

CITY OF APPLETON 2023 BUDGET

INFORMATION TECHNOLOGY

Information Technology Director: Corey J. Popp

CITY OF APPLETON 2023 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 2022 EVENTS

The Information Technology staff continued to support the City's departments, staff, and citizens' increasing dependence on reliable IT services through a focus on shoring up staff, processes, and network security. Some examples of accomplishments in 2022 are:

Strategy

- Began reorganizing the IT Department around a global standard for IT service offerings called the Information Technology Infrastructure Library framework (ITIL).
- Contracted with a vendor for a 4-part security and network infrastructure assessment.
- Renamed the Network and Mainframe IT divisions to Operations and Development respectively on the department Table of Organization.

Design

- An IT Service Catalog was compiled. The catalog documents IT services the department provides to City of Appleton staff and citizens.
- An inventory of physical and virtual servers and their purposes was documented.
- Following best-practice assessments, new and more secure configuration policies have been applied to the City's firewall, email protection system, and AI incident-response systems.
- Managed endpoint detection and response (EDR) software now secures the City's computers.
- Security access controls were implemented on desktop and laptop computers.
- Multi-factor Authentication (MFA) was implemented on the City's email system and remote-access VPN.
- The Software Engineer role was moved from the IT Operations division to the Development division.

Operations

- New help desk software went live in January 2022. The multi-channel system facilitates ticket creation by way of emails, Intranet, telephone, walk-ups, and chat.
- The help desk software automatically routes tickets for user-security updates and request fulfillment to appropriate IT staff.
- Electronic event monitoring now automatically opens help desk tickets for urgent events captured by system logs.
- Three staff positions turned over in Operations. Two of those positions have been filled and the third is expected to be filled by the end of 2022.
- An administrative assistant position was added. It is shared between Information Technology (0.2 FTE) and Human Resources (0.8 FTE).

Continual Service Improvement

- Helpdesk ticket processing is now a Key Performance Indicator (KPI).
- 3,009 help desk tickets were created from January 1 to June 30.
- 2,942 help desk tickets were resolved in the same timeframe.

CITY OF APPLETON 2023 BUDGET INFORMATION TECHNOLOGY

MAJOR 2023 OBJECTIVES

Strategy

- Expand the ITIL framework to include the Service Transition phase, as well as define additional processes under existing phases.
- Continue to reorganize the budget with careful recategorization and tracking of IT expenses.
- Transition from a capital expenditure (CapEx) spending model to an operating expense (OpEx) spending model.
- Hire a Deputy Director to assist with project coordination, help desk oversight, and staff management.

Design

- Continue the conversion of applications from the iSeries mainframe to the ERP system.
- Redesign and relaunch the City website as appleton.gov.
- Contract with an IT supplier to support custom applications and interfaces.
- Contract with an IT supplier to establish expertly managed network and data-center services.
- Seek opportunities to convert in-house application hosting to SaaS, managed services, or cloud hosting.
- Continue to implement automation opportunities that utilize managed services and/or AI to respond in real time to security incidents.

Transition

- Implement the Change Management process.
- Implement the Release & Deployment process.

Operations

- Continue to ensure that IT services are delivered effectively and efficiently by fulfilling user requests, resolving service failures, fixing problems, and carrying out routine operational tasks.

Continual Service Improvement

- Add an "actual vs budget" KPI to the IT Dashboard.
- Continue to identify additional KPIs for display on the IT Dashboard.

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2020	2021	Adopted 2022	Amended 2022	2023	Change *
Program Revenues		\$ -	\$ -	\$ -	\$ -	\$ -	N/A
Program Expenses							
13010	Administration	181,167	131,158	209,606	209,606	370,452	76.74%
13020	Development	275,101	278,001	380,593	380,593	560,845	47.36%
13030	Network	1,556,703	1,717,720	1,678,506	1,696,506	1,758,843	4.79%
TOTAL		\$ 2,012,971	\$ 2,126,879	\$ 2,268,705	\$ 2,286,705	\$ 2,690,140	18.58%
Expenses Comprised Of:							
Personnel		952,841	969,008	1,087,861	1,087,861	1,097,125	0.85%
Training & Travel		19,253	21,648	31,780	31,780	32,596	2.57%
Supplies & Materials		161,310	133,810	169,700	169,700	139,250	-17.94%
Purchased Services		879,567	1,002,413	979,364	997,364	1,421,169	45.11%
Full Time Equivalent Staff:							
Personnel allocated to programs		11.00	10.00	10.00	10.00	10.00	

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

**CITY OF APPLETON 2023 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: "Responsibly deliver 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:

Hire a Deputy Director of Information Technology.

