

INFORMATION SERVICES

PROPOSED BUDGET • FY 2019-20 & 2020-21

PROPOSED BUDGET

All Funds	FY 2018-19	FY 2019-20	Δ	FY 2020-21	Δ
Revenues	16,915,548	16,232,202	-4.0%	17,533,889	8.0%
<i>Other Funds</i>	361,729	0	0-100.0%	0	0.0%
Total Financing	17,277,277	16,232,202	-6.0%	17,533,889	8.0%
Expenditures	17,277,277	16,232,202	-6.0%	17,533,889	8.0%
Total Staffing	63.00	64.00	1.6%	64.00	0.0%
<i>Unfunded Staffing</i>	(2.00)	(1.00)	-50.0%	(1.00)	0.0%
Funded Staffing	61.00	63.00	3.2%	63.00	0.0%

FOCUS AREAS

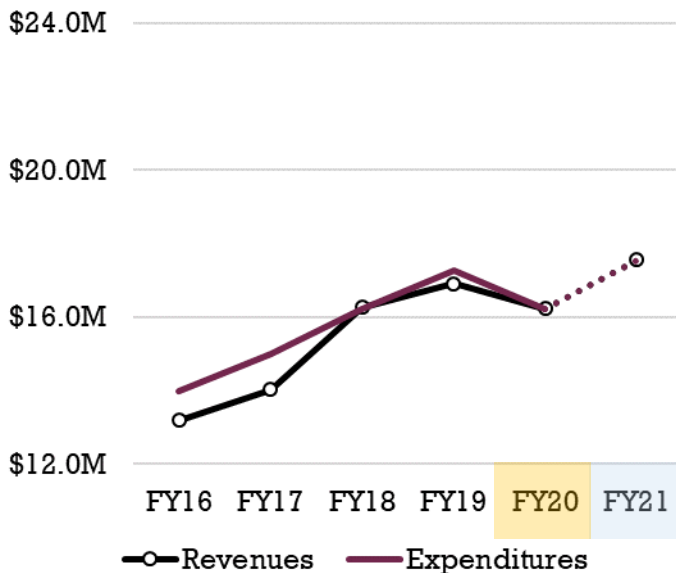


Operational Excellence

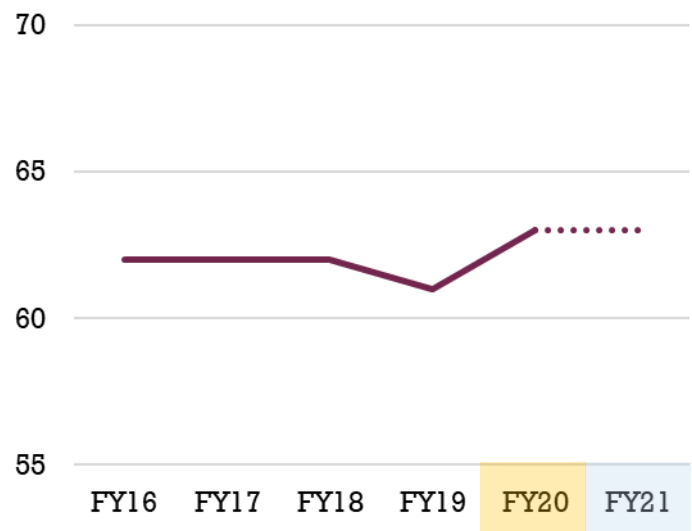
For Department Priorities:
[Operational Plan Section III](#)

BUDGET TRENDS

Revenues vs. Expenditures



Funded Staffing



Expenditures have increased while revenues have fluctuated. The use of fund balance offsets the gap.

Staffing has recovered from declines due to the transfer of two positions from Probation to Information Services.

OVERVIEW

Mission

We believe government must be resilient and responsive to the evolving needs of its citizens. We partner with all departments to apply the best technology to serve our collective users.

Information
Services

Radio Shop

Administration

Network Access

Telephone Services

Desktop Support

Duplicating

Programing

GIS Services

INFORMATION SERVICES

Administrative Services manages administrative and budget matters for the Department. The Telephone Service group oversees all telecommunications matters. Duplicating services performs reproduction services and inter-Departmental mail. The Applications Group

responds to requests for support and provides solutions to business problems identified by other Departments. The Infrastructure team manages the County's network to ensure high-speed, reliable, and secure service delivery. Desktop Support manages user community requirements. GIS Services provides geographic application development and desktop support.

In 2019-20 and 2020-21 Information Services will continue to drive innovation through major initiatives and projects. Updating the County's e-timecard application, launching a redesigned County website, developing a next-generation County mobile app and refreshing GIS mapping imagery are all supported by the recommended budget.

