



Fund Purpose

The End User Technology Fund is an Internal Service Fund established to (1) finance the commonly used business, web-related and technical infrastructure used to support County technology users; (2) finance the replacement of office copiers; & (3) support the records management and mail services needs of County departments.

The technology infrastructure is managed on a total cost of ownership and support basis, and is designed to identify the services provided and resources required by the Information Technology Division to support automation in the user departments. This support includes replacement and maintenance of personal computers and printers, software licensing and support, help desk and training, maintenance of County network hardware and software, backup and recovery functions, business analysis, project management and other costs related to making technology available to users. The costs incurred are charged back to the users based primarily on an assessment of the level of staff support and hardware and software required in performing department functions and secondarily by the number of work stations in the department.

Financial Summary	2008	2009 Adopted	2009	2010	Change From 2009 Adopted Budget	
	Actual	Budget (b)	Estimate	Budget (b)(c)	\$	%
General Government	\$0	\$0	\$0	\$0	\$0	N/A
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$83,373	\$75,000	\$90,000	\$75,000	\$0	0.0%
Interdepartmental (a)	\$3,831,636	\$4,200,193	\$4,226,754	\$4,695,273	\$495,080	11.8%
Other Revenue	\$6,642	\$0	\$0	\$0	\$0	N/A
Appr. Fund Balance (b)(c)	\$1,247,449	\$1,011,144	\$967,675	\$928,019	(\$83,125)	-8.2%
County Tax Levy (d)	\$1,550,245	\$1,165,245	\$1,165,245	\$779,872	(\$385,373)	-33.1%
Total Revenue Sources	\$6,719,345	\$6,451,582	\$6,449,674	\$6,478,164	\$26,582	0.4%
Personnel Costs	\$2,719,638	\$2,870,005	\$2,836,937	\$2,830,726	(\$39,279)	-1.4%
Operating Expenses (c)	\$3,070,916	\$3,499,548	\$3,530,568	\$3,559,784	\$60,236	1.7%
Interdept. Charges	\$73,838	\$82,029	\$82,169	\$87,654	\$5,625	6.9%
Fixed Assets (e) (memo)	\$107,717	\$464,113	\$428,926	\$432,214	(\$31,899)	-6.9%
Total Expenditures (e)	\$5,864,392	\$6,451,582	\$6,449,674	\$6,478,164	\$26,582	0.4%
Operating Inc./Loss (e)(f)	\$854,953	-	-	-	\$0	N/A

Position Summary (FTE)

Regular Positions	26.20	27.45	27.45	26.60	(0.85)
Extra Help	7.91	6.16	6.16	7.27	1.11
Overtime	0.12	0.06	0.06	0.06	0.00
Total	34.23	33.67	33.67	33.93	0.26

- (a) Interdepartmental revenues related to the total cost of ownership charges are being phased in over time to departmental users that may be funded by a combination of revenue sources including tax levy.
- (b) 2009 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$661,144 and General Fund Balance of \$350,000. 2010 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$678,019 and General Fund Balance of \$250,000.
- (c) 2009 Estimate exceeds 2009 Adopted Budget due to carryovers from the 2008 Budget.
- (d) Tax Levy within the End User Technology program provides initial funding of the plan for the difference between expenditures and revenues.
- (e) Total expenditures and net operating income exclude Fixed Assets to conform with financial accounting standards. Fixed Asset purchases in the department operating request will be funded by operating revenues, tax levy and General Fund Balance.
- (f) Reflects revenues in excess of expenditures. However, it is not correctly Operating Income since Fund Balance is applied.

