

# CITY OF APPLETON 2018 BUDGET CAPITAL IMPROVEMENTS PROGRAM PROJECT REQUEST

## IDENTIFICATION

Project Title: Information Technology

## PROJECT DESCRIPTION

**Justification:**

Storage Area Network

In 2018 our current SAN (Storage Area Network) will be 7 years old, the typical life expectancy of that type of equipment. Due to ever increasing needs to store data / video for even longer, a new SAN, with increased, faster storage and an adequate backup solution are needed. The plan for this solution will be to allow failover between City Hall and FVTC and potentially the Microsoft AZURE cloud service. Many technologies we currently can't utilize on our existing SAN will be provided on the new SAN for increasing security, redundancy and storage capability, snapshot technology. The life expectancy of this new equipment would also be another 7 years.

Council Chambers

The audio / video equipment in the Council Chambers is now approximately 17 years old. Needless to say the technology has improved since it's deployment in both sound and video capabilities. This request would be to implement the latest technology on both sides.

Utilities Wireless

In recent years, cabling to support wireless access throughout the Water and Wastewater plants has been upgraded. This CIP anticipates the need to replace the network hardware in both facilities with equipment comparable to that recently installed at City Center and other facilities. In 2021, the existing equipment will be approximately eight years old.

Firewalls

This CIP anticipates the need to replace and upgrade our network firewalls, a combination of hardware and software that protects our networks from unauthorized access. In 2022, the existing equipment will be eight years old and will likely no longer be able to run the latest versions of software nor have adequate bandwidth to handle the traffic.

**Discussion of operating cost impact:**

Operating cost impact is based on expected yearly support cost required to keep the equipment under maintenance and support.

## DEPARTMENT COST SUMMARY

DEPARTMENT PHASE	2018	2019	2020	2021	2022	Total
IT SAN	500,000	-	-	-	-	\$ 500,000
Firewalls	-	-	-	-	100,000	\$ 100,000
Council Chambers	65,000	-	-	-	-	\$ 65,000
<b>Total - IT Capital Proj. Fund</b>	<b>565,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>100,000</b>	<b>\$ 665,000</b>
IT Wireless Equip.	-	-	-	150,000	-	\$ 150,000
<b>Total - Wastewater Capital Proj</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>150,000</b>	<b>-</b>	<b>\$ 150,000</b>
IT Wireless Equip.	-	-	-	50,000	-	\$ 50,000
<b>Total - Water Capital Proj</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>50,000</b>	<b>-</b>	<b>\$ 50,000</b>
<b>Total - IT Capital Projects</b>	<b>\$ 565,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 200,000</b>	<b>\$ 100,000</b>	<b>\$ 865,000</b>

## COST ANALYSIS

Estimated Cash Flows						
Components	2018	2019	2020	2021	2022	Total
Planning	-	-	-	-	-	\$ -
Land Acquisition	-	-	-	-	-	\$ -
Construction	-	-	-	-	-	\$ -
Other	565,000	-	-	200,000	100,000	\$ 865,000
<b>Total</b>	<b>\$ 565,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 200,000</b>	<b>\$ 100,000</b>	<b>\$ 865,000</b>
Operating Cost Impact	\$ -	\$ -	\$ 20,000	\$ 25,000	\$ 40,000	\$ 85,000

# CITY OF APPLETON 2018 BUDGET CAPITAL IMPROVEMENTS PROGRAM PROJECT REQUEST

## IDENTIFICATION

Project Title: Enterprise Resource Planning (ERP) System

## PROJECT DESCRIPTION

**Justification:**

During 2016, we selected vendors and negotiated contracts for a multi-year project to replace all of the software currently running on the iSeries computer, in anticipation of retiring that computer in 2020 at the end of its useful life. The financial system currently in use is 20 years old and is connected to various other, mostly custom programmed systems (cash receipting, payroll, utility billing, accounts receivable, etc.). The Assessor's and Asset Management systems are both custom programmed, therefore requiring in-house programming capacity and, because they run on the iSeries, tying us to an older programming language (RPG) for which programmers are increasingly difficult to hire. The number and complexity of the interfaces between all of these programs severely limit our ability to provide the level of customer service the citizens of Appleton expect and managers of City departments need.

