

Technology Services

FY 22-23 BUDGET PRESENTATION



2021 Major Accomplishments

AREA	DESCRIPTION
Tele-Work	Maintained hybrid work environment for County, enhanced communications and security, standardized equipment, added telecomm options, maintained onsite support. Number of supported devices rose drastically – updated asset system to track offsite equipment. Converting to more flexible hybrid environment. Creating new solutions to contain costs.
Network	Completed a major, multi-year capital project to replace the County network infrastructure with efficient, high-performance and modular equipment. Faster, more reliable and CJIS compliant including encryption.
Unified Communications	Enhancement to the County phone systems including implementation of Unified Communications & services. Includes remote phone options, IP Phones, Voice and email integration, web phones, web based customer text and phone support etc.
CBX - ARPA Project	Continued expansion of CBX fiber infrastructure and ISP Partnerships with local vendors. Awarded \$10.1M in ARPA Grant funds to expand to low access areas. Phase 1 in construction, Phase 2 in design. Will be available to thousands of homes.
Security	Increasing security threats. Implemented several security enhancements. Mimecast SPAM filter, Multi-Factor Authentication, new mobile security, new policies, established security committee, encryption, monitoring etc.,
Strategic Technology Partnership	Initiated major on-going project to alignment County business requirements with strategic technology direction. Coordination with departments on available / future technology to meet expanding business plans, control costs and implement efficiencies.
M365	Continued phased secure implementation of Cloud services including M365. Teams fully rollout out, SharePoint in progress with multiple applications in development. Office and Exchange in progress. Creating hybrid environment to maximize options.
ERP Upgrade	Multiple projects completed and in progress to further utilize PeopleSoft ERP. Chart of Accounts realignment. Time & Labor upgrade. Equal Pay Act initial implementation. Benefits enhancement. Multiple workflow and application improvements.
MAJICS	Fully implemented IGA between County and regional 911 consortium for technical support of Computer Aided Dispatch operations centers, network, servers & communications. Resilient operations centers for high availability & performance.
Business Analysis	Expansion of Business Analysis functions to include enhanced software request review, procurement assistance, needs assessment, scope of work development, project management and integration of business analysis into development lifecycle

Performance Clackamas

Results Measures

Line of Business/Program	Results Measure	FY 20-21 Actual	FY 21-22 Target	FY 21-22 Projected Performance	FY 22-23 Target
Office of Director (*1)	Technology Strategic Partnerships with Departments (%)	5 %	50 %	~ 15 %	100 %
Business Applications	% of days where core systems are available	99.03 %	99+ %	99.7 %	99 + %
County Applications	Average costs per supported application w/o maintenance	\$22,154	\$24,500	\$20,231	\$23,000
Department Apps	Average costs per major application w/o maintenance	\$27,940	\$30,000	\$16,534	\$20,000
GIS Applications	Estimated # of GIS Data Layers Supported	100	100	110	110
Telecommunications	Estimated savings to County using Telecomm vs Industry	\$255,000	\$250,000	\$344,000	\$250,000
CBX	Estimated annual savings for public agencies	\$1,650,000	\$1,550,000	\$1,678,220	\$1,700,000
Network	# allocated supported connected devices	4865	4500	5428	5000
Technical Services	\$ annual allocated costs per PC	\$2,079	< \$2,200	\$1,848	\$1,698
	Average time to service requests business hours (HH:MM)	~ 5:04	< 24:00	~ 2:07	< 24:00

(*1) COVID and other projects caused delay in starting project, now a major priority and ramping up fast. Expect to be caught up by next FY.

Program Profiles: FY 22-23 Summary

Line of Business	Program Name	Total Funds	% County General Funds	% Restricted Funds	Mandate: Fed/State/Cty /IGA/None	% Program Operated by County	Metrics: % Target Meet/Exceed or Improve (*1)
Administration	Office of the Director	\$1,533,309	0%	0%	N	100 %	33 %
Applications	Business Apps	\$1,669,547	87.4%	0%	F / S / C	100 %	100 %
	County Wide Apps	\$1,948,094	91.8%	0%	N	100 %	100 %
	Department Apps	\$612,427	0%	0%	N	100 %	80 %
	GIS	\$1,193,582	50.7%	26.8%	N	100 %	100 %
Communication	Telecomm	\$4,189,770	0%	0%	N	100 %	77 %
	CBX	\$4,320,220	0%	35.1%	F / I	100 %	88 %
Technical	Network	\$1,380,315	0%	0%	N	100 %	78 %
	Technical Services	\$6,648,039	0%	0%	N	100 %	88 %
*1 – Target Metrics performance is based on the estimated changes in the number of metrics for each LOB.							

Department Summary by Fund



Technology Services (18)

Department Budget Summary by Fund

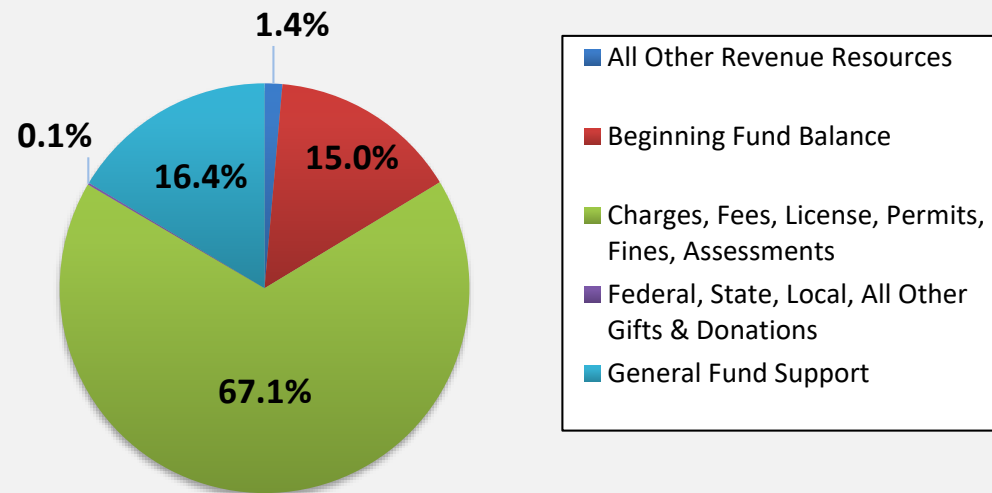
<i>Line of Business</i>	FY 22-23	FY 22-23	FY 22-23	FY 22-23	FY 22-23	FY 22-23
<i>Program</i>	FTE	* ARPA Fund (230)	Clackamas Broadband Utility Fund (602)	Technology Services Fund (747)	Total Budget	General Fund Support in Budget**
Administration						
Executive Leadership & Administration	5.0	-	-	1,533,309	1,533,309	
Applications						
Business Systems	5.0	-	-	1,669,547	1,669,547	1,459,547
County Wide Applications	8.0	-	-	1,948,094	1,948,094	1,788,563
Departmental Applications	3.0	-	-	612,427	612,427	
Geographic Information (GIS)	5.0	-	-	1,193,582	1,193,582	605,180
Communication Services						
Telecommunications Services	8.0	-	-	4,189,770	4,189,770	
Clackamas Broadband eXchange	5.0	1,515,000	2,805,220	-	4,320,220	
Technical Services						
Network Services	3.0	-	-	1,380,315	1,380,315	
Technical Operations	15.0	-	-	6,648,039	6,648,039	
TOTAL	57.0	\$ 1,515,000	\$ 2,805,220	\$ 19,175,083	\$ 23,495,303	\$ 3,853,290
FY 21/22 Budget (Amended)	58.0	\$ 2,524,129	\$ 2,842,699	\$ 21,543,740	\$ 26,910,568	\$ -
\$ Increase (Decrease)	-1.0	\$ (1,009,129)	\$ (37,479)	\$ (2,368,657)	\$ (3,415,265)	\$ 3,853,290
% Increase (Decrease)	-1.7%	-40.0%	-1.3%	-11.0%	-12.7%	-

