



# **Technology Services**

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## Technology Services

### Department Budget Summary by Fund

<i>Line of Business</i>	FY 18/19	FY 18/19	FY 18/19	FY 18/19	FY 18/19	FY 18/19
<i>Program</i>	FTE	Technology Services Fund 747	Telecomm Services Fund 746	CBX Fund 602	Total Proposed Budget	General Fund Subsidy Included in Proposed Budget **
Administration						
Office of the Director	5.0	1,445,111			1,445,111	-
Applications						
County Wide Applications	9.0	1,875,735			1,875,735	1,704,307
GIS	5.5	1,279,716			1,279,716	717,584
Department Applications	3.0	497,396			497,396	-
Technical Services						
Technical Services	16.0	6,114,849			6,114,849	315,192
Network Services	3.0	1,139,783			1,139,783	
Communication Services						
Telecommunication Services	6.0		3,416,895		3,416,895	-
CBX	2.0			2,424,384	2,424,384	-
Enterprise Business Systems						
Business Systems	6.0	2,137,959			2,137,959	1,931,959
<b>TOTAL</b>	<b>55.5</b>	<b>\$ 14,490,549</b>	<b>\$ 3,416,895</b>	<b>\$ 2,424,384</b>	<b>\$ 20,331,828</b>	<b>\$ 4,669,042</b>
<b>FY 17/18 Budget (Amended)</b>	55.5	\$ 15,748,736	\$ 3,607,463	\$ 2,197,065	\$ 21,553,264	\$ 3,961,883
<b>\$ Increase (Decrease)</b>		\$ (1,258,187)	\$ (190,568)	\$ 227,319	\$ (1,221,436)	\$ 707,159
<b>% Increase (Decrease)</b>		-7.99%	-5.28%	10.35%	-5.67%	17.85%
<b>FY 16/17 FTE</b>	55.5	47.5	6.0	2.0	0.0%	

\*\* General Fund subsidy is support from unrestricted General Fund revenues, primarily property tax  
Subsidy does not include resources generated by operations such as charges for service (including costs allocated to users) and grants



# Technology Services

## Department Mission

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.

<b>Technology Services</b>	
Dave Cummings - Director FTE 55.5	
Total Request \$ 20,331,828	
General Fund Support \$ 4,669,042	

<b>Administration</b>	<b>Applications</b>	<b>Technical Services</b>	<b>Communication Services</b>	<b>Enterprise Business Systems</b>
Dave Cummings - Dir Total Request \$1,445,111	Eric Bohard - Mgr Total Request \$3,652,847	Chris Fricke - Mgr Total Request \$7,254,632	Ron Sandner - Mgr Total Request \$5,841,279	Katie Starrett - Mgr Total Request \$2,137,959
Gen Fund \$ -	Gen Fund \$ 2,421,891	Gen Fund \$ 315,192	Gen Fund \$ -	Gen Fund \$ 1,931,959

<b>Office of the Director</b>	<b>County Wide Applications</b>	<b>Technical Services</b>	<b>Telecomm Services</b>	<b>Business Systems</b>
FTE 5.00 Total Request \$1,445,111	FTE 9.0 Total Request \$1,875,735	FTE 16.00 Total Request \$6,114,849	FTE 6.00 Total Request \$3,416,895	FTE 6.00 Total Request \$2,137,959
Gen Fund \$ -	Gen Fund \$ 1,704,307	Gen Fund \$ 315,192	Gen Fund \$ -	Gen Fund \$ 1,931,959

<b>GIS</b>	<b>Network</b>	<b>CBX</b>
FTE 5.50 Total Request \$1,279,716	FTE 3.00 Total Request \$1,139,783	FTE 2.00 Total Request \$2,424,384
Gen Fund \$ 717,584	Gen Fund \$ -	Gen Fund \$ -

<b>Department Applications</b>
FTE 3.00 Total Request \$497,396
Gen Fund \$ -



**Line of Business Purpose Statement**

The purpose of the Administration Line of Business is to provide management and business direction to Technology Services Department staff so they can effectively perform required services in support of County technology requirements.

<p><b>Technology Services</b>          Dave Cummings - Director          FTE 55.5          Total Request \$ 20,331,828          General Fund Support \$ 4,669,042</p>
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<p><b>Administration</b>          Dave Cummings - Dir          Total Request          \$1,445,111</p>
<p>Gen Fund \$ -</p>
<p><b>Office of the Director</b>          FTE 5.00          Total Request          \$1,445,111</p>
<p>Gen Fund \$ -</p>




**Performance Narrative Statement**

The purpose of the Technology Services Office 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 \$1,445,111, a decrease of \$281,427 from current funding levels (mainly due to a one time supplemental adjustment in FY17-18 that is not carried forward into FY18-19). 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.

**Key Performance Measures**

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
 <b>Result</b>	Technology Services will develop, and maintain, a County Technology Strategic Plan that covers Technology Services and Initiatives.	~10 %	~ 75%	~ 75%	100%
<b>Result</b>	% of staff with documented professional and technical training plan	~ 70%	100%	100%	100%
<b>Efficiency</b>	Total estimated annual donated actual value for Technology for Teaching	\$26,305	\$26,000	\$30,000	\$28,000

