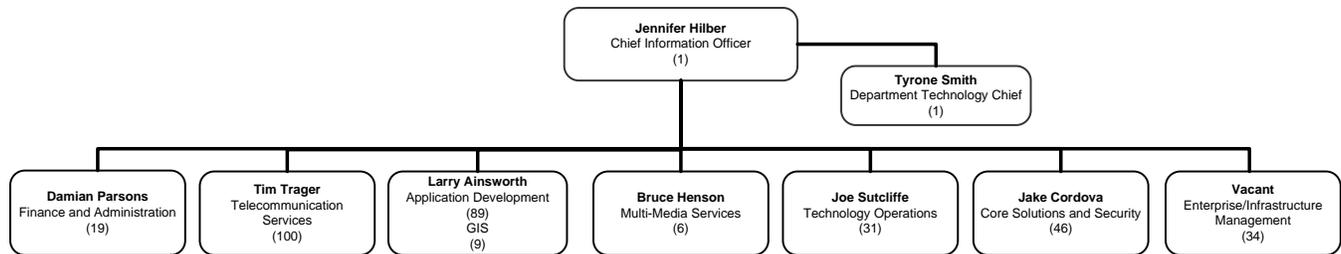
### Jennifer Hilber

#### DEPARTMENT MISSION STATEMENT

*The Information Services Department provides contemporary, innovative, secure and accessible technology in computer, media and communication services in the most cost effective manner, enabling departments and agencies to accomplish the mission of San Bernardino County.*



#### ORGANIZATIONAL CHART



#### 2016-17 SUMMARY OF BUDGET UNITS

	2016-17					
	Requirements	Sources	Net County Cost	Use of / (Contribution to) Fund Balance	Use of / (Contribution to) Net Position	Staffing
<b>General Fund</b>						
GIS & Multi-media Services	2,412,145	212,922	2,199,223			15
<b>Total General Fund</b>	<b>2,412,145</b>	<b>212,922</b>	<b>2,199,223</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b>Internal Service Funds</b>						
Computer Operations	34,140,670	27,987,757			6,152,913	132
Telecommunication Services	35,796,822	29,478,170			6,318,652	100
Application Development	15,972,163	14,693,515			1,278,648	89
<b>Total Internal Service Funds</b>	<b>85,909,655</b>	<b>72,159,442</b>	<b>0</b>	<b>0</b>	<b>13,750,213</b>	<b>321</b>
<b>Total - All Funds</b>	<b>88,321,800</b>	<b>72,372,364</b>	<b>2,199,223</b>	<b>0</b>	<b>13,750,213</b>	<b>336</b>

#### 2015-16 MAJOR ACCOMPLISHMENTS

- Implemented Electronic Patient Care Records for County Fire’s Image Trend System.
- Implemented the Vision2Read website as part of the Countywide Vision.
- Upgraded the Wide Area Network (WAN) circuit capacity to increase data transfer speeds and reduce latency.
- Upgraded the audio/visual technology in the Covington Chambers.



### DEPARTMENT PERFORMANCE MEASURES

COUNTY GOAL: OPERATE IN A FISCALLY-RESPONSIBLE AND BUSINESS-LIKE MANNER		Measure	2014-15 Actual	2015-16 Target	2015-16 Est.	2016-17 Target
OBJECTIVE	Implement information management best-practices that will fully utilize available technology, unify platforms and move toward a standardized enterprise approach.	Complete the current year's task for migration to VOIP technology.	79%	100%	100%	100%
STRATEGY	Unify the County's enterprise telecommunication services by improving functionality and supportability. For 2016-17, implement year four of a seven year project to convert 14% (2,899) of all County telephones to Voice Over Internet Protocol (VOIP) technology.					
COUNTY GOAL: OPERATE IN A FISCALLY-RESPONSIBLE AND BUSINESS-LIKE MANNER		Measure	2014-15 Actual	2015-16 Target	2015-16 Est.	2016-17 Target
OBJECTIVE	Implement information management best-practices that will fully utilize available technology, unify platforms and move toward a standardized enterprise approach.	Percentage scheduled uptime availability for Data Center	100%	100%	100%	100%
STRATEGY	To provide a high availability Data Center infrastructure to house critical equipment that supports the County's mission.					
COUNTY GOAL: OPERATE IN A FISCALLY-RESPONSIBLE AND BUSINESS-LIKE MANNER		Measure	2014-15 Actual	2015-16 Target	2015-16 Est.	2016-17 Target
OBJECTIVE	Implement information management best-practices that will fully utilize available technology, unify platforms and move toward a standardized enterprise approach.	Percentage scheduled uptime availability for WAN	100%	100%	100%	100%
STRATEGY	To provide a high availability and secure Wide Area Network (WAN) infrastructure for efficient and secure transmission of County data that supports the County's mission.					
COUNTY GOAL: OPERATE IN A FISCALLY-RESPONSIBLE AND BUSINESS-LIKE MANNER		Measure	2014-15 Actual	2015-16 Target	2015-16 Est.	2016-17 Target
OBJECTIVE	Implement information management best-practices that will fully utilize available technology, unify platforms and move toward a standardized enterprise approach.	Percentage of current year's task for the 800 Mhz system upgrade completed.	100%	100%	100%	100%
STRATEGY	To improve public safety by upgrading the County's 800 Mhz Public Safety Radio system to digitally capable. The workplan is to implement new radio equipment buildings and continue installation of microwave radio equipment and conversion of subscriber radio fleets.					