* ARPA Funding- FY21-22 \$2,524,129 with a Fund Balance of \$1,515,000 to FY22-23

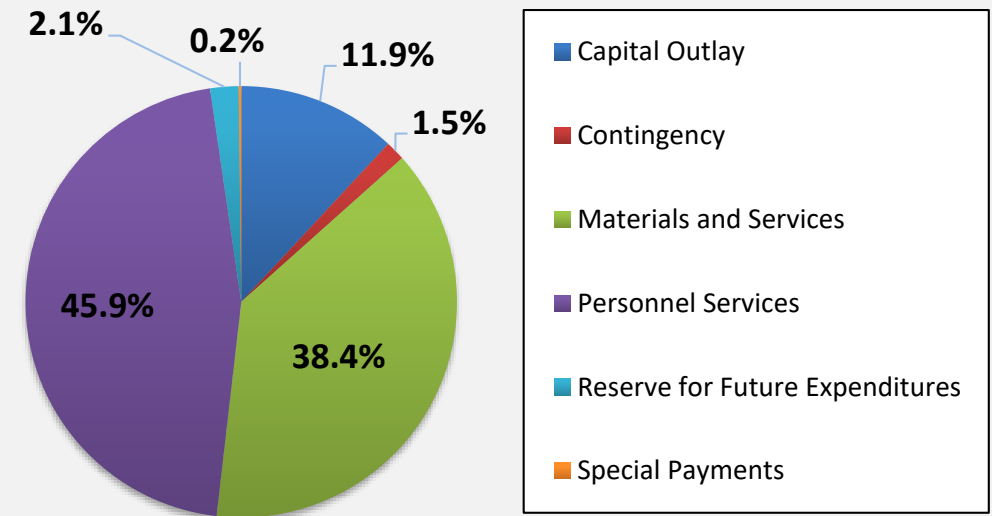
** In FY22-23 internal service charges to General Fund Non-departmental shifted revenue categories from Charges and Fees to General Fund Support.

FY 22-23 Revenue and Expenses

Revenues



Expenses



Summary of Revenue & Expenses

Technology Services (18)

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	6,982,608	7,833,908	5,367,441	5,398,771	3,513,000	(1,854,441)	-35%
Federal, State, Local, All Other Gifts & Donations*	185,549	7,210	2,559,129	2,559,129	35,000	(2,524,129)	-99%
Charges, Fees, License, Permits, Fines, Assessments	19,058,848	18,320,042	18,856,999	18,420,505	15,766,013	(3,090,986)	-16%
Revenue from Bonds & Other Debts	2,363	2,880					
All Other Revenues Resources	207,869	166,069	127,000	135,000	328,000	201,000	158%
General Fund Support	-	-	-	-	3,853,290	3,853,290	-
Operating Revenue	19,454,629	18,496,201	21,543,128	21,114,634	19,982,303	(1,560,825)	-7%
Total Revenue	26,437,237	26,330,109	26,910,569	26,513,405	23,495,303	(3,415,266)	-13%
Personnel Services	9,207,146	9,755,180	10,204,786	10,736,530	10,773,055	568,269	6%
Materials and Services*	6,621,387	7,432,587	11,353,147	10,227,168	9,029,579	(2,323,568)	-20%
Capital Outlay*	2,783,508	2,966,774	4,486,179	1,969,295	2,802,462	(1,683,717)	-38%
Operating Expenditure	18,612,041	20,154,541	26,044,112	22,932,993	22,605,096	(3,439,016)	-13%
Special Payments	31,577	32,175	67,412	67,412	45,000	(22,412)	-33%
Transfers		744,622				-	-
Reserve for Future Expenditures			426,958		500,000	73,042	17%
Contingency			372,086		345,207	(26,879)	-7%
Total Expenditure	18,643,618	20,931,338	26,910,569	23,000,405	23,495,303	(3,415,266)	-13%
Ending Fund Balance Restricted				3,513,000			
Revenue Less Expense**	7,793,619	5,398,771	-	-	-	-	-
Full Time Equiv Positions (FTE) Budgeted	56.0	56.0	58.0	58.0	57.0	-1.0	-2%

*FY21-22 ARPA revenue of \$24,129 offset by same amount in Personnel Services expense category.

*FY21-22 ARPA funding of \$2.5 million is shown in Materials and Services and Capital Outlay expense categories, \$1,515,000 carryforward to FY22-23 as the Restricted Balance.

**General Fund Departments: Starting in FY20-21, amounts in Revenue Less Expenses will be moved into General Fund Non-Departmental at year-end.

Summary of Revenue & Expenses

Technology Services Fund 747-18

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	6,614,558	7,072,121	4,993,742	5,025,072	1,898,000	(3,095,742)	-62%
Federal, State, Local, All Other Gifts & Donations	185,549	7,210	35,000	35,000	35,000	-	-
Charges, Fees, License, Permits, Fines, Assessments	17,143,185	16,908,210	16,431,999	16,570,505	13,355,793	(3,076,206)	-19%
Revenue from Bonds & Other Debts	2,363	2,880	-	-	-	-	-
All Other Revenues Resources	166,230	129,147	83,000	93,000	33,000	(50,000)	-60%
General Fund Support	-	-	-	-	3,853,290	3,853,290	-
Operating Revenue	17,497,327	17,047,447	16,549,999	16,698,505	17,277,083	727,084	4%
Total Revenue	24,111,885	24,119,568	21,543,741	21,723,577	19,175,083	(2,368,658)	-11%
Personnel Services	8,817,690	9,253,025	9,526,363	9,886,868	9,839,587	313,224	3%
Materials and Services	6,133,001	6,782,271	9,056,124	8,589,414	7,495,534	(1,560,590)	-17%
Capital Outlay	2,089,073	2,354,869	2,234,295	1,349,295	1,039,962	(1,194,333)	-53%
Operating Expenditure	17,039,763	18,390,164	20,816,782	19,825,577	18,375,083	(2,441,700)	-12%
Transfers	-	744,622	-	-	-	-	-
Reserve for Future Expenditures	-	-	426,958	-	500,000	73,042	17%
Contingency	-	-	300,000	-	300,000	-	-
Total Expenditure	17,039,763	19,134,786	21,543,741	19,825,577	19,175,083	(2,368,659)	-11%
Ending Fund Balance Restricted				1,898,000			
Revenue Less Expense**	7,072,122	4,984,782	-	-	-	-	-
Full Time Equiv Positions (FTE) Budgeted	54.0	51.0	52.0	52.0	51.0	-1.0	-2%

**General Fund Departments: Starting in FY20-21, amounts in Revenue Less Expenses will be moved into General Fund Non-Departmental at year-end.