The process for implementing new technology not only focuses on the technology itself, but also aims to enhance existing business processes performed by individual departments across the City by enabling them to adopt best practices in their various fields. Technology is intended to enhance departmental business processes by:

- Making them both more efficient and effective
- Improving decision-making by improving access to data and tools with which to analyze it
- Providing enhanced customer service to both internal and external customers
- Streamlining processes to reduce costs

It has been determined that the replacement project should be managed in two separate packages - a traditional ERP package for finance, payroll, HR applications, utility billing, asset management and inventory and a Computer-Assisted Mass Appraisal (CAMA) system for property assessments.

The new CAMA system was implemented in August of 2017.

The ERP system implementation was started in Fall of 2016 and continues into 2017. The implementation is broken into phases based on the modules expected to be implemented in a particular year and the entire project is expected to be completed in 2020.

**Discussion of operating cost impact:**

Hardware and software maintenance for the ERP system and CAMA system that replaces the iSeries would begin in 2017 and is estimated at \$112,000. In 2019, the annual maintenance on JD Edwards accounting software would cease. In 2021, the annual maintenance on the iSeries would cease.

## DEPARTMENT COST SUMMARY

DEPARTMENT PHASE	2018	2019	2020	2021	2022	Total
IT ERP system	243,000	471,000	237,000	-	-	\$ 951,000
<b>Total - Information Technology Capital Projects Fund</b>	<b>\$ 243,000</b>	<b>\$ 471,000</b>	<b>\$ 237,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 951,000</b>

## COST ANALYSIS

### Estimated Cash Flows

Components	2018	2019	2020	2021	2022	Total
Planning	-	-	-	-	-	\$ -
Land Acquisition	-	-	-	-	-	\$ -
Construction	-	-	-	-	-	\$ -
Other	243,000	471,000	237,000	-	-	\$ 951,000
<b>Total</b>	<b>\$ 243,000</b>	<b>\$ 471,000</b>	<b>\$ 237,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 951,000</b>
<b>Operating Cost Impact</b>	<b>\$ 115,000</b>	<b>\$ 93,000</b>	<b>\$ 168,000</b>	<b>\$ 130,000</b>	<b>\$ 130,000</b>	<b>\$ 636,000</b>

**CITY OF APPLETON 2018 BUDGET  
CAPITAL PROJECTS FUNDS**

**Information Technology**

**Business Unit 4220**

**PROGRAM MISSION**

This program accounts for funding sources and expenditures for various data processing, communications, and technology related needs.

**PROGRAM NARRATIVE**

**Link to Strategy:**

Implements Key Strategy # 6: "... improve the efficiency and effectiveness of City services..."

**Objectives:**

Further descriptions of projects to be funded from this fund can be found in the Capital Projects section of the budget, as follows:

<u>Project</u>	<u>Subledger</u>	<u>Amount</u>	<u>Page</u>
ERP system (I-series replacement)	2407	\$ 243,000	Projects, Pg. 629
Storage Area Network (SAN) replacement	2403	500,000	Projects, Pg. 630
Council Chambers audio / video upgrade	2416	65,000	Projects, Pg. 630
		<u>\$ 808,000</u>	

**Major changes in Revenue, Expenditures, or Programs:**

No major changes

**PERFORMANCE INDICATORS**

Actual 2015   Actual 2016   Target 2017   Projected 2017   Target 2018

Note: Since this program exists solely to account for funding sources and expenditures for various technology capital investments, there are no continuing performance measures.

