

## Computer Operations

### DESCRIPTION OF MAJOR SERVICES

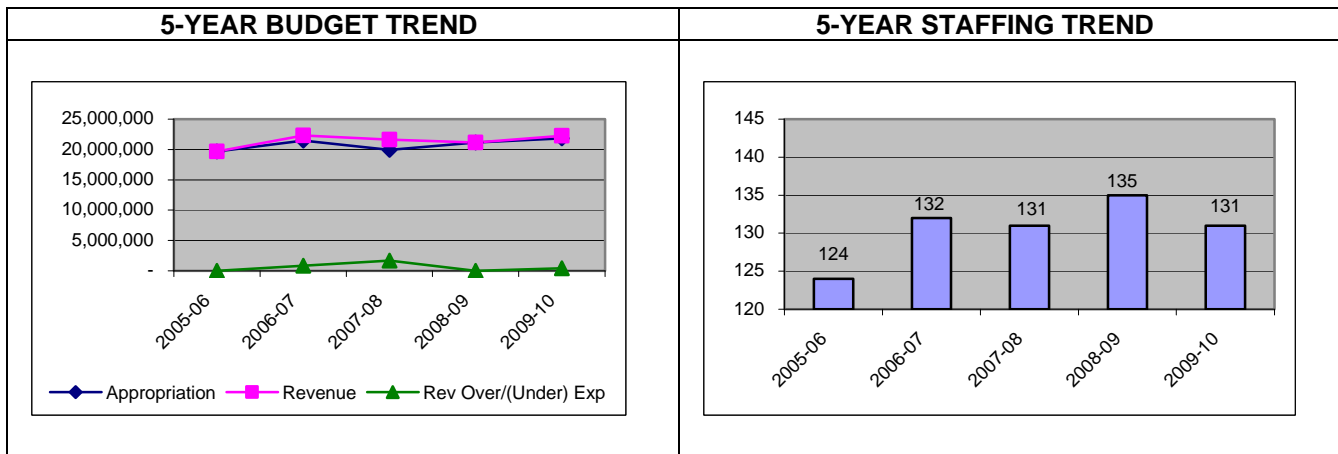
The Computer Operations division provides enterprise data center services and a portion of the county's communications services to county departments on a 24/7 basis. The division is comprised of three sections: Technology Operations, Information Technology (IT) Customer Service, and Core Solutions and 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.

Technology Operations provides for the design, operation, maintenance and administration of the county's Enterprise Data Center which supports the county's mainframe and includes server management for over 160 servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the county.

IT Customer Service assists departments in ensuring that their technology and business objectives are achieved. The division provides a Technology Support Center to handle service requests and problem tickets and IT Account Representatives to coordinate and assist departments in meeting their business and technology objectives.

Core Solutions and Security provides the county with global email, security direction and technology policies and procedures, along with technical services that support desktop communications and functions across the county.

