

Information Technology

Fund 10 • Division 70 • Department 215

PROGRAM DESCRIPTION

The Information Technology (IT) Department is responsible for supporting the District's computing infrastructure, including the Local Area Network, Wide Area Network, and Wireless Local Area Network. IT manages the District's servers and file systems, network infrastructure equipment, VoIP switches and phones, Internet access, databases, and email resources. IT supports approximately 350 workstations District-wide. The department maintains proper licensing and maintenance contracts for District owned software and hardware. The Information Technology department partners with all divisions to evaluate technology needs and determine the best solutions to meet immediate needs, as well as the District's long-term needs. IT provides support for District-owned technology via the IT/Communications Service Desk. IT also provides 24x7 technical support for Integrated Operations through an after-hours on-call rotation.

BUDGET SUMMARY

Expenditures	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Personnel Services	\$775,830	\$976,884	\$1,245,621	\$1,240,581
Materials and Services	696,680	705,959	750,593	892,831
Total Expenditures	\$1,472,510	\$1,682,843	\$1,996,214	\$2,133,413

PERSONNEL SUMMARY

Position	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
IT Manager	1.00	1.00	1.00	1.00
Sr. IT Systems Administrator	1.00	1.00	1.00	1.00
Sr. IT Database Administrator	1.00	1.00	1.00	1.00
IT Network Engineer	1.00	2.00	2.00	1.00
Systems Administrator-II	1.00	1.00	1.00	1.00
Service Desk Specialist-II	1.00	1.00	1.00	1.00
Systems Administrator-I	1.00	1.00	1.00	2.00
Service Desk Specialist-I	1.00	1.00	1.00	1.00
Total Full-Time Equivalents (FTE)	8.00	9.00	9.00	9.00

2010-11 SIGNIFICANT CHANGES

Account 5330 was increased for items such as VoIP phone sets, USB headphones, scanners, and conference room speakerphones. Materials and Services, account 5340, reflects routine upgrades, licenses, and maintenance fees for all District software programs. Account 5368 serves to account for the ongoing costs of District-wide software applications, maintenance fees, the costs of hardware maintenance contracts, and funds for in-house repairs. Account 5414 provides funding for project consulting, engineering, and design work that current staffing cannot address. This account includes funding for spam filtering services. Cable Access, account 5437, was budgeted prior to the reorganization in the prior year administrative facility budget, which now will also include the operations of the North Operating Center. Accordingly, the District-wide internet and video access is proposed for the 2010-11 budget to be in the Information Technology budget.

Information Technology, continued

STATUS OF 2009-10 SERVICE MEASURES

- **Develop and deliver ongoing training sessions to the user community.**

Goal(s): VII
Service Type(s): Discretionary
Measured By: Service Desk work orders are evaluated and training is developed based on the most common requests.
Status or Outcome: As VoIP was installed in the administration facilities, hands-on training was provided and attendance was close to 100%. As the implementation progresses to the stations, the appropriate training will be provided. New employees are trained in VoIP and other IT-related procedures in the new employee orientation with IT.

- **Increase the visibility and service offerings of Information Technology** by partnering with divisions to assist with business needs and budget planning.

Goal(s): VII
Service Type(s): Discretionary
Measured By: Meet with each department and/or division annually to discuss business needs, project status, and future budget requests necessary to accomplish the District's strategic goals.
Status or Outcome: Information Technology conducts annual needs analysis meetings with each division and department. Immediate and future technology needs are discussed and documented. The documentation is disseminated to the budget managers in advance of the December 1st budget request deadline to allow for proper planning. Depending on the depth of the request, an IT representative partners with the budget manager to develop the necessary budget item for presentation in the budget process.

- **Provide consistent up-time of 99.90% for IT core systems.**

Goal(s): VIII
Service Type(s): Essential
Measured By: Real-time monitoring and reporting allows IT to evaluate this metric on a per system basis and apply resources as needed to meet this goal.
Status or Outcome: To date, Information Technology has experienced two critical service outages both affecting user login services. Uptime in this category remains at 99.98%, maintaining a level of service above the 99.90% uptime goal.