**DEPARTMENT BUDGET SUMMARY**

Unit	Programs Title	Actual		Budget			% Change *
		2015	2016	Adopted 2017	Amended 2017	2018	
	<b>Program Revenues</b>	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -	N/A
	<b>Program Expenses</b>	\$ 340,734	\$ 551,309	\$ 452,000	\$ 1,093,102	\$ 808,000	78.76%
<b>Expenses Comprised Of:</b>							
	Personnel	-	4,419	-	-	-	N/A
	Administrative Expense	-	-	-	-	-	N/A
	Supplies & Materials	-	-	-	-	-	N/A
	Purchased Services	-	-	-	-	-	N/A
	Utilities	-	-	-	-	-	N/A
	Repair & Maintenance	-	-	-	-	-	N/A
	<b>Capital Expenditures</b>	340,734	546,890	452,000	1,093,102	808,000	78.76%

\* % change from prior year adopted budget  
IS Cap Proj Fund.xls

**CITY OF APPLETON 2018 BUDGET  
CAPITAL PROJECTS FUNDS**

**Information Technology**

**Business Unit 4220**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
<b>Revenues</b>					
4710 Interest on Investments	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -
5910 Proceeds of Long-term Debt	261,000	980,248	452,000	452,000	522,060
5921 Trans In - General Fund	-	-	-	-	-
5925 Trans In - Wastewater	-	-	-	-	-
5926 Trans In - Water	-	-	-	-	-
5933 Trans In - Stormwater	-	-	-	-	-
<b>Total Revenue</b>	<b>\$ 261,702</b>	<b>\$ 977,300</b>	<b>\$ 452,000</b>	<b>\$ 452,000</b>	<b>\$ 522,060</b>
<b>Expenses</b>					
6108 Overtime	\$ -	\$ 4,419	\$ -	\$ -	\$ -
6404 Consulting	-	-	-	-	-
6327 Miscellaneous Equipment	-	-	-	-	-
6804 Equipment	340,734	546,890	75,000	716,102	565,000
6815 Software Acquisition	-	-	377,000	377,000	243,000
<b>Total Expense</b>	<b>\$ 340,734</b>	<b>\$ 551,309</b>	<b>\$ 452,000</b>	<b>\$ 1,093,102</b>	<b>\$ 808,000</b>

**DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000**

Equipment

Storage Area Network (SAN) replacement	\$ 500,000
Council Chambers audio/video	65,000
ERP system	243,000
	<u>\$ 808,000</u>

**CITY OF APPLETON 2018 BUDGET**  
**INFORMATION TECHNOLOGY**  
**SCHEDULE OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE (DEFICIT)**

<b>Revenues</b>	2015 Actual	2016 Actual	2017 Budget	2017 Projected	2018 Budget
Interest Income	\$ 702	\$ (2,948)	\$ -	\$ -	\$ -
Other	-	-	-	-	-
Total Revenues	702	(2,948)	-	-	-
<b>Expenses</b>					
Program Costs	340,734	551,309	452,000	675,000	808,000
Total Expenses	340,734	551,309	452,000	675,000	808,000
Revenues over (under) Expenses	(340,032)	(554,257)	(452,000)	(675,000)	(808,000)
<b>Other Financing Sources (Uses)</b>					
Proceeds of G.O. Debt	261,000	980,248	452,000	427,000	522,060
Operating Transfers In	-	-	-	-	-
Operating Transfers Out	-	-	-	-	-
Total Other Financing Sources (Uses)	261,000	980,248	452,000	427,000	522,060
Net Change in Equity	(79,032)	425,991	-	(248,000)	(285,940)
Fund Balance - Beginning	186,981	107,949	533,940	533,940	285,940
Fund Balance - Ending	\$ 107,949	\$ 533,940	\$ 533,940	\$ 285,940	\$ -

**CITY OF APPLETON 2018 BUDGET**

**INFORMATION TECHNOLOGY**

**Information Technology Director: Dean J. Fox**

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

### MISSION STATEMENT

The Information Technology Department serves to provide all City departments with reliable, timely and accurate computer applications, as well as planning and implementation of technology related hardware and services that are both cost effective and responsive to departmental needs.