RADIO SHOP

The Radio Shop designs, implements, and maintains 147 radio sites across the County. This communication infrastructure supports 33 countywide systems, including systems critical to police, fire and ambulance services.

In 2019-20 and 2020-21, the recommended budget supports significant efforts to upgrade the radio circuits from a copper based infrastructure to fiber optic and continue to refresh public safety radio devices.

YEAR 1 BUDGET OVERVIEW

2019-20 RECOMMENDED BUDGET

The 2019-20 recommended budget provides for a decrease of \$1,045,075 in expenditures and revenues with no direct General Fund contribution, leaving \$4,245,503 in reserves before any adjustments for capital assets. Reserves provide less than two months of operating balance for equipment reserves.

EXPENDITURES

The recommended increase in Salaries and Benefits of \$218,093 supports existing staff and absorbing a transfer of two positions from Probation. The decrease in Services and Supplies of \$283,099 is primarily due to reduced management charges.

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YEAR 1 BUDGET OVERVIEW

The recommended decrease in Other Charges of \$466,615 is due to reduced management charges.

The recommended increase of \$464,276 in IntraFund Transfers is due to management charges.

FIXED ASSETS

Recommended purchases include equipment for telephone of \$100,000, ISD Network Access of \$735,000, Geographic Information Systems of \$60,000, and Radio Shop of \$20,000.

REVENUES

The recommended increase in Charges for Service of \$268,044 is due to increases in overall department costs.

The recommended decrease in Other Financing of \$997,730 is due to the completion of the Davenport Communications Tower.

STAFFING

One vacant unfunded Administrative Aide position has been deleted due to changes in department business needs. In addition, two positions have been added due to a transfer of IT Analysts positions from the Probation Department to provide better oversight and support of Probation information systems.

YEAR 1 BUDGET DETAIL

Budget Unit: 42

All Funds	Actual 2017-18	Adopted 2018-19	Estimated 2018-19	Recommended 2019-20	Change from 2018-19	
Revenues						
Use of Money	37,432	37,609	37,609	38,311	702	1.9%
Intergovernmental	121,852	0	0	0	0	0.0%
Charges for Services	15,501,150	15,797,081	16,139,359	16,084,043	286,962	1.8%
Miscellaneous	56,070	83,128	50,098	109,848	26,720	32.1%
Other Financing	52,270	997,730	763,948	0	(997,730)	-100.0%
Total Revenues	15,768,774	16,915,548	16,991,014	16,232,202	(683,346)	-4.0%
<i>General Fund</i>	<i>(219,858)</i>	<i>0</i>	<i>78,900</i>	<i>0</i>	<i>0</i>	<i>0.0%</i>
<i>Other Funds</i>	<i>(906,318)</i>	<i>361,729</i>	<i>(1,625,414)</i>	<i>0</i>	<i>(361,729)</i>	<i>-100.0%</i>
Total Financing	14,642,598	17,277,277	15,444,500	16,232,202	(1,045,075)	-6.0%
Expenditures						
Salaries & Benefits	9,082,446	9,981,268	8,803,431	10,199,361	218,093	2.2%
Services & Supplies	6,325,444	8,587,875	7,194,758	8,304,776	(283,099)	-3.3%
Other Charges	2,490,443	2,219,335	2,169,200	1,752,720	(466,615)	-21.0%
Fixed Assets	220,927	997,730	558,932	20,000	(977,730)	-98.0%
Other Financing	60,326	0	0	0	0	0.0%
Subtotal	18,179,586	21,786,208	18,726,321	20,276,857	(1,509,351)	-6.9%
<i>IntraFund Transfers</i>	<i>(3,536,988)</i>	<i>(4,508,931)</i>	<i>(3,281,821)</i>	<i>(4,044,655)</i>	<i>464,276</i>	<i>-10.3%</i>
Total Expenditures	14,642,598	17,277,277	15,444,500	16,232,202	(1,045,075)	-6.0%
Total Staffing		63.00	63.00	64.00	1.00	1.6%
<i>Unfunded Staffing</i>		<i>(2.00)</i>	<i>(2.00)</i>	<i>(1.00)</i>	<i>(1.00)</i>	<i>-50.0%</i>
Funded Staffing		61.00	61.00	63.00	2.00	3.2%

FINANCING CHANGES

Financing Sources	Description/ Impact	Increase/ (Decrease)
Use of Money	Increase due to increases in rental sublease percentages.	702
Charges for Services	Increase to recover personnel and other department costs.	286,962
Miscellaneous	Increase due to an internal billing correction from Radio Shop for management services.	26,720
Other Financing	Decrease due to the completion of the Davenport Communication Tower project.	(997,730)
Other Funds	Decrease to offset previous year fund balance.	(361,729)
Total		(1,045,075)