Summary of Revenue & Expenses

Technology Services Fund 602-18

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	368,050	761,786	373,699	373,699	100,000	(273,699)	-73%
Federal, State, Local, All Other Gifts & Donations	-	-				-	-
Charges, Fees, License, Permits, Fines, Assessment	1,915,663	1,411,833	2,425,000	1,850,000	2,410,220	(14,780)	-1%
All Other Revenues Resources	41,639	36,922	44,000	42,000	295,000	251,000	570%
Operating Revenue	1,957,302	1,448,755	2,469,000	1,892,000	2,705,220	236,220	10%
Total Revenue	2,325,352	2,210,541	2,842,699	2,265,699	2,805,220	(37,479)	-1%
Personnel Services	389,456	502,156	654,294	825,533	933,468	279,174	43%
Materials and Services	488,386	650,316	797,023	822,754	781,545	(15,478)	-2%
Capital Outlay	694,435	611,906	1,251,884	450,000	1,000,000	(251,884)	-20%
Operating Expenditure	1,572,278	1,764,377	2,703,201	2,098,287	2,715,013	11,812	0%
Special Payments	31,577	32,175	67,412	67,412	45,000	(22,412)	-33%
Contingency	-	-	72,086		45,207	(26,879)	-37%
Total Expenditure	1,603,855	1,796,552	2,842,699	2,165,699	2,805,220	(37,479)	-1%
Ending Fund Balance Restricted				100,000			
Revenue Less Expense**	721,497	413,989	-	-	-	-	-
Full Time Equiv Positions (FTE) Budgeted	2.0	5.0	6.0	6.0	6.0	0.0	-

**General Fund Departments: Starting in FY20-21, amounts in Revenue Less Expenses will be moved into General Fund Non-Departmental at year-end.

Summary of Revenue & Expenses

Technology Services ARPA Fund 230-18

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance					1,515,000	1,515,000	-
Federal, State, Local, All Other Gifts & Donations*			2,524,129	2,524,129		(2,524,129)	-100%
Operating Revenue	-	-	2,524,129	2,524,129	-	(2,524,129)	-100%
Total Revenue	-	-	2,524,129	2,524,129	1,515,000	(1,009,129)	-40%
Personnel Services			24,129	24,129		(24,129)	-100%
Materials and Services*			1,500,000	815,000	752,500	(747,500)	-50%
Capital Outlay*			1,000,000	170,000	762,500	(237,500)	-24%
Operating Expenditure			2,524,129	1,009,129	1,515,000	(1,009,129)	-40%
Total Expenditure	-	-	2,524,130	1,009,129	1,515,000	(1,009,130)	-40%
Ending Fund Balance Restricted				1,515,000			
Revenue Less Expense	-	-	-	-	-	-	-

*FY21-22 ARPA revenue of \$24,129 offset by the same amount in Personnel Services expense category.

*FY21-22 ARPA funding of \$2.5 million is shown in Materials and Services and Capital Outlay expense categories, \$1,515,000 carryforward to FY22-23 as the Restricted Balance.

Significant Policy and/or Financial Issues

DESCRIPTION	IMPACT
Vacancies (up to 10% of staff allotment) Loss of several positions to retirement and resignations	Reduction in resources to support County services. Loss of key technical and institutional knowledge. Need for more cross-training and succession planning.
Increase in service counts Continued increase in number of supported products or items (Buildings / devices / licenses / accounts / contracts / apps / PCs)	More products to serve with limited resources. Increased delays in service. Licensing and equipment expenses increase. Increasing maintenance and subscription costs. More devices for users to manage.
Security / Compliance Requirements <ul style="list-style-type: none"> - Increasing number of sophisticated security threats, multi-vector - Expanding and more sophisticated regulations, policies - Increasing number of compliance requirements / audits 	Security threats becoming more sophisticated and harder to block. Expanded user training constantly being updated. Greater risks & impacts if an incident. Increasing number of security products with higher support / licensing / resource costs. Can impact productivity and create hurdles to access information.
Increase in cloud usage and support costs <ul style="list-style-type: none"> - Increasing costs for subscription services - Increasing complexity in integration and communications - Tied to vendor schedules and upgrade plans 	Can have the benefit of reduced infrastructure costs, enhanced services and availability, more flexibility and reliability. Also comes with increased licensing and subscription costs, less flexibility such as upgrade scheduling, more integration complexity and reliance on vendors. A balance is required to maximize benefits.
Strategic Technology Partnership (much needed) <ul style="list-style-type: none"> - Building better communications between TS and Departments - Develop enhanced relations between TS and Departments - Better understanding on business goals and technical options - Cooperative development of County / Depts Technology Plans 	Lack of coordinated business / technology analysis with consistent communications between business units and service providers can result in waste of resources, time, higher costs, loss of opportunities, confusion and over all service impact. By creating a partnership in development of vetted technology plans between service providers and business units, an overall more productive, effective and sustainable technology solution can be provided.
Reserves Use of built up reserves to fund planned capital purchases	Allows for a capital purchase to be “saved” for without increase to budget – however creates artificial oscillation in budget with carry forwards causing confusion and difficulty in budget analysis.

End of Presentation

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CLACKAMAS
COUNTY



Technology Services (18)

Department Mission

PURPOSE STATEMENT: The mission of the Technology Services Department is to provide high quality, innovative and cost-effective technology to the public, County staff, and County Commissioners so they can provide and receive County services.

Technology Services (18)

Dave Devore - Interim Director

FTE 57.0

Total Budget \$ 23,495,303

General Fund Support \$ 3,853,290

Administration VACANT - Dir Total Budget \$1,533,309 Gen Fund \$ -	Applications Andrea Morrill - Mgr Mike Marvin - Mgr Total Budget \$5,423,650 Gen Fund \$ 3,853,290	Technical Services Chris Fricke - Mgr Total Budget \$8,028,354 Gen Fund \$ -	Communication Services Ron Sandner - Mgr Total Budget \$8,509,990 Gen Fund \$ -
Executive Leadership & Administration FTE 5.0 Total Budget \$1,533,309 Gen Fund \$ -	Business Systems FTE 5.0 Total Budget \$1,669,547 Gen Fund \$ 1,459,547	Network Services FTE 3.0 Total Budget \$1,380,315 Gen Fund \$ -	Telecommunication Services FTE 8.0 Total Budget \$4,189,770 Gen Fund \$ -
	County Wide Applications FTE 8.0 Total Budget \$1,948,094 Gen Fund \$ 1,788,563	Technical Services FTE 15.0 Total Budget \$6,648,039 Gen Fund \$ -	Clackamas Broadband eXchange FTE 5.00 Total Budget \$4,320,220 Gen Fund \$ -
	Departmental Applications FTE 3.0 Total Budget \$612,427 Gen Fund \$ -		
	Geographic Information (GIS) FTE 5.0 Total Budget \$1,193,582 Gen Fund \$ 605,180		