### DISCUSSION OF SIGNIFICANT 2017 EVENTS

As the City's Information Technology (IT) Department remains ever vigilant of the technology needs of our departments, our increasing dependence on technology and the ability to manage it continues to be a priority. Essential functions of the IT Department are; providing services such as monitoring network and operating systems, ensuring the performance of backups, maintaining security procedures and protocols, and providing hardware and software technical support for all technology infrastructure components to ensure that technology resources are accessible to City staff. Plans and strategies to improve technology systems as we move forward will continue to be evaluated. Our goal is, and always has been, to be as close to 100% uptime as possible. As the department continues to evolve with technology, we will focus on understanding how the IT role is changing, look at IT as a complete part of making the City departments technically successful, driving new business initiatives and becoming a strategic partner with each department for the benefit of the City. Our goal is for the IT Department to be a seamless partner with other City Departments allowing the technology to work for them behind the scenes.

The following summarizes significant events in 2017:

Took our first step into operating in the cloud by moving our Microsoft Exchange email server to an Office 365 cloud environment

Began the migration of our workstations to Microsoft Windows 10 from Windows 7

Continued to add additional components to our security assessment, continuing offsite monitoring and intrusion detection; increased end point protection with additional malware software

Continued work on the City's website, went into partnership with Site-Improve for website monitoring as well as continue to self-monitor and keep the site fresh and the information set up in an easy to use format

Installed new Meraki wireless system in most City buildings and Houdini Plaza, implementing the latest security best practices along with it

Implemented a new document management system for the Legal Department

Continued to replace and upgrade PCs and laptops to stay as close to a 4 year replacement cycle as financially feasible

Continued with the project of replacing the iSeries mainframe and related software with a networked Enterprise Resource Planning (ERP) System and asset management, inventory and Computer Assisted Mass Appraisal (CAMA) systems. The CAMA system went live in the summer of 2017 and the Finance modules are scheduled to go live in November of 2017. The next steps for 2018 will be implementation of the HR and Payroll modules.

Significant programming work continues in preparing the data on the iSeries to convert to the ERP program along with SQL programming to transition both the CAMA and ERP projects

Work continues on the redundancy needed for our AAMFON fiber to anticipate as many disaster scenarios as possible

Programming changes as needed to enhance the intranet applications used by various departments

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

### MAJOR 2018 OBJECTIVES

Proactively find opportunities to streamline processes and improve communications. Collaborative efforts with the Appleton School District along with Fox Valley Technical College and Outagamie County on potential shared costs will always be explored when feasible. Included in the collaborative efforts will be working with other agencies in the growth of the Appleton Area Metropolitan Fiber Optic Network (AAMFON) and continued updating and increasing of its utilization and bandwidth. This will become even more important since the need for additional stable bandwidth is ever-increasing.

Move toward completion of the ERP system and further implementation of the selected modules

Continue to upgrade the necessary PC's, laptops, MDC's and tablets to maximize efficiency and minimize the cost of maintaining older equipment

Review and analyze existing technical and system operations to improve effectiveness and keep pace with the technological landscape; with continuous improvement and enhancement, our goal is to achieve 99.999% uptime of our systems

Enhance the build-out of a disaster recovery system from the original 2015 project, ensuring the most effective way of protecting the City's data using the latest offsite backup technology; continue a business continuity plan for the IT Department, giving us procedures to follow in case of an emergency

Replace the Storage Area Network (SAN) with new updated hardware and the latest software to ensure confidentiality, integrity and availability of all City data

Work with individual departments to become a closer business partner and help identify departmental technology needs and advancements