## GIS & Multi-Media Services

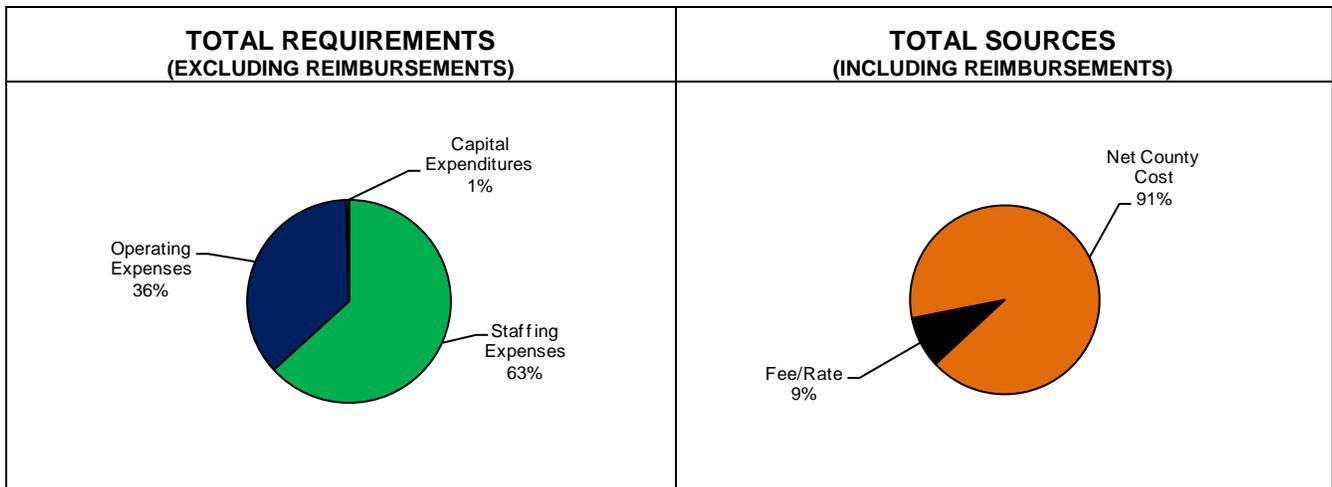
### DESCRIPTION OF MAJOR SERVICES

The Information Services Department's (ISD) Geographical Information System (GIS) team provides geographical data products and services to all GIS stakeholders including County departments and other regional government entities. The County frequently uses GIS aerial imagery to readily respond with accurate information to daily requests and emergency situations. The County's populated areas and landscapes change from year to year resulting in necessary updates to GIS data. This data is collected by aerial photography taken by flyovers of the County.

Budget at a Glance	
Total Requirements (Excl. Reimb.)	\$2,412,145
Total Sources (Incl. Reimb.)	\$212,922
Net County Cost	\$2,199,223
Total Staff	15
Funded by Net County Cost	91%

ISD's Multi-media Services (MMA) provides support to the Clerk of the Board for Board of Supervisor meetings that typically occur on a bi-weekly basis. The division also supports other types of meetings including, but not limited to, Assessment Appeal Hearings, Planning Commission, Board Committee meetings and other general meetings.