Technology Services (18)

Department Budget Summary by Fund

<i>Line of Business</i>	FY 22-23	FY 22-23	FY 22-23	FY 22-23	FY 22-23	FY 22-23
<i>Program</i>	FTE	* ARPA Fund (230)	Clackamas Broadband Utility Fund (602)	Technology Services Fund (747)	Total Budget	General Fund Support in Budget**
Administration						
Executive Leadership & Administration	5.0	-	-	1,533,309	1,533,309	
Applications						
Business Systems	5.0	-	-	1,669,547	1,669,547	1,459,547
County Wide Applications	8.0	-	-	1,948,094	1,948,094	1,788,563
Departmental Applications	3.0	-	-	612,427	612,427	
Geographic Information (GIS)	5.0	-	-	1,193,582	1,193,582	605,180
Communication Services						
Telecommunications Services	8.0	-	-	4,189,770	4,189,770	
Clackamas Broadband eXchange	5.0	1,515,000	2,805,220	-	4,320,220	
Technical Services						
Network Services	3.0	-	-	1,380,315	1,380,315	
Technical Operations	15.0	-	-	6,648,039	6,648,039	
TOTAL	57.0	\$ 1,515,000	\$ 2,805,220	\$ 19,175,083	\$ 23,495,303	\$ 3,853,290
FY 21/22 Budget (Amended)	58.0	\$ 2,524,129	\$ 2,842,699	\$ 21,543,740	\$ 26,910,568	\$ -
\$ Increase (Decrease)	-1.0	\$ (1,009,129)	\$ (37,479)	\$ (2,368,657)	\$ (3,415,265)	\$ 3,853,290
% Increase (Decrease)	-1.7%	-40.0%	-1.3%	-11.0%	-12.7%	-

* ARPA Funding- FY21-22 \$2,524,129 with a Fund Balance of \$1,515,000 to FY22-23

** In FY22-23 internal service charges to General Fund Non-departmental shifted revenue categories from Charges and Fees to General Fund Support.



Administration

Executive Leadership & Administration

Purpose Statement

The purpose of the Technology Services Office (TS) of the Director Program is to provide administrative, leadership, finance, budget, policy and planning services to Technology Services staff so they can make well informed and cost effective strategic decisions.

The Office of the Director Program proposes a budget of \$1,533,309, a decrease of \$141,870 from current amended funding levels (mainly due to a supplemental adjustment in FY21-22). These resources will provide a continuation of management oversight and direction in the utilization of technology and technical resources for the County. This results in providing efficient and reliable technical solutions and support to meet the business needs of the County.

Performance Narrative


The Executive Leadership & Administration Program proposed a budget of \$1,533,309.

These resources will provide a continuation of management oversight and direction in the utilization of technology and technical resources for the County. This results in providing efficient and reliable technical solutions and support to meet the business needs of the County.

Some FY22-23 planned priority projects include:

- Continue implementing Technology Services 2019-21 Performance Clackamas Plan including key objectives:
 - Completion of Technology Services Strategic Plan, help develop and integrate Departments' Strategic Plans
 - Continue to expand utilization of TS Business Analyst and Department Business Teams Integration
 - Complete development and rollout of TS Policy Manual and publish via PowerDNS
 - Expand the role of TS in Departmental Business design and decision in projects, budgets and technology plans
 - Implement County Wide initiative to create efficient business workflows utilizing solutions such as SharePoint
- Coordinate with County Administration on the Red Soils Master Plan and other related facilities or utilities
- Continue to move Technology services into hybrid services models with combination on premise and hosted services including Microsoft 365, Applications, SharePoint, Hybrid Data Storage and COOP services.
- Implement new and advanced security measures, monitoring, training, policy, data governance and enforcement
- Adapt the TS Funding model as required to new Allocation model and Capital Reserve / Replacement Process

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
 Result	Technology Services will develop, and maintain, a County Technology Strategic Plan that covers Technology Services and Initiatives.	~ 5 % *1	50%	~ 20%	100%
Result	% of staff with documented professional and technical training plan	~50% *2	100%	~ 60%	100%
Efficiency	Total estimated annual donated actual value for Technology for Teaching	\$26,090 *3	\$30,000	\$16,780	\$35,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation

- *1 Due to multiple emergencies, management turn over and other priority projects this process was delayed. Now is a TOP priority. Base site is almost ready, initial departmental meetings have started. Making good progress.
- *2 Due to COVID and management turn-over, reviews got behind, in process of getting caught up to 100%
- *3 Due to COVID, Many school functions were put on hold and T2 equipment deployed as remote Telework equipment for County Staff. School and NPO requests are starting to grow again.



Administration

Executive Leadership & Administration

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	725,486	398,064	275,000	40,000	125,000	(150,000)	-54.5%
Federal, State, Local, All Other Gifts & Donations	119	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,476,832	1,490,668	1,400,179	1,400,179	1,408,309	8,130	0.6%
All Other Revenue Resources	70,305	51,146	-	-	-	-	-
Operating Revenue	1,547,256	1,541,814	1,400,179	1,400,179	1,408,309	8,130	0.6%
Total Revenue	2,272,742	1,939,878	1,675,179	1,440,179	1,533,309	(141,870)	-8.5%
Personnel Services	970,537	1,045,915	976,116	783,735	1,051,238	75,122	7.7%
Materials & Services	433,011	503,516	699,063	531,444	482,071	(216,992)	-31.0%
Operating Expense	1,403,548	1,549,431	1,675,179	1,315,179	1,533,309	(141,870)	-8.5%
Transfers	-	230,000	-	-	-	-	-
Total Expense	1,403,548	1,779,431	1,675,179	1,315,179	1,533,309	(141,870)	-8.5%
Ending Fund Balance - Restricted	-	-	-	125,000	-	-	-
Revenues Less Expenses	869,194	160,447	-	-	-	-	-
Significant Issues and Changes							

*For FY 20-21 The \$230,000 TS Unrestricted Contingency was transferred to General Fund.



Applications

Business Systems

Purpose Statement

The purpose of the Business Systems Program is to provide development, maintenance, integration, and support services for County human resources management, finance, payroll, time and labor, and budget systems to Board of County Commissioners, County leadership and County staff so they can plan and manage their financial and human resource assets.


Performance Narrative

The Business Services Program proposed a budget of \$1,669,547. These resources will continue to provide analysis, upgrades and reliable support of the County business systems to efficiently meet the business and operational requirements of the County departments.