Utilize cloud services whenever financially and technically feasible

Develop and establish information technology-related goals and objectives

### DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2015	2016	Adopted 2017	Amended 2017	2018	Change *
<b>Program Revenues</b>		\$ -	\$ -	\$ -	\$ -	\$ -	N/A
<b>Program Expenses</b>							
13010	Administration	217,978	221,727	257,701	258,910	264,099	2.48%
13020	Mainframe	396,867	365,378	402,217	403,111	343,064	-14.71%
13030	Network	1,113,278	1,117,308	1,157,295	1,197,678	1,238,155	6.99%
<b>TOTAL</b>		<b>\$ 1,728,123</b>	<b>\$ 1,704,413</b>	<b>\$ 1,817,213</b>	<b>\$ 1,859,699</b>	<b>\$ 1,845,318</b>	<b>1.55%</b>
<b>Expenses Comprised Of:</b>							
	Personnel	952,829	966,923	1,021,735	1,026,387	1,020,185	-0.15%
	Administrative Expense	65,540	57,849	62,714	62,714	58,714	-6.38%
	Supplies & Materials	146,267	177,967	177,000	177,000	176,500	-0.28%
	Purchased Services	(6,190)	17,784	17,000	43,094	36,600	115.29%
	Utilities	5,102	6,863	5,550	5,550	7,350	32.43%
	Repair & Maintenance	564,575	477,027	533,214	544,954	545,969	2.39%
	Capital Expenditures	-	-	-	-	-	N/A
<b>Full Time Equivalent Staff:</b>							
	Personnel allocated to programs	11.00	11.00	11.00	11.00	11.00	

\* % change from prior year adopted budget  
Technology Services.xls



## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Administration**

**Business Unit 13010**

### PROGRAM MISSION

To ensure that staff within the Information Technology Department can perform their duties in an effective manner while working in a pleasing and comfortable atmosphere, we will provide necessary tools, equipment, training and support to promote a healthy work environment that encourages customer support and personal development.

### PROGRAM NARRATIVE

**Link to City Goals:**

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 3: "Recognize and grow everyone's talents", # 4: "Continuously assess trends affecting the community and proactively respond", # 6: "Create opportunities and learn from successes and failures" and # 7: "Communicate our success through stories and testimonials".

**Objectives:**

Provide training resources to maintain, enhance and develop skills for efficient job performance and personal development of staff

Provide workspace, parking and supplies to create a comfortable working environment that meets safety and environmental needs

Provide resources including telephone and voicemail to enhance communication opportunities for staff

Provide for opportunities to network with industry professionals through memberships and subscriptions to trade publications

**Major changes in Revenue, Expenditures, or Programs:**

The increase in utilities expense in this budget is the result of greater use of mobile devices, particularly laptops and tablets using air cards for remote access to the City network.

### PERFORMANCE INDICATORS

	Actual 2015	Actual 2016	Target 2017	Projected 2017	Target 2018
<b>Strategic Outcomes</b>					
Reduce hardware to become "green" department					
% of virtual vs physical servers	95%	95%	95%	99%	99%
Safeguarding data					
# of audit records requiring security attention	4	0	4	0	0
<b>Work Process Outputs</b>					
IT Expense per FTE employee; (national average approx. \$11,770)	\$ 2,903	\$ 2,768	\$ 2,841	\$ 2,841	\$ 3,065
IT staff training (hours)	440	520	880	880	880
Telephone numbers supported	770	770	770	770	770

**CITY OF APPLETON 2018 BUDGET  
INFORMATION TECHNOLOGY**

**Administration**

**Business Unit 13010**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 125,037	\$ 124,476	\$ 148,251	\$ 149,304	\$ 151,371
6150 Fringes	38,240	40,111	51,936	52,092	53,914
6201 Training\Conferences	39,424	33,269	33,000	33,000	33,000
6206 Parking Permits	4,269	4,057	4,464	4,464	4,464
6301 Office Supplies	761	830	1,000	1,000	1,000
6303 Memberships & Licenses	50	50	50	50	50
6305 Awards & Recognition	192	284	200	200	200
6320 Printing & Reproduction	1,406	1,252	2,000	2,000	1,500
6327 Miscellaneous Equipment	1,729	75	2,000	2,000	2,000
6413 Utilities	3,360	5,112	3,800	3,800	5,600
6599 Other Contracts/Obligations	3,510	12,211	11,000	11,000	11,000
<b>Total Expense</b>	<b>\$ 217,978</b>	<b>\$ 221,727</b>	<b>\$ 257,701</b>	<b>\$ 258,910</b>	<b>\$ 264,099</b>

**DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000**

Training

Average 2 week training per year per staff member

\$ 33,000
<u>\$ 33,000</u>

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

Mainframe

Business Unit 13020

### PROGRAM MISSION

To ensure that all mainframe users can collect, process and manage needed information and communicate more effectively, we will assist with the analysis, development, testing and implementation of new and upgraded automated systems, as well as maintain the availability and reliability of the mainframe computer.