EXPENDITURE CHANGES

Expenditure Uses	Description/ Impact	Cost/ (Savings)
Salaries & Benefits	Increases to absorb the transfer of two IT positions from the Probation Department and to support staffing.	218,093
Services & Supplies	Decreases due to a reduction in management services one-time change in County overhead charges.	(283,099)
Other Charges	Decreases due to a one-time adjustment to County overhead charges.	(466,615)
Fixed Assets	Decreases due to the completion of the Davenport Communication Tower project.	(977,730)
IntraFund Transfers	Increase due to a reduction in management services from a one-time change in County overhead charges.	464,276
Total		(1,045,075)

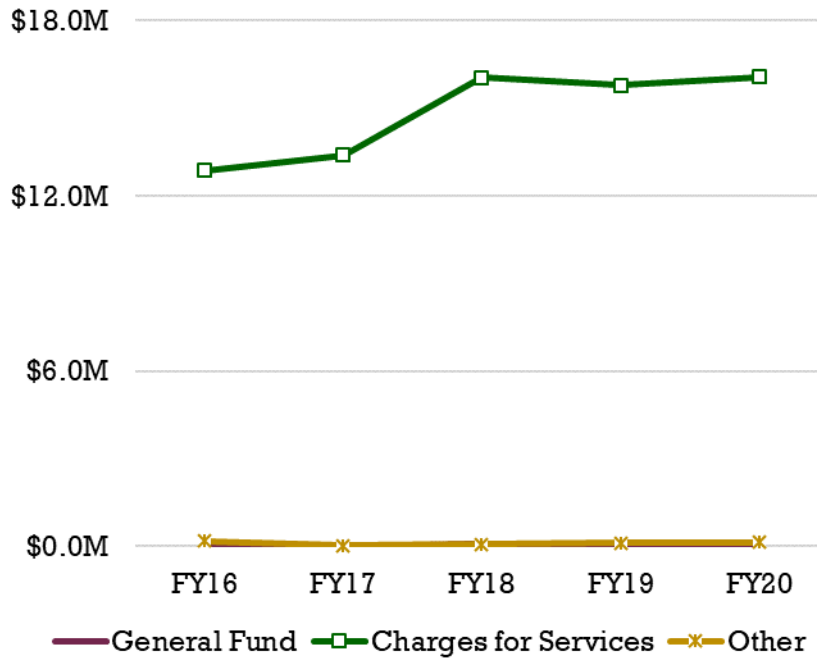
YEAR 1 PROGRAM DETAIL

Program Financing	FY 2019-20 Financing					Δ
	Adopted 2018-19	Revenues	Other Funds	General Fund	Total Financing	
Info Services—Admin	29,999	60,000	(60,000)	0	0	-100.0%
ISD-Telephone FD60-100	3,827,457	3,711,979	0	0	3,711,979	-3.0%
Duplicating FD 60-115	614,738	588,141	0	0	588,141	-4.3%
ISD-Programing	3,242,525	3,087,738	0	0	3,087,738	-4.8%
ISD-Network Access	7,193,707	7,374,942	0	0	7,374,942	2.5%
ISD-Desktop Support	209,117	194,527	0	0	194,527	-7.0%
ISD-GIS Services	570,563	550,329	60,000	0	610,329	7.0%
Comm-Tech Radio SER(ISD-GF)	1,589,171	664,546	0	0	664,546	-58.2%
Total Financing	17,277,277	16,232,202	0	0	16,232,202	-6.0%

Program Expenditures	FY 2019-20 Expenditures				Total Expenditures	Δ
	Adopted 2018-19	Salaries & Benefits	Services & Supplies	Other		
Info Services—Admin	29,999	883,268	109,268	(992,536)	0	-100.0%
ISD-Telephone FD60-100	3,827,457	1,018,959	3,018,801	(325,781)	3,711,979	-3.0%
Duplicating FD 60-115	614,738	221,964	314,964	51,213	588,141	-4.3%
ISD-Programing	3,242,525	2,892,772	194,966	0	3,087,738	-4.8%
ISD-Network Access	7,193,707	3,676,768	2,898,174	800,000	7,374,942	2.5%
ISD-Desktop Support	209,117	0	1,226,903	(1,032,376)	194,527	-7.0%
ISD-GIS Services	570,563	550,580	57,777	1,972	610,329	7.0%
Comm-Tech Radio SER(ISD-GF)	1,589,171	955,050	483,923	(774,427)	664,546	-58.2%
Total Expenditures	17,277,277	10,199,361	8,304,776	(2,271,935)	16,232,202	-6.0%

FINANCING TRENDS

5-Year Financing
by Sources



GENERAL FUND

The Radio Shop is the only budget unit for Information Services in the General Fund.