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.

Major changes in Revenue, Expenditures, or Programs:

The increase in salaries and fringe is partially due to the addition of an administrative assistant position that is shared with Human Resources.

The decrease in Other Contract/Obligations reflects costs that are being moved to business unit 13030.

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

Administration

Business Unit 13010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Expenses					
610100 Regular Salaries	\$ 114,397	\$ 72,965	\$ 120,973	\$ 120,973	\$ 253,282
615000 Fringes	32,940	17,064	37,153	37,153	77,324
620100 Training/Conferences	13,286	16,248	28,000	28,000	28,000
620200 Mileage Reimbursement	-	1,620	-	-	720
620600 Parking Permits	3,780	3,780	3,780	3,780	3,876
630100 Office Supplies	953	707	1,000	1,000	1,000
630300 Memberships & Licenses	50	50	-	-	50
630500 Awards & Recognition	250	-	200	200	200
632001 City Copy Charges	1,271	1,516	1,500	1,500	1,500
632700 Miscellaneous Equipment	2,378	2,170	1,000	1,000	1,000
641300 Utilities	3,092	2,996	5,000	5,000	3,500
659900 Other Contracts/Obligation	8,770	12,042	11,000	11,000	-
Total Expense	<u>\$ 181,167</u>	<u>\$ 131,158</u>	<u>\$ 209,606</u>	<u>\$ 209,606</u>	<u>\$ 370,452</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

Training/Conferences

Microsoft systems	\$ 5,000
Virtual systems	7,000
Network training	8,000
Certification training	4,000
Project & service management	4,000
	<u>\$ 28,000</u>

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

Development

Business Unit 13020

PROGRAM MISSION

To ensure that all ERP 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 ERP and related systems.

PROGRAM NARRATIVE

Link to City Goals:

Implements Key Strategies # 1: "Responsibly deliver 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:

Implement Utility Billing on the enterprise resource planning (ERP) system

Move the ERP from in-house servers to SaaS (Software as a Service)

Develop a new City website

Continue support of the legacy iSeries platform

Major changes in Revenue, Expenditures, or Programs:

The increased software support reflects ERP costs being moved from business unit 13030 to 13020 and the additional annual recurring costs required to move the ERP system from in-house to SaaS.

The decrease in Salaries and Fringes reflects the elimination of the vacant Software Engineer FTE. Due to this elimination, Consulting Services increased for the estimated outsourcing costs for support of custom applications and interfaces to a third party.

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

Development

Business Unit 13020

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Expenses					
610100 Regular Salaries	\$ 195,970	\$ 180,431	\$ 264,407	\$ 264,407	\$ 173,304
610400 Call Time Wages	707	779	1,970	1,970	2,043
610800 Part-Time Wages	-	20,956	-	-	-
615000 Fringes	58,545	64,464	96,216	96,216	60,523
632700 Miscellaneous Equipment	308	-	-	-	-
640400 Consulting Services	-	-	-	-	12,000
641800 Equip. Repairs & Maint.	6,811	6,810	7,000	7,000	7,000
642400 Software Support	12,760	4,561	11,000	11,000	305,975
Total Expense	\$ 275,101	\$ 278,001	\$ 380,593	\$ 380,593	\$ 560,845

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

Software Support

Tyler ERP SaaS	\$ 262,775
Website development and licensing	24,000
Internet domain registrations/SSL certs	2,000
EliteForms	2,000
HelpSystems	8,000
Prodata DBU Maint	500
Cobol	500
Website accessibility software	4,000
Apex Dev software	2,200
Total	\$ 305,975

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

Operations

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: "Responsibly deliver 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:

Reduce dependency on the City Hall data center and IT staff by seeking opportunities to convert in-house hosted IT services to SaaS (Software-as-a-Service) cloud offerings.