### PROGRAM NARRATIVE

**Link to City Goals:**

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 4: "Continuously assess trends affecting the community and proactively respond", and # 6: "Create opportunities and learn from successes and failures".

**Objectives:**

- Communicate on a regular basis with department liaisons to ascertain information needs
- Complete ongoing prioritization of all new and existing mainframe system development tasks
- Coordinate, prioritize and complete department projects in line with available resources, and ensure all departments are regularly kept informed of progress
- Enhance knowledge of newly implemented technology including hardware, software and specialized systems through effective training programs
- Maintain availability of reliable computer hardware and software through a cost effective upgrade schedule
- Continue work on replacement of the iSeries with the Enterprise Resource Planning (ERP) package

**Major changes in Revenue, Expenditures, or Programs:**

A reduction in modules used on the iSeries as use of programs that are part of the ERP system project continues to ramp up has reduced IT's need for in-house programmers. One programmer position previously budgeted as full time is vacant following a retirement but remains on the table of organization pending further review of IT's staffing needs as the transition away from the iSeries proceeds. For 2018, this position is budgeted as half time and unbenefited.

The reduction in software support expense reflects the planned termination of the maintenance agreement for the JDEdwards software. With the transition to the Tyler Munis software it will no longer be needed and is planned to be dropped after the first quarter. Support for the Tyler software is budgeted in the Network program.

### PERFORMANCE INDICATORS

	Actual 2015	Actual 2016	Target 2017	Projected 2017	Target 2018
<b>Client Benefits/Impacts</b>					
Rapid response to information needs					
# of requests over 6 months old	8	6	1	6	6
# of project requests outstanding	8	16	5	10	6
<b>Strategic Outcomes</b>					
Sustain personnel resource allocation					
% of staff time allocated to new application development (estimate)	50%	50%	25%	25%	20%
(Goal is for the % to decline as we move closer to a replacement technology)					
<b>Work Process Outputs</b>					
# of new requests received	226	157	100	85	75
# of user accounts supported	520	520	520	520	520

**CITY OF APPLETON 2018 BUDGET  
INFORMATION TECHNOLOGY**

**Mainframe**

**Business Unit 13020**

**PROGRAM BUDGET SUMMARY**

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 246,902	\$ 224,606	\$ 254,760	\$ 255,538	\$ 231,539
6104 Call Time	1,961	1,533	2,233	2,233	2,841
6150 Fringes	83,849	79,415	85,024	85,140	70,179
6327 Miscellaneous Equipment	3,858	246	1,000	1,000	1,000
6418 Equip Repairs & Maint	19,057	1,856	24,500	24,500	20,000
6424 Software Support	41,240	57,722	34,700	34,700	17,505
Total Expense	<u>\$ 396,867</u>	<u>\$ 365,378</u>	<u>\$ 402,217</u>	<u>\$ 403,111</u>	<u>\$ 343,064</u>

**DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000**

Equipment Repairs & Maint

IBM iSeries maintenance	\$ 20,000
	<u>\$ 20,000</u>

Software Support

Elite forms	\$ 1,400
ABSTRACT	1,400
JDEdwards	5,805
SEQUEL	8,000
Misc. software	900
	<u>\$ 17,505</u>

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

**Network**

**Business Unit 13030**

### PROGRAM MISSION

To ensure that users of City network data and communication systems can continue to perform automated functions in an effective manner, we will maintain the availability and reliability of such systems and correct any operational problems, as well as provide appropriate upgrades and development of new systems as needed.

### PROGRAM NARRATIVE

**Link to City Goals:**

Implements Key Strategies # 1: "Prompt delivery of excellent services", # 2: "Encourage active community participation and involvement", # 4: "Continuously assess trends affecting the community and proactively respond", and # 6: "Create opportunities and learn from successes and failures".

