

**End User
Technology Fund**

Administration

**Fund Purpose/
Summary**

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	2007	2008	2008	2009	Change From 2008	
	Actual (b)(e)	Adopted Budget	Estimate	Budget (f)	Adopted Budget \$	%
General Government	\$0	\$0	\$0	\$0	\$0	N/A
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$93,114	\$75,000	\$75,000	\$75,000	\$0	0.0%
Interdepartmental (a)	\$3,651,752	\$4,011,339	\$3,947,769	\$4,200,193	\$188,854	4.7%
Other Revenue (e)	(\$799,768)	\$0	\$0	\$0	\$0	N/A
Appr. Fund Balance (f)	\$1,169,185	\$1,005,538	\$967,007	\$1,011,144	\$5,606	0.6%
County Tax Levy (b)(c)	\$1,550,245	\$1,550,245	\$1,550,245	\$1,165,245	(\$385,000)	-24.8%
Total Revenue Sources	\$5,664,528	\$6,642,122	\$6,540,021	\$6,451,582	(\$190,540)	-2.9%
Personnel Costs	\$2,842,026	\$2,952,747	\$2,899,525	\$2,870,005	(\$82,742)	-2.8%
Operating Expenses	\$3,255,060	\$3,551,182	\$3,473,091	\$3,499,548	(\$51,634)	-1.5%
Interdept. Charges (b)	\$73,406	\$76,180	\$77,269	\$82,029	\$5,849	7.7%
Fixed Assets (d) (memo)	\$157,765	\$455,026	\$428,565	\$464,113	\$9,087	2.0%
Total Expenditures (d)	\$6,170,492	\$6,580,109	\$6,449,885	\$6,451,582	(\$128,527)	-2.0%
Operating Inc./Loss (d)(e)	(\$505,964)	\$62,013	\$90,136	-	(\$62,013)	-100.0%

Position Summary (FTE)

Regular Positions	30.20	27.45	27.45	27.45	0.00
Extra Help	7.36	9.78	9.78	6.16	(3.62)
Overtime	0.03	0.03	0.03	0.06	0.03
Total	37.59	37.26	37.26	33.67	(3.59)

- (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) 2007 Actual has been restated for comparative purposes to reflect the elimination of a \$155,153 crosscharge from End User Technology Fund to General Fund for IT staff resources.
- (c) Tax Levy within the End User Technology program provides initial funding of the plan for the difference between expenditures and revenues.
- (d) 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.
- (e) 2007 Loss on sale of assets of \$808,614 reflects the decision not to further depreciate costs associated with backlog records management projects completed for departments as part of the records management capital project and loss on sale of assets of \$17,252 reflects a change in the useful life of copy machines.
- (f) 2009 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$661,144 and General Fund Balance of \$350,000.

Major Departmental Strategic Outcomes and Objectives for 2009

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. (End User 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 for both.

Performance Measure:	2007 Actual	2008 Target	2008 Estimate	2009 Target
Percent PC Support Costs	44%	N/A	N/A	N/A
Percent Infrastructure Costs	56%	N/A	N/A	N/A
Percent PC-Based Charges	100%	N/A	N/A	N/A
Percent Infrastructure Charges	0%	N/A	N/A	N/A
Percent ID Login Costs	N/A	49%	49%	46%
Percent Server & Software Costs	N/A	42%	42%	44%
Percent Connected Device Cost	N/A	9%	9%	10%

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)

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.)

	2007 Actual (b)	2008 Budget	2008 Estimate	2009 Budget (e)	Budget Change
Staffing (FTE)	26.64	26.51	26.51	26.05	(0.46)
General Government	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$0	\$0	\$0	\$0	\$0
Interdepartmental (a)	\$2,708,262	\$2,896,017	\$2,896,017	\$3,274,798	\$378,781
Other Revenue	\$23,443	\$0	\$0	\$0	\$0
Appr. Fund Balance (b)(e)	\$1,023,234	\$932,938	\$932,938	\$972,985	\$40,047
County Tax Levy (b)(c)	\$1,550,245	\$1,550,245	\$1,550,245	\$1,145,245	(\$405,000)
Total Revenues	\$5,305,184	\$5,379,200	\$5,379,200	\$5,393,028	\$13,828
Personnel Costs	\$2,479,173	\$2,539,428	\$2,512,800	\$2,542,686	\$3,258
Operating Expenses	\$2,596,010	\$2,831,648	\$2,831,648	\$2,842,015	\$10,367
Interdept. Charges	\$4,040	\$8,124	\$8,124	\$8,327	\$203
Fixed Assets (Memo) (d)	\$145,176	\$386,000	\$386,600	\$394,000	\$8,000
Total Expenditures (d)	\$5,079,223	\$5,379,200	\$5,352,572	\$5,393,028	\$13,828
Operating Income/(Loss) (d)	\$225,961	-	\$26,628	-	-