Some priority project include:

- Complete the PeopleSoft Finance & HRIS Upgrades including Time & Labor, AR / AP and Cost Accounting.
- Complete migration of Finance Systems to new restructured Chart of Accounts, adjust systems as required.
- Conversion to new Benefits Model and associated systems.
- Assist as required in the implementation of Equal Pay Act and required reporting,
- Continue to implement new OpenGov Budget System including new reports and data loads
- Assist in development of new PowerBI System for MFR Measures, reports and Outcome Based Budgeting
- Hire and cross train new Senior Developer to assist on new systems development, reduce contracting costs

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
 Result	% of County respondents who rate business systems' services as good or excellent	95.00%	100%	95% (Survey)	100%
Result	% of days where core systems are operational (during normal business hours / excluding scheduled maintenance)	99.03%	99+%	~ 99.7%	99+%
Efficiency	\$ Estimated program Proposed expenditure per power user per system w/o maintenance costs. - Finance System @ 699 users (*1) - HR System @ 165 users - HR ESS Self Service @ 2657 users	3,858.98 5,702.72 365.30	4,000.00 7,000.00 450.00	1,379.00 5,846.00 363.00	2,000.00 7,000.00 450.00

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation

*1 - Due to change in Finance usage workflow, user count went up from 266 to 695 causing calculated reduction in cost per user.



Applications

Business Systems

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	245,603	677,184	459,095	439,095	5,000	(454,095)	-98.9%
Charges, Fees, License, Permits, Fines, Assessments	1,842,331	1,604,561	1,539,731	1,539,731	205,000	(1,334,731)	-86.7%
General Fund Support	-	-	-	-	1,459,547	1,459,547	-
Operating Revenue	1,842,331	1,604,561	1,539,731	1,539,731	1,664,547	124,816	8.1%
Total Revenue	2,087,934	2,281,745	1,998,826	1,978,826	1,669,547	(329,279)	-16.5%
Personnel Services	789,211	704,630	809,659	871,884	937,425	127,766	15.8%
Materials & Services	671,360	848,114	1,189,167	1,101,942	732,122	(457,045)	-38.4%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	1,460,571	1,552,744	1,998,826	1,973,826	1,669,547	(329,279)	-16.5%
Transfer	-	514,622	-	-	-	-	-
Total Expense	1,460,571	2,067,366	1,998,826	1,973,826	1,669,547	(329,279)	-16.5%
Ending Fund Balance - Restricted				5,000			
Revenues Less Expenses	627,363	214,379	-	-	-	-	

Significant Issues and Changes

- *FY20-21 Transfer of MFR Coordinator to Administration as well as Professional Services to General Fund to assist in large Contracted ERP Projects.
- *FY22-23 Increase in Personnel Services due to add of 1 FTE Developer moving Professional Services to be less reliant to contract support.
- *FY22-23 An accounting change moved the non-departmental cost reimbursement to General Fund support



Applications

County Wide Applications

Purpose Statement

The purpose of the County Wide Applications Program is to provide database, document management, SharePoint development, business analysis, web and application development, integration and applications management services to County staff, the public, businesses and other public agencies so they can enhance services, utilize web and mobile delivery, share information, maximize the use of evolving technologies and achieve their business requirements.

Performance Narrative

The County Wide Applications Program proposed a budget of \$1,948,094. These resources will provide a continuation of analysis, development and support of applications and data systems to meet the business requirements of the County staff. This results in providing the public and businesses the important services they require in an efficient, accessible and reliable format (especially mobile and GIS).

Performance Metrics utilized are a mix from the TS 2015 & 2019 Performance Clackamas Plans as well as several surveys. This program will be adjusting the performance metrics are under review as the future of applications development is evolving to meet the changing needs of the County.

Some priority projects include :

- Coordinate with Public & Government Affairs on the continued expansion / upgrades to the County Internet and Intranet sites to provide additional functionality, information and services. Development of Customer Resource Center.
- Continuing the development technologies to include hybrid services integration with 365 and SharePoint
- Expand use of data and business analytics to help promote better technology / data utilization, support of business requirements and provide new services to customers.
- Complete the replacement of Application Extender system with SharePoint. Expand development and use of new workflow solutions and e-signatures to move the County to a more efficient paperless environment.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Result	% of developed applications that meet customer requirements. (Survey)	98%	95%	~ 98%	95%
Demand	# of Software Evaluation Group (SEG) requests for evaluation	32	30	~40	30
Efficiency	\$ Average program expenditure per supported application w/o maintenance or Prof Services (~ 89 apps) (*1)	\$22,154	\$24,500	\$20,231	\$23,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation > For FY20-21, Staff was reduced by 1 FTE for a Web Developer.
> For FY21-22, additional professional services to assist in AX Migration
*1 Estimated 89 large supported applications



Applications

County Wide Applications

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	51,900	973	21,000	1,000	5,000	(16,000)	-76.2%
Federal, State, Local, All Other Gifts & Donations	9,498		-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	2,141,810	1,803,851	1,884,579	1,884,579	154,531	(1,730,048)	-91.8%
General Fund Support	-		-	-	1,788,563	1,788,563	-
Operating Revenue	2,151,308	1,803,851	1,884,579	1,884,579	1,943,094	58,515	3.1%
Total Revenue	2,203,208	1,804,824	1,905,579	1,885,579	1,948,094	42,515	2.2%
Personnel Services	1,210,919	1,216,271	1,468,158	1,429,067	1,565,193	97,035	6.6%
Materials & Services	394,097	460,935	437,421	451,512	382,901	(54,520)	-12.5%
Operating Expense	1,605,016	1,677,206	1,905,579	1,880,579	1,948,094	42,515	2.2%
Total Expense	1,605,016	1,677,206	1,905,579	1,880,579	1,948,094	42,515	2.2%
Ending Fund Balance - Restricted	-	-	-	5,000		-	-
Revenues Less Expenses	598,192	127,618	-	-	-	-	-

Significant Issues and Changes

*In FY19-20, a senior developer retired. In line with the 2019 TS Performance Clackamas Plan, the position was reclassified to the first TS Business Analyst with the task of facilitating communications between TS/Departments and integrating the TS/Departmental Strategic Plans.

*FY20-21, 1 FTE was cut from the Web Development Team

*FY21-22, additional professional services to assist in AX Migration

*FY22-23 An accounting change moved the non-departmental cost reimbursement to General Fund support



Applications

Departmental Applications

Purpose Statement

The Purpose of the Department Applications Program is to provide specialized business analysis, application development, maintenance, integration, customizations, and support services to County departments so they can have timely, reliable and cost effective use of their department business systems in support of their customers.

Performance Narrative

The Department Applications Program proposed a budget of \$612,427. These resources will continue to provide analysis, development and support of critical department data and applications to meet the business requirements of the County departments.

Some priority projects include :

- Continue to work with DTD to implement new E-Permitting applications and new online permitting services and capability.
- Continue to work with Health Department on phase out of Cerner and additional e-Medicine options for clients.
- Develop new service options to support and develop critical County applications and systems.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Result	Estimated % Uptime for major supported systems (w/o upgrades or emergencies)	99.50%	99.80%	> 99%	99.80%
Output	# Major supported departmental applications / Reports with dedicated technical staff (*1)	25	25	35	30
Efficiency	Estimated annual adopted support costs per major departmental application (w/o Capital / Reserves / Maintenance costs)	\$27,940	\$30,000	\$16,534	\$20,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation *1 With the addition of DTD applications, # supported increased and the cost per application decreased. Cost may go back up as expenses go up and use of support contracting.