### 2016-17 RECOMMENDED BUDGET



## ANALYSIS OF 2016-17 RECOMMENDED BUDGET

GROUP: Administration  
DEPARTMENT: Information Services  
FUND: General

BUDGET UNIT: AAA ISD  
FUNCTION: General  
ACTIVITY: Other General

	<u>2012-13</u>	<u>2013-14</u>	<u>2014-15</u>	(A) <u>2015-16</u>	<u>2015-16</u>	(B) <u>2016-17</u>	(B-A) Change From Prior Year Modified Budget
	Actual	Actual	Actual	Modified Budget	Estimate	Recommended Budget	
<b>Requirements</b>							
Staffing Expenses	11,342,860	11,854,023	984,866	1,528,573	1,329,074	1,525,083	(3,490)
Operating Expenses	3,347,472	3,015,090	930,368	852,499	850,966	876,062	23,563
Capital Expenditures	16,141	0	0	11,000	7,492	11,000	0
Total Exp Authority	14,706,473	14,869,113	1,915,234	2,392,072	2,187,532	2,412,145	20,073
Reimbursements	(24,960)	(24,998)	0	0	0	0	0
Total Appropriation	14,681,513	14,844,115	1,915,234	2,392,072	2,187,532	2,412,145	20,073
Operating Transfers Out	0	0	0	0	0	0	0
Total Requirements	14,681,513	14,844,115	1,915,234	2,392,072	2,187,532	2,412,145	20,073
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State/Fed/Other Government	0	0	0	0	0	0	0
Fee/Rate	7,059,395	12,873,763	232,087	216,872	249,665	212,922	(3,950)
Other Revenue	125,528	0	863	0	0	0	0
Total Revenue	7,184,923	12,873,763	232,950	216,872	249,665	212,922	(3,950)
Operating Transfers In	0	0	0	0	0	0	0
Total Financing Sources	7,184,923	12,873,763	232,950	216,872	249,665	212,922	(3,950)
Net County Cost	7,496,590	1,970,352	1,682,284	2,175,200	1,937,867	2,199,223	24,023
Budgeted Staffing*	94	100	13	15	15	15	0

\*Data represents modified budgeted staffing

Note: Information Services – GIS and Multi-Media Services is classified as a central service department in the Countywide Cost Allocation Plan (COWCAP). In order to allocate full central service costs to the County's operating departments, central service departments do not pay COWCAP charges. Not included in this budget is \$139,738 which represents Information Services – GIS and Multi-Media Service's share of costs of other central service departments, such as Human Resources.

### MAJOR REQUIREMENTS AND SOURCES IN 2016-17 RECOMMENDED BUDGET

Staffing Expenses of \$1.5 million make up the majority of the department's expenditures within this budget unit. These expenses are necessary to provide GIS and MMA services. Sources of \$212,922 are comprised of revenue from Board of Supervisors approved rates/fees for Street Network Subscriptions and tract maps.

### BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are increasing by \$20,073 primarily due to increases in expenses for computer hardware and software, professional services for maintenance and support of equipment and internal service fund charges.

Sources are decreasing by \$3,950 due to a reduction in demand for tract maps.



**2016-17 POSITION SUMMARY\***

Division	2015-16				2016-17		Limited	Regular
	Modified Staffing	Adds	Deletes	Re-Orgs	Recommended			
Geographic Information Services	9	0	0	0	9	0	9	
Multi Media Services	6	0	0	0	6	0	6	
Total	15	0	0	0	15	0	15	

\*Detailed classification listing available in Appendix D.

**STAFFING CHANGES AND OPERATIONAL IMPACT**

Staffing Expenses of \$1.5 million fund 15 budgeted regular positions. There are no budgeted staffing changes.



## 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 unrestricted net position 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	
Total Requirements (Excl. Reimb.)	\$43,312,855
Total Sources (Incl. Reimb.)	\$37,159,942
Use of / (Contribution To) Net Position	\$6,152,913
Total Staff	132

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.

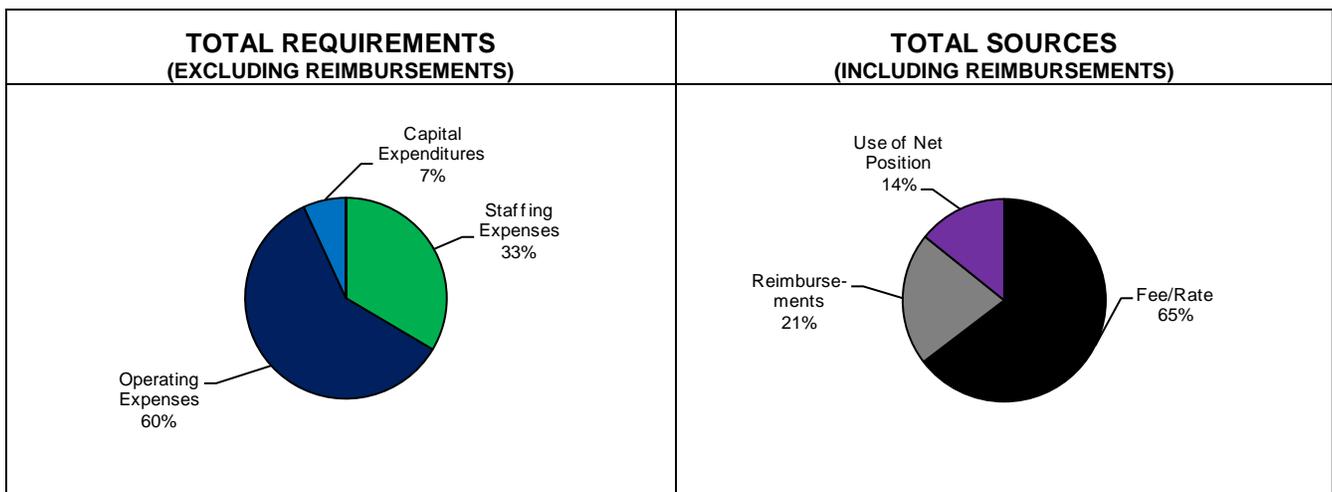
Technology Operations provides for the design, operation, maintenance and administration of the County's Enterprise Data Center which supports the County's enterprise server and includes server management for physical and virtual servers, integrated document imaging infrastructure for digitizing paper 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.