- (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) 2007 Actual has been restated for comparative purposes to reflect the elimination of a \$155,153 crosscharge from End User Technology Fund to General Fund for IT staff resources.
- (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) 2009 Budgeted Appropriated Fund Balance includes End User Technology Fund Balance of \$622,985 and General Fund Balance of \$350,000.



Program Highlights

Interdepartmental revenues increase \$378,781 as the Department continues to phase in full cost recovery, which is currently at 61%. Fund Balance increases \$40,047 and Tax Levy decreases \$405,000 with \$350,000 of tax levy transferred to departments.

Personnel costs increase \$3,258 mostly due to cost to continue existing staff, partially offset by a decrease in temporary extra help and related benefits by \$14,500 and by transferring vacancy and turnover of \$40,100 from the Department of Administration-General Fund Information Technology to End User Technology Fund to better align with staff transferred in 2007.



Activity

Beginning in 2006 the equipment replacement schedule changed from a 4-year to a 5-year cycle.

The plan is scheduled to replace 205 PC's (including laptops), 300 flat panels and 30 peripherals (printers, scanners, etc.) in 2009. The plan currently supports 1,430 personal workstations and laptop computers.

<u>Year</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>Incr./((Decr.)</u>
PC	311	340	238	341	323	317	186	205	19
Flat panels	N/A	N/A	N/A	N/A	N/A	336	164	300	136
Peripherals	40	20	15	20	25	15	35	30	(5)

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 schedules.

	2007 Actual (b)	2008 Budget	2008 Estimate	2009 Budget (e)	Budget Change
Staffing (FTE)	10.65	10.45	10.45	7.32	(3.13)
General Government	\$0	\$0	\$0	\$0	\$0
Fine/Licenses	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$93,114	\$75,000	\$75,000	\$75,000	\$0
Interdepartmental	\$413,060	\$526,999	\$506,974	\$347,918	(\$179,081)
Other Revenue (c)	(\$805,959)	\$0	\$0	\$0	\$0
Appr. Fund Balance (a)	\$145,951	\$72,600	\$34,069	\$29,606	(\$42,994)
County Tax Levy	\$0	\$0	\$0	\$20,000	\$20,000
Total Revenues	(\$153,834)	\$674,599	\$616,043	\$472,524	(\$202,075)
Personnel Costs	\$348,267	\$398,696	\$372,159	\$312,170	(\$86,526)
Operating Expenses	\$215,820	\$223,254	\$167,010	\$101,804	(\$121,450)
Interdept. Charges (a)	\$59,345	\$52,649	\$52,883	\$58,550	\$5,901
Fixed Assets (b)	\$1,911	\$0	\$0	\$0	\$0
Total Expenditures (b)	\$623,432	\$674,599	\$592,052	\$472,524	(\$202,075)
Operating Income/(Loss) (b)(c)	(\$777,266)	-	\$23,991	-	-

- (a) 2007 Actual has been restated for comparative purposes to reflect the elimination of a \$155,153 crosscharge from End User Technology Fund to General Fund for IT staff resources.
- (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) 2007 loss on sale of assets of \$808,614 reflects the decision not to further depreciate costs associated with backlog records management projects completed for departments as part of the records management capital project.



Program Highlights

Charges for Services reflect recent history of services provided to third party customers adjusted for anticipated reduced document volume. Interdepartmental revenues decrease \$179,100 mainly due to decreased imaging/microfilm revenues resulting from elimination of services for Clerk of Courts by \$97,000 as they image their records in their department, decreased volume for Register of Deeds by \$52,000 and decreased volume for District Attorney by \$31,500. Charges to departments for Stellent imaging software licenses of \$33,300 are eliminated resulting from transferring the licenses to End User Technology program, offset by an increase for records center charges by \$33,600 reflecting the second year of a three-year phase in to full cost for storing records at the records center. Fund Balance is for depreciation. Tax Levy of \$20,000 for imaging Accounts Payable invoices for all departments, not charged to other departments, is transferred from Non-Departmental.

