

CITY OF APPLETON 2019 BUDGET

INFORMATION TECHNOLOGY

Information Technology Director: Dean J. Fox

CITY OF APPLETON 2019 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 2018 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 2018:

Completed our Exchange Email Office 365 migration by moving our Microsoft Exchange email server to an Office 365 cloud environment

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

Continued to add additional components to our security assessment

Continued work on the City's website and migrated it to the cloud for enhanced options

Took part in implementing a new Computer Aided Dispatch (CAD) system for AFD and APD

Implemented a new NetApp Storage Area Network along with disaster recovery infrastructure off-site

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 2018. The next steps for 2019 will be implementation of the HR and Payroll modules.

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

Moved the AAMFON fiber that runs through the basement of the Blue Ramp and re-routed for the impending demolition of that ramp

Installed new wireless and cameras in Jones Park

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

CITY OF APPLETON 2019 BUDGET INFORMATION TECHNOLOGY

MAJOR 2019 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.

Continue 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, including all MDC's in the squad cars

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

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

Upgrade the phone system to ensure uptime and the latest technology for our phone system

Continue a migration, where both financially and technically feasible, toward cloud use and applications, including moving Skype for Business and One Drive to Microsoft's cloud

Upgrade the teleconferencing equipment and technology used in all six Fire Stations to virtual or cloud solutions

DEPARTMENT BUDGET SUMMARY

Programs		Actual		Budget			%
Unit	Title	2016	2017	Adopted 2018	Amended 2018	2019	Change *
Program Revenues		\$ -	\$ 1,590	\$ -	\$ -	\$ -	N/A
Program Expenses							
13010	Administration	221,727	223,062	264,099	264,099	263,985	-0.04%
13020	Mainframe	365,378	393,007	343,064	343,064	346,920	1.12%
13030	Network	1,117,308	1,228,778	1,238,155	1,238,155	1,359,365	9.79%
TOTAL		\$ 1,704,413	\$ 1,844,847	\$ 1,845,318	\$ 1,845,318	\$ 1,970,270	6.77%
Expenses Comprised Of:							
	Personnel	966,923	1,033,554	1,020,185	995,185	1,042,270	2.16%
	Administrative Expense	57,849	48,533	58,714	58,714	57,850	-1.47%
	Supplies & Materials	177,967	170,724	176,500	176,500	149,500	-15.30%
	Purchased Services	17,784	42,321	36,600	61,600	36,600	0.00%
	Utilities	6,863	7,619	7,350	7,350	6,750	-8.16%
	Repair & Maintenance	477,027	542,096	545,969	545,969	677,300	24.05%
	Capital Expenditures	-	-	-	-	-	N/A
Full Time Equivalent Staff:							
	Personnel allocated to programs	11.00	11.00	11.00	10.50	10.50	

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

CITY OF APPLETON 2019 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:

No major changes.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Strategic Outcomes					
Reduce hardware to become "green" department % of virtual vs physical servers	95%	99%	99%	99%	99%
Safeguarding data # of audit records requiring security attention	0	0	0	6	0
Work Process Outputs					
IT Expense per FTE employee; (national average approx. \$11,770)	\$ 2,768	\$ 3,603	\$ 3,065	\$ 3,782	\$ 3,949
IT staff training (hours)	520	311	880	300	880
Telephone numbers supported	770	770	770	770	770
# personnel attending training	11	6	11	3	10
# of hours of training	New measure	311	880	300	880

**CITY OF APPLETON 2019 BUDGET
INFORMATION TECHNOLOGY**

Administration

Business Unit 13010

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Revenues					
5082 Insurance Proceeds	\$ -	\$ 1,590	\$ -	\$ -	\$ -
Total Revenue	<u>\$ -</u>	<u>\$ 1,590</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Expenses					
6101 Regular Salaries	\$ 124,476	\$ 126,513	\$ 151,371	\$ 151,371	\$ 152,453
6150 Fringes	40,111	44,198	53,914	53,914	55,182
6201 Training\Conferences	33,269	27,380	33,000	33,000	33,000
6206 Parking Permits	4,057	4,089	4,464	4,464	3,600
6301 Office Supplies	830	513	1,000	1,000	1,000
6303 Memberships & Licenses	50	50	50	50	50
6305 Awards & Recognition	284	250	200	200	200
6320 Printing & Reproduction	1,252	1,544	1,500	1,500	1,500
6327 Miscellaneous Equipment	75	377	2,000	2,000	1,000
6413 Utilities	5,112	5,848	5,600	5,600	5,000
6599 Other Contracts/Obligations	12,211	12,300	11,000	11,000	11,000
Total Expense	<u>\$ 221,727</u>	<u>\$ 223,062</u>	<u>\$ 264,099</u>	<u>\$ 264,099</u>	<u>\$ 263,985</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

Training

Average 2 week training per year per staff member

\$ 33,000
\$ 33,000

CITY OF APPLETON 2019 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:

Projected 2018 measures below for "# of project requests outstanding" and for "% of staff time devoted to new application development" are well above target due to the delay of the go-live date for the financial module of the ERP system. All of these measures are still expected to decline when we complete the transition to the ERP system as there will be a reduction in modules used on the iSeries and a reduction in IT department effort to maintain those programs.