Major Countywide projects for the Division for 2016-17 are:

- Update video conferencing system to improve video quality and interoperability with other systems.
- Upgrade internet filtering to accommodate bandwidth increases and improve security.
- Pilot and implement enterprise software license tracking software to improve auditing and reconciliation of County owned software licensing.

### 2016-17 RECOMMENDED BUDGET



**ANALYSIS OF 2016-17 RECOMMENDED BUDGET**

GROUP: Administration  
 DEPARTMENT: Information Services  
 FUND: Computer Operations

BUDGET UNIT: IAJ ALL  
 FUNCTION: General  
 ACTIVITY: Other General

	<u>2012-13</u>	<u>2013-14</u>	<u>2014-15</u>	(A) <u>2015-16</u>	<u>2015-16</u>	(B) <u>2016-17</u>	(B-A)
	Actual	Actual	Actual	Modified Budget	Estimate	Recommended Budget	Change From Prior Year Modified Budget
<b>Requirements</b>							
Staffing Expenses	12,575,414	13,131,887	12,329,898	13,150,991	12,405,112	14,521,078	1,370,087
Operating Expenses	15,754,173	15,093,589	16,085,353	24,011,133	22,527,086	25,817,082	1,805,949
Capital Expenditures	1,992,759	2,280,292	2,062,798	2,544,000	2,273,305	2,974,695	430,695
Total Exp Authority	30,322,346	30,505,768	30,478,049	39,706,124	37,205,503	43,312,855	3,606,731
Reimbursements	(9,906,552)	(7,885,881)	(9,179,635)	(9,129,165)	(9,766,291)	(9,172,185)	(43,020)
Total Appropriation	20,415,794	22,619,887	21,298,414	30,576,959	27,439,212	34,140,670	3,563,711
Operating Transfers Out	584,079	(214,539)	0	0	0	0	0
Total Requirements	20,999,873	22,405,348	21,298,414	30,576,959	27,439,212	34,140,670	3,563,711
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State/Fed/Other Government	0	0	0	0	0	0	0
Fee/Rate	19,077,053	21,401,742	22,525,344	25,814,858	26,169,946	27,987,757	2,172,899
Other Revenue	82,711	30,753	204,405	0	3,515	0	0
Total Revenue	19,159,764	21,432,495	22,729,749	25,814,858	26,173,461	27,987,757	2,172,899
Operating Transfers In	133,300	0	0	0	0	0	0
Total Financing Sources	19,293,064	21,432,495	22,729,749	25,814,858	26,173,461	27,987,757	2,172,899
<b>Net Position</b>							
Use of/ (Contribution to) Net Position	1,706,809	972,853	(1,431,335)	4,762,101	1,265,751	6,152,913	1,390,812
Est. Net Position Available						408,420	
Total Est. Unrestricted Net Position						6,561,333	
Budgeted Staffing*	122	117	120	123	123	132	9

\*Data represents modified budgeted staffing

Note: Unlike governmental funds, the 2015-16 Modified Budget and Estimate columns do not include information on Estimated Net Position Available or Total Estimated Unrestricted Net Position because GAAP requires that internal service and enterprise funds include line items such as depreciation, which are not budgeted, in the Net Position calculation.

**MAJOR REQUIREMENTS AND SOURCES IN 2016-17 RECOMMENDED BUDGET**

Major expenditures include Staffing Expenses and Operating Expenses. Staffing Expenses of \$14.5 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 \$25.8 million include \$12.2 million in services and supplies for computer software licenses and equipment support and maintenance; \$2.6 million for application development support and maintenance; \$400,000 for facilities maintenance; and \$10.6 million to fund capital improvement projects and internal cost allocation.

Sources of \$28.0 million are comprised of revenue from Board of Supervisors' approved Fees/Rates for central computer services 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 \$3.6 million primarily due to an increase in Operating Expenses for COWCAP charges, equipment maintenance, facilities charges, internal cost allocations and capital improvement projects and an increase in Staffing Expenses due to the addition of nine positions to support an increase in workload related to server management and fiscal/administrative functions.