Increase reliability of IT services by contracting with third parties to provide network and data-center managed services.

Continue to recategorize and align software support, network security, and maintenance budgets to provide a more accurate reflection of IT costs and descriptions.

Major changes in Revenue, Expenditures, or Programs:

The Software Support budget related to the ERP was moved to business unit 13020.

The increase in Netmotion costs reflect moving the mission-critical mobile VPN to a SaaS solution.

Actual costs have exceeded budgeted costs in several categories for one or two years. Budgeted costs were adjusted to reflect actual costs across all categories, and more detailed descriptions of those items have been added.

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

Operations

Business Unit 13030

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2020	2021	Adopted 2022	Amended 2022	2023
Expenses					
610100 Regular Salaries	\$ 403,510	\$ 444,527	\$ 402,167	\$ 402,167	\$ 378,691
610400 Call Time Wages	3,739	4,544	4,011	4,011	3,777
610500 Overtime Wages	2,708	4,177	2,099	2,099	1,931
615000 Fringes	140,323	159,100	158,865	158,865	146,250
620100 Training/Conferences	2,187	-	-	-	-
630100 Office Supplies	5,549	8,692	20,000	20,000	9,500
632700 Miscellaneous Equipment	150,551	120,674	146,000	146,000	126,000
640400 Consulting Services	93,900	52,211	70,250	88,250	35,000
641307 Telephone	2,271	2,288	1,750	1,750	1,750
641800 Equipment Repairs & Maint.	45,853	31,560	43,594	43,594	114,300
641900 Communication Eq. Repairs	27,676	13,503	30,000	30,000	42,000
642400 Software Support	678,436	757,506	659,120	659,120	730,394
642600 Network Security Support	-	118,938	140,650	140,650	169,250
Total Expense	<u>\$ 1,556,703</u>	<u>\$ 1,717,720</u>	<u>\$ 1,678,506</u>	<u>\$ 1,696,506</u>	<u>\$ 1,758,843</u>

DETAILED SUMMARY OF 2023 PROPOSED EXPENDITURES > \$15,000

<u>Miscellaneous Equipment</u>		<u>Software Support</u>	
Upgrade PCs and laptops	\$ 83,000	Microsoft agreement	\$ 144,000
Upgrade MDCs	30,000	Axon Evidence	90,000
Misc. network hardware	13,000	Outagamie County (Spillman)	70,000
	<u>\$ 126,000</u>	ArcGIS ESRI	57,000
		Mitel VoIP support	44,000
		Azure	36,000
<u>Consulting</u>		Autodesk (DLT)	28,000
Telephone system consulting	\$ 18,000	NEOGOV	24,000
Network consulting	17,000	Doc management (Metafile)	22,000
	<u>\$ 35,000</u>	Patriot Properties	22,000
		ImageTrend (Fire RMS)	22,000
<u>Equip. Repairs & Maint.</u>		Velocity	22,000
Wireless Licensing	\$ 26,000	Target Solutions/Crewsense	20,000
Core switch support	13,300	Adobe Creative Suite	16,000
Data-center managed services	37,500	Facilicad/Identicard	13,294
Network managed services	37,500	Vision Internet	10,000
	<u>\$ 114,300</u>	ArchiveSocial	10,000
		Virtualization software	10,000
<u>Communication Equip. Repair</u>		Vermont Sys (RecTrac)	6,100
Pro-rata share of fiber network costs	\$ 30,000	Cycom CityLaw	11,400
WiscNet Internet Service	12,000	OnceHub	5,000
	<u>\$ 42,000</u>	Miscellaneous software	5,000
		ID networks (PD)	4,300
<u>Network Security Support</u>		PDQ/Dell Inventory software	4,300
EDR/NGAV Managed Service (Sophos)	\$ 45,700	Modeco Timescape	4,000
Phishing Security SaaS (KnowBe4)	10,000	Granicus govAccess	3,400
Firewall security monitoring (Nexum)	16,350	Video conferencing (Zoom)	3,000
Spam/Phishing filtering (Barracuda)	49,000	Farozone diagram software	2,600
Patching notification (Tenable)	5,200	GlobalTraffic Opticom	2,200
Mobile VPN (NetMotion)	28,000	CradlePoint (AFD)	2,200
Network penetration testing	15,000	Porter Lee Beast evidence	2,200
	<u>\$ 169,250</u>	Apex Sketching (Assessors)	2,200
		Carahsoft OpenRoads	2,000
		Inframanage	2,000
		Mitchell (Shopkey)	1,800
		Win-Wam (Health W&M)	1,800
		Helpdesk	1,700
		Forensic software (PD)	1,600
		Novatime (Transit)	1,300
			<u>\$ 730,394</u>