Applications

Departmental Applications

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	1,000	20,974	1,000	16,000	1,000	-	0.0%
Federal, State, Local, All Other Gifts & Donations	91,643	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,136,674	565,456	581,491	581,491	611,427	29,936	5.1%
Operating Revenue	1,228,317	565,456	581,491	581,491	611,427	29,936	5.1%
Total Revenue	1,229,317	586,430	582,491	597,491	612,427	29,936	5.1%
Personnel Services	412,266	439,457	470,333	489,700	501,121	30,788	6.5%
Materials & Services	198,257	104,514	112,158	106,791	111,306	(852)	-0.8%
Capital Outlay	683,000			-	-	-	-
Operating Expense	1,293,523	543,971	582,491	596,491	612,427	29,936	5.1%
Total Expense	1,293,523	543,971	582,491	596,491	612,427	29,936	5.1%
Ending Fund Balance - Restricted	-	-	-	1,000	-	-	-
Revenues Less Expenses	(64,206)	42,459	-	-	-	-	-
Significant Issues and Changes							



Applications

Geographic Information (GIS)

Purpose Statement

The Purpose of the Geographic Information System (GIS) Program is to provide spatially integrated data and mapping services / applications to residents, businesses, County staff and other public agencies so they can make informed, location-based decisions using necessary geographic information.


Performance Narrative

The GIS Program proposed a budget of \$1,193,582. These resources will provide a continuation of analysis, development and support of GIS data and mapping applications to meet the business requirements of the County staff and public while maintaining flat rates on printed maps. This program also provides extensive mapping and aerial photo solutions for the County Departments and citizens.

Some priority projects include:

- Continue to maintain the County aerial and lidar photo sets, enhance the online mapping applications CMAP & PlanMap.
- Phased rollout of new ESRI Portal tools to increase services directly available to staff and in advanced applications
- Expanded utilization and availability of GIS / Tax lot information for public use and services
- Develop new GIS based applications to support location based services for County staff, citizens and businesses.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Output	Estimated # GIS Data Layers Supported	100	100	110	100
 Result	% of GIS projects completed that meet customer requirements (survey)	97%	99%	100%	99%
Efficiency	\$ Program expenditure per GIS data layer supported w/o maintenance (Proposed)	\$13,073	\$13,000	\$9,845	\$11,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation > For FY21-22 Dropped a retired TS manager position from the GIS Funding



Applications

Geographic Information (GIS)

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	10,000	425,254	61,000	501,000	51,000	(10,000)	-16.4%
Federal, State, Local, All Other Gifts & Donations	83,060	7,210	36,357	35,000	35,000	(1,357)	-3.7%
Charges, Fees, License, Permits, Fines, Assessments	1,318,310	1,442,138	1,023,956	946,462	469,402	(554,554)	-54.2%
All Other Revenue Resources	24,894	11,286	33,000	33,000	33,000	-	0%
General Fund Support					605,180	605,180	
Operating Revenue	1,426,264	1,460,634	1,093,313	1,014,462	1,142,582	49,269	4.5%
Total Revenue	1,436,264	1,885,888	1,154,313	1,515,462	1,193,582	39,269	3.4%
Personnel Services	1,163,269	1,245,803	846,009	1,183,437	891,691	45,682	5.4%
Materials & Services	267,872	284,214	308,304	281,025	301,891	(6,413)	-2.1%
Operating Expense	1,431,141	1,530,017	1,154,313	1,464,462	1,193,582	39,269	3.4%
Total Expense	1,431,141	1,530,017	1,154,313	1,464,462	1,193,582	39,269	3.4%
Ending Fund Balance - Restricted	-	-	-	51,000	-	-	-
Revenues Less Expenses	5,123	355,871	-	-	-	-	-

Significant Issues and Changes

- *FY19-20 Due to a increase in data management requirements for the County, a new GIS Analyst FTE was added. Most of the cost was covered by savings, reduction in capital expenses and shared expense with other County Departments.
- *FY21-22 The GIS / Applications Manager retired and the position was dropped. Internal staff were promoted to fill the role.
- *FY21-22 With increase in data updates and new GIS apps, increased use of temps and overtime to cover workload
- *FY22-23 An accounting change moved the non-departmental cost reimbursement to General Fund support



Technical Services

Network Services

Purpose Statement

The purpose of the Network Services program is to provide network architecture, infrastructure, wireless, internet, security and networking related support services to staff, outside agencies and visitors so they can conduct business and achieve their business results utilizing a reliable, high performance, 24/7 secure network infrastructure.

Performance Narrative

The Network Services Program proposed a budget of \$1,380,315. These resources will continue to provide analysis, installation and reliable support of critical County network communications and security to efficiently meet the business requirements of the County departments while containing annual allocations rate to an average of 5% or less.

Some of the priority projects include:

- Continue replacement of aging equipment and design next generation of County networking architecture and services
- Continue to deploy new / enhanced security measures to protect County data and crucial services, including cloud.
- Design and installation new building and relocations networks as required.
- Implement new more advanced Web filter / Monitoring / Logging / Firewall equipment and services.
- Enhance mobile / remote services including new options and cloud services, especially for Telework .

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Result	% of days where all core networking infrastructure is operational (excluding scheduled maintenance)	99.90%	99.90%	~ 99.9%	99.90%
Output (*1)	# Allocated supported connected devices (PC / Printers / Scanners / Laptops / CCTV) (w/o Smart phones or switches)	4,865	4,500	5,428	5,000
Efficiency	Estimated annual Proposed program expenditure per allocated device (w/o Capital / Communications / Maint costs)	\$186.08	\$200	~ \$160	\$200

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation

> The budget increase for FY21-22 included coverage of new maintenance contracts for Web filter, new SPAM filter, additional core router maintenance and network monitoring. Core completed in FY21-22.

*1 - Due to COVID and large number of telecommuting devices, the FY20-21 and FY21-22 counts went up more than planned. It is estimated to remain high and stabilize as Telework is implemented in FY22-23.



Technical Services

Network Services

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	367,684	122,521	66,800	(218,200)	104,000	37,200	55.7%
Federal, State, Local, All Other Gifts & Donations	957,317	1,126,053	1,373,072	1,373,072	1,276,315	(96,757)	-7.0%
All Other Revenue Resources	50,000	50,000	50,000	50,000	-	(50,000)	-100.0%
Operating Revenue	1,007,317	1,176,053	1,423,072	1,423,072	1,276,315	(146,757)	-10.3%
Total Revenue	1,375,001	1,298,574	1,489,872	1,204,872	1,380,315	(109,557)	-7.4%
Personnel Services	506,748	584,744	623,888	466,000	605,849	(18,039)	-2.9%
Materials & Services	378,766	357,011	865,984	634,872	774,466	(91,518)	-10.6%
Operating Expense	885,514	941,755	1,489,872	1,100,872	1,380,315	(109,557)	-7.4%
Total Expense	885,514	941,755	1,489,872	1,100,872	1,380,315	(109,557)	-7.4%
Ending Fund Balance - Restricted	-	-	-	104,000	-	-	-
Revenues Less Expenses	489,487	356,819	-	-	-	-	-
Significant Issues and Changes							



Technical Services

Technical Services

Purpose Statement

The purpose of the Technical Services Line of Business is to provide technology support, network, system and storage administration, security, mobility, technology procurement, overall infrastructure support and call center services to County staff to effectively utilize County technology in support of their business requirements and services.