Major Departmental Strategic Outcomes and Objectives for 2010

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Objective 1: Review and adjust the rate-setting process to better align with technology cost drivers in an effort to improve decision-making. (Information Technology)

Key Outcome Indicator: Alignment of the expenses associated with workstation support and technology infrastructure with the charges for those two categories. Compare the proportions of both the expenses and charges.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Percent ID Login Costs	49%	46%	46%	50%
Percent Server & Software Costs	42%	44%	44%	43%
Percent Connected Device Cost	9%	10%	10%	7%

Objective 2: Identify total number of electronic records stored. Implement technology and policy and procedures to retain and manage the lifecycle of electronic records according to statutory and/or business retention requirements. (Records Management and Information Technology)

End User Technology

Program Description

This program provides for the financing of computer equipment repairs, maintenance, County-wide software upgrades and replacements, Internet and personal computer help desk support, and information technology infrastructure. These costs are charged to user departments under a Total Cost of Ownership and Support concept.

Included in this program are two sections of Information Technology:

IT Business Services: The IT Business Services program is responsible for providing IT expertise to assist departmental customers in integrating and blending business objectives with technology opportunities to maximize their overall efficiency. This section works cooperatively with departments to identify new IT initiatives/opportunities that are supported by developed business case and return on investment analysis. This program also serves as the central point for providing IT communication, ownership and accountability and expertise to all customer departments.

IT Infrastructure: The IT Infrastructure program provides support for the County's centralized computer file and application servers, computer network, and the web server and related software. IT Infrastructure includes installation and maintenance of the enterprise network, which connects devices on the Courthouse campus, and also communication links to remote County sites, the Internet, the State network, municipalities and "dial-in" users.

End User Technology (cont.)

	2008 Actual	2009 Budget (b)	2009 Estimate	2010 Budget (b)	Budget Change
Staffing (FTE)	26.51	26.05	26.05	25.73	(0.32)
General Government	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$0	\$0	\$0	\$0	\$0
Interdepartmental (a)	\$2,847,895	\$3,274,798	\$3,274,798	\$3,746,431	\$471,633
Other Revenue	\$1,230	\$0	\$0	\$0	\$0
Appr. Fund Balance (b)	\$1,147,164	\$972,985	\$940,065	\$900,061	(\$72,924)
County Tax Levy (c)	\$1,550,245	\$1,145,245	\$1,145,245	\$759,872	(\$385,373)
Total Revenues	\$5,546,534	\$5,393,028	\$5,360,108	\$5,406,364	\$13,336
Personnel Costs	\$2,398,671	\$2,542,686	\$2,492,300	\$2,486,593	(\$56,093)
Operating Expenses	\$2,473,993	\$2,842,015	\$2,842,015	\$2,912,506	\$70,491
Interdept. Charges	\$3,430	\$8,327	\$8,327	\$7,265	(\$1,062)
Fixed Assets (Memo) (d)	\$40,178	\$394,000	\$374,000	\$403,000	\$9,000
Total Expenditures (d)	\$4,876,094	\$5,393,028	\$5,342,642	\$5,406,364	\$13,336
Operating Income/(Loss) (d)(e)	\$670,440	-	\$17,466	-	-

- (a) Interdepartmental revenues related to the total cost of ownership charges are being phased in over time to departmental users, which may be funded by a combination of revenue sources including Tax Levy.
- (b) 2009 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$622,985 and General Fund Balance of \$350,000. 2010 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$650,061 and General Fund Balance of \$250,000.
- (c) Tax Levy within the End User Technology program provides initial funding of the plan.
- (d) Total expenditures and net operating income exclude fixed assets to conform to financial accounting standards. Fixed Asset purchases in the Department's operating request will be funded by operating revenues and Fund Balance.
- (e) Reflects revenues in excess of Expenditures. However, it is not correctly Operating Income since Fund Balance is applied.



Program Highlights

Interdepartmental Revenues increase \$471,633 as the Department continues to phase in full cost recovery, which is currently at 69%. Fund Balance decreases \$72,924 and Tax Levy decreases \$385,373 with most of this levy transferred to departments to limit the phasing in of full-costs.

Personnel costs decrease \$56,093 mainly due to staff turnover of \$61,500, a transfer from Department of Administration-General Fund of Vacancy & Turnover by \$20,000, a decrease of temporary extra help by \$16,600 or 0.47 FTE (980 hours), partially offset by a transfer of 0.15 FTE (300 hours) Information Systems Manager from Department of Administration-General Fund Information Technology, estimated to increase costs in this program by \$27,100, and the cost to continue existing staff.

