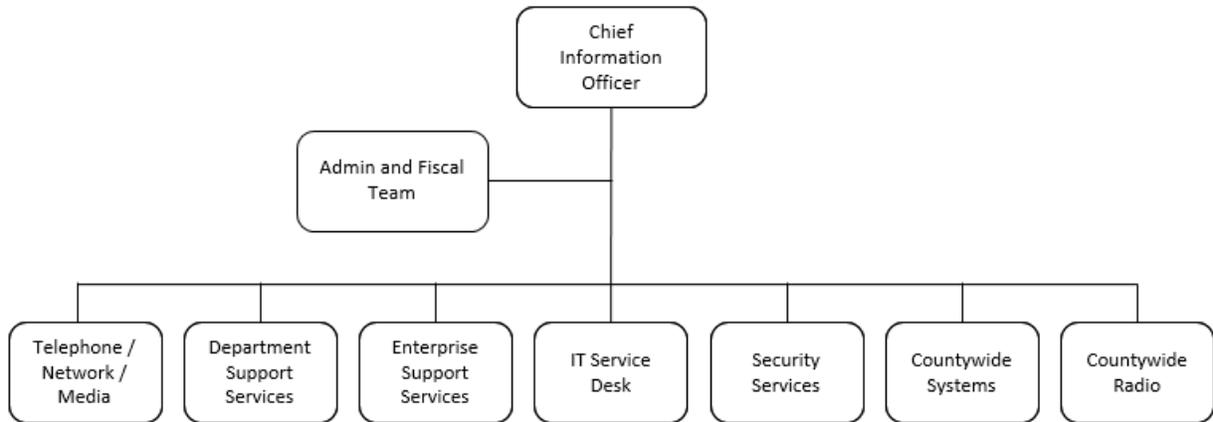


Mission Statement:

The Information Technology (IT) Department is the central information technology and telecommunications provider for Placer County Departments. The Department’s mission is to cost-effectively provide a wide range of technology services essential for customer departments to efficiently deliver quality and timely support to the citizens of Placer County. Its main objective is to reduce the overall cost of information technologies countywide while maximizing value and high-quality service for all County departments.

Information Technology COST CENTER SUMMARY Fiscal Year 2020-21					
Cost Center	FY 2017-18 Actuals	FY 2018-19 Actuals	FY 19-20 Final Budget	FY 20-21 Final Budget	YOY % Change
Telecom Services Fund Telecom Services	\$ 7,730,609	\$ 7,479,843	\$ 7,802,474	\$ -	-100.00%
Information Technology Fund Information Technology	\$ 18,649,007	\$ 17,130,066	\$ 18,384,527	\$ 27,917,032	51.85%
Countywide Systems Fund Countywide Systems	\$ 2,821,271	\$ 10,091,366	\$ 2,471,688	\$ -	-100.00%
Countywide Radio Systems Fund Countywide Radio Systems	\$ 2,101,405	\$ 1,668,561	\$ 1,616,454	\$ 2,719,792	68.26%
Funded Positions Telecom Services Information Technology Countywide Systems Countywide Radio	20 61 0 0	20 62 0 0	19 63 0 0	0 83 0 0	
Total Funded Positions	81	82	82	83	1.22%
Total Allocated Positions	84	84	81	82	1.23%

Information Technology



Information Technology – Cost Center 01004

Purpose:

The Information Technology Department is responsible for the County’s technology systems, which includes the planning, implementation, administration, and maintenance of these systems, their infrastructure and subsystems. Some of the County systems maintained and managed by the Department are the data transport network, telecommunication systems, centralized voicemail system and call accounting system.

The Department also provides customer departments with comprehensive technology consulting services including project planning and management for system implementations. In addition, the Department provides audio and video services to install and design video conferencing and presentation systems. It also oversees cable television franchise agreements for Placer County at large.

Major Budget Adjustments and Initiatives:

- The Information Technology, Telecommunications and Countywide Systems Funds were consolidated into a single Internal Service Fund to simplify the Department’s billing methodology. Instead of separate charges for telecommunications services, they will be added to County Departments’ IT CORE charges. There are no additional costs to departments from this adjustment.
- An additional budget, *PC Replacement*, was included in the Information Technology Fund to standardize the capital refresh process for workstations and laptops. Based on the Department’s annual reviews, devices near warranty expiration and end-of-life will be replaced. Device and labor costs are calculated based on the total number of replacements within a four-year period and averaged over a 48-month billing cycle. There is an additional charge to participating departments.
- Increase in Equipment of \$500,000 for the Enterprise Network Switch replacement project and the NEC PBX Legacy systems replacement lease.