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>149,379</b>	<b>150,300</b>	<b>466,583</b>	<b>246,583</b>	<b>157,000</b>	<b>(309,583)</b>	<b>-66.4%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	1,259,882	1,223,282	1,259,955	1,259,955	1,288,111	28,156	2.2%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	12,538	68,618	-	9,641	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>1,272,420</b>	<b>1,291,900</b>	<b>1,259,955</b>	<b>1,269,596</b>	<b>1,288,111</b>	<b>28,156</b>	<b>2.2%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,421,799</b>	<b>1,442,200</b>	<b>1,726,538</b>	<b>1,516,179</b>	<b>1,445,111</b>	<b>(281,427)</b>	<b>-16.3%</b>
Personnel Services	760,708	806,704	896,877	853,586	867,400	(29,477)	-3.3%
Materials & Services	151,841	132,645	454,555	260,487	212,390	(242,165)	-53.3%
Indirect Costs (Internal Dept Chgs)	-	-	-	-	-	-	0%
Cost Allocation Charges	314,341	216,000	245,106	245,106	235,321	(9,785)	-4.0%
Capital Outlay	-	-	-	-	-	-	0%
<b>Operating Expenditure</b>	<b>1,226,890</b>	<b>1,155,349</b>	<b>1,596,538</b>	<b>1,359,179</b>	<b>1,315,111</b>	<b>(281,427)</b>	<b>-17.6%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	130,000	-	130,000	-	0%
<b>Total Exp - Including Special Categories</b>	<b>1,226,890</b>	<b>1,155,349</b>	<b>1,726,538</b>	<b>1,359,179</b>	<b>1,445,111</b>	<b>(281,427)</b>	<b>-16.3%</b>
<b>General Fund Support (if applicable)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
Full Time Equiv Pos (FTE) Budgeted	4.00	5.00	5.00	5.00	5.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	4.00	5.00	-	5.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-	-	-

**Significant Issues and Changes**

> In FY 17-18, this program had a supplemental budget adjust increase of \$203,000. This was a one time increase to assist in the Operations Center remodel and to help balance the fund FTE adjustments. This was not part of the FY18-19 budget request.



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**Line of Business Purpose Statement**

The purpose of the Applications Line of Business is the design, development and lifecycle support of County applications for County staff and public so they can effectively utilize the applications to perform business functions.

<p><b>Technology Services</b>          Dave Cummings - Director          FTE 55.5          Total Request \$ 20,331,828          General Fund Support \$ 4,669,042</p>
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<p><b>Applications</b>          Eric Bohard - Mgr          Total Request          \$3,652,847</p>
<p>Gen Fund \$ 2,421,891</p>

<p><b>County Wide Applications</b></p>
<p>FTE 9.0          Total Request          \$1,875,735</p>
<p>Gen Fund \$ 1,704,307</p>

<p><b>GIS</b></p>
<p>FTE 5.50          Total Request          \$1,279,716</p>
<p>Gen Fund \$ 717,584</p>

<p><b>Department Applications</b></p>
<p>FTE 3.00          Total Request          \$497,396</p>
<p>Gen Fund \$ -</p>



# Applications

## County Wide Applications

### Performance Narrative Statement

The purpose of the County Wide Applications Program is to provide database, document management, 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.

The County Wide Applications Program proposes a budget of \$1,875,735, a decrease of \$174,307 from current funding levels (primarily due to an one time supplemental budget addition that is partially carried forward into FY18-19) These resources will provide a continuation of analysis, development and support of applications 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).

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
<b>Result</b>	% of developed applications that meet customer requirements	N/A	95%	99.07% (survey)	95%
<b>Result</b>	% of applications accessible in a mobile environment (if part of the design scope)	~ 60%	~ 60%	~ 90%	~ 95 %
<b>Output</b>	# of online workflow solutions for enhanced services (Internet & Intranet)	~16	~16	~16	~18

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>5,484</b>	<b>85,000</b>	<b>395,194</b>	<b>333,194</b>	<b>2,000</b>	<b>(393,194)</b>	<b>-99.5%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	1,609,984	1,576,257	1,654,848	1,654,848	1,873,735	218,887	13.2%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	-	20,829	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>1,609,984</b>	<b>1,597,086</b>	<b>1,654,848</b>	<b>1,654,848</b>	<b>1,873,735</b>	<b>218,887</b>	<b>13.2%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,615,468</b>	<b>1,682,086</b>	<b>2,050,042</b>	<b>1,988,042</b>	<b>1,875,735</b>	<b>(174,307)</b>	<b>-8.5%</b>
Personnel Services	1,217,333	1,320,252	1,476,169	1,455,000	1,457,069	(19,100)	-1.3%
Materials & Services	155,943	143,228	316,810	273,979	163,381	(153,429)	-48.4%
Indirect Costs (Internal Dept Chgs)	212,191	227,000	229,083	229,083	229,564	481	0.2%
Cost Allocation Charges	-	24,255	27,980	27,980	25,721	(2,259)	0.0%
Capital Outlay	-	-	-	-	-	-	0%
<b>Operating Expenditure</b>	<b>1,585,467</b>	<b>1,714,735</b>	<b>2,050,042</b>	<b>1,986,042</b>	<b>1,875,735</b>	<b>(174,307)</b>	<b>-8.5%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>1,585,467</b>	<b>1,714,735</b>	<b>2,050,042</b>	<b>1,986,042</b>	<b>1,875,735</b>	<b>(174,307)</b>	<b>-8.5%</b>
<b>General Fund Support ( Non-Dept )</b>	<b>1,545,766</b>	<b>1,699,036</b>	<b>1,523,369</b>	<b>1,523,369</b>	<b>1,704,307</b>	<b>180,938</b>	<b>11.9%</b>
Full Time Equiv Pos (FTE) Budgeted	8.00	9.00	9.00	9.00	9.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	8.00	9.00	-	9.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-	-	-

**Significant Issues and Changes**

> As part of a change in the support of the Web Content for the County, 1 FTE was transferred to the Public & Government Affairs department in FY17/18.

> In FY16-17 a major initiative to move the County website to a new Content Management System (Drupal) was started, during the FY17-18 a large percentage of developer resources were diverted to this project which resulted in a reduction of other planned projects. This impacted some of the Key Performance Measures for this program. The initial conversion is planned to be completed by the end of FY17-18 allowing resources to be re-allocated back to the projects and initiatives that were delayed. Drupal should provide additional capability for these projects.