Sources are increasing by \$2.2 million in Fee/Rate revenue due to service rate increases.

## ANALYSIS OF NET POSITION

The use of \$6.2 million of Net Position funds one-time capital improvement projects such as the data center power project and facility improvement projects including a parking lot enhancement and sewer line replacement at ISD's main facility. This also includes the purchase of additional fixed asset equipment for data storage to meet customer demand. Additional costs will be included in future rates to reduce dependence on net position.

## 2016-17 POSITION SUMMARY\*

Division	2015-16				2016-17		Limited	Regular
	Modified Staffing	Adds	Deletes	Re-Orgs	Recommended			
Enterprise Processing (1)	25	0	0	1	26	0	26	
Central Imaging (2)	8	0	0	0	8	0	8	
Finance and Administration	15	4	-1	3	21	0	21	
EMACS Support (2)	1	0	0	0	1	0	1	
Enterprise Printing (1)	5	0	0	0	5	0	5	
Server Management (2)	22	4	0	-1	25	0	25	
Core Solutions and Security	47	2	0	-3	46	0	46	
<b>Total</b>	<b>123</b>	<b>10</b>	<b>-1</b>	<b>0</b>	<b>132</b>	<b>0</b>	<b>132</b>	

\*Detailed classification listing available in Appendix D.

Note: (1) Technology Operations

(2) Enterprise/Infrastructure Management

## STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing Expenses of \$14.5 million fund 132 budgeted regular positions. Changes in budgeted staffing include the addition of nine regular positions to address an increased workload related to server management, system support and fiscal/administrative functions.

- 3 System Support Analyst III
- 1 Business Systems Analyst III
- 1 IT technical Assistant II
- 3 Staff Analyst II
- 1 Systems Development Division Chief

In addition to the staffing increases above, the following position is deleted as a result of an assessment of the Division's workload and functions:

- 1 Information Systems Manager

Lastly, one Staff Analyst II position will be transferred to this budget unit from the Telecommunication Services budget unit.



## Telecommunication Services

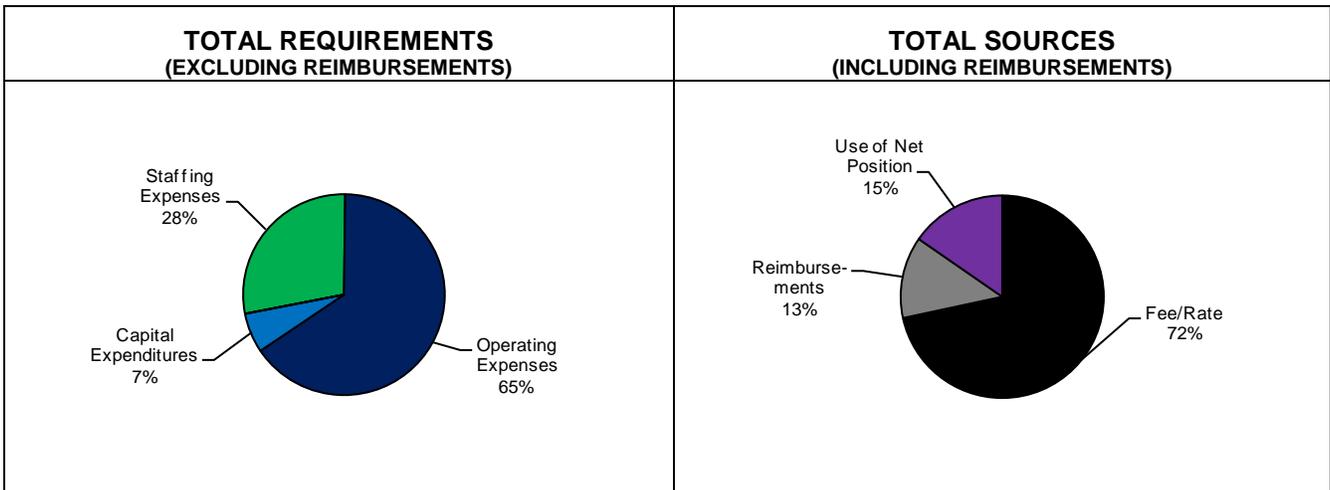
### DESCRIPTION OF MAJOR SERVICES

The Telecommunication Services Division (Division) provides for the design, operation, maintenance and administration of the County's telecommunication phone network; the County's Regional Public Safety Radio System that integrates all Countywide sheriff, police and fire emergency radio dispatch capabilities; paging system; and the Wide Area Network (WAN) that securely joins County users together for the efficient use of technology. The Division manages the County's microwave system that provides transport capabilities for each of the individual systems listed above. This budget unit is an internal service fund, which allows for unrestricted net position 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	
Total Requirements (Excl. Reimb.)	\$41,157,643
Total Sources (Incl. Reimb.)	\$34,838,991
Use of / (Contribution To) Net Position	\$6,318,651
Total Staff	100