**Objectives:**

- Minimize downtime of computer systems, applications, phone, voice mail and copier services through timely and skilled maintenance and problem solving
- Maintain availability of reliable hardware and software through a cost effective maintenance and upgrade schedule
- Enhance effective information availability through the internal intranet as well as the external internet site
- Continue work toward full utilization of the fiber optic network which will vastly increase the efficiency of network administration as well as the speed at which employees can access information

**Major changes in Revenue, Expenditures, or Programs:**

Equipment repairs and maintenance expenses have increased due to the maintenance cost of the recently upgraded and expanded wireless access and the video conferencing unit used for remote access to Council meetings.

The increases in software support include Microsoft licensing, reflecting both the number of machines covered and the move to Office 365 software, malware protection, the backup system, IT trouble ticket management software, increased use of Adobe Cloud Suite software, website support and the new software for the Legal Department's document management software (\$22,050).

### PERFORMANCE INDICATORS

	<u>Actual 2015</u>	<u>Actual 2016</u>	<u>Target 2017</u>	<u>Projected 2017</u>	<u>Target 2018</u>
<b>Client Benefits/Impacts</b>					
Quick problem resolution					
# of project requests outstanding	4	5	4	5	5
<b>Strategic Outcomes</b>					
Minimized disruption to City operations because of hardware/software issues					
Ratio of IT Staff to Users; (national average 1:50)	1:56	1:59	1:59	1:59	1:59
<b>Work Process Outputs</b>					
New systems implemented					
# of network accounts supported	620	620	620	620	620
# of computers maintained	475	500	520	520	520
# PC's replaced/upgraded	77	75	108	90	85
Help Desk problems resolved					
# of calls / email handled by help desk	17,000	12,000	12,000	15,000	15,000
# personnel trained	11	11	11	10.5	10.5
# of hours of training	New measure →		880	770	880

## CITY OF APPLETON 2018 BUDGET INFORMATION TECHNOLOGY

Network

Business Unit 13030

### PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2015	2016	Adopted 2017	Amended 2017	2018
Expenses					
6101 Regular Salaries	\$ 326,002	\$ 347,629	\$ 341,191	\$ 343,410	\$ 350,635
6104 Call Time	1,444	1,057	2,701	2,701	3,457
6105 Overtime	2,559	3,082	2,034	2,034	2,082
6150 Fringes	126,834	145,014	133,605	133,935	154,167
6301 Office Supplies	20,845	19,360	24,000	24,000	20,000
6327 Miscellaneous Equipment	139,275	176,394	172,000	172,000	172,000
6404 Consulting Services	(9,701)	5,572	6,000	32,094	25,600
6413 Utilities	1,743	1,751	1,750	1,750	1,750
6418 Equip. Repairs & Maint	48,642	51,211	48,100	48,100	57,300
6419 Communication Eq. Repairs	27,221	26,794	23,000	23,000	25,000
6424 Software Support	428,414	339,444	402,914	414,654	426,164
<b>Total Expense</b>	<b>\$ 1,113,278</b>	<b>\$ 1,117,308</b>	<b>\$ 1,157,295</b>	<b>\$ 1,197,678</b>	<b>\$ 1,238,155</b>

