



**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.

<b>Financial Summary</b>	2009	2010	2010	2011	Change From 2010	
	Actual	Adopted Budget (b)(c)	Estimate (c)	Budget (b)	Adopted Budget \$	%
General Government	\$14	\$0	\$0	\$0	\$0	N/A
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$145,373	\$75,000	\$128,670	\$126,600	\$51,600	68.8%
Interdepartmental (a)	\$4,203,279	\$4,695,273	\$4,612,704	\$5,056,233	\$360,960	7.7%
Other Revenue	\$37,217	\$0	\$0	\$0	\$0	N/A
Appr. Fund Balance (b)(c)	\$1,448,571	\$928,019	\$981,823	\$888,464	(\$39,555)	-4.3%
<b>County Tax Levy (d)</b>	<b>\$1,165,245</b>	<b>\$779,872</b>	<b>\$779,872</b>	<b>\$399,872</b>	<b>(\$380,000)</b>	<b>-48.7%</b>
<b>Total Revenue Sources</b>	<b>\$6,999,699</b>	<b>\$6,478,164</b>	<b>\$6,503,069</b>	<b>\$6,471,169</b>	<b>(\$6,995)</b>	<b>-0.1%</b>
Personnel Costs	\$2,821,358	\$2,830,726	\$2,787,812	\$2,878,316	\$47,590	1.7%
Operating Expenses	\$3,185,174	\$3,559,784	\$3,502,191	\$3,454,246	(\$105,538)	-3.0%
Interdept. Charges	\$75,826	\$87,654	\$87,654	\$92,825	\$5,171	5.9%
Fixed Assets (memo) (e)	\$495,771	\$432,214	\$420,554	\$529,280	\$97,066	22.5%
<b>Total Expenditures (e)</b>	<b>\$6,082,358</b>	<b>\$6,478,164</b>	<b>\$6,377,657</b>	<b>\$6,425,387</b>	<b>(\$52,777)</b>	<b>-0.8%</b>
Operating Inc./(Loss) (e)(f)(g)	\$917,341	-	\$125,412	\$45,782	\$45,782	N/A

**Position Summary (FTE)**

Regular Positions	27.45	26.60	26.60	26.60	0.00
Extra Help	6.16	7.27	5.79	5.39	(1.88)
Overtime	0.06	0.06	0.06	0.06	0.00
<b>Total</b>	<b>33.67</b>	<b>33.93</b>	<b>32.45</b>	<b>32.05</b>	<b>(1.88)</b>

- (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) 2010 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$678,019 and General Fund Balance of \$250,000. 2011 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$738,464 and General Fund Balance of \$150,000.
- (c) 2010 Estimate exceeds 2010 Adopted Budget due to open purchase orders carried over from the 2009 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.
- (g) The goal is to breakeven across the years. In some years the copier replacement program will budget a gain and some years will budget a loss with an overall trend to breakeven.

**Major Departmental Strategic Outcomes and Objectives for 2011**

**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:	2009 Actual	2010 Target	2010 Estimate	2011 Target
Percent ID Login Costs	46%	50%	50%	50%
Percent Server & Software Costs	44%	43%	43%	43%
Percent Connected Device Cost	10%	7%	7%	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)

**Key Outcome Indicator:** Phase I: Electronic record counts, to include the Stellent repository and Ektron Web Content Management, by 1<sup>st</sup> Qtr 2011.