CHARGES FOR SERVICES

The primary revenue stream for Information Services is charges for providing telecommunications, application development, infrastructure, and other services, including GIS cartographic production.

OTHER

Includes revenue from use of money and miscellaneous charges.

YEAR 1 FINANCING BY DIVISION

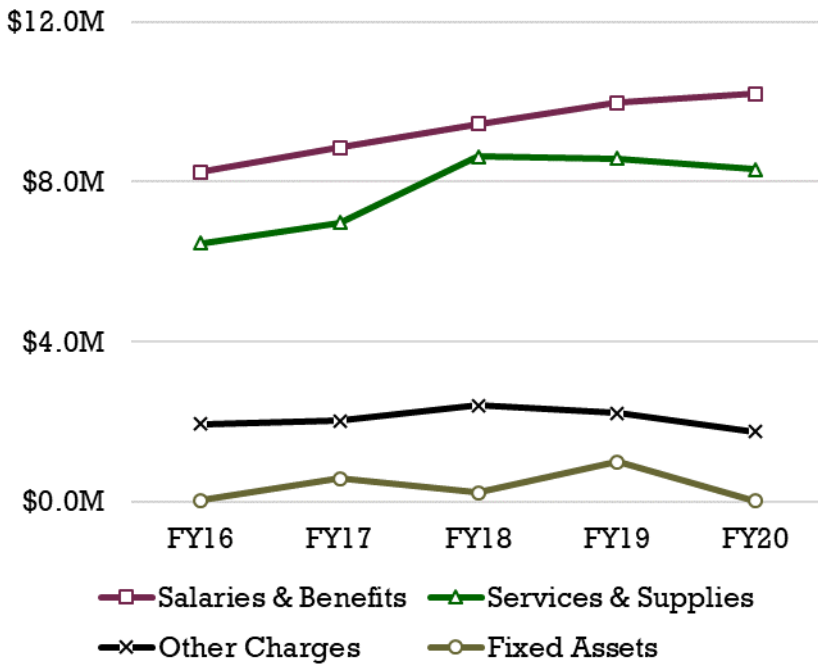
General Fund By Division	FY 2019-20 Financing		
	Charges for Services	Other*	Total Financing
Radio Shop	626,235	38,311	664,546
Total General Fund	626,235	38,311	664,546

Other Funds by Division	FY 2019-20 Financing		
	Charges for Services	Other*	Total Financing
Information Services	15,457,808	109,848	15,567,656
Total Other Funds	15,457,808	109,848	15,567,656
Total All Funds	16,084,043	148,159	16,232,202

*Other - Includes revenue from Licenses & Permits, Fines & Assessments, Use of Money, and Miscellaneous

EXPENDITURE TRENDS

5-Year Expenditures by Uses



SALARIES & BENEFITS

Just over 50% of the Information Services budget comprises Salaries and Benefits.

SERVICES & SUPPLIES

Nearly 41% of the Information Services budget supports maintaining and improving County telecommunications, network infrastructure, and computer support.

OTHER CHARGES

Includes equipment leases and purchases.

FIXED ASSETS

Includes equipment and software acquisition for maintaining the County's information infrastructure.

*Expenditures do not include IntraFund Transfers

YEAR 1 EXPENDITURES BY DIVISION

FY 2019-20 Expenditures

General Fund by Division	Salaries & Benefits	Services & Supplies	Other Charges	Fixed Assets	Intrafund Transfers*	Total Expenditures
Radio Shop	955,050	483,923	208,425	20,000	(1,002,852)	664,546
Total General Fund	955,050	483,923	208,425	20,000	(1,002,852)	664,546

FY 2019-20 Expenditures

Other Funds By Division	Salaries & Benefits	Services & Supplies	Other Charges	Fixed Assets	Intrafund Transfers*	Total Expenditures
Information Services	9,244,311	7,820,853	1,544,295	0	(3,041,803)	15,567,656
Total Other Funds	9,244,311	7,820,853	1,544,295	0	(3,041,803)	15,567,656
Total All Funds	10,199,361	8,304,776	1,752,720	20,000	(4,044,655)	16,232,202

*Intrafund Transfers represent reimbursements from other departments.