### DETAILED SUMMARY OF 2018 PROPOSED EXPENDITURES > \$15,000

<u>Office Supplies</u>		<u>Software Support</u>	
Network supplies - toner, ink, tapes	\$ 20,000	Microsoft agreement	\$ 150,000
	<u>\$ 20,000</u>	Mitel VoIP support	42,500
		GIS - DLT solutions	19,200
<u>Miscellaneous Equipment</u>		Doc management support	15,000
Upgrade PC's and laptops	\$ 83,000	Anti-Virus subscription	5,500
Upgrade MDC's (20)	56,000	Spam filtering	5,000
Misc. network hardware	20,000	Sgt. labs support	3,300
Application and network management	13,000	Unitrends Software Support	20,000
	<u>\$ 172,000</u>	NEOGOV	13,000
		Track-IT support	4,000
<u>Consulting</u>		Miscellaneous software	12,000
Network firewall security monitoring	\$ 16,440	Shopkey (MSB/Transit)	1,800
Other network support	9,160	SignCAD/SignCAM (MSB)	1,600
	<u>\$ 25,600</u>	RecTrac support (Parks)	5,600
		Forensic software (PD)	1,600
<u>Equip. Repairs &amp; Maint.</u>		ID networks (PD)	4,200
NovaTime(Parks/Transit)	\$ 1,300	Adobe Creative Suite	7,000
SAN hardware support	12,500	Vision Internet	9,000
Porter Lee (Police Evidence System)	1,700	Cycom document mgmt.	1,200
Core switch support	18,000	Win-Wam (Health W&M)	1,800
Firewall support	14,600	ArcGIS ELS (CD - GIS)	56,070
HighFive (Council meetings)	2,700	CAD (AFD APD)	20,794
Wireless equipment	6,500	NetMotion	5,500
	<u>\$ 57,300</u>	CAMA Support (Assessor)	20,500
			<u>\$ 426,164</u>
<u>Communication Equip. Repair</u>			
Pro-rata share of fiber network costs	\$ 25,000		
	<u>\$ 25,000</u>		

City of Appleton  
2018 Budget  
Revenue and Expense Summary

Description	2015 Actual	2016 Actual	2017 YTD Actual	2017 Adopted Budget	2017 Amended Budget	2018 Requested Budget	2018 Adopted Budget
<b>REVENUES</b>							
TOTAL REVENUES	0	0	0	0	0	0	0
<b>EXPENSES BY LINE ITEM</b>							
Regular Salaries	617,006	615,827	461,199	744,202	748,252	0	733,545
Call Time	3,405	2,590	3,028	4,934	4,934	0	6,298
Overtime	2,559	3,082	482	2,034	2,034	0	2,082
Sick Pay	5,224	1,350	1,725	0	0	0	0
Vacation Pay	75,713	79,534	55,416	0	0	0	0
Fringes	248,922	264,541	185,386	270,565	271,167	0	278,260
Salaries & Fringe Benefits	952,829	966,924	707,236	1,021,735	1,026,387	0	1,020,185
Training & Conferences	39,424	33,269	29,175	33,000	33,000	33,000	33,000
Parking Permits	4,269	4,057	4,089	4,464	4,464	4,464	4,464
Office Supplies	21,605	20,190	10,990	25,000	25,000	25,000	21,000
Memberships & Licenses	50	50	50	50	50	50	50
Awards & Recognition	192	284	0	200	200	200	200
Administrative Expense	65,540	57,850	44,304	62,714	62,714	62,714	58,714
Printing & Reproduction	1,406	1,252	955	2,000	2,000	2,000	1,500
Miscellaneous Equipment	144,862	176,714	90,043	175,000	175,000	175,000	175,000
Supplies & Materials	146,268	177,966	90,998	177,000	177,000	177,000	176,500
Consulting Services	9,701-	5,572	14,798	6,000	32,094	25,600	25,600
Other Contracts/Obligations	3,510	12,211	3,600	11,000	11,000	11,000	11,000
Purchased Services	6,191-	17,783	18,398	17,000	43,094	36,600	36,600
Electric	0	0	0	0	0	1,750	1,750
Telephone	2,815	2,692	2,334	2,950	2,950	0	0
Cellular Telephone	2,287	4,171	3,550	2,600	2,600	5,600	5,600
Utilities	5,102	6,863	5,884	5,550	5,550	7,350	7,350
Equipment Repair & Maintenance	67,699	53,067	48,311	72,600	72,600	93,000	77,300
Communications Equip. Repairs	27,221	26,794	98	23,000	23,000	25,000	25,000
Software Support	469,655	397,166	392,031	437,614	449,354	459,664	443,669
Repair & Maintenance	564,575	477,027	440,440	533,214	544,954	577,664	545,969
Capital Expenditures	0	0	0	0	0	0	0
TOTAL EXPENSES	1,728,123	1,704,413	1,307,260	1,817,213	1,859,699	861,328	1,845,318