> In FY17/18 a new Drupal Developer position was created in TS out from primarily internal resources to work on the new Web content project with PGA. The Drupal Maintenance Contract was also added to 0225 for a total of \$85,000 along with an additional \$150,000 to assist in the Drupal migration. This, along with the Drupal Professional Services, will go down more in FY19-20.

> Due to the priority of the Drupal project, many other projects in FY17-18 are on hold until the migration is complete. This has impacted the performance goals for some of the metrics - we expect to get caught up on projects / goals in FY18-19.




**Performance Narrative Statement**

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

The GIS Program proposes a budget of \$1,279,716, an increase of \$50,824 from current funding levels. 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.

**Key Performance Measures**

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
<b>Result</b>	% of GIS projects completed on time	99%	99%	100% (Survey)	99%
 <b>Result</b>	% of GIS projects completed that meet customer requirements	N/A	90%	100% (Survey)	99%
<b>Efficiency</b>	\$ Cost per printed map (Large Aerial)	\$35	\$35	\$35	\$35

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	(27,285)	179,000	33,805	119,805	55,000	21,195	62.7%
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	69,649	84,000	35,000	42,000	35,000	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	1,146,176	1,188,898	1,092,087	1,093,668	1,121,716	29,629	2.7%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	86,573	34,231	33,000	33,000	33,000	-	0%
Interfund Transfers	35,000	35,000	35,000	35,000	35,000	-	0%
<b>Operating Revenue</b>	<b>1,337,398</b>	<b>1,342,129</b>	<b>1,195,087</b>	<b>1,203,668</b>	<b>1,224,716</b>	<b>29,629</b>	<b>2.5%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,310,113</b>	<b>1,521,129</b>	<b>1,228,892</b>	<b>1,323,473</b>	<b>1,279,716</b>	<b>50,824</b>	<b>4.1%</b>
Personnel Services	879,637	938,545	842,231	935,440	887,945	45,714	5.4%
Materials & Services	39,618	53,581	121,550	67,922	129,015	7,465	6.1%
Indirect Costs (Internal Dept Chgs)	172,405	138,723	139,995	139,995	140,289	294	0.2%
Cost Allocation Charges	-	19,624	25,116	25,116	22,467	(2,649)	0.0%
Capital Outlay	40,109	100,000	100,000	100,000	100,000	-	0%
<b>Operating Expenditure</b>	<b>1,131,769</b>	<b>1,250,473</b>	<b>1,228,892</b>	<b>1,268,473</b>	<b>1,279,716</b>	<b>50,824</b>	<b>4.1%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>1,131,769</b>	<b>1,250,473</b>	<b>1,228,892</b>	<b>1,268,473</b>	<b>1,279,716</b>	<b>50,824</b>	<b>4.1%</b>
<b>General Fund Support ( Non-Dept )</b>	<b>635,351</b>	<b>644,557</b>	<b>693,423</b>	<b>693,423</b>	<b>717,584</b>	<b>24,161</b>	<b>3.5%</b>
Full Time Equiv Pos (FTE) Budgeted	6.50	5.50	5.50	5.50	5.50	0.00	0%
Full Time Equiv Pos (FTE) Filled at Yr End	6.50	5.50	5.50	5.50	5.50		
Full Time Equiv Pos (FTE) Vacant at Yr End	0.00	0.00	0.00	0.00	0.00		

**Significant Issues and Changes**



# Applications

## Department Applications

### Performance Narrative 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.

The Department Applications Program proposes a budget of \$497,396, a slight increase of \$14,259 from current funding levels. 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.

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
<b>Result</b>	% of major department projects where approved business and service improvements are achieved	N/A	95%	~ 95% (Survey In-Progress)	95%
<b>Result</b>	% of department applications accessible in a mobile environment	~50%	~50%	~ 60%	~ 80%
<b>Output</b>	Average response time to develop solution for reporting / Immediate request	N/A	10 hours	~ 10 hours	10 Hours

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Applications

Department Applications

Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>259,286</b>	-	<b>1,464</b>	<b>11,464</b>	<b>1,000</b>	<b>(464)</b>	<b>0.0%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	338,176	344,297	359,117	359,117	359,320	203	0.1%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	110,279	118,427	122,556	122,556	137,076	14,520	11.8%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>448,455</b>	<b>462,724</b>	<b>481,673</b>	<b>481,673</b>	<b>496,396</b>	<b>14,723</b>	<b>3.1%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>707,741</b>	<b>462,724</b>	<b>483,137</b>	<b>493,137</b>	<b>497,396</b>	<b>14,259</b>	<b>3.0%</b>
Personnel Services	418,608	320,881	369,554	389,000	395,680	26,126	7.1%
Materials & Services	7,900	10,014	25,313	14,867	17,009	(8,304)	-32.8%
Indirect Costs (Internal Dept Chgs)	132,619	75,667	76,361	76,361	76,521	160	0.2%
Cost Allocation Charges	-	13,411	11,909	11,909	8,186	(3,723)	0.0%
Capital Outlay	-	-	-	-	-	-	0%
<b>Operating Expenditure</b>	<b>559,127</b>	<b>419,973</b>	<b>483,137</b>	<b>492,137</b>	<b>497,396</b>	<b>14,259</b>	<b>3.0%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>559,127</b>	<b>419,973</b>	<b>483,137</b>	<b>492,137</b>	<b>497,396</b>	<b>14,259</b>	<b>3.0%</b>
<b>General Fund Support (if applicable)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
Full Time Equiv Pos (FTE) Budgeted	4.00	3.00	3.00	3.00	3.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	3.00	3.00	-	3.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	-	-	-	-	-	-

**Significant Issues and Changes**



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# Technical Services

## Line of Business Purpose Statement

The purpose of the Technical Services Line of Business is to provide technology support, system and storage administration, technology procurement and call center services to County staff so they can effectively utilize County technology in support of their business requirements and services.

