

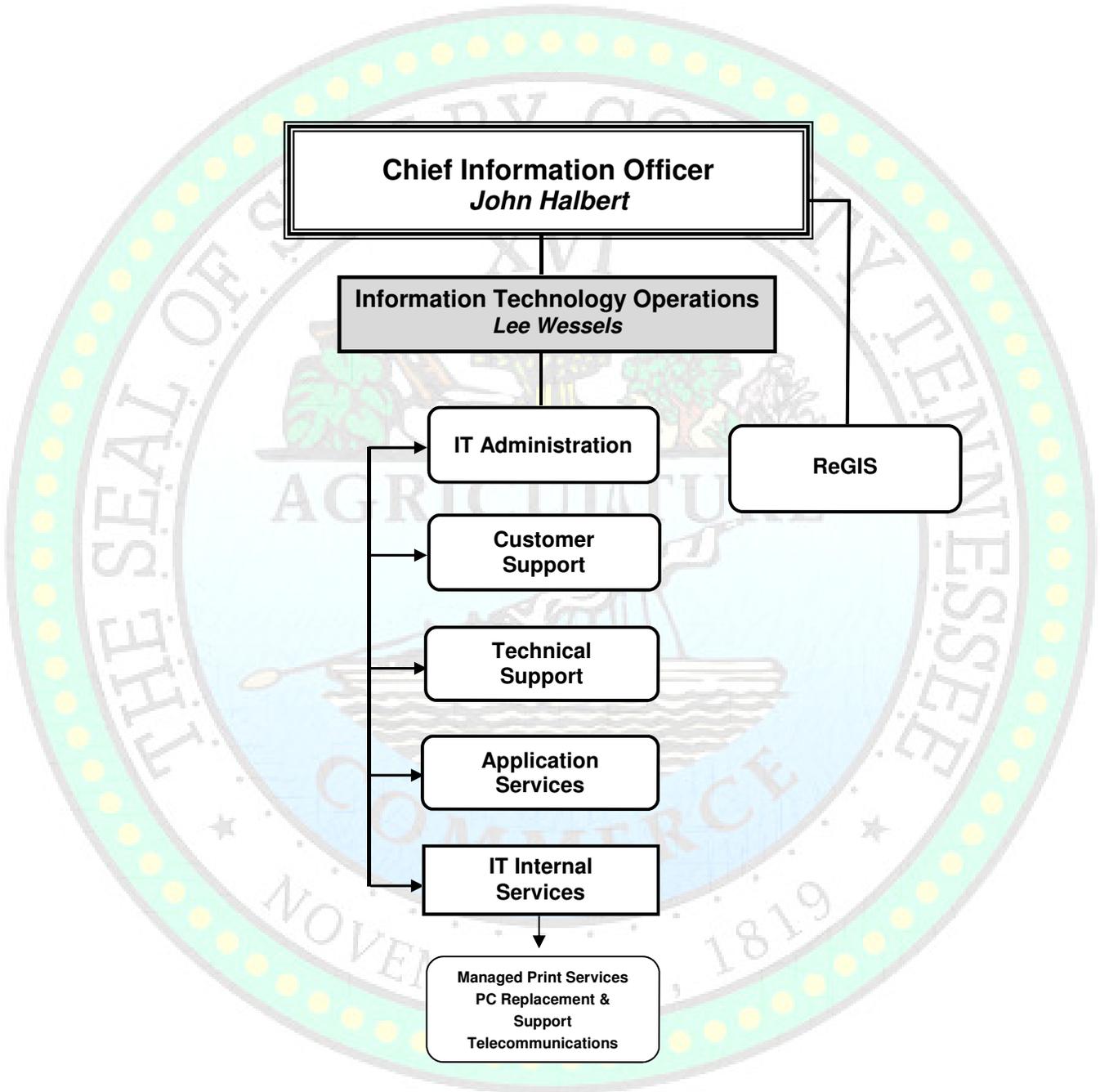
# DIVISION OF INFORMATION TECHNOLOGY SERVICES



## FY17 ADOPTED BUDGET

# INFORMATION TECHNOLOGY SERVICES

## Division Organizational Chart by Program



## **Division Overview for FY17**

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### **Information Technology Services**