**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.)**

	2009 Actual	2010 Budget (b)	2010 Estimate	2011 Budget (b)	Budget Change
<b>Staffing (FTE)</b>	<b>26.05</b>	<b>25.73</b>	<b>25.73</b>	<b>25.73</b>	<b>0.00</b>
General Government	\$14	\$0	\$0	\$0	\$0
Charges for Services	\$37,322	\$0	\$43,670	\$51,600	\$51,600
Interdepartmental (a)	\$3,254,475	\$3,746,431	\$3,717,386	\$4,178,044	\$431,613
Other Revenue	\$37,217	\$0	\$0	\$0	\$0
Appr. Fund Balance (b)	\$1,347,594	\$900,061	\$900,061	\$846,779	(\$53,282)
<b>County Tax Levy (c)</b>	<b>\$1,145,245</b>	<b>\$759,872</b>	<b>\$759,872</b>	<b>\$379,872</b>	<b>(\$380,000)</b>
<b>Total Revenues</b>	<b>\$5,821,867</b>	<b>\$5,406,364</b>	<b>\$5,420,989</b>	<b>\$5,456,295</b>	<b>\$49,931</b>
Personnel Costs	\$2,472,722	\$2,486,593	\$2,473,719	\$2,564,489	\$77,896
Operating Expenses	\$2,569,579	\$2,912,506	\$2,912,506	\$2,884,741	(\$27,765)
Interdept. Charges	\$3,074	\$7,265	\$7,265	\$7,065	(\$200)
Fixed Assets (Memo) (d)	\$440,845	\$403,000	\$403,000	\$405,000	\$2,000
<b>Total Expenditures (d)</b>	<b>\$5,045,375</b>	<b>\$5,406,364</b>	<b>\$5,393,490</b>	<b>\$5,456,295</b>	<b>\$49,931</b>
<b>Operating Income/(Loss) (d)(e)</b>	<b>\$776,492</b>	<b>-</b>	<b>\$27,499</b>	<b>-</b>	<b>-</b>

- (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) 2010 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$650,061 and General Fund Balance of \$250,000. 2011 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$696,779 and General Fund Balance of \$150,000.
- (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 \$431,613 as the Department continues to phase in full cost recovery, which is currently at 77%. Fund Balance decreases \$53,282 and Tax Levy decreases \$380,000 with most of this levy transferred to departments to limit the phasing in of full-costs. In 2012, the final phase-out of tax levy of \$380,000 to departments is anticipated.

Personnel costs increase \$77,900 mostly due to the cost to continue existing staffing levels.

**Activity**



The plan is scheduled to replace 310 PC's (including laptops), 50 flat panels and 50 peripherals (printers, scanners, etc.) in 2011. The plan currently supports 1,441 personal workstations and laptop computers. The decrease in flat panels below is mostly due to completing the replacement of CRT (Cathode Ray Tube) monitors in 2010.

<u>Year</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>Incr./((Decr.)</u>
PC	238	341	323	317	186	205	316	310	(6)
Flat panels	N/A	N/A	N/A	336	164	300	300	50	(250)
Peripherals	15	20	25	15	35	30	50	50	0

**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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>7.32</b>	<b>7.90</b>	<b>6.42</b>	<b>6.02</b>	<b>(1.88)</b>
General Government	\$0	\$0	\$0	\$0	\$0
Fine/Licenses	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$108,051	\$75,000	\$85,000	\$75,000	\$0
Interdepartmental	\$413,337	\$409,146	\$363,216	\$329,685	(\$79,461)
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance (a)	\$92,424	\$27,958	\$81,762	\$41,685	\$13,727
<b>County Tax Levy</b>	<b>\$20,000</b>	<b>\$20,000</b>	<b>\$20,000</b>	<b>\$20,000</b>	<b>\$0</b>
<b>Total Revenues</b>	<b>\$633,812</b>	<b>\$532,104</b>	<b>\$549,978</b>	<b>\$466,370</b>	<b>(\$65,734)</b>
Personnel Costs	\$333,216	\$328,584	\$297,576	\$296,733	(\$31,851)
Operating Expenses	\$105,132	\$139,191	\$103,568	\$100,625	(\$38,566)
Interdept. Charges	\$58,480	\$64,329	\$64,329	\$69,012	\$4,683
Fixed Assets (b)	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures (b)</b>	<b>\$496,828</b>	<b>\$532,104</b>	<b>\$465,473</b>	<b>\$466,370</b>	<b>(\$65,734)</b>
<b>Operating Income/(Loss) (b)(c)</b>	<b>\$136,984</b>	<b>-</b>	<b>\$84,505</b>	<b>-</b>	<b>-</b>

- (a) 2010 Estimate exceeds 2010 Adopted Budget due to open purchase orders carried over from the 2009 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 decrease \$79,500 mainly due to decreased imaging/microfilm revenues by \$69,700 resulting from decreased volume for Register of Deeds as they incorporate imaging into their own department and a decrease for records center charges by \$6,900 reflecting reduced quantity of storage boxes at the records center. Fund Balance of \$7,408 is budgeted for depreciation and \$34,277 to stabilize rates to departments. Tax Levy of \$20,000 is for imaging Accounts Payable invoices for all departments, not charged to other departments.