<h3>Technology Services</h3> <p>Dave Cummings - Director FTE 55.5 Total Request \$ 20,331,828 General Fund Support \$ 4,669,042</p>
---

<h4>Technical Services</h4> <p>Chris Fricke - Mgr Total Request \$7,254,632</p> <tr> <td style="text-align: center;">Gen Fund \$ 315,192</td> </tr>	Gen Fund \$ 315,192
Gen Fund \$ 315,192	

<h4>Technical Services</h4> <p>FTE 16.00 Total Request \$6,114,849</p> <tr> <td style="text-align: center;">Gen Fund \$ 315,192</td> </tr>	Gen Fund \$ 315,192
Gen Fund \$ 315,192	



# Technical Services


## Technical Services

### Performance Narrative Statement

The purpose of the Technical Services Line of Business is to provide technology support, system and storage administration, technology procurement and call center services to County staff so they can effectively utilize County technology in support of their business requirements and services.

The Technical Services Program proposes a budget of \$6,114,849, an decrease of \$1,297,179 from current funding levels. This is a decrease in funding due to additional funding added to Capital Replacement projects / reserve carried over from FY16-17 into FY17-18 which included planned major upgrades to the County infrastructure, remodeling of the TS1 Operations Center and some new software packages. 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)

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
 <b>Result</b>	% of County Departments and / or other agencies who rate TS call center support as "Good" or "Excellent"	94.30%	95%	98.72% (survey)	98%
<b>Result</b>	% of critical system issues resolved within 4 hrs	95%	99%	98.03% (survey)	99%
<b>Efficiency</b>	\$ allocated costs per PC (tier 1) ( Goal <= 5% )	\$2,111.30 3.38 %	<= 5%	\$2,147.43 1.71 %	<= 5%

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Technical Services

Technical Services

Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>846,618</b>	<b>1,460,990</b>	<b>2,329,028</b>	<b>2,554,028</b>	<b>726,958</b>	<b>-1,602,070</b>	<b>-68.8%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	4,533,297	4,982,409	5,083,000	5,083,000	5,387,891	304,891	6.0%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	391	-	-	250	-	-	0%
Interfund Transfers	15,453	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>4,549,141</b>	<b>4,982,409</b>	<b>5,083,000</b>	<b>5,083,250</b>	<b>5,387,891</b>	<b>304,891</b>	<b>6.0%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>5,395,759</b>	<b>6,443,399</b>	<b>7,412,028</b>	<b>7,637,278</b>	<b>6,114,849</b>	<b>(1,297,179)</b>	<b>-17.5%</b>
Personnel Services	2,439,669	2,405,356	2,652,579	2,940,200	2,725,281	72,702	2.7%
Materials & Services	1,137,252	893,194	1,668,093	1,570,722	1,453,003	(215,090)	-12.9%
Indirect Costs (Internal Dept Chgs)	371,334	403,557	407,258	407,258	408,114	856	0.2%
Cost Allocation Charges	-	50,410	48,343	48,343	47,493	(850)	0.0%
Capital Outlay	127,820	476,439	2,028,797	1,943,797	874,000	(1,154,797)	-56.9%
<b>Operating Expenditure</b>	<b>4,076,075</b>	<b>4,228,956</b>	<b>6,805,070</b>	<b>6,910,320</b>	<b>5,507,891</b>	<b>(1,297,179)</b>	<b>-19.1%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	306,958	-	306,958	-	0%
Contingency	-	-	300,000	-	300,000	-	0%
<b>Total Exp - Including Special Categories</b>	<b>4,076,075</b>	<b>4,228,956</b>	<b>7,412,028</b>	<b>6,910,320</b>	<b>6,114,849</b>	<b>(1,297,179)</b>	<b>-17.5%</b>
<b>General Fund Support (if applicable)</b>	<b>224,900</b>	<b>301,958</b>	<b>351,319</b>	<b>351,319</b>	<b>315,192</b>	<b>-36,127</b>	<b>-10.3%</b>
Full Time Equiv Pos (FTE) Budgeted	15.00	16.00	16.00	16.00	16.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	14.00	16.00	-	16.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	-	-	-	-	-	-

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.
- > Starting in FY16-17, a 3 year major equipment replacement project began. In FY17-18 a large amount of Server & Storage Equipment was procured and installed. This will continue into FY18-19 then reduce for a couple of years.
- > In FY17-18, a supplemental increase of \$1,413,103 was added to this budget primarily as capital carry over from FY16-17 for the OPS Remodel, Network replacement reserve, Various Software Package procurement and other FY carry over projects
- > Starting in FY18-19, a budgeted, major upgrade of County networking equipment will begin and complete in FY19-20. This will also result in a drop in capital for a few years as the reserve rebuilds at a slower rate. TS will also be remodeling the TS1 Data Center to meet support and COOP requirements.



# Technical Services

## Network Services

### Performance Narrative Statement

The purpose of the Network Services program is to provide network architecture, infrastructure, wireless, internet 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.

The Network Services Program proposes a budget of \$1,139,783, a decrease of \$131,182 from current funding levels. 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%.