### BUDGET HISTORY



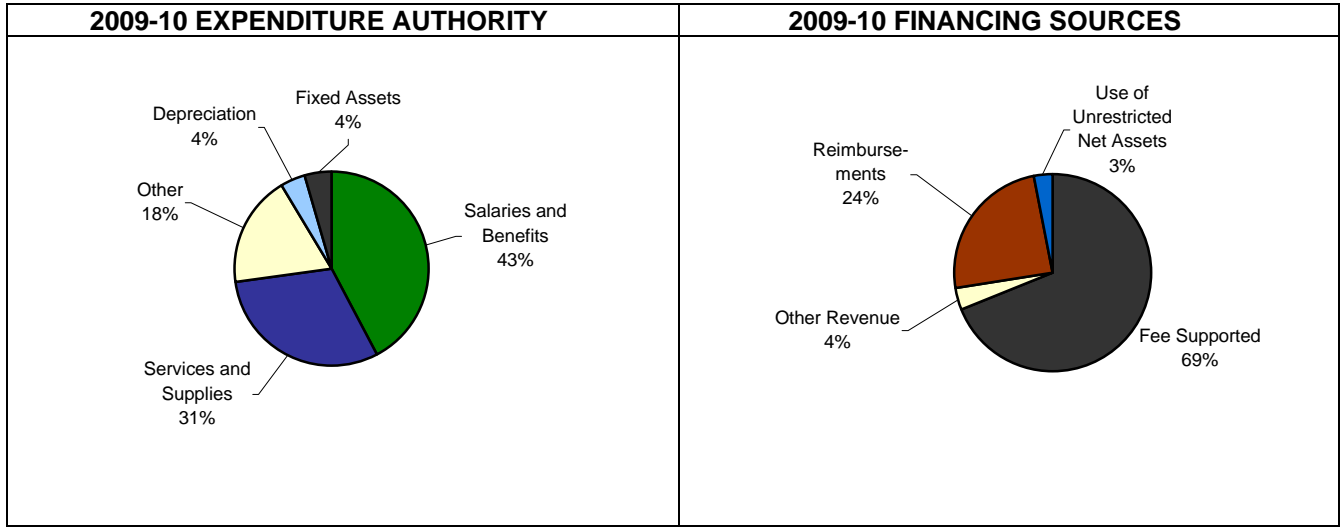
### PERFORMANCE HISTORY

	2005-06 Actual	2006-07 Actual	2007-08 Actual	2008-09 Modified Budget	2008-09 Estimate
Appropriation	19,831,935	19,683,263	18,135,154	21,240,603	20,121,868
Departmental Revenue	19,766,319	22,562,998	21,601,358	21,130,603	21,094,239
Revenue Over/(Under) Exp	(65,616)	2,879,735	3,466,204	(110,000)	972,371
Budgeted Staffing				135	
Fixed Assets	1,115,422	1,569,578	2,049,702	2,013,149	1,935,611
Unrestricted Net Assets Available at Year End	2,568,343	5,349,108	7,137,007		7,589,346

In 2008-09, estimated appropriation is less than modified budget due to a reduction in computer software expenses as a result of price negotiations, and decreased staff training/travel. Departmental revenue is estimated to be lower than budget as a result of reduced demand for microfilm services.



**ANALYSIS OF PROPOSED BUDGET**



As a result of the current economic condition, the 2009-10 proposed budget was impacted by a salary reduction. This reduction resulted in a decrease of \$563,692 to appropriation and the details are listed in the following schedule. Budgeted staffing was reduced by 6 positions, 4 of which are filled and the remainder is vacant.

**IMPACTS DUE TO BUDGET REDUCTIONS**

Brief Description of Budget Impact	Budgeted Staffing	Appropriation	Departmental Revenue	Revenue Over/(Under) Exp
Salary Reduction Reduction made to salaries and benefits, services and supplies, and fixed assets - deleted 1 vacant Teleprocessing Specialist, 1 vacant Public Service Employee, 1 filled Payroll Specialist, and 3 filled Staff Analyst I positions; computer software was reduced by \$58,707; professional services was reduced by \$91,584; and equipment was reduced by \$17,240.	(6)	(563,692)	-	563,692
<b>Total</b>	<b>(6)</b>	<b>(563,692)</b>	<b>-</b>	<b>563,692</b>

The preceding reductions were incorporated into the departmental budget and are reflected in the following schedule that details the budget by appropriation unit.



GROUP: Administrative/Executive  
DEPARTMENT: Information Services  
FUND: Computer Operations