Program Title	Program Description	Program Cost
IT Service Desk	Functions as the first line of contact for County departments for problem reporting, tracking, and resolution of their technology issues. Provides high quality personal assistance, convenient remote desktop support and first call resolution for requests of services.	\$5,465,431
Security Services	Provides reliable and effective security solutions to protect the County’s data and information systems. Services include enforcement of security policies and procedures, implementation of security awareness programs, e-discovery (auditing and forensics), and the compliance to security industry and governmental standards.	\$2,439,254
Project Management Services	Provides oversight of planning, management and execution of the County’s Information Technology project portfolio. Offers project portfolio management services to customer departments. Assists them with identifying technology that adds value to their customer’s experience or internal operations.	\$1,050,024
Infrastructure Services	Provides centralized management of core IT functions for countywide services. Responsible for the County server infrastructure including compute and storage both on premises and in the Cloud, data protection and disaster recovery, the Active Directory database, email services and mobile device management.	\$3,881,042

Information Technology

Program Title	Program Description	Program Cost
Enterprise Application Support Services	Maintains and supports the County's enterprise applications. Services include application development and enhancement, interface management, database and operating system administration as well as vendor and reporting support.	\$2,263,938
Department Specific Application Support Services	Assists departments in the maintenance of Department Specific Applications. Services include application and database support, patch and interface management as well as vendor and reporting support.	\$1,046,708
HHS Dedicated Application Support Services	Provides flexible application support services to the Department of Health and Human Services. Services include patch and interface management, support of and to vendors, SQL database and reporting, and application development and maintenance.	\$3,451,152
Telephone, Network Infrastructure, and Media Services	Provides comprehensive telecommunication services to manage the County's data networks as well as its phone, centralized voicemail and call accounting systems. Maintains and supports the County's various network infrastructures such as Internet, Wi-Fi, LAN and WAN. Offers state-of-the-art video and audio production services to County departments. Oversees the cable television franchise agreements for Placer County at large.	\$5,803,417
Countywide Systems Programs	Provides oversight and management of the County's enterprise systems. Services include implementation, maintenance and support of countywide applications as well as assisting the County to identify solutions which best meet its business needs.	\$3,015,454
Overhead	General operating expenditures not directly attributed to a program or service and cost recoveries from other Departments.	(\$499,386)

County of Placer
Operation of Internal Service Fund
Fiscal Year 2020 - 21
Cost Center: CC01004 Information Technology Services

Operating Detail	2018 - 19 Actual	2019 - 20 Adopted Budget	2020 - 21 Recommended	2020 - 21 Adopted by the Board of Supervisors
1	2	3	4	5
Operating Revenues				
Charges for Services	\$16,538,100	\$18,147,520	\$27,630,139	\$27,720,139
Intergovernmental Revenue	\$244,981			
Licenses, Permits & Franchises			\$25,844	\$25,844
Miscellaneous Revenues	\$5,933			
Other Financing Sources	\$21,100	\$27,377		
Revenue from Use of Money & Property	\$67,252			
Total Operating Revenues	\$16,877,365	\$18,174,897	\$27,655,983	\$27,745,983
Operating Expenses				
Clothing and Personal			\$750	\$750
Communications	\$754,006	\$835,646	\$975,374	\$975,374
Cost Allocation Group	\$347,734			
Employee Group Insurance	\$1,094,240	\$1,080,547	\$1,410,054	\$1,410,054
Household Expense	\$37,800	\$48,246		
Insurance	\$40,303	\$58,913	\$80,062	\$80,062
Interfund Expenditure	\$577,073	\$398,911	\$824,043	\$824,043
Maintenance	\$3,371,985	\$3,793,500	\$5,231,581	\$5,321,581
Memberships	\$2,825	\$1,350	\$1,819	\$1,819
Minor Equipment			\$1,000	\$1,000
Misc Expense	\$213			
Office Expense	\$24,630	\$33,634	\$31,743	\$31,743
Professional & Special Services	\$1,454,025	\$1,414,262	\$2,850,442	\$2,850,442
Rents & Leases	\$536,185	\$602,817	\$656,505	\$656,505
Retirement	\$2,320,562	\$2,998,345	\$3,888,074	\$3,888,074
Salaries & Wages	\$6,262,515	\$6,750,995	\$8,558,892	\$8,558,892
Special Department Expense	\$172,059	\$169,578	\$1,910,089	\$1,910,089
Transportation & Travel	\$61,350	\$72,647	\$235,028	\$235,028
Utilities	\$46,560	\$59,933	\$94,605	\$94,605
Workers Comp Insurance	\$26,001	\$65,203	\$76,971	\$76,971
Total Operating Expenses	\$17,130,066	\$18,384,527	\$26,827,032	\$26,917,032
Operating Income (Loss)	(\$252,701)	(\$209,630)	\$828,951	\$828,951
Non-Operating Revenue (Expenses)				
Non-Operating Revenue (Ledger Group)	\$52,263	\$48,000	\$82,000	\$82,000
Total Non-Operating Revenue (Expenses)	\$52,263	\$48,000	\$82,000	\$82,000
Income Before Capital Contribution and Transfers	(\$200,438)	(\$161,630)	\$910,951	\$910,951
Capital Assets				