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
<b>Result</b>	% of days where all core networking infrastructure is operational (excluding scheduled maintenance)	99.97%	99.90%	99.99%	99.90%
<b>Result</b>	% of customer support request responses that meet approved delivery scope and timeline	~90%	~90%	97.36% (Survey)	99%
<b>Output</b>	Number of supported networked devices (Not including Mobile Phones)	~4500	~4560	4902	~4800

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Technical Services

Network Services

Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>82,453</b>	<b>167,000</b>	<b>102,300</b>	<b>78,300</b>	<b>65,000</b>	<b>(37,300)</b>	<b>-36.5%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	893,672	1,084,827	1,118,665	1,118,665	1,024,783	(93,882)	-8.4%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	100,000	50,000	50,000	50,000	50,000	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>993,672</b>	<b>1,134,827</b>	<b>1,168,665</b>	<b>1,168,665</b>	<b>1,074,783</b>	<b>(93,882)</b>	<b>-8.0%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,076,125</b>	<b>1,301,827</b>	<b>1,270,965</b>	<b>1,246,965</b>	<b>1,139,783</b>	<b>(131,182)</b>	<b>-10.3%</b>
Personnel Services	588,481	566,315	590,131	621,000	597,858	7,727	1.3%
Materials & Services	248,090	259,919	593,561	473,692	453,614	(139,947)	-23.6%
Indirect Costs (Internal Dept Chgs)	79,571	75,667	76,361	76,361	76,522	161	0.2%
Cost Allocation Charges	-	9,973	10,912	10,912	11,789	877	0.0%
Capital Outlay	-	-	-	-	-	-	0%
<b>Operating Expenditure</b>	<b>916,142</b>	<b>911,874</b>	<b>1,270,965</b>	<b>1,181,965</b>	<b>1,139,783</b>	<b>(131,182)</b>	<b>-10.3%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>916,142</b>	<b>911,874</b>	<b>1,270,965</b>	<b>1,181,965</b>	<b>1,139,783</b>	<b>(131,182)</b>	<b>-10.3%</b>
<b>General Fund Support (if applicable)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
Full Time Equiv Pos (FTE) Budgeted	3.00	3.00	3.00	3.00	3.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	3.00	3.00	-	3.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-	-	-

**Significant Issues and Changes**



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# Communication Services

## Line of Business Purpose Statement

The purpose of the Communication Services Line of Business is to provide telecommunications, network and broadband services to County staff and external agencies so they can meet their business requirements.

<h3>Technology Services</h3> <p>Dave Cummings - Director FTE 55.5 Total Request \$ 20,331,828 General Fund Support \$ 4,669,042</p>
---

<h4>Communication Services</h4> <p>Ron Sandner - Mgr Total Request \$5,841,279</p>
Gen Fund \$ -

<h4>Telecomm Services</h4> <p>FTE 6.00 Total Request \$3,416,895</p>
Gen Fund \$ -

<h4>CBX</h4> <p>FTE 2.00 Total Request \$2,424,384</p>
Gen Fund \$ -



# Communication Services

## Telecommunication Services

### Performance Narrative 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.

The Telecommunications Services Program proposes a budget of \$3,416,895, a decrease of \$190,568 from current funding levels. This reduction is due to an adjustment in CCTV Reserves in FY17-18 that increased capital reserves carried over from FY16-17. These resources will continue to provide analysis, installation and reliable support of critical County communications and securely to efficiently meet the business requirements of the County departments while maintaining flat rates.

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
<b>Result</b>	% of days where there are no service interruptions to core telecomm services (excluding scheduled maintenance)	100.00%	99.50%	100.00%	99.50%
<b>Result</b>	% of work orders with response times within 2 hours of submissions (during scheduled business hours)	99+% (1.75 hr Average)	99%	99.19%	99%
<b>Efficiency</b>	\$ average cost to install desktop telecommunications devices	\$150	\$150	\$150	\$150

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation





Communications Services

Telecommunication Services

Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>810,219</b>	<b>744,588</b>	<b>1,114,437</b>	<b>1,114,437</b>	<b>868,272</b>	<b>(246,165)</b>	<b>-22.1%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	2,556,883	2,695,849	2,493,026	2,549,901	2,548,623	55,597	2.2%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	4,900	5,627	-	2,825	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>2,561,783</b>	<b>2,701,476</b>	<b>2,493,026</b>	<b>2,552,726</b>	<b>2,548,623</b>	<b>55,597</b>	<b>2.2%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>3,372,002</b>	<b>3,446,064</b>	<b>3,607,463</b>	<b>3,667,163</b>	<b>3,416,895</b>	<b>(190,568)</b>	<b>-5.3%</b>
Personnel Services	718,096	760,088	920,864	882,326	985,564	64,700	7.0%
Materials & Services	1,244,030	1,279,584	1,505,164	1,509,164	1,518,800	13,636	0.9%
Indirect Costs (Internal Dept Chgs)	132,619	126,112	127,268	127,268	153,043	25,775	20.3%
Cost Allocation Charges	42,433	54,289	59,388	59,388	62,802	3,414	5.7%
Capital Outlay	490,236	111,554	994,779	220,745	696,686	(298,093)	-30.0%
<b>Operating Expenditure</b>	<b>2,627,414</b>	<b>2,331,627</b>	<b>3,607,463</b>	<b>2,798,891</b>	<b>3,416,895</b>	<b>(190,568)</b>	<b>-5.3%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>2,627,414</b>	<b>2,331,627</b>	<b>3,607,463</b>	<b>2,798,891</b>	<b>3,416,895</b>	<b>(190,568)</b>	<b>-5.3%</b>
<b>General Fund Support (if applicable)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
Full Time Equiv Pos (FTE) Budgeted	5.00	5.00	6.00	6.00	6.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	5.00	5.00	-	5.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	1.00	-	-	-

**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.

> Starting in FY13-14 Telecommunications began supporting the County CCTV Security Camera Systems including the large storage arrays for the video. As with the Phone Servers, a capital replacement program was established to replace the storage arrays and other related equipment as required. This replaces equipment based on established schedules, or as equipment fails, with funds rolled into the next year to maintain the fund. A large number of cameras are scheduled for replacement in FY18-19 and a major storage upgrade in FY19-20.



# Communication Services


CBX

## Performance Narrative 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.

The CBX Program proposes a budget of \$2,424,384 a increase of \$227,319 from current funding levels. This increase is due to FY18-19 has already been adjusted adding \$1,100,000 for anticipated new construction. 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.