The County's Regional Public Safety Radio System is in the process of being upgraded. Ongoing Discretionary General Funding of \$17.9 million continues to be allocated for the upgrade project. The estimated cost of the project is \$158.2 million. \$101.9 million has been funded to date and an additional \$26.4 million is funded in 2016-17. Approximately \$71.9 million has been expended to date. During 2016-17, the top priorities of the project continue to center on construction and implementation of new radio equipment buildings and towers in strategic locations which help to enhance signal coverage, and the continued installation of upgraded microwave radio equipment to interlink dispatch centers with public safety agencies and responders throughout the County.

### 2016-17 RECOMMENDED BUDGET



## ANALYSIS OF 2016-17 RECOMMENDED BUDGET

GROUP: Administration  
DEPARTMENT: Information Services  
FUND: Telecommunication Services

BUDGET UNIT: IAM ALL  
FUNCTION: General  
ACTIVITY: Other General

	2012-13	2013-14	2014-15	(A) 2015-16	2015-16	(B) 2016-17	(B-A)
	Actual	Actual	Actual	Modified Budget	Estimate	Recommended Budget	Change From Prior Year Modified Budget
<b>Requirements</b>							
Staffing Expenses	9,566,422	9,783,573	9,916,345	11,609,629	10,577,968	11,625,099	15,470
Operating Expenses	18,582,267	21,593,329	18,847,230	26,098,097	21,594,827	26,902,349	804,252
Capital Expenditures	3,778,000	2,716,351	1,788,967	4,508,615	3,941,339	2,630,195	(1,878,420)
Total Exp Authority	31,926,689	34,093,253	30,552,542	42,216,341	36,114,134	41,157,643	(1,058,698)
Reimbursements	(5,813,558)	(5,877,488)	(6,306,560)	(6,240,543)	(6,409,457)	(5,360,821)	879,722
Total Appropriation	26,113,131	28,215,765	24,245,982	35,975,798	29,704,677	35,796,822	(178,976)
Operating Transfers Out	205,948	0	0	0	0	0	0
Total Requirements	26,319,079	28,215,765	24,245,982	35,975,798	29,704,677	35,796,822	(178,976)
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State/Fed/Other Government	0	0	0	0	0	0	0
Fee/Rate	25,699,407	25,919,917	27,230,421	29,533,178	28,315,615	29,478,170	(55,008)
Other Revenue	351,500	94,531	230,977	0	25,141	0	0
Total Revenue	26,050,907	26,014,448	27,461,398	29,533,178	28,340,756	29,478,170	(55,008)
Operating Transfers In	0	0	0	0	0	0	0
Total Financing Sources	26,050,907	26,014,448	27,461,398	29,533,178	28,340,756	29,478,170	(55,008)
<b>Net Position</b>							
Use of/ (Contribution to) Net Position	268,172	2,201,317	(3,215,416)	6,442,620	1,363,921	6,318,652	(123,969)
Est. Net Position Available						9,896,797	
Total Est. Unrestricted Net Position						16,215,449	
Budgeted Staffing*	92	96	98	100	100	100	0

\*Data represents modified budgeted staffing

Note: Unlike governmental funds, the 2015-16 Modified Budget and Estimate columns do not include information on Estimated Net Position Available or Total Estimated Unrestricted Net Position because GAAP requires that internal service and enterprise funds include line items such as depreciation, which are not budgeted, in the Net Position calculation.

## MAJOR REQUIREMENTS AND SOURCES IN 2016-17 RECOMMENDED BUDGET

Staffing Expenses of \$11.6 million fund positions that are responsible for the maintenance and administration of the County's telephone network, radio system, paging system, WAN and the Countywide microwave system. Operating Expenses of \$26.9 million include application development support and maintenance and facilities costs of \$579,589 and services and supplies of \$16.8 million for telephone, radio system, WAN and other communications related costs including computer software, application development enhancements, and equipment maintenance. Also included in Operating Expenses are transfers out of \$9.4 million to fund capital improvement projects, internal cost allocation, and costs associated with shared positions.

Sources of \$29.5 million include revenue from Board of Supervisors' approved Fees/Rates for services the Division provides, including telephone, wide area network, microwave transport, and radio systems to internal and external departments and agencies.

## BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are decreasing by \$178,976 primarily due to one-time costs in 2015-16 to upgrade technology in the Board Chambers and hardware expenses for the WAN upgrade project, offset by an increase in Operating Expenses due to equipment maintenance costs.

Sources are decreasing by \$55,008 due to service rate decreases.