#### **DIVISION MISSION STATEMENT:**

Information Technology Services partners with Shelby County Government agencies to provide effective and efficient technical services to assist in realizing their strategic initiatives, goals, and business objectives. The Information Technology Services Division supports the following County strategies:



#### ***Provide Effective Governance and Sound Stewardship of County Resources***

- [6-b] Preserve and maintain county infrastructure of roads, bridges, buildings and technical systems for current and future operations.
- [6-c] Maximize efficiency and minimize cost of operations through centralization, utilization of technology, outsourcing or other methods.
- [6-d] Build trust and confidence in government through transparent, accessible and responsive interactions with all internal and external customers.

#### **DEPARTMENTAL MISSION/GOALS:**

The strategic goals of the division are achieved through the following departmental structure:

**2501 Chief Information Officer** – Directs and manages computing and information technology strategic plans, policies, programs, schedules, computer services, network services, and management information services to accomplish Shelby County's goals and objectives.

- Identify emerging information technologies to be introduced and integrated within County systems and uses IT best practices to increase efficiencies and cost savings.
- Coordinate geographic information technology for Shelby County Government and various governmental and non-governmental agencies in the Tri-State area via ReGIS.

**2502 Information Technology Operations** – Performs and develops operations to track and maintain daily support for system applications, server virtualization, web support, document management and other services, with client support and troubleshooting.

- Maintain a secure and stable communications network and computer systems infrastructure to communicate and exchange information with Shelby County employees and constituents.
- Provide support for technical infrastructure and support services including systems and process analysis, custom programming and web development.

**2515 Information Technology Internal Services** – Provides telecommunications, managed print services, and PC replacement and support services to all departments of Shelby County Government. Seeks new technologies and efficiencies to expand productive capacity while containing costs.



**FY17 Budget Highlights**

**BUDGETARY ISSUES/TRENDS:**

- ITS continues to consolidate IT infrastructure and services for Shelby County Government through major project initiatives such as the integrated Criminal Justice Information System (iCJIS), Consolidated Time and Attendance System and an upgrade of the email system.
- Cost savings and efficiencies have been realized through the application of current technology to document management, server virtualization, website support and expanded telephone service offerings. **Cost Savings for FY16 = \$1,273,531**
- Major initiatives/goals for FY17 include implementing a Grants Management Software, improving the use of automated workflows, increasing the use of electronic storage to reduce costly paper retention (Enterprise Content Management), and a comprehensive GIS database.

**GENERAL FUND**

<b>Info Tech Services</b>	<b>FY15 Actual</b>	<b>FY16 Amended*</b>	<b>FY17 Adopted</b>	<b>FY17-16 Var</b>
Revenue	(1,883,477)	(1,897,000)	(1,893,106)	3,894
Total Personnel	7,382,772	7,535,936	7,577,159	41,223
O&M*	3,066,892	3,607,771	3,573,305	(34,466)
<b>Net Expenditures</b>	<b>8,566,187</b>	<b>9,246,707</b>	<b>9,257,358</b>	<b>10,651</b>
<b>FTE Count</b>	<b>87</b>	<b>87</b>	<b>84</b>	<b>(3)</b>

*\*FY16 adjusted by \$198,103 for FY15 carry-forwards*

**CHANGES TO MAJOR CATEGORIES:**

- **Revenue:** Primary revenue is from data processing fees, unchanged for FY17 at \$1.7M.
- **Salaries/FTE:** Count reduced by three (3) positions due to reorganization within division.
- **O&M:** FY17 O&M budget reduced, despite cost increases that have been absorbed through economies of scale and by reduced maintenance costs.
- **No increase requests were submitted for consideration**

**INTERNAL SERVICE FUND 962**

Services are provided by Information Technology Services to other departments of county government through the following **Internal Service Funds:**

- **Managed Print Services** – manages the copier/printer vendor contracts for all departments and evaluates print practices to identify potential savings.
- **PC Replacement and Support** – manages the acquisition, installation and relocation of personal computers and related software installation.
- **Telecommunications** – provides and maintains voice, data and video communication circuits and services.