**CITY OF APPLETON 2023 BUDGET
INFORMATION TECHNOLOGY**

	2020 <u>ACTUAL</u>	2021 <u>ACTUAL</u>	2022 <u>YTD ACTUAL</u>	2022 <u>ORIG BUD</u>	2022 <u>REVISED BUD</u>	2023 <u>BUDGET</u>
Salaries						
610100 Regular Salaries	648,171	602,603	202,124	787,547	787,547	805,277
610400 Call Time Wages	4,446	5,323	1,658	5,981	5,981	5,820
610500 Overtime Wages	2,708	4,177	738	2,099	2,099	1,931
610800 Part-Time Wages	-	20,956	12,520	-	-	-
611400 Sick Pay	594	-	17,724	-	-	-
611500 Vacation Pay	65,113	95,323	21,922	-	-	-
615000 Fringes	<u>231,809</u>	<u>240,626</u>	<u>82,860</u>	<u>292,234</u>	<u>292,234</u>	<u>284,097</u>
TOTAL PERSONNEL	952,841	969,008	339,546	1,087,861	1,087,861	1,097,125
Training~Travel						
620100 Training/Conferences	15,473	16,248	-	28,000	28,000	28,000
620200 Mileage Reimbursement	-	1,620	360	-	-	720
620600 Parking Permits	<u>3,780</u>	<u>3,780</u>	<u>3,780</u>	<u>3,780</u>	<u>3,780</u>	<u>3,876</u>
TOTAL TRAINING / TRAVEL	19,253	21,648	4,140	31,780	31,780	32,596
Supplies						
630100 Office Supplies	6,502	9,400	2,430	21,000	21,000	10,500
630300 Memberships & Licenses	50	50	50	-	-	50
630500 Awards & Recognition	250	-	-	200	200	200
632001 City Copy Charges	1,271	1,516	348	1,500	1,500	1,500
632700 Miscellaneous Equipment	<u>153,237</u>	<u>122,844</u>	<u>11,964</u>	<u>147,000</u>	<u>147,000</u>	<u>127,000</u>
TOTAL SUPPLIES	161,310	133,810	14,792	169,700	169,700	139,250
Purchased Services						
640400 Consulting Services	93,900	52,211	63,899	70,250	88,250	47,000
641307 Telephone	3,235	3,317	1,377	1,750	1,750	1,750
641308 Cellular Phones	768	882	960	5,000	5,000	3,500
641309 Cable Services	1,359	1,084	-	-	-	-
641800 Equipment Repairs & Maint.	52,663	38,370	228	50,594	50,594	121,300
641900 Communication Eq. Repairs	27,676	13,503	285	30,000	30,000	42,000
642400 Software Support	691,196	762,066	248,837	670,120	670,120	1,036,369
642600 Network Security Support	-	118,938	16,494	140,650	140,650	169,250
659900 Other Contracts/Obligation	<u>8,770</u>	<u>12,042</u>	<u>437</u>	<u>11,000</u>	<u>11,000</u>	<u>-</u>
TOTAL PURCHASED SVCS	879,567	1,002,413	332,517	979,364	997,364	1,421,169
TOTAL EXPENSE	<u>2,012,971</u>	<u>2,126,879</u>	<u>690,995</u>	<u>2,268,705</u>	<u>2,286,705</u>	<u>2,690,140</u>