The reduction in software and hardware support expense reflects the planned termination of the maintenance agreement for the JDEdwards software and moving hardware support to a 3rd party for the iSeries.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Client Benefits/Impacts					
Rapid response to information needs					
# of requests over 6 months old	6	20	6	6	10
# of project requests outstanding	16	40	10	30	10
Strategic Outcomes					
Sustain personnel resource allocation					
% of staff time allocated to new application development (estimate)	50%	70%	20%	50%	20%
(Goal is for the % to decline as we move closer to a replacement technology)					
Work Process Outputs					
# of new requests received	157	115	75	75	75
# of user accounts supported	520	520	520	520	520

**CITY OF APPLETON 2019 BUDGET
INFORMATION TECHNOLOGY**

Mainframe

Business Unit 13020

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Expenses					
6101 Regular Salaries	\$ 224,606	\$ 246,076	\$ 231,539	\$ 231,539	\$ 235,135
6104 Call Time	1,533	1,041	2,841	2,841	2,431
6150 Fringes	79,415	83,861	70,179	70,179	84,854
6327 Miscellaneous Equipment	246	-	1,000	1,000	1,000
6418 Equip Repairs & Maint	1,856	19,653	20,000	20,000	12,500
6424 Software Support	57,722	42,376	17,505	17,505	11,000
Total Expense	<u>\$ 365,378</u>	<u>\$ 393,007</u>	<u>\$ 343,064</u>	<u>\$ 343,064</u>	<u>\$ 346,920</u>

DETAILED SUMMARY OF 2019 PROPOSED EXPENDITURES > \$15,000

Equipment Repairs & Maint

IBM iSeries maintenance	\$ 12,500
	<u>\$ 12,500</u>

Software Support

Elite forms	\$ 1,400
ABSTRACT	1,540
SEQUEL	7,500
Misc. software	560
	<u>\$ 11,000</u>

CITY OF APPLETON 2019 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:

Several software support expenses are increasing significantly for 2019. First is the addition of support for the Munis ERP system. Thus far, any maintenance fees have been borne by the capital project, which will no longer be appropriate when the system is in place. Another major increase is the cost of the Computer Assisted Dispatch (CAD) system we will have to pay to Outagamie County. That system went live in July of 2018 so will incur a half year's maintenance expense in 2019. Further, we can expect that cost to go from \$35,000 in 2019 to \$70,000 in 2020 once we have to pay for a full year.

Also due to the migration to the new CAD system, AFD is now required to get their own Records Management System (RMS). The same company that we use through the county is currently building that package, the maintenance fee for which will be \$21,000 per year beginning in 2019.

PERFORMANCE INDICATORS

	<u>Actual 2016</u>	<u>Actual 2017</u>	<u>Target 2018</u>	<u>Projected 2018</u>	<u>Target 2019</u>
Client Benefits/Impacts					
Quick problem resolution					
# of project requests outstanding	5	7	5	5	5
Strategic Outcomes					
Minimized disruption to City operations because of hardware/software issues					
Ratio of IT Staff to Users; (national average 1:50)	1:59	1:59	1:59	1:59	1:59
Work Process Outputs					
New systems implemented					
# of network accounts supported	620	620	620	620	620
# of computers maintained	500	520	520	520	520
# PC's replaced/upgraded	75	119	85	85	120
Help Desk problems resolved					
# of calls / email handled by help desk	12,000	15,000	15,000	15,000	15,000

**CITY OF APPLETON 2019 BUDGET
INFORMATION TECHNOLOGY**

Network

Business Unit 13030

PROGRAM BUDGET SUMMARY

Description	Actual		Budget		
	2016	2017	Adopted 2018	Amended 2018	2019
Expenses					
6101 Regular Salaries	\$ 347,629	\$ 359,480	\$ 350,635	\$ 350,635	\$ 361,264
6104 Call Time	1,057	3,395	3,457	3,457	3,556
6105 Overtime	3,082	551	2,082	2,082	2,148
6150 Fringes	145,014	168,439	154,167	154,167	145,247
6201 Training\Conferences	-	1,795	-	-	-
6301 Office Supplies	19,360	14,457	20,000	20,000	20,000
6327 Miscellaneous Equipment	176,394	168,803	172,000	172,000	146,000
6404 Consulting Services	5,572	30,020	25,600	25,600	25,600
6413 Utilities	1,751	1,771	1,750	1,750	1,750
6418 Equip. Repairs & Maint	51,211	33,055	57,300	57,300	44,800
6419 Communication Eq. Repairs	26,794	30,801	25,000	25,000	30,000
6424 Software Support	339,444	416,211	426,164	426,164	579,000
Total Expense	<u>\$ 1,117,308</u>	<u>\$ 1,228,778</u>	<u>\$ 1,238,155</u>	<u>\$ 1,238,155</u>	<u>\$ 1,359,365</u>

