

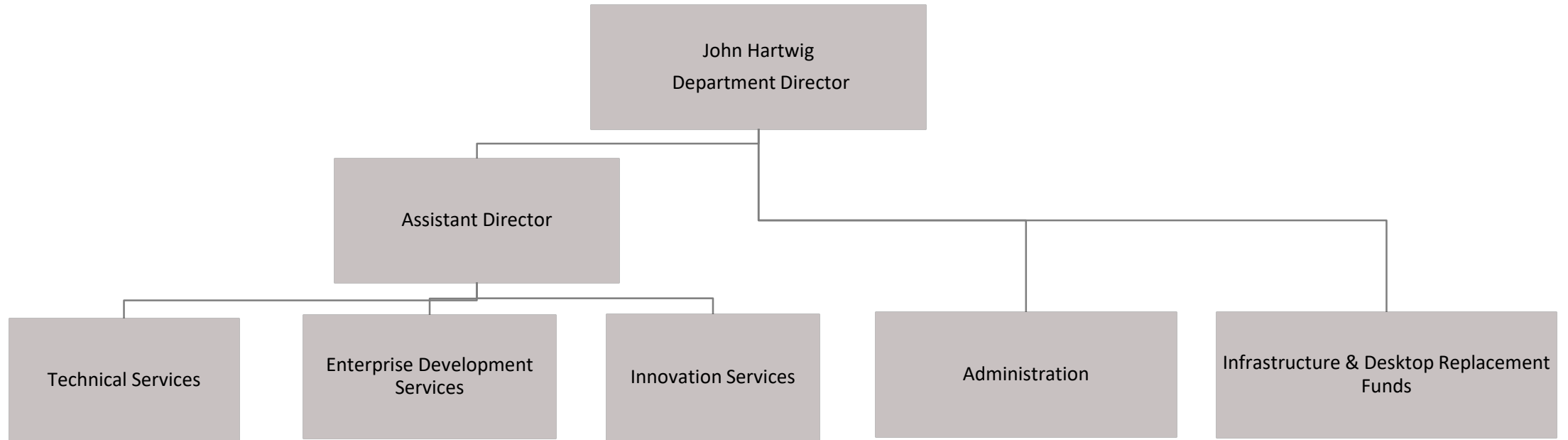


Information Systems Department FY 2021-22 Recommended Budget



Department Overview

	Budget	FTE
FY 2020-21 Adopted	\$53,182,714	116.5
FY 2021-22 Recommended	\$56,454,928	114.5
Net Change	\$3,272,214	-2.0



Departmental Sources

FY 2021-22 Revenue Sources	
General Fund Contribution	\$815,270
Fees & Charges for Services	\$9,959,937
Other Departmental Revenue	\$26,000
Use of Fund Balance	\$4,624,106
Internal Reimbursements & Transfers	\$41,029,615
Total	\$56,454,928



Departmental Expenditures

FY 2021-22	Budget	FTE
Administration	\$3,426,356	17
Enterprise Development Services	\$14,556,377	49
Technical Services	\$25,488,622	46.5
Innovation Services	\$2,477,911	2
Desktop Replacement	\$1,880,780	0
Infrastructure Replacement	\$3,814,850	0
Internal Transfers and Reimbursements	\$4,809,952	0
Total	\$56,454,928	114.50



Key Items not Restored in 2020-21 Budget

- In FY 2020-21, the department used one-time IS Replacement A Strategic fund balance to close the Records unit General Fund shortfall.
- Use of fund balance prevented reductions including facility lease expense, staff training, software licensing, equipment and staff that would have impacted the department's ability to deliver critical records, mail and courier services.



Key Operational Challenges and Opportunities

- **General Fund primary support for Records management and storage**
 - Internal services rates do not recover records costs and the primary funding support from the General Fund has reduced over time.
 - Reduction of 2.0 Mail Material Handler positions as well as operating services and supplies.
 - Restoration requested to continue providing state mandated records management services, centralized mail, and courier services as intermediate funding until completion of Records rate consultant review.
 - Cost Recovery consultant review in progress and scheduled for completion April 2021. Report will include recommendations for Records service line cost recovery approach and rates for FY 2022-23.



Key Operational Challenges and Opportunities, Continued

- **Balancing effort** - technology needs changing with emergency response priorities requiring rapid results, impacts the ability to maintain routine support, upgrade, and security management activities.
- **Mobility** - a sustained shift to a mobile and remote workforce. Increased IT operational workloads is a reality.
- **Cloud Smart** - shifting technology foundation to improve resiliency, online services, mobility, security, and flexible access.
- **Transitional and ongoing investment** - needed to leverage technology as a foundational component of public service.
- **Succession Planning**- remains significant with the department ranking high among County departments according to Human Resources Department reports 41.8% of current permanent staff for eligible retirement.



Strategic Plan Alignment

- **Organizational Excellence**

- **Goal 1: Strengthen operational effectiveness, fiscal reliability, and accountability**

- Objective 2: Establish a master list of technology needs that support operational/service improvements by mid-2022, identify enterprise solutions, and develop fiscal strategies to fund and implement improvements.

- **Goal 2: Increase information sharing and transparency and improve County and community engagement**

- Objective 4: Develop a new website that is more customer friendly, community focused, and supports County and community needs by 2022.



Strategic Plan Alignment

Resilient Infrastructure

- **Goal 1: Invest in County buildings and technology to enhance service delivery and improve employee mobility**
 - Objective 3: Develop and implement technology tools that enhance employees' ability to work remotely and promote virtual service delivery models in order to reduce County facility space needs.
- **Goal 2: Invest in capital systems to ensure continuity of operations and disaster response.**
 - Objective 1: Strengthen critical communications infrastructure, interoperability, and information technology tools relied upon during disasters.