ACCOMPLISHMENTS & ACCOUNTABILITY

PRIOR YEAR GOALS

1. Electronic signature of contracts and resolutions was piloted via the County Agenda Management system in 2017-18. After two departments started using this feature exclusively, the savings in staff hours was significant. In light of that success, the County entered into contract for county-wide electronic signature. The coming year will see expanded use of e-signature for :
 - Contracts and resolutions by all County departments within the agenda management system.
 - Internal forms like vacation requests will be e-signed and automated workflow used.
 - Electronic forms, signature, and workflow will be introduced to constituent forms and processes.
2. Open Enrollment automation and electronic employee files will be a multi-stage project that kicks off in the new fiscal year. Utilizing e-signature and the electronic document management will set the stage for creating an online employee portal that can save employee and staff time and improve service delivery.
3. With preliminary paperwork completed in 2017-18, Information Services will oversee the construction and implementation of a new, Public Safety Radio Communications tower in Davenport on a leased site on the property of the old cement plant. This tower will close the radio communications holes that exist in the current network.

2018-19 ACCOMPLISHMENTS

1. Electronic signature is largely supported by DocuSign, which has shown some strong growth over the course of the year. A total of 4,000 DocuSign envelopes were created and sent, out of which 2,700 were completed (66%). Out of the 2,700 DocuSign envelopes completed, 1,500 were completed within an hour (56%). The Agenda Management system has matured to fully support DocuSign workflows. This initiative was progressing well until challenges arose in several departments, signaling a temporary halt to implementation.
2. Electronic Benefits Enrollment was offered during Open Enrollment as a method by which to change coverages. Of between 1,000 and 1,200 forms submitted, 350 opted to use electronic enrollment (30-35%). Approximately one out of every three employees opted to use DocuSign for their benefits enrollment. Efforts are ongoing to quantify the effectiveness of using electronic delivery and signature as well as to quantify efficiencies gained by using DocuSign.
3. The communications tower in Davenport was completed on-time, achieved full operational capability, and completed under budget (\$609,202 out of \$997,730, or 39% below budget).

YEAR 2 PROJECTED BUDGET OVERVIEW

2020-21 PROJECTED BUDGET

The estimates included in the 2020-21 projected budget assume a status quo operation and reflect known changes in IT hardware and software maintenance needs and programming demand.

EXPENDITURES

The increase in Salaries and Benefits of \$386,050 supports existing staffing.

Services and Supplies increase by \$747,917 due to one-time budget savings from County overhead charges in 2019-20 and increases in IT hardware and software maintenance needs.

The increase in Other Charges of \$709,917 is due to increases in management charges.

Fixed Assets decrease by \$20,000 as Radio Shop equipment needs are held to status quo.

REVENUES

The revenue increase of \$1,301,687 relates to increases in Charges for Services to offset department expenditures.

STAFFING

Staffing is status quo for 2020-21.

YEAR 2 PROJECTED BUDGET DETAIL

Budget Unit: 42

All Funds	Adopted 2018-19	Recommended 2019-20	Projected 2020-21	Change from 2019-20	
Revenues					
Use of Money	37,609	38,311	38,311	0	0.0%
Charges for Services	15,797,081	16,084,043	17,385,612	1,301,569	8.1%
Miscellaneous	83,128	109,848	109,966	118	0.1%
Other Financing	997,730	0	0	0	0.0%
Total Revenues	16,915,548	16,232,202	17,533,889	1,301,687	8.0%
<i>Other Funds</i>	<i>361,729</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0.0%</i>
Total Financing	17,277,277	16,232,202	17,533,889	1,301,687	8.0%
Expenditures					
Salaries & Benefits	9,981,268	10,199,361	10,585,411	386,050	3.8%
Services & Supplies	8,587,875	8,304,776	9,052,693	747,917	9.0%
Other Charges	2,219,335	1,752,720	2,462,481	709,761	40.5%
Fixed Assets	997,730	20,000	0	(20,000)	-100.0%
Subtotal	21,786,208	20,276,857	22,100,585	1,823,728	9.0%
<i>IntraFund Transfers</i>	<i>(4,508,931)</i>	<i>(4,044,655)</i>	<i>(4,566,696)</i>	<i>(522,041)</i>	<i>12.9%</i>
Total Expenditures	17,277,277	16,232,202	17,533,889	1,301,687	8.0%
Total Staffing	63.00	64.00	64.00	0.00	0.0%
<i>Unfunded Staffing</i>	<i>(2.00)</i>	<i>(1.00)</i>	<i>(1.00)</i>	<i>0.00</i>	<i>0.0%</i>
Funded Staffing	61.00	63.00	63.00	0.00	0.0%