Activity

Beginning in 2006 the equipment replacement schedule for PCs changed from a 4-year to a 5-year cycle. Final 25% of CRTs will be replaced with flat panels in 2010.

The plan is scheduled to replace 316 PC's (including laptops), 300 flat panels and 50 peripherals (printers, scanners, etc.) in 2010. The plan currently supports 1,435 personal workstations and laptop computers.

Year	2003	2004	2005	2006	2007	2008	2009	2010	Incr./(Decr.)
PC	340	238	341	323	317	186	205	316	111
Flat panels	N/A	N/A	N/A	N/A	336	164	300	300	0
Peripherals	20	15	20	25	15	35	30	50	20

Microfilm and Imaging/Records Management

Program Description

Microfilm/Imaging is responsible for the microfilming and imaging of County records. Activities include: receipt, file preparation, microfilming/scanning, chemical processing microfilm/optical disk duplication, inspection quality control, hardcopy records destruction, microfilm distribution, invoicing, retention and preservation of the processed microfilm/optical disks. Timely and effective customer service is provided to the general public and County agencies.

Records Management is responsible for conducting records inventories and follow-up review, analyzing the resulting findings, creating and obtaining approval of records retention schedules, auditing records retention schedules, maintaining records in the County Records Center, records retrieval, records destruction, and maintaining the County's Vital Records in conjunction with the County's approved record retention

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	7.42	7.32	7.32	7.90	0.58
General Government	\$0	\$0	\$0	\$0	\$0
Fine/Licenses	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$83,373	\$75,000	\$90,000	\$75,000	\$0
Interdepartmental	\$469,857	\$347,918	\$406,279	\$409,146	\$61,228
Other Revenue	\$5,412	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$94,862	\$29,606	\$19,057	\$27,958	(\$1,648)
County Tax Levy	\$0	\$20,000	\$20,000	\$20,000	\$0
Total Revenues	\$653,504	\$472,524	\$535,336	\$532,104	\$59,580
Personnel Costs	\$305,851	\$312,170	\$329,469	\$328,584	\$16,414
Operating Expenses (a)	\$146,066	\$101,804	\$147,177	\$139,191	\$37,387
Interdept. Charges	\$52,850	\$58,550	\$58,690	\$64,329	\$5,779
Fixed Assets (b)	\$19,916	\$0	\$0	\$0	\$0
Total Expenditures (b)	\$504,767	\$472,524	\$535,336	\$532,104	\$59,580
Operating Income/(Loss) (b)(c)	\$148,737	-	-	-	-

(a) 2009 Estimate exceeds 2009 Adopted Budget due to carryovers from the 2008 Budget.

(b) Total expenditures and net operating income exclude fixed assets to conform to financial accounting standards. Fixed Asset purchases in the department's operating request will be funded by operating revenues, tax levy and General Fund Balance.

(c) Reflects revenues in excess of Expenditures. However, it is not correctly Operating Income since Fund Balance is applied.



Program Highlights

Charges for Services reflect recent history of services provided to third party customers adjusted for anticipated reduced document volume. Interdepartmental revenues increase \$61,200 mainly due to an increase for records center charges by \$28,800 reflecting the third year of a three-year phase in to full cost for storing records at the records center and increased imaging/microfilm revenues resulting from increased volume for the District Attorney by \$46,000, partially offset by reduced rates charged to departments and decreased volume for Register of Deeds by \$8,300 and for Sheriff by \$3,400. Fund Balance is budgeted for depreciation. Tax Levy of \$20,000 is for imaging Accounts Payable invoices for all departments, not charged to other departments.

Personnel costs increase by \$16,400, mainly due to cost to continue existing staff and increased temporary extra help by \$43,000 or 1.58 FTE, partially offset by abolishing 1.0 FTE vacant Clerk I and decreased health insurance by \$8,600 resulting from a change in plan selection by an existing employee. Operating expenses increase \$37,400 mainly due to increased contract services by \$40,000 reflecting outsourcing microfilm processing and third party temporary help by \$24,000, partially offset by decreased equipment and software maintenance by \$26,600. Interdepartmental charges increase due to increased End User Technology Fund charges.