**Revenue and expenditures** are budgeted at \$4.5 million for this fund.

**Current Fund Balance** = \$5.6 million to provide for planned technology replacement.

**Internal Service Funds FTE = 5.0**

## FTE Position Count Information Technology Services

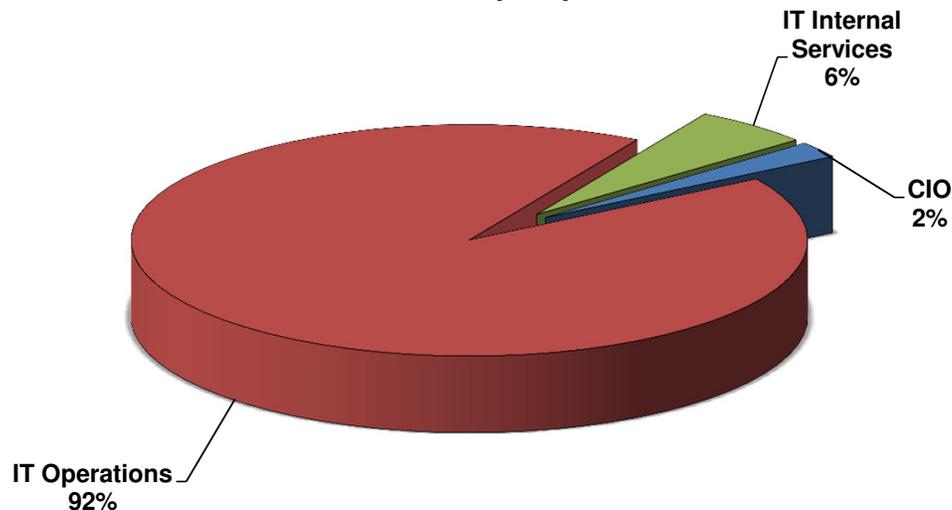
All Funds

Fund	Dept	Dept Description	FY13 Budget	FY14 Budget	FY15 Budget	FY16 Budget	FY17 Adopted	FY16-17 Change
<b>GENERAL FUND</b>								
010	2501	Chief Information Officer	2.0	2.0	2.0	2.0	2.0	-
010	2502	IT Operations	80.0	83.0 <sup>a,b</sup>	85.0 <sup>c</sup>	85.0 <sup>d,e</sup>	82.0 <sup>f</sup>	(3.0)
<b>TOTAL POSITIONS - GENERAL FUND</b>			<b>82.0</b>	<b>85.0</b>	<b>87.0</b>	<b>87.0</b>	<b>84.0</b>	<b>(3.0)</b>
<b>INTERNAL SERVICE FUND</b>								
962	2515	IT Internal Services	3.0	5.0 <sup>b</sup>	5.0	5.0	5.0	-
<b>TOTAL POSITIONS - INTERNAL SERVICE FUND</b>			<b>3.0</b>	<b>5.0</b>	<b>5.0</b>	<b>5.0</b>	<b>5.0</b>	<b>-</b>
<b>TOTAL POSITIONS - ALL FUNDS</b>			<b>85.0</b>	<b>90.0</b>	<b>92.0</b>	<b>92.0</b>	<b>89.0</b>	<b>(3.0)</b>

### Notable changes by department since FY13:

- (a) 3 positions transferred from Election Commission; 2 positions transferred from Trustee (total of 5) due to IT Consolidation
- (b) 2 positions transferred from IT General Fund to IT Internal Service function
- (c) 2 positions transferred from Circuit Court (1) and Juvenile Court (1)
- (d) 2 positions transferred from Trustee's Office
- (e) 1 position transferred to Health Department (Business Analyst);  
1 position transferred to Human Resources Department (Business Analyst)
- (f) 3 positions deleted to fund reclassifications and equity increases