Performance Narrative

The Technical Services Program proposed a budget of \$6,648,039. Overall, this budget is reduced for FY22-23 due to the large reserve capital expenditures in FY21-22 for network and systems upgrades. Reserves are reduced and will start the build up again for future planned expenditures. The allocation is flat and allocation rates reduced due to increased allocation counts and reduced M&S expenses for FY22-23. These resources will continue to provide design, procurement, implementation and support of expanding critical technical services to meet the business requirements of the County departments while containing allocation growth to an annual average of 5% or less. (not including FY carry over of capital reserves or projects that are not completed within the initial budgeted fiscal year)

Some of the priority projects include:

- Complete implementation of remaining network and system upgrades. Implement offsite secondary backups at remote site.
- Expand Virtual Services / Server Farms to be more fault tolerant, enhanced performance capabilities.
- Complete implementation and rollout of Microsoft 365 Cloud services including Teams & SharePoint. Activate Azure services.
- Upgrade Enterprise wide Multi-Factor Authentication and security model, continue to enhance system monitoring and protection.
- Implement and enhance the technical support for County Telework support and communication services.
- Continue to e and utilize County hybrid services model, review options to leverage cloud services where appropriate
- Implement and expand enhanced technical training services for County staff as resources available.
- Enhance Call Center services and performance.
- Integrate enhanced and automated MFR metrics to align with County Outcome based budgeting initiatives.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Output	# of Technology Procurements	~ 100+	100	111	120
Efficiency	Estimated annual Call Center / Systems adopted operating costs per allocated user (w/o Capital / Reserves / Maintenance costs)	2,795 @ \$1,332.04	\$1,500	2,678 @ \$1,423.74 (*1)	2,730 @ \$1,365.40
Efficiency	\$ allocated costs per PC (tier 1) (Goal <= 5% increase)	\$2,079.04 - 4.89 %	< \$2,200 < 5%	\$1,848.54 - 11.09 % (*2)	\$1,698.27 - 8.10 % (*2)

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation The large fund balance roll each FY are to carry forward the build up of capital reserves to fund the replacement of equipment on a scheduled basis without cyclic adjustments to allocation. Reserves are spend as scheduled to replace planned equipment.

*1 - The projected increase per user cost is due to increased / additional maintenance costs and cleanup of old accounts resulting in account count reduction as COVID Telework stabilized.

*2 - The large cost reduction in the PC allocation is a temporary reaction to COVID with a large increase in PC counts and dual systems. As Telework stabilizes the PC count will reduce with unit costs rising slightly.



Technical Services

Technical Operations

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	3,392,096	3,769,311	2,787,958	2,892,958	1,047,000	-1,740,958	-62.4%
Charges, Fees, License, Permits, Fines, Assessments	5,261,202	5,503,026	5,488,277	5,488,277	5,601,039	112,762	2.1%
Other Revenue			13,243	13,243		(13,243)	-100.0%
Operating Revenue	5,261,202	5,503,026	5,501,520	5,501,520	5,601,039	99,519	1.8%
Total Revenue	8,653,298	9,272,337	8,289,478	8,394,478	6,648,039	(1,641,439)	-19.8%
Personnel Services	2,832,326	2,943,433	3,073,596	3,419,743	2,959,784	(113,812)	-3.7%
Materials & Services	2,026,567	2,102,453	3,323,924	3,127,735	2,448,255	(875,669)	-26.3%
Capital Outlay	905,276	1,821,153	1,165,000	800,000	440,000	(725,000)	-62.2%
Operating Expense	5,764,169	6,867,039	7,562,520	7,347,478	5,848,039	(1,714,481)	-22.7%
Reserve for Future Expenditures	-	-	426,958	-	500,000		-
Contingency	-	-	300,000	-	300,000	-	-
Total Expense	5,764,169	6,867,039	8,289,478	7,347,478	6,648,039	(1,714,481)	-19.8%
Ending Fund Balance - Restricted	-	-	-	1,047,000	-	-	-
Revenues Less Expenses	2,889,129	2,405,298	-	-	-	-	-

Significant Issues and Changes

*Starting in FY14-15, Technical Support implemented a new Capital Replacement Program that allowed projected capital expenses for large infrastructure items (such as network, servers, storage etc.) to be built into the allocation and "reserved" each year as part of the fund balance roll to build up capital until required for large equipment replacement. This allowed funds to be built up to maintain / expand County infrastructure without potential failure of aging equipment nor the need to request large general fund infusions and/or unstable allocation rates.

*FY21-22 Large procurement of planned network and server infrastructure. This reduced the reserve and fund balance into FY22-23 which will start to build again for the next scheduled round of capital replacement.



Communication Services

Telecommunication Services

Purpose Statement

The purpose of Telecommunication Services is to provide phone, radio, security systems, audio visual, wiring and communications technical support services to County staff and other agencies so they can be secure in the work place and communicate reliably across unified leading edge systems with 24/7 support.

Performance Narrative

The Telecommunications Services Program proposed a budget of \$4,189,770. These resources will continue to provide analysis, installation and reliable support of critical County communications, security systems and wiring to efficiently meet the business requirements of the County departments while maintaining flat rates.

Some priority projects include:

- Continue to upgrade the County phone switches to latest version to enhance performance and capabilities.
- Continue to add new / enhanced Unified Communication Services such as integrated voice mail, Video Conferencing, Smart Call Centers, smart messaging, VoIP communications, remote communications etc.
- Complete the install of the Alertus Alert System in DSB / PSB and begin design for rest of the County.
- Assist in the planning and implementation of the County Telecommuting Plan to ensure reliability, cost control and effective communications regardless of staff location
- Assist with the technology design of the new County buildings such as the Courthouse, DTD roads, Clinics etc.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
Result	% of days where there are no service interruptions to core telecomm services (excluding scheduled maintenance or loss of County electricity)	~ 100%	99.50%	~ 100%	99.99%
Result	Average response time for work orders (during scheduled business hours) in hours	4.83 (*1)	2.00	3.67 (*1)	2.00 (*2)
Efficiency	Estimated annual \$ savings for County by utilizing Telecom work orders versus industry average	~ \$255,000	\$250,000	~ \$344,000 (*3)	\$250,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation

- > The FY19-20 amended budget increase (\$828,978) is due to an supplemental increase with Operating Fund balance from FY18-19 planned for voice server upgrades.
- > The FY20-21 amended budget increase (\$746,786) as capital reserve roll to procure planned new CCTV video storage and phone switch upgrades.
- *1 - The increased response time is due to large increase in COVID related requests, the wildfire and weather issues. Also the disperse support area with most staff offsite.
- *2 - It is expected that once the COVID emergency is over and telecommuting is more onsite, the response times should become back to more normal times.
- *3 - The large savings increase is due to the large increase of COVID related requests and other work orders for this period.