## ANALYSIS OF NET POSITION

The use of \$6.3 million of Net Position funds one-time capital improvement projects for radio communication sites and the new ISD warehouse (\$3.0 million), a three-year agreement paid in full in the first year for Countywide Cisco maintenance and support (\$2.4 million) for which customers reimburse ISD annually, and fixed assets for unplanned customer requests and voice over internet protocol (VoIP) conversions (\$900,000).

### 2016-17 POSITION SUMMARY\*

Division	2015-16				2016-17		Limited	Regular
	Modified Staffing	Adds	Deletes	Re-Orgs	Recommended			
Data Cabling	14	0	0	1	15	0	15	
Management Services	7	0	-1	-1	5	0	5	
Transport Operations	8	0	0	0	8	0	8	
Radio Access	20	1	0	0	21	1	20	
Radio Subscriber Maintenance	3	0	0	2	5	0	5	
Time and Materials	4	0	0	-2	2	0	2	
Telephone Operations	30	0	0	0	30	0	30	
Wide Area Network	8	0	0	0	8	0	8	
Warehouse Operations	6	0	0	0	6	0	6	
<b>Total</b>	<b>100</b>	<b>1</b>	<b>-1</b>	<b>0</b>	<b>100</b>	<b>1</b>	<b>99</b>	

\*Detailed classification listing available in Appendix D.

## STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing Expenses of \$11.6 million fund 100 budgeted positions of which 99 are regular positions and one is a limited term position.

Changes in budgeted staffing include the addition of one Extra-Help System Support Analyst III due to increased workload for the Public Safety Radio upgrade project.

One Staff Analyst II position has been deleted and moved to the Computer Operations budget unit.



## Application Development

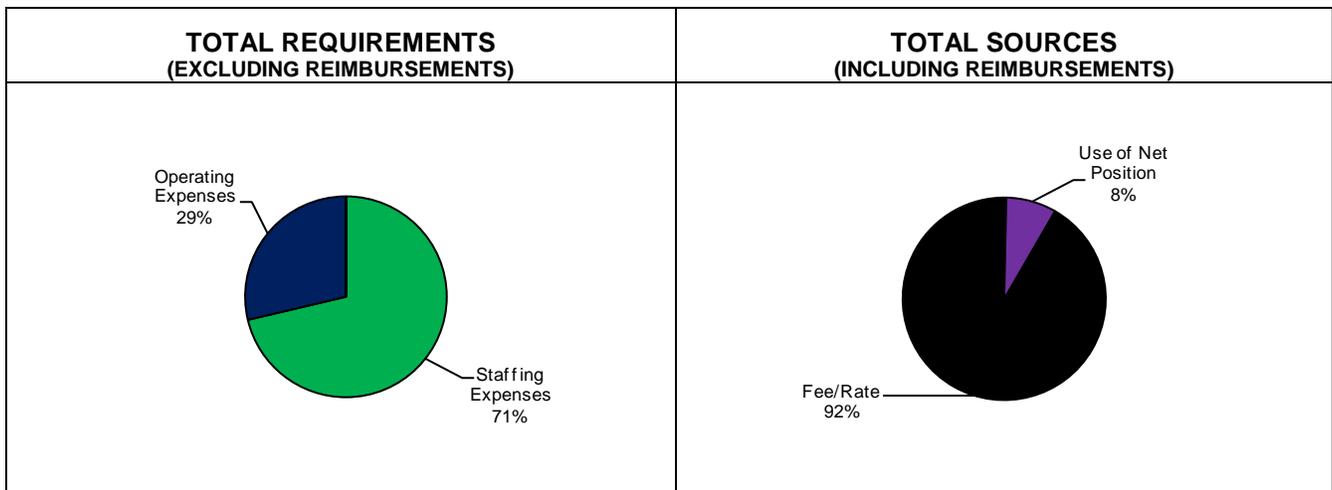
### DESCRIPTION OF MAJOR SERVICES

The Application Development division provides support for County departments as they develop, enhance and maintain business applications on a variety of hardware and software platforms. These applications include the County's enterprise accounting, payroll, budget, personnel, document imaging, public websites, and many other business line systems. The Information Services Department (ISD) consults with departments to identify cost effective ways of conducting business and often provides process reviews, cost analysis, and overall recommendations in the acquisition and integration of new systems. Ongoing large scale information technology projects for the Application Development division include continuing the implementation of the new Land Use enterprise system, replacement of the new Financial Accounting System, and upgrading the payroll system.

Budget at a Glance	
Total Requirements (Excl. Reimb.)	\$15,972,163
Total Sources (Incl. Reimb.)	\$14,693,515
Use of / (Contribution To) Net Position	\$1,278,648
Total Staff	89

This budget unit is an internal service fund that primarily provides services to County departments and recovers costs via a billable hourly programming rate.