### FTE Positions by Department



**Prime Accounts  
Information Technology Services**

**All Funds**

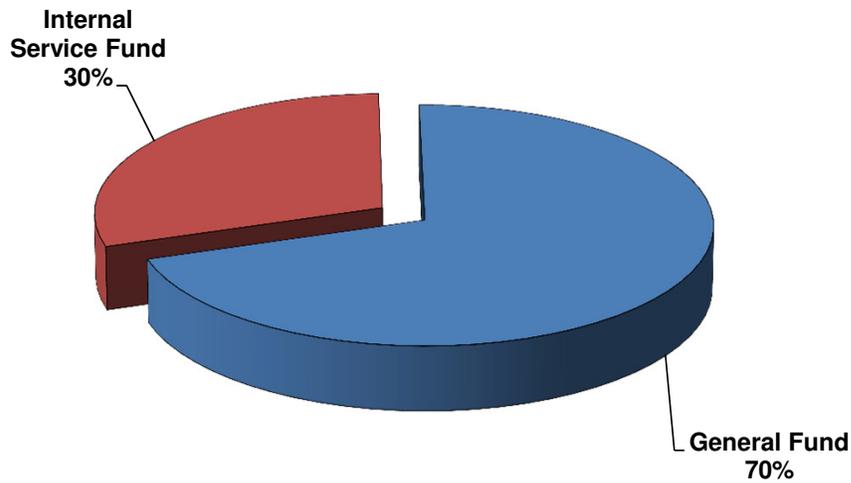
<b>Acct</b>	<b>Description</b>	<b>FY13 Actual</b>	<b>FY14 Actual</b>	<b>FY15 Actual</b>	<b>FY16 Amended</b>	<b>FY17 Adopted</b>
44 - Intergovernmental Revenues-Federal &		(167,513)	(134,255)	(153,788)	(126,840)	(126,840)
45 - Charges for Services		(3,689,380)	(4,319,674)	(4,166,548)	(4,501,911)	(4,830,258)
46 - Fines, Fees & Permits		(1,591,677)	(1,649,293)	(1,662,503)	(1,700,000)	(1,700,000)
47 - Other Revenue		0	(1,903)	(890)	0	0
<b>Revenue</b>		<b>(5,448,570)</b>	<b>(6,105,125)</b>	<b>(5,983,728)</b>	<b>(6,328,751)</b>	<b>(6,657,098)</b>
51 - Salaries-Regular Pay		5,068,842	5,337,807	5,666,816	6,283,719	6,276,146
52 - Salaries-Other Compensation		69,272	57,431	44,573	129,733	157,663
55 - Fringe Benefits		1,785,877	2,069,915	2,069,847	2,141,759	2,211,017
56 - Vacancy Savings		0	0	0	(520,607)	(541,911)
Salaries & Fringe Benefits		6,923,991	7,465,153	7,781,235	8,034,604	8,102,915
60 - Supplies & Materials		1,009,337	416,317	1,106,891	1,540,199	1,075,335
64 - Services & Other Expenses		2,158,847	1,910,027	1,724,400	2,924,538	2,609,928
66 - Professional & Contracted Services		361,251	284,394	448,410	544,480	587,861
67 - Rent, Utilities & Maintenance		2,771,827	3,251,486	3,194,473	3,491,248	3,402,453
68 - Interfund Services		(24,717)	116,132	76,361	90,863	75,364
70 - Capital Asset Acquisitions		228,977	302,478	137,472	125,601	60,600
79 - Depreciation Expense		67,099	11,854	162,931	0	0
Operating & Maintenance		6,572,621	6,292,688	6,850,938	8,716,928	7,811,541
94 - Other Sources & Uses		5,715	10,413	0	0	0
Other Financing Sources		5,715	10,413	0	0	0
<b>Expenditures</b>		<b>13,502,327</b>	<b>13,768,254</b>	<b>14,632,173</b>	<b>16,751,533</b>	<b>15,914,456</b>
99 - Planned Use of Fund Balances		0	0	0	(1,176,075)	0
Planned Fund Balance Change		0	0	0	(1,176,075)	0
<b>Planned Fund Balance Change</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>(1,176,075)</b>	<b>0</b>
96 - Operating Transfers In		0	(2,000,000)	96,511	0	0
Operating Transfers In		0	(2,000,000)	96,511	0	0
98 - Operating Transfers Out		0	84,336	0	0	0
Operating Transfers Out		0	84,336	0	0	0
<b>Net Transfers</b>		<b>0</b>	<b>(1,915,664)</b>	<b>96,511</b>	<b>0</b>	<b>0</b>
<b>Information Technology Services Total</b>		<b>8,053,757</b>	<b>5,747,465</b>	<b>8,744,956</b>	<b>9,246,707</b>	<b>9,257,358</b>