DETAILED SUMMARY OF 2019 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
<u>Miscellaneous Equipment</u>		GIS - DLT solutions	22,500
Upgrade PC's and laptops	\$ 83,000	Doc management support	15,000
Upgrade MDC's	30,000	Anti-Virus subscription	7,700
Misc. network hardware	20,000	Spam filtering	10,000
Application and network management	13,000	Veeam Software Support	20,000
	<u>\$ 146,000</u>	NEOGOV	13,000
<u>Consulting</u>		Track-IT support	4,000
Network firewall security monitoring	\$ 16,500	Miscellaneous software	20,000
Other network support	10,000	Shopkey (MSB/Transit)	1,800
	<u>\$ 26,500</u>	SignCAD/SignCAM (MSB)	1,600
<u>Equip. Repairs & Maint.</u>		RecTrac support (Parks)	6,300
NovaTime(Parks/Transit)	\$ 1,300	Forensic software (PD)	1,600
Wireless equipment	6,500	ID networks (PD)	4,200
Porter Lee (Police Evidence System)	1,700	Adobe Creative Suite	7,000
Core switch support	18,000	Vision Internet	9,600
Firewall support	14,600	Cycom document mgmt.	1,200
HighFive (Council meetings)	2,700	Win-Wam (Health W&M)	1,800
	<u>\$ 44,800</u>	ArcGIS ELS (CD - GIS)	56,200
<u>Communication Equip. Repair</u>		CAD (AFD APD)	35,000
Pro-rata share of fiber	\$ 30,000	NetMotion	5,500
network costs	<u>\$ 30,000</u>	CAMA Support (Assessor)	20,500
		Fire RMS	32,000
		Munis support	90,000
			<u>\$ 579,000</u>

Description	2016 Actual	2017 Actual	2018 YTD Actual	2018 Adopted Budget	2018 Amended Budget	2019 Requested Budget	2019 Adopted Budget
REVENUES							
Other Revenues	0	1,590	0	0	0	0	0
TOTAL REVENUES	0	1,590	0	0	0	0	0
EXPENSES BY LINE ITEM							
Regular Salaries	615,827	648,714	437,058	733,545	708,545	748,852	748,852
Call Time	2,590	4,436	3,275	6,298	6,298	5,987	5,987
Overtime	3,082	551	1,346	2,082	2,082	2,148	2,148
Shift Differential	0	3	0	0	0	0	0
Sick Pay	1,350	1,725	2,511	0	0	0	0
Vacation Pay	79,534	81,627	53,091	0	0	0	0
Fringes	264,541	296,498	175,660	278,260	278,260	273,927	285,283
Salaries & Fringe Benefits	966,924	1,033,554	672,941	1,020,185	995,185	1,030,914	1,042,270
Training & Conferences	33,269	29,175	25,501	33,000	33,000	66,000	33,000
Parking Permits	4,057	4,089	4,080	4,464	4,464	4,464	3,600
Office Supplies	20,190	14,969	10,561	21,000	21,000	21,000	21,000
Memberships & Licenses	50	50	50	50	50	50	50
Awards & Recognition	284	250	0	200	200	200	200
Administrative Expense	57,850	48,533	40,192	58,714	58,714	91,714	57,850
Printing & Reproduction	1,252	1,544	706	1,500	1,500	1,500	1,500
Miscellaneous Equipment	176,714	169,180	103,876	175,000	175,000	187,000	148,000
Supplies & Materials	177,966	170,724	104,582	176,500	176,500	188,500	149,500
Consulting Services	5,572	30,021	27,252	25,600	50,600	25,600	25,600
Other Contracts/Obligations	12,211	12,300	8,700	11,000	11,000	11,000	11,000
Purchased Services	17,783	42,321	35,952	36,600	61,600	36,600	36,600
Electric	0	0	0	1,750	1,750	1,750	1,750
Telephone	2,692	2,971	2,798	0	0	0	0
Cellular Telephone	4,171	4,648	1,784	5,600	5,600	5,000	5,000
Utilities	6,863	7,619	4,582	7,350	7,350	6,750	6,750
Equipment Repair & Maintenan	53,067	52,709	53,759	77,300	77,300	57,300	57,300
Communications Equip. Repairs	26,794	30,801	614	25,000	25,000	30,000	30,000
Software Support	397,166	458,586	415,412	443,669	443,669	494,000	590,000
Repair & Maintenance	477,027	542,096	469,785	545,969	545,969	581,300	677,300
Capital Expenditures	0	0	0	0	0	0	0
TOTAL EXPENSES	1,704,413	1,844,847	1,328,034	1,845,318	1,845,318	1,935,778	1,970,270