Communications Services

Telecommunication Services

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	1,820,789	1,657,840	1,321,889	1,321,889	560,000	(761,889)	-57.6%
Charges, Fees, License, Permits, Fines	3,008,709	3,372,457	3,140,714	3,356,714	3,629,770	489,056	15.6%
Federal, State, Local, All other Donations	1,228		9,529	9,529	-	(9,529)	-100.0%
All other Revenue Resources	23,394	19,595	-	10,000	-	-	-
Operating Revenue	3,033,331	3,392,052	3,150,243	3,376,243	3,629,770	479,527	15.2%
Total Revenue	4,854,120	5,049,892	4,472,132	4,698,132	4,189,770	(282,362)	-6.3%
Personnel Services	932,412	1,072,772	1,282,734	1,266,074	1,327,305	44,571	3.5%
Materials & Services	1,763,071	2,121,515	2,120,103	2,322,763	2,262,503	142,400	6.7%
Capital Outlay	500,797	533,715	1,069,295	549,295	599,962	(469,333)	-43.9%
Operating Expense	3,196,280	3,728,002	4,472,132	4,138,132	4,189,770	(282,362)	-6.3%
Total Expense	3,196,280	3,728,002	4,472,132	4,138,132	4,189,770	(282,362)	-6.3%
Ending Fund Balance - Restricted	-	-	-	560,000	-	-	-
Revenues Less Expenses	1,657,840	1,321,890	-	-	-	-	-

Significant Issues and Changes

*As part of the phone systems infrastructure for the County, Telecommunications operates 4 large phone servers. These are replaced or upgraded on average 1 every 2 years for a 8 year rotation. In order to keep rates flat, and have sufficient capital for maintaining the equipment, Telecommunications maintains an equipment replacement program that builds a capital replacement fund. Every other year a new server is procured / upgraded reducing this fund while the following year the fund is built back up and rolled into the next year. This results in sufficient funding to maintain the infrastructure without impacting rates but does cause a cyclic balance in Fund Balance and Capital Outlay.

*As with the Voice Servers, Telecommunications supports the Video Storage Arrays for the County's CCTV System. These are several large storage arrays that need to be upgraded / replaced every 4-5 years. This replacement program also maintains a capital reserve that rolls / grows year to year as needed to maintain the storage requirements for the County.

FY21-22 To manage the County Alert System, a new FTE was added, funding was from Alarm Fees and re-allocated internal funding. Several large infrastructure servers were also upgraded.



Communication Services

Clackamas Broadband eXchange

Purpose Statement

The purpose of the Clackamas Broadband eXchange (CBX) program is to provide fiber optic design, allocation, installation and maintenance services to County departments, public institutions, bandwidth intensive businesses and ISP Providers so they can experience fast, reliable connectivity at a low cost while also providing business opportunities.


Performance Narrative

The CBX Program proposed a budget of \$4,320,220. These resources will continue to provide design, construction and reliable support of the fiber infrastructure to efficiently provide connectivity to public and private customers, maintain self sufficiency and managed growth while containing annual rate increases to an average of 5% or less. Continued expansion via construction to new customers is expected to continue. This program is fully self supportive.

Some priority projects include:

- Continue to implement recommendations of CBX Business Plan.
- Continue to expand the fiber infrastructure and add additional customers.
- Continue to develop and construct Phase 1 & 2 of the ARPA Grant Broadband Expansion Project.
- Implement and resale services on the Denver connection as backup connectivity for ISP customers including the County.
- Implement additional ISP Partnership projects as opportunities are available, especially in under-served areas.
- Continue to research and pursue additional funding opportunities, new partners and new potential service options.

Key Performance Measures

		FY 20-21 Actual	FY 21-22 Target	FY 21-22 Actuals as of 03/01/22	FY 22-23 Target
 Result	\$ Annual estimated savings for public institutions utilizing CBX (includes redundant connections)	\$1,650,000	\$1,550,000	~ \$1,678,220	\$1,700,000
Result	% Days (24/7) where no interruptions occur due to problems or issues with the fiber network. (Excludes maintenance or emergency repairs)	99.90%	99.90%	99.99%	100.00%
Efficiency	\$ Average estimated program expenditure per mile of fiber supported w/o construction costs. (*1)	348 miles @ \$2,948	350 miles @ \$3,000	370 miles @ \$3,700	400 miles @ \$4,000

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation *1 - Increase due to additional construction staff to do most of the repairs / builds. Since this metric does not include repair or constructing costs, savings of staff over contractors is not reflected. Also, many new connects are underground or farther away from connection points causing overall costs per mile to increase. M&S costs are also increasing.



Communications Services

Clackamas Broadband eXchange

Budget Summary

	FY 19-20 Actual	FY 20-21 Actual	FY 21-22 Amended Budget	FY 21-22 Projected Year End	FY 22-23 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Fund Balance	368,049	761,786	373,699	373,699	1,615,000	1,241,301	332.2%
Federal, State, Local, All Other Gifts & Donations	1,915,663	1,411,833	2,500,000	2,500,000	-	(2,500,000)	-100.0%
Charges, Fees, Licenses, Permits	-	-	2,425,000	1,850,000	2,410,220	(14,780)	-0.6%
All Other Revenue Resources	41,639	36,922	44,000	42,000	295,000	251,000	570.5%
Operating Revenue	1,957,302	1,448,755	4,969,000	4,392,000	2,705,220	(2,263,780)	-45.6%
Total Revenue	2,325,351	2,210,541	5,342,699	4,765,699	4,320,220	(1,022,479)	-19.1%
Personnel Services	389,457	502,156	654,294	825,533	933,468	279,174	42.7%
Materials & Services	488,386	650,316	2,297,023	1,637,754	1,534,045	(762,978)	-33.2%
Capital Outlay	694,435	611,906	2,251,884	620,000	1,762,500	(489,384)	-21.7%
Operating Expense	1,572,278	1,764,378	5,203,201	3,083,287	4,230,013	(973,188)	-18.7%
Special Payments	31,577	32,175	67,412	67,412	45,000	(22,412)	-33.2%
Contingency	-	-	72,086	-	45,207	(26,879)	-37.3%
Total Expense	1,603,855	1,796,553	5,342,699	3,150,699	4,320,220	(1,022,479)	-19.1%
Ending Fund Balance Restricted	-	-	-	1,615,000	-	-	-
Revenues Less Expenses	721,496	413,988	-	-	-	-	-

Significant Issues and Changes

- *Since FY13-14, CBX has been operating independently of the NTIA grant as a self-sustaining, self funded program.
- *FY21-22 CBX was awarded a multi-year ARPA Grant for \$10,100.000. In FY21-22 \$2.5M was added to the expense budget for M&S, 2 new FTE and construction costs for Phase 1. Approx \$1.4M was rolled to FY22-23, planned is additional \$2.5M for continued ARPA work and starting phase 2. This will be a 3 year project until all the funds are expended.
- *Many of the new fiber construction projects to extend the fiber plant out to new locations are actually funded by the customer being connected with CBX managing the project and after completion, assuming ownership and maintenance of the new fiber. The funding for these additional fiber projects is initially provided by CBX and then reimbursed back to CBX. This requires additional budget authority for CBX to both fund and receive reimbursement - this requires periodic supplemental budget adjustments to increase both the Charges for Services and Capital Outlay (Construction) budgets. This causes an "artificial" increase in expenses and revenues even though the projects are a net zero. This will occur through out the fiscal year as new projects are introduced and completed.