**Sources and Uses by Fund Type  
Information Technology Services Division**

**All Funds**

<b><i>FUND NAME:</i></b>	<b>FY17 SOURCES OF FUNDS</b>		<b>FY17 USES OF FUNDS</b>		<b>NET OPERATIONS</b>	
	<b>REVENUE</b>	<b>TRANSFERS IN</b>	<b>EXPENSES</b>	<b>TRANSFERS OUT</b>	<b>NET TOTAL</b>	<b>% of Total</b>
<b>GENERAL FUND</b> 010 - General Fund	(1,893,106)	-	11,150,464	-	9,257,358	70%
<b>INTERNAL SERVICE FUND</b> 962 - IT Internal Services	(4,763,992)	-	4,763,992	-	-	30%
<b>ALL FUNDS TOTAL</b>	<b>(6,657,098)</b>	<b>-</b>	<b>15,914,456</b>	<b>-</b>	<b>9,257,358</b>	<b>100%</b>

**FY17 Uses by Fund**



*Information Technology Services are primarily funded with General Funds, although Internal Services provided to other divisions represent a growing share of their operations.*

**Net Expenditures By Department\***  
**Information Technology Services Division**

**All Funds**

<b>Fund</b>	<b>Dept</b>	<b>Dept Description</b>	<b>FY13 ACTUAL</b>	<b>FY14 ACTUAL</b>	<b>FY15 ACTUAL</b>	<b>FY16 AMENDED</b>	<b>FY17 ADOPTED</b>
<b>GENERAL FUND</b>							
010	2501	Chief Information Officer	235,555	215,882	137,444	176,308	174,194
010	2502	IT Operations	7,961,690	8,390,160	8,428,742	9,070,399	9,083,163
<b>GENERAL FUND TOTAL</b>			<b>8,197,246</b>	<b>8,606,042</b>	<b>8,566,186</b>	<b>9,246,707</b>	<b>9,257,358</b>
<b>INTERNAL SERVICE FUND</b>							
962	2515	IT Internal Services	(143,489)	(2,858,577)	178,770	0	(0)
<b>INTERNAL SERVICE FUND TOTAL</b>			<b>(143,489)</b>	<b>(2,858,577)</b>	<b>178,770</b>	<b>0</b>	<b>(0)</b>
<b>INFORMATION TECHNOLOGY TOTAL</b>			<b>8,053,757</b>	<b>5,747,465</b>	<b>8,744,956</b>	<b>9,246,707</b>	<b>9,257,358</b>