### 2016-17 RECOMMENDED BUDGET



## ANALYSIS OF 2016-17 RECOMMENDED BUDGET

GROUP: Administration  
 DEPARTMENT: Information Services  
 FUND: Application Development

BUDGET UNIT: IPD ISD  
 FUNCTION: General  
 ACTIVITY: Other General

	2012-13	2013-14	2014-15	(A) 2015-16	2015-16	(B) 2016-17	(B-A)
	Actual	Actual	Actual	Modified Budget	Estimate	Recommended Budget	Change From Prior Year Modified Budget
<b>Requirements</b>							
Staffing Expenses	0	0	10,286,753	11,252,719	10,287,382	11,388,984	136,265
Operating Expenses	0	0	2,427,035	2,936,189	3,947,058	4,583,179	1,646,990
Capital Expenditures	0	0	0	0	0	0	0
Total Exp Authority	0	0	12,713,788	14,188,908	14,234,440	15,972,163	1,783,255
Reimbursements	0	0	(1,805,106)	0	0	0	0
Total Appropriation	0	0	10,908,682	14,188,908	14,234,440	15,972,163	1,783,255
Operating Transfers Out	0	0	0	0	0	0	0
Total Requirements	0	0	10,908,682	14,188,908	14,234,440	15,972,163	1,783,255
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State/Fed/Other Government	0	0	0	0	0	0	0
Fee/Rate	0	0	14,430,444	14,384,565	13,629,436	14,693,515	308,950
Other Revenue	0	0	9,496	0	0	0	0
Total Revenue	0	0	14,439,940	14,384,565	13,629,436	14,693,515	308,950
Operating Transfers In	0	0	0	0	0	0	0
Total Financing Sources	0	0	14,439,940	14,384,565	13,629,436	14,693,515	308,950
<b>Net Position</b>							
Use of/ (Contribution to) Net Position	0	0	(3,531,258)	(195,657)	605,004	1,278,648	1,474,305
Est. Net Position Available						2,973	
Total Est. Unrestricted Net Position						1,281,621	
Budgeted Staffing*	0	0	87	88	88	89	1

\*Data represents modified budgeted staffing

Note: Unlike governmental funds, the 2015-16 Modified Budget and Estimate columns do not include information on Estimated Net Position Available or Total Estimated Unrestricted Net Position because GAAP requires that internal service and enterprise funds include line items such as depreciation, which are not budgeted, in the Net Position calculation.

## MAJOR REQUIREMENTS AND SOURCES IN 2016-17 RECOMMENDED BUDGET

Staffing Expenses of \$11.4 million account for the majority of Requirements in this budget unit and are necessary to support Countywide business systems and applications. Operating Expenses of \$4.6 million include costs for resources from information technology contractors, implementation costs for the Land Use Management System Upgrade, COWCAP expenses and miscellaneous hardware and software costs.

Sources of \$14.7 million are comprised of revenue from Board of Supervisors' approved Fees/Rates for maintenance and support, enhancement or development of new computer applications and systems for County departments and external customers.

## BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are increasing by \$1.8 million due to an increase in Staffing Expenses for the addition of four Business Systems Analyst positions, offset by a decrease of three positions being transferred to the Enterprise Financial Management System Project. Operating Expenses are increasing due to costs associated with the implementation of the Land Use Permitting System, the cost to repay fund IAM (Telecommunications) for the loan to start the Application Development internal services fund, contracted services to backfill the three positions moved to the Enterprise Financial Management System Project, and COWCAP charges.



Sources are increasing by \$308,950 primarily due to an increase in billable hours from the addition of four Business Systems Analyst positions.

**ANALYSIS OF NET POSITION**

The use of \$1.3 million of Net Position funds one-time implementation costs for the Land Use Permitting System (Accela). Use of Net Position will be limited as this budget unit does not require fixed assets or capital improvements.

**2016-17 POSITION SUMMARY\***

Division	2015-16				2016-17		Limited	Regular
	Modified Staffing	Adds	Deletes	Re-Orgs	Recommended			
Application Development	88	4	-3	0	89	0	89	
Total	88	4	-3	0	89	0	89	

\*Detailed classification listing available in Appendix D.

**STAFFING CHANGES AND OPERATIONAL IMPACT**

Staffing Expenses of \$11.4 million fund 89 budgeted regular positions. Changes to budgeted staffing include the addition of four regular Business Systems Analyst III positions as a result of increased workload, offset by the transfer out of three regular positions that were moved to another budget unit; one Business Systems Analyst III and two Programmer Analyst III's. These three positions are being transferred to support the Enterprise Financial Management System Project and will be backfilled by contracted services hired through outside vendors.