Personnel costs decrease by \$31,900, mainly due to decreased temporary extra help by \$46,700 or 1.88 FTE, partially offset by cost to continue existing staff. Operating expenses decrease \$38,600 mainly due to decreased contract services by \$20,000 reflecting outsourcing microfilm processing and decreased depreciation expense by \$20,600. Interdepartmental charges increase mostly 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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>0.30</b>	<b>0.30</b>	<b>0.30</b>	<b>0.30</b>	<b>0.00</b>
General Government	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$0	\$0	\$0	\$0	\$0
Interdepartmental (a)	\$535,467	\$539,696	\$532,102	\$548,504	\$8,808
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$8,553	\$0	\$0	\$0	\$0
<b>County Tax Levy</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Revenues</b>	<b>\$544,020</b>	<b>\$539,696</b>	<b>\$532,102</b>	<b>\$548,504</b>	<b>\$8,808</b>
Personnel Costs	\$15,420	\$15,549	\$16,517	\$17,094	\$1,545
Operating Expenses	\$510,463	\$508,087	\$486,117	\$468,880	(\$39,207)
Interdept. Charges	\$14,272	\$16,060	\$16,060	\$16,748	\$688
Fixed Assets (b)	\$54,926	\$29,214	\$17,554	\$124,280	\$95,066
<b>Total Expenditures (b)</b>	<b>\$540,155</b>	<b>\$539,696</b>	<b>\$518,694</b>	<b>\$502,722</b>	<b>(\$36,974)</b>
<b>Operating Income/(Loss) (b)(c)</b>	<b>\$3,865</b>	<b>-</b>	<b>\$13,408</b>	<b>\$45,782</b>	<b>\$45,782</b>

- (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) The goal is to breakeven across the years. Some years will budget a gain and some years will budget a loss with an overall trend to breakeven.



**Program Highlights**

Interdepartmental revenues increase \$8,800 mostly due to an increase in copier replacement charges by \$5,100.

Personnel costs increase due to cost to continue existing staff and an increase in health and dental insurance by \$1,100 for changes in plan selection for an existing employee. Operating expenses decrease \$39,200 mainly due to a decrease in postage related expenses by \$26,800 and a decrease in copier purchases in the operating budget by \$14,500 reflecting a decrease in the number of copiers to be replaced in 2011 compared to 2010. Fixed assets reflects the purchase of replacement copy machines.

**Activity – Copier Replacement**



	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<u>Copier Purchases</u>					
Total Number of Units in Plan	76	76	78	78	2
Units Purchased Annually	30	12	14	20	8

**Activity – Records Management**



	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<u>Output Indicators</u>					
Storage Boxes Received (a)	1,029	1,700	1,100	1,100	(600)
Storage Boxes Destroyed (a)	1,916	1,800	1,075	1,150	(650)
Boxes/Journals Offsite	13,477	14,164	13,502	13,452	(712)

(a) In the year referenced.

**Activity – Microfilm/Imaging**



	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<u>Output Indicators</u>					
Microfilm Reels Created	270	275	275	270	(5)
Images Converted (Microfilmed & Digitized) (b)	1,364,759	1,256,050	1,013,350	1,104,350	(151,700)
CD's Produced (b)	1,194	1,210	1,150	1,150	(60)

(b) Directly related to the real estate market.

**Activity – Mail Services**



	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<u>Output Indicators</u>					
Incoming Mail (Bins)	1,725	1,800	1,650	1,600	(200)
Outgoing Mail (Pieces)	732,041	735,000	730,000	725,000	(10,000)
Outgoing UPS (Pieces)	339	375	300	300	(75)