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
 <b>Result</b>	\$ Annual estimated savings for public institutions utilizing CBX	\$575,000	\$600,000	\$625,000	\$650,000
<b>Result</b>	% Days (24/7) where no interruptions occur due to problems or issues with the fiber network. (Excludes maintenance or emergency repairs)	99.45% (1 site 2 days)	99.90%	99.73% (3 sites, total 24 hrs )	99.90%
<b>Efficiency</b>	\$ base cost per fiber connection per public institution / monthly	\$255	\$255	\$255	\$255

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation



Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>427,636</b>	<b>144,699</b>	<b>270,865</b>	<b>270,865</b>	<b>30,184</b>	<b>(240,681)</b>	<b>-88.9%</b>
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	13,897	26,872	36,000	34,427	36,000	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	1,302,388	2,564,145	1,890,000	1,963,274	2,358,000	<b>468,000</b>	<b>24.8%</b>
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	37,411	13,806	200	-	200	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
<b>Operating Revenue</b>	<b>1,353,696</b>	<b>2,604,823</b>	<b>1,926,200</b>	<b>1,997,701</b>	<b>2,394,200</b>	<b>468,000</b>	<b>24.3%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,781,332</b>	<b>2,749,522</b>	<b>2,197,065</b>	<b>2,268,566</b>	<b>2,424,384</b>	<b>227,319</b>	<b>10.3%</b>
Personnel Services	163,677	248,720	323,843	344,800	342,353	<b>18,510</b>	<b>5.7%</b>
Materials & Services	187,868	135,471	401,453	293,105	363,600	<b>(37,853)</b>	<b>-9.4%</b>
Indirect Costs (Internal Dept Chgs)	26,524	50,445	50,907	50,907	51,014	<b>107</b>	<b>0.2%</b>
Cost Allocation Charges	39,663	21,297	28,570	28,570	40,859	<b>12,289</b>	<b>43.0%</b>
Capital Outlay	1,200,853	1,991,617	1,356,292	1,485,000	1,590,558	<b>234,266</b>	<b>17.3%</b>
<b>Operating Expenditure</b>	<b>1,618,585</b>	<b>2,447,550</b>	<b>2,161,065</b>	<b>2,202,382</b>	<b>2,388,384</b>	<b>227,319</b>	<b>10.5%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	18,048	31,106	36,000	36,000	36,000	-	0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>1,636,633</b>	<b>2,478,656</b>	<b>2,197,065</b>	<b>2,238,382</b>	<b>2,424,384</b>	<b>227,319</b>	<b>10.3%</b>
<b>General Fund Support (if applicable)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
Full Time Equiv Pos (FTE) Budgeted	1.00	2.00	2.00	2.00	2.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	1.00	2.00	-	2.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-	-	-

**Significant Issues and Changes**

- > Since FY13-14, CBX has been operating independently of the NTIA grant as a self-sustaining, self funded program.
- > A new network position was added to the proposed FY16-17 budget to help assist in the networking support of the program.
- > 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.
- > In FY16-17, the Amended budget includes a supplemental budget increase of \$2,300,000 for the construction / reimbursement of several large fiber projects including Lake Oswego School District. In FY17-18 the fund was amended by ~ \$1,100,000 to complete Lake Oswego and West Linn City. If FY18-19 the proposed budget includes ~ \$1,000,000 of expected new construction.



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**CLACKAMAS**  
C O U N T Y



# Enterprise Business Systems

## Line of Business Purpose Statement

The purpose of the Enterprise Business Systems Line of Business is to provide technical and professional support services for County Business Management Systems to County staff so they can effectively manage their resources.

### Technology Services

Dave Cummings - Director  
 FTE 55.5  
 Total Request \$ 20,331,828  
 General Fund Support \$ 4,669,042

#### Enterprise Business Systems

Katie Starrett - Mgr  
 Total Request  
 \$2,137,959

Gen Fund \$ 1,931,959

#### Business Systems

FTE 6.00  
 Total Request  
 \$2,137,959

Gen Fund \$ 1,931,959



# Enterprise Business Systems


## Business Systems

### Performance Narrative Statement

The purpose of the Business Systems Program is to provide development, maintenance, integration, and support services for County human resources management, finance, payroll, 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.

The Business Services Program proposes a budget of \$2,137,989 an increase of \$560,825 from current funding levels. This increase is due to a FY18-19 increase in PeopleSoft Licensing of \$552,000. 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.

### Key Performance Measures

		FY 17-18 Actual	FY 18-19 Target	FY 18-19 Projected Performance	FY 19-20 Target
 <b>Result</b>	% of County departments who rate business systems' services as good or excellent	87.50%	95%	100% (Survey)	99%
<b>Result</b>	% of days where core systems are operational (during normal business hours / excluding scheduled maintenance)	N/A	100%	99.93%	99+%
<b>Efficiency</b>	% of projects where approved timelines are achieved	~90%	99%	100% (Survey)	99%

Program includes:

Mandated Services  **No**

Shared Services  **No**

Grant Funding  **No**

Explanation



Budget Summary

	FY 15-16 Actual	FY 16-17 Actual	FY 17-18 Amended Budget	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	(40,542)	2,000	15,000	-	1,000	(14,000)	-93.3%
Prior Year Revenue	-	-	-	-	-	-	0%
Taxes	-	-	-	-	-	-	0%
Licenses & Permits	-	-	-	-	-	-	0%
Federal Grants & Revenues	-	-	-	-	-	-	0%
State Grants & Revenues	-	-	-	-	-	-	0%
Local Grants & Revenues	-	-	-	-	-	-	0%
Charges for Service	1,320,670	1,363,211	1,562,134	1,562,134	2,136,959	574,825	36.8%
Fines & Penalties	-	-	-	-	-	-	0%
Other Revenues	-	-	-	-	-	-	0.0%
Interfund Transfers	-	38,000	-	-	-	-	0%
<b>Operating Revenue</b>	<b>1,320,670</b>	<b>1,401,211</b>	<b>1,562,134</b>	<b>1,562,134</b>	<b>2,136,959</b>	<b>574,825</b>	<b>36.8%</b>
<b>Total Rev - Including Beginning Bal</b>	<b>1,280,128</b>	<b>1,403,211</b>	<b>1,577,134</b>	<b>1,562,134</b>	<b>2,137,959</b>	<b>560,825</b>	<b>35.6%</b>
Personnel Services	739,418	675,668	954,316	883,000	948,216	(6,100)	-0.6%
Materials & Services	395,335	415,718	454,835	510,151	1,013,871	559,036	122.9%
Indirect Costs (Internal Dept Chgs)	132,619	126,112	152,722	152,722	153,043	321	0.2%
Cost Allocation Charges	-	14,344	15,261	15,261	16,829	1,568	10.3%
Capital Outlay	-	-	-	-	6,000	6,000	0.0%
<b>Operating Expenditure</b>	<b>1,267,372</b>	<b>1,231,842</b>	<b>1,577,134</b>	<b>1,561,134</b>	<b>2,137,959</b>	<b>560,825</b>	<b>35.6%</b>
Debt Service	-	-	-	-	-	-	0%
Special Payments	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0%
Reserve for Future Expenditures	-	-	-	-	-	-	0%
Contingency	-	-	-	-	-	-	0%
<b>Total Exp - Including Special Categories</b>	<b>1,267,372</b>	<b>1,231,842</b>	<b>1,577,134</b>	<b>1,561,134</b>	<b>2,137,959</b>	<b>560,825</b>	<b>35.6%</b>
<b>General Fund Support (if applicable)</b>	<b>1,115,670</b>	<b>1,188,340</b>	<b>1,393,772</b>	<b>1,393,772</b>	<b>1,931,959</b>	<b>538,187</b>	<b>38.6%</b>
Full Time Equiv Pos (FTE) Budgeted	5.00	6.00	6.00	6.00	6.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	4.00	5.00	-	6.00	-	-	-
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	1.00	-	-	-	-	-

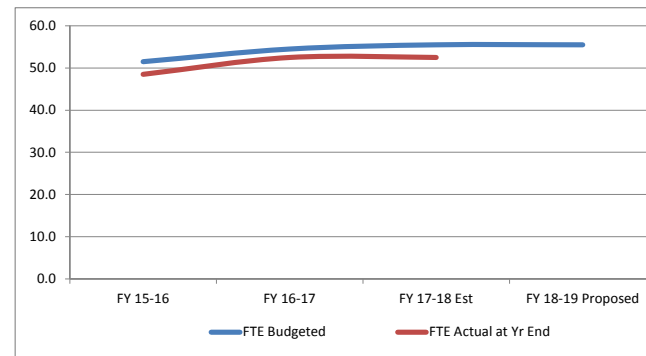
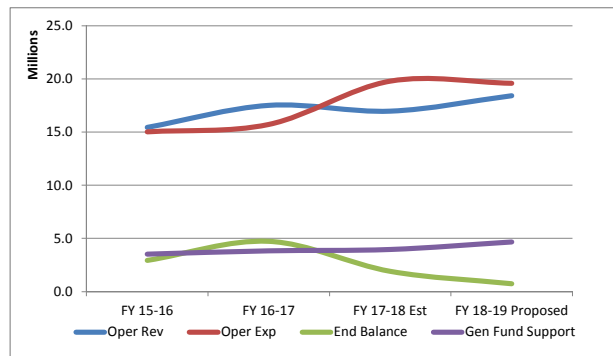
**Significant Issues and Changes**

> A new FTE was added as part of the budget process in FY16-17, hired near the end of the FY. This position is an Analyst in support of Performance Clackamas analytics and data processing.

> In FY18-19, Oracle is adjusting the PeopleSoft Maintenance by an additional \$552,000 which accounts for the majority of the General Fund increase for 0228 in FY18-19.

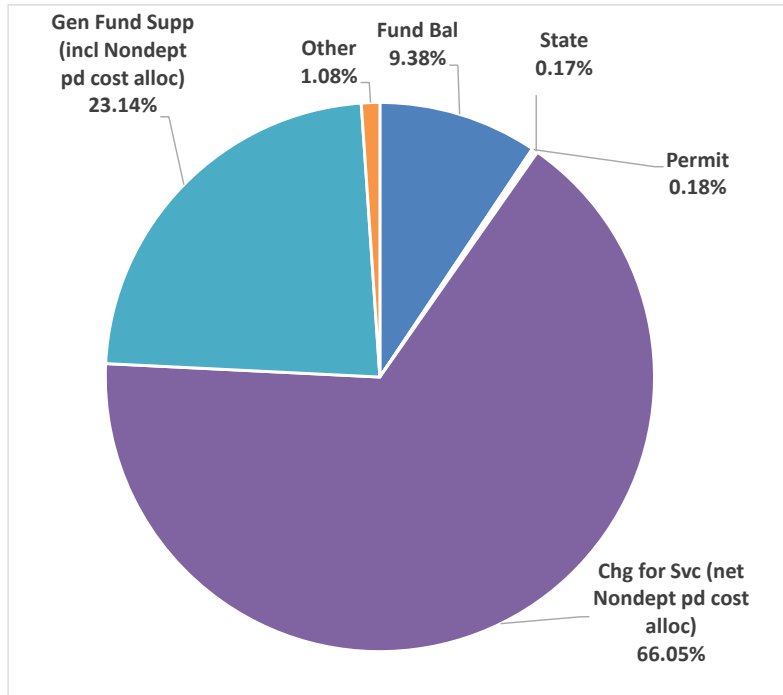
**Technology Services Combined Funds**  
**Summary of Revenue and Expense**