*\*Includes all Sources and Uses of Funds*

**Prime Accounts  
Information Technology Services**

**General Fund**

<b>Acct</b>	<b>Description</b>	<b>FY13 Actual</b>	<b>FY14 Actual</b>	<b>FY15 Actual</b>	<b>FY16 Amended</b>	<b>FY17 Adopted</b>
44 - Intergovernmental Revenues-Federal &		(167,513)	(134,255)	(153,788)	(126,840)	(126,840)
45 - Charges for Services		(76,362)	(94,154)	(67,187)	(70,160)	(66,266)
46 - Fines, Fees & Permits		(1,591,677)	(1,649,293)	(1,662,503)	(1,700,000)	(1,700,000)
<b>Revenue</b>		<b>(1,835,552)</b>	<b>(1,877,702)</b>	<b>(1,883,477)</b>	<b>(1,897,000)</b>	<b>(1,893,106)</b>
51 - Salaries-Regular Pay		4,932,879	5,106,937	5,332,962	5,891,073	5,881,790
52 - Salaries-Other Compensation		69,056	56,799	44,257	126,997	154,927
55 - Fringe Benefits		1,727,876	1,978,550	2,005,552	2,038,473	2,082,353
56 - Vacancy Savings		0	0	0	(520,607)	(541,911)
Salaries & Fringe Benefits		6,729,811	7,142,286	7,382,772	7,535,936	7,577,159
60 - Supplies & Materials		570,973	793,236	506,492	395,142	399,292
64 - Services & Other Expenses		1,939,373	1,746,235	1,503,567	2,300,653	2,072,353
66 - Professional & Contracted Services		214,496	226,059	392,888	361,522	408,861
67 - Rent, Utilities & Maintenance		492,687	337,155	461,419	561,621	564,835
68 - Interfund Services		(27,763)	1,536	73,624	85,835	67,364
70 - Capital Asset Acquisitions		113,222	152,900	128,902	101,101	60,600
Operating & Maintenance		3,302,987	3,257,122	3,066,892	3,805,874	3,573,305
<b>Expenditures</b>		<b>10,032,798</b>	<b>10,399,408</b>	<b>10,449,663</b>	<b>11,341,810</b>	<b>11,150,464</b>
99 - Planned Use of Fund Balances		0	0	0	(198,103)	0
Planned Fund Balance Change		0	0	0	(198,103)	0
<b>Planned Fund Balance Change</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>(198,103)</b>	<b>0</b>
98 - Operating Transfers Out		0	84,336	0	0	0
Operating Transfers Out		0	84,336	0	0	0
<b>Net Transfers</b>		<b>0</b>	<b>84,336</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Information Technology Services Total</b>		<b>8,197,246</b>	<b>8,606,042</b>	<b>8,566,186</b>	<b>9,246,707</b>	<b>9,257,358</b>

**Prime Accounts  
Information Technology Services**

**Internal Service Fund**

<b>Acct</b>	<b>Description</b>	<b>FY13 Actual</b>	<b>FY14 Actual</b>	<b>FY15 Actual</b>	<b>FY16 Amended</b>	<b>FY17 Adopted</b>
45 -	Charges for Services	(3,613,018)	(4,225,520)	(4,099,361)	(4,431,751)	(4,763,992)
47 -	Other Revenue	0	(1,903)	(890)	0	0
	<b>Revenue</b>	<b>(3,613,018)</b>	<b>(4,227,423)</b>	<b>(4,100,251)</b>	<b>(4,431,751)</b>	<b>(4,763,992)</b>
51 -	Salaries-Regular Pay	135,963	230,870	333,854	392,646	394,356
52 -	Salaries-Other Compensation	217	632	315	2,736	2,736
55 -	Fringe Benefits	58,001	91,365	64,295	103,286	128,664
	Salaries & Fringe Benefits	194,181	322,866	398,464	498,668	525,756
60 -	Supplies & Materials	438,363	(376,919)	600,399	1,145,057	676,043
64 -	Services & Other Expenses	219,474	163,792	220,833	623,885	537,575
66 -	Professional & Contracted Services	146,755	58,335	55,522	182,958	179,000
67 -	Rent, Utilities & Maintenance	2,279,140	2,914,331	2,733,055	2,929,627	2,837,618
68 -	Interfund Services	3,047	114,596	2,737	5,028	8,000
70 -	Capital Asset Acquisitions	115,755	149,578	8,570	24,500	0
79 -	Depreciation Expense	67,099	11,854	162,931	0	0
	Operating & Maintenance	3,269,633	3,035,567	3,784,046	4,911,055	4,238,236
94 -	Other Sources & Uses	5,715	10,413	0	0	0
	Other Financing Sources	5,715	10,413	0	0	0
	<b>Expenditures</b>	<b>3,469,529</b>	<b>3,368,846</b>	<b>4,182,510</b>	<b>5,409,723</b>	<b>4,763,992</b>
99 -	Planned Use of Fund Balances	0	0	0	(977,972)	0
	Planned Fund Balance Change	0	0	0	(977,972)	0
	<b>Planned Fund Balance Change</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(977,972)</b>	<b>0</b>
96 -	Operating Transfers In	0	(2,000,000)	96,511	0	0
	Operating Transfers In	0	(2,000,000)	96,511	0	0
	<b>Net Transfers</b>	<b>0</b>	<b>(2,000,000)</b>	<b>96,511</b>	<b>0</b>	<b>0</b>
	<b>Information Technology Services Total</b>	<b>(143,489)</b>	<b>(2,858,577)</b>	<b>178,770</b>	<b>0</b>	<b>0</b>