Mail Services / Copier Replacement

Program Description

Mail Services provides prompt sorting and delivery of all in-coming and outgoing U.S. Postal Service mail, and outgoing UPS packages to County agencies through public-private partnering. This program also provides for the financing of copier equipment replacements in accordance with a replacement plan. Copiers with a unit cost greater than \$5,000 are capitalized when purchased and depreciated over a useful life; copiers with a unit cost less than \$5,000 are expensed in the year of purchase.

	2008 Actual	2009 Budget (b)	2009 Estimate	2010 Budget (b)	Budget Change
Staffing (FTE)	0.30	0.30	0.30	0.30	0.00
General Government	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$0	\$0	\$0	\$0	\$0
Interdepartmental (a)	\$513,884	\$577,477	\$545,677	\$539,696	(\$37,781)
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$5,423	\$8,553	\$8,553	\$0	(\$8,553)
County Tax Levy	\$0	\$0	\$0	\$0	\$0
Total Revenues	\$519,307	\$586,030	\$554,230	\$539,696	(\$46,334)
Personnel Costs	\$15,116	\$15,149	\$15,168	\$15,549	\$400
Operating Expenses	\$450,857	\$555,729	\$541,376	\$508,087	(\$47,642)
Interdept. Charges	\$17,558	\$15,152	\$15,152	\$16,060	\$908
Fixed Assets (b)	\$47,623	\$70,113	\$54,926	\$29,214	(\$40,899)
Total Expenditures (b)	\$483,531	\$586,030	\$571,696	\$539,696	(\$46,334)
Operating Income/(Loss) (b)(c)	\$35,776	\$0	(\$17,466)	\$0	\$0

- (a) Interdepartmental revenues are replacement and maintenance cost chargebacks to departmental users that may be funded by a combination of revenue sources including tax levy.
- (b) Total expenditures and net operating income exclude fixed assets to conform to financial accounting standards. Fixed Asset purchases in the Department's operating request will be funded by operating revenues, Tax Levy and General Fund Balance.
- (c) 2009 Estimated Operating Loss is due to the mail contract coming in higher than anticipated.



Program Highlights

Interdepartmental revenues decrease \$37,800 mostly due to a decrease in mail by \$41,800 reflecting lower postage volume, partially offset by an increase in postage rates. This is partially offset by a \$4,000 increase in copier replacement charges.

Operating expenses decrease \$47,600 mostly due to a decrease in copier purchases by \$44,400 reflecting a 55% decrease in the number of copiers to be replaced in 2010 compared to 2009 and a decrease in postage by \$11,000, partially offset by an increase in postage related expenses by \$5,600. Fixed Assets reflects the purchase of replacement copy machines.

Activity – Copier Replacement



	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<u>Copier Purchases</u>					
Total Number of Units in Plan	74	74	76	76	2
Units Purchased Annually	13	29	31	12	(17)

Activity – Records Management



	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<u>Output Indicators</u>					
Storage Boxes Received (a)	1,556	1,900	1,700	1,700	(200)
Storage Boxes Destroyed (a)	1,169	1,000	1,800	1,800	800
Boxes/Journals Offsite	14,364	15,227	14,264	14,164	(1,063)

(a) In the year referenced.

Activity – Microfilm/Imaging



	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<u>Output Indicators</u>					
Microfilm Reels Created	475	250	263	275	25
Images Converted (Microfilmed & Digitized) (b)	1,366,643	992,700	1,038,870	1,256,050	263,350
CD's Produced (b)	1,225	1,280	1,210	1,210	(70)

(b) Directly related to the real estate market.

Activity – Mail Services



	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<u>Output Indicators</u>					
Incoming Mail (Bins)	1,841	1,900	1,850	1,800	(100)
Outgoing Mail (Pieces)	726,025	735,000	735,000	735,000	0
Outgoing UPS (Pieces)	313	300	375	375	75