Equipment			\$500,000	\$1,000,000
Total Capital Assets			\$500,000	\$1,000,000
Net Asset Changes	(\$200,438)	(\$161,630)	\$410,951	(\$89,049)
Net Assets - Beginning Balance	\$2,801,460	\$2,601,022	\$2,439,392	\$2,439,392
Net Assets - Ending Balance	\$2,601,022	\$2,439,392	\$2,850,343	\$2,350,343

Countywide Radio Systems – Cost Center 01010

Purpose:

The Information Technology Department is responsible for developing, managing and maintaining the County's radio networks. These include the County's Interoperable (P25) Radio Network, microwave systems and telemetry (SCADA) network. These systems provide vital services to the County: a 911 dispatch network and communication system for its first responders and a remote communication system to field staff of various departments.

Major Budget Adjustments and Initiatives:

- Increase in Salaries and Employee Benefits of \$1.1M for support staff transitioned from the Telecommunications Fund to the Countywide Radio Fund.
- Decrease in Communication Services – TELEP revenue of \$244,016 to reflect no additional revenue necessary for the Motorola plan.
- Increase in Communication Services – RADIO revenue of \$2.2M to reflect revenue previously received in the Telecommunications Cost Center. This is due to the elimination of the Telecommunications division and consolidation of the Information Technology Department.
- Decrease in Contributions from Other Funds of \$616,514 to reflect no additional revenue necessary for the Motorola plan previously funded by other funds.
- The Countywide Radio Services program includes the expansion of the Interoperable P25 Radio Network in the Tahoe area.

Program Title	Program Description	Program Cost
Radio Services	Provides management of the County's radio networks including its Interoperable P25 Radio Network, analog two-way radio infrastructure, backhaul microwave systems and telemetry (SCADA) network. These networks provide critical remote communications to various departments and external agencies.	\$2,219,792
Countywide Radio Services	Provides a central source of funding and budget control for the tracking of costs and fixed assets for the Countywide Radio Project. This project replaces the County's existing aging radio communication system with its digital radio network to enhance remote communications throughout Placer County. This is a multi-year project and expenditures are budgeted from year to year.	\$500,000

County of Placer
Operation of Internal Service Fund
Fiscal Year 2020 - 21
Cost Center: CC01010 Countywide Radio Systems

Operating Detail	2018 - 19 Actual	2019 - 20 Adopted Budget	2020 - 21 Recommended	2020 - 21 Adopted by the Board of Supervisors
1	2	3	4	5
Operating Revenues				
Charges for Services	\$301,764	\$244,016	\$2,248,783	\$2,248,783
Other Financing Sources	\$1,122,963	\$1,116,514	\$541,112	\$541,112
Revenue from Use of Money & Property	\$15,802			
Total Operating Revenues	\$1,440,529	\$1,360,530	\$2,789,895	\$2,789,895
Operating Expenses				
Clothing and Personal			\$750	\$750
Communications	\$491		\$131,200	\$131,200
Employee Group Insurance			\$92,169	\$92,169
Insurance		\$2,411	\$7,211	\$7,211
Interest on Other Long Term Debt			\$25,472	\$25,472
Interfund Expenditure		(\$3,186)	\$21,378	\$21,378
Maintenance			\$394,316	\$394,316
Memberships			\$2,000	\$2,000
Minor Equipment			\$1,000	\$1,000
Office Expense			\$3,291	\$3,291
Operating Supplies		\$50,000		
Professional & Special Services	\$266,774	\$66,459	\$387,457	\$387,457
Rents & Leases	\$1,360,530	\$1,360,530	\$187,110	\$187,110
Retirement			\$298,389	\$298,389
Retirement of Other Long Term Debt			\$114,768	\$114,768
Salaries & Wages			\$690,890	\$690,890
Special Department Expense	\$13,727		\$212,928	\$212,928
Transportation & Travel			\$61,328	\$61,328
Utilities			\$82,694	\$82,694
Workers Comp Insurance			\$5,441	\$5,441
Total Operating Expenses	\$1,641,522	\$1,476,214	\$2,719,792	\$2,719,792
Operating Income (Loss)	(\$200,994)	(\$115,684)	\$70,103	\$70,103
Non-Operating Revenue (Expenses)				
Non-Operating Revenue (Ledger Group)	\$4,338	\$2,600	\$2,600	\$2,600
Total Non-Operating Revenue (Expenses)	\$4,338	\$2,600	\$2,600	\$2,600
Income Before Capital Contribution and Transfers	(\$196,656)	(\$113,084)	\$72,703	\$72,703
Capital Assets				
Equipment	\$27,039	\$140,240		
Total Capital Assets	\$27,039	\$140,240		
Net Asset Changes	(\$223,695)	(\$253,324)	\$72,703	\$72,703

Net Assets - Beginning Balance	\$869,693	\$645,998	\$392,674	\$392,674
Net Assets - Ending Balance	\$645,998	\$392,674	\$465,377	\$465,377