	FY 15-16	FY 16-17	FY 17-18 Amended Budgeted	FY 17-18 Projected Year End	FY 18-19 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
<b>Beginning Balance</b>	<b>2,513,247</b>	<b>2,933,576</b>	<b>4,728,676</b>	<b>4,728,676</b>	<b>1,906,414</b>	<b>-2,822,262</b>	<b>-59.7%</b>
Prior Year Revenue	0	0	0	0	0	0	0.0%
Taxes	0	0	0	0	0	0	0%
Licenses & Permits	13,897	26,872	36,000	34,427	36,000	0	0%
Federal Grants & Revenues	0	0	0	0	0	0	0%
State Grants & Revenues	69,649	84,000	35,000	42,000	35,000	0	0%
Local Grants & Revenues	0	0	0	0	0	0	0%
Charges for Service	14,961,128	17,023,176	16,512,832	16,644,562	18,099,138	1,586,306	9.6%
Fines & Penalties	0	0	0	0	0	0	0%
Other Revenues	352,093	311,538	205,756	218,272	220,276	14,520	7.1%
Interfund Transfers	50,453	73,000	35,000	35,000	35,000	0	0%
<b>Operating Revenue</b>	<b>15,447,220</b>	<b>17,518,586</b>	<b>16,824,588</b>	<b>16,974,261</b>	<b>18,425,414</b>	<b>1,600,826</b>	<b>9.5%</b>
% Change	NA	13.4%	-4.0%	-3.1%	8.5%		
Personnel Services	7,925,627	8,042,529	8,956,564	9,304,352	9,207,366	250,802	2.8%
Materials & Services	3,567,878	3,323,355	5,565,334	4,974,089	5,324,683	-240,651	-4.3%
Special Payments	18,048	31,106	36,000	36,000	36,000	0	0.0%
Indirect Costs	1,259,882	1,223,283	1,259,955	1,259,955	1,288,110	28,155	2.2%
Cost Allocation Charges	396,437	423,603	472,585	472,585	471,467	-1,118	-0.2%
Debt Service	0	0	0	0	0	0	0%
Interfund Transfers	0	0	0	0	0	0	0%
Capital Outlay	1,859,018	2,679,609	4,525,868	3,749,542	3,267,244	-1,258,624	-27.8%
<b>Operating Expenditure</b>	<b>15,026,890</b>	<b>15,723,485</b>	<b>20,816,306</b>	<b>19,796,523</b>	<b>19,594,870</b>	<b>-1,221,436</b>	<b>-5.9%</b>
% Change	NA	4.6%	32.4%	25.9%	-1.0%		
Reserve for Future Expenditures	0	0	306,958	0	306,958	0	0.0%
Contingency	0	0	430,000	0	430,000	0	0%
<b>Total Expenditure</b>	<b>15,026,890</b>	<b>15,723,485</b>	<b>21,553,264</b>	<b>19,796,523</b>	<b>20,331,828</b>	<b>-1,221,436</b>	<b>-5.7%</b>
<b>Ending Balance (if applicable)</b> (includes Reserve & Contingency)	<b>2,933,577</b>	<b>4,728,677</b>	<b>736,958</b>	<b>1,906,414</b>	<b>736,958</b>	<b>0</b>	<b>0%</b>
<b>General Fund Support (cost alloc to Nondept)</b>	<b>3,521,687</b>	<b>3,833,891</b>	<b>3,961,883</b>	<b>3,961,883</b>	<b>4,669,042</b>	<b>707,159</b>	<b>17.8%</b>
Full Time Equiv Positions (FTE) Budgeted	51.5	54.5	55.5		55.5	0.0	0%
Full Time Equiv Positions (FTE) Filled at Yr End	48.5	52.5		52.5			
Full Time Equiv Positions (FTE) Vacant at Yr End	3.0	2.0		3.0			

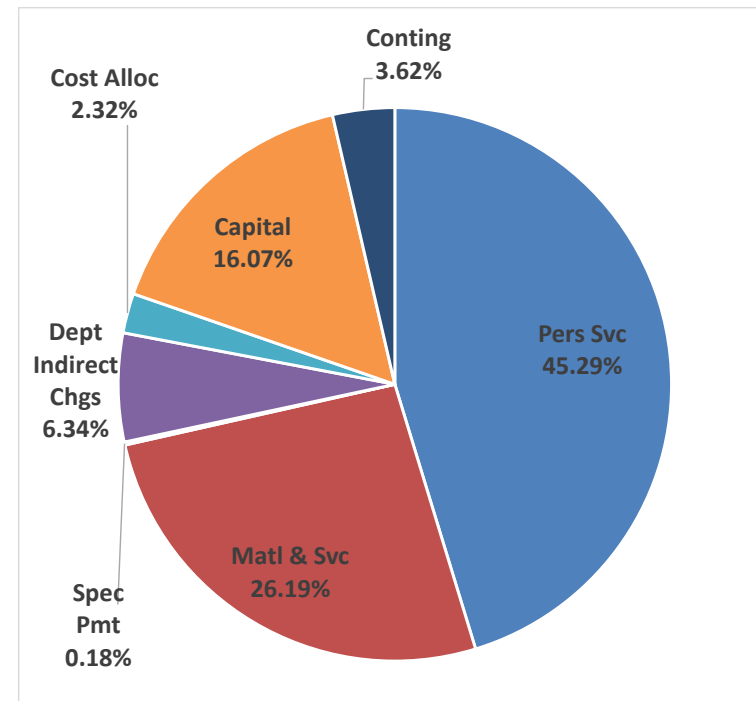




### Technology Services Combined Funds FY 18-19 Proposed Budget



**Resources**



**Requirements**