Personnel costs decrease by \$86,500 mainly due to decreased temporary extra help by \$71,400 and decreased health insurance by \$13,700 resulting from staff turnover. Proposed reclass of 2.00 FTE Imaging Technician to Records Management Analyst to reflect additional responsibilities of researching and analyzing records management options to assist departments in the most effective and efficient records management options. Operating expenses decrease \$121,450 mainly due to decreased software and equipment maintenance by \$62,800, decreased depreciation by \$43,000 and decreased microfilm supplies by \$13,500. 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.

	2007 Actual (b)	2008 Budget	2008 Estimate	2009 Budget (e)	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 (b)	\$530,430	\$588,323	\$544,778	\$577,477	(\$10,846)
Other Revenue (c)	(\$17,252)	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$8,553	\$8,553
County Tax Levy	\$0	\$0	\$0	\$0	\$0
Total Revenues	\$513,178	\$588,323	\$544,778	\$586,030	(\$2,293)
Personnel Costs	\$14,586	\$14,623	\$14,566	\$15,149	\$526
Operating Expenses	\$443,230	\$496,280	\$474,433	\$555,729	\$59,449
Interdept. Charges	\$10,021	\$15,407	\$16,262	\$15,152	(\$255)
Fixed Assets (a)	\$10,678	\$69,026	\$41,965	\$70,113	\$1,087
Total Expenditures (a)	\$467,837	\$526,310	\$505,261	\$586,030	\$59,720
Operating Income/(Loss) (a)(c)	\$45,341	\$62,013	\$39,517	-	(\$62,013)

- (a) 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.
- (b) Interdepartmental revenues are replacement and maintenance cost chargebacks to departmental users that may be funded by a combination of revenue sources including tax levy.
- (c) 2007 loss on sale of assets of \$17,252 reflects a change in the useful life of copy machines.



Program Highlights

Interdepartmental revenues decrease \$10,800 mostly due to a decrease in mail by \$14,500 reflecting lower postage volume, partially offset by an increase in postage rates. This is partially offset by a \$3,700 increase in copier replacement charges. End User Technology Fund Balance appropriation is for the depreciation expense related to copier machines.

Operating expenses increase \$59,400 mostly due to an increase in copier purchases by \$60,500 reflecting a 123% increase in the number of copiers to be replaced in 2009 compared to 2008, an increase in depreciation of copiers by \$14,500, partially offset by a decrease in postage related expense by \$15,400 reflecting a decrease in volume. Fixed Assets reflects the purchase of replacement copy machines.

Activity – Copier Replacement



	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Copier Purchases					
Total Number of Units in Plan	74	73	74	74	1
Units Purchased Annually	20	13	13	29	16

Activity – Records Management



	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Output Indicators					
Storage Boxes Received (a)	1,861	1,900	1,500	1,900	0
Storage Boxes Destroyed (a)	1,310	1,150	1,150	1,000	(150)
Boxes/Journals Offsite (b)	13,977	14,686	14,327	15,227	541

(a) In the year referenced.

(b) As of December 31 of the year referenced. Given the limited space available at the Records Center, it is estimated that the Center could be at capacity within 3 – 4 years.

Activity – Microfilm/Imaging



	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Output Indicators					
Microfilm Reels Created	315	255	345	250	(5)
Images Converted (Microfilmed & Digitized) (c)(d)	1,550,992	1,598,700	1,626,576	992,700	(606,000)
CD's Produced (c)	1,314	1,200	1,280	1,280	80

(c) Directly related to the real estate market.

(d) An increase in imaging and microfilming in 2008 is due to 2007 work to be completed in 2008.

Activity – Mail Services



	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Output Indicators					
Incoming Mail (Bins)	1,876	1,950	1,950	1,900	(50)
Outgoing Mail (Pieces)	759,677	730,000	743,000	735,000	5,000
Outgoing UPS (Pieces)	316	375	300	300	(75)