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

	2005-06 Actual	2006-07 Actual	2007-08 Actual	2008-09 Estimate	2008-09 Final Budget	2009-10 Proposed Budget	Change From 2008-09 Final Budget
<b>Appropriation</b>							
Salaries and Benefits	10,124,342	10,499,579	11,451,738	12,510,377	12,490,960	12,997,013	506,053
Services and Supplies	9,754,441	9,368,332	7,530,229	7,555,480	8,548,073	9,031,941	483,868
Travel	-	-	-	276,375	310,770	305,127	(5,643)
Other Charges	113	-	-	-	6,868	-	(6,868)
Transfers	946,239	1,044,128	1,257,952	5,320,876	1,281,904	5,540,876	4,258,972
Total Exp Authority	20,825,135	20,912,039	20,239,919	25,663,108	22,638,575	27,874,957	5,236,382
Reimbursements	(2,059,226)	(2,335,758)	(2,811,550)	(7,093,819)	(3,060,551)	(7,499,648)	(4,439,097)
Total Appropriation	18,765,909	18,576,281	17,428,369	18,569,289	19,578,024	20,375,309	797,285
Depreciation	953,991	1,106,982	706,785	1,415,579	1,415,579	1,347,462	(68,117)
Operating Transfers Out	112,035	-	-	137,000	137,000	137,000	-
Total Requirements	19,831,935	19,683,263	18,135,154	20,121,868	21,130,603	21,859,771	729,168
<b>Departmental Revenue</b>							
Current Services	19,482,196	22,562,950	20,916,358	21,041,639	20,952,775	21,136,146	183,371
Other Revenue	48,833	48	-	1,600	-	-	-
Other Financing Sources	-	-	-	-	177,828	1,124,342	946,514
Total Revenue	19,531,029	22,562,998	20,916,358	21,043,239	21,130,603	22,260,488	1,129,885
Operating Transfers In	235,290	-	685,000	51,000	-	-	-
Total Financing Sources	19,766,319	22,562,998	21,601,358	21,094,239	21,130,603	22,260,488	1,129,885
Rev Over/(Under) Exp	(65,616)	2,879,735	3,466,204	972,371	-	400,717	400,717
				Budgeted Staffing	135	131	(4)
<b>Fixed Assets</b>							
Equipment	1,089,901	1,569,578	2,049,702	1,935,611	2,109,639	1,338,111	(771,528)
L/P Equipment	25,521	-	-	-	13,510	-	(13,510)
Total Fixed Assets	1,115,422	1,569,578	2,049,702	1,935,611	2,123,149	1,338,111	(785,038)

Salaries and benefits of \$12,997,013 fund 131 budgeted positions. The increase of \$506,053 results from changes to negotiated labor agreements, the addition of 1 Staff Analyst II, and the addition of 1 Systems Support Analyst III extra-help position (to be filled only temporarily for succession planning purposes), which is partially offset by the deletion of 6 positions resulting from the salary reduction previously mentioned.

Services and supplies of \$9,031,941 include costs for computer software, systems development charges, and equipment maintenance. The increase of \$483,868 is due to increases in offsite storage and disaster recovery expenses, insurance costs, professional and system development charges and maintenance fees.

Travel of \$305,127 primarily includes training and related travel costs.

Transfers of \$5,540,876 represent internal administrative allocations, Human Resources and intra-fund charges. The increase of \$4,258,972 results from intra-fund transfers for internal services and is off-set by the same amount in reimbursements.

Reimbursements of \$7,499,648 represent reimbursements for internal administrative costs, other position related costs from ISD's other budget units and intra-fund revenues. The increase of \$4,439,097 is primarily due to intra-fund revenues.

Depreciation of \$1,347,462 is decreasing by \$68,117 per the department's depreciation schedule.

Operating transfers out of \$137,000 represent year two of a five year reimbursement to the general fund for one-time Disaster Recovery policy item funding.

Departmental revenue of \$22,260,488 is comprised of central computer revenues, other information technology services, and a transfer from retained earnings. The increase of \$183,371 is the net increase comprised of increase in current services and a decrease in need for direct labor services. The department intends to use \$1,124,342 in retained earnings to fund cost increases not included in service rates.

Equipment purchases of \$1,338,111 represent \$938,111 for regular equipment replacement and \$400,000 for unplanned requirements. Equipment purchases are decreasing by \$771,528 based on a reduction in anticipated needs. In addition, the department is removing the lease-purchase equipment expense of \$13,510 based on the decision to purchase a back-up generator at the recommendation of the Architecture and Engineering Department.