- **Document critical business processes/policies.**

Goal(s): VII
Service Type(s): Management
Measured By: Create IT specific SOGs and document critical systems.
Status or Outcome: Two SOGs have been drafted to reflect current business practices. The creation of a department-specific resource library greatly enhances the ability to create new and maintain existing systems documentation.

Information Technology, continued

STATUS OF 2009-10 SERVICE MEASURES, CONTINUED

- **Forecast IT expenditures and meet budgetary expectations.**

Goal(s): VIII
Service Type(s): Essential
Measured By: Provide Finance with a 15-year capital spending plan to meet District technology requests.
Status or Outcome: The capital spending plan will be reviewed during this budget process. In FY09 and FY10, Information Technology invested a significant amount of money and project time updating the network infrastructure. These changes will be applied to the capital spending plan and updated accordingly. The move-up of the CBOC move-in date will also affect the spending plan and will be included in the review.

- **Support all District Divisions** by mining and analyzing data and providing ad-hoc reports intended to support decision making by managers for projects/processes such as ISO, CFAI, NIMS, etc.

Goal(s): VIII
Service Type(s): Varies depending on request
Measured By: Number of ad-hoc queries and reports generated (*Count*) and the time it took to create them (*Hours*).
Status or Outcome: Completed and continuing.

STATUS OF 2009-10 CHANGE STRATEGIES

- **Implement Voice Over Internet Protocol (“VoIP”) System** - Implement Voice Over Internet Protocol (“VoIP”) telephony system.

Goal(s): VII
Budget Impact: Increase Required
Duration: Year 2 of 2
Budget Description: Replace phone switches at Training and South Division. Purchase new handsets and associated licensing. Install new hardware to implement VoIP at the fire stations. Eliminate the monthly OPX costs to each remote location.
Partner(s): District-wide
Status or Outcome: The hardware and licensing has been purchased. The District changed dial tone providers to not only take advantage of additional disaster recovery features not previously available, but to save the District thousands of dollars in the first year of the contract. This project is expected to be completed within FY10 and within budget.

Information Technology, continued

STATUS OF 2009-10 CHANGE STRATEGIES, CONTINUED

Replace Financial Systems - Begin phased integration and implementation of District support functions' financial systems replacement through ERP solution in concert with project team of key personnel in each of the support departments.

Goal(s): VII
Budget Impact: Increase Required
Duration: This will be the second budget year of a multi-year plan expected to continue through fiscal year 2011-12.
Budget Description: Implement Tyler MUNIS ERP ASP solution, year 1 of a 3 year contract.
Partner(s): District-wide
Status or Outcome: Information Technology is actively engaged as a partner. A significant amount of IT's technical expertise has been needed to implement the MUNIS systems and VPN connectivity for the project to remain on schedule.

- **Disaster recovery planning** – Expand the disaster recovery solution to recover selected critical system outages within a reasonable timeframe vs. two to three days to restore from tape backup.

Goal(s): III
Budget Impact: Increase Required
Duration: Year 2 of 2
Budget Description: Purchase hardware and licensing to expand off-site data storage of critical systems.
Partner(s): District-wide
Status or Outcome: Basic functionality has been accomplished and servers are physically stored off-site at a District facility. Additional technology improvements have been made since the plan was originally developed after initial attempts to replicate data via a software solution were not successful. A subsequent hardware purchase has been made that allows IT to achieve this goal before the end of the fiscal year.

ADDITIONAL 2009-10 ACCOMPLISHMENTS

- 2009-10 was a significant capital replacement and project year. All network infrastructure switch hardware was replaced, which allows IT to utilize new network and security technologies not previously possible. District computers, laptops, and monitors were replaced. Application and image deployment has been greatly enhanced, allowing for a significant improvement in the Service Desk's ability to recover critical data and troubleshoot hardware and software issues.
- The PBX phone switch was replaced by a VoIP system introducing new-found efficiencies at the desktop to manage phone and messaging services. Retired direct dial numbers were forwarded within the system to ensure a smooth and transparent transition. This methodology allows employees up to one year to communicate the change of phone number and order new business cards, letterhead, etc. During the transition to VoIP, Information Technology installed a second instance of dial tone to a separate District facility, providing redundancy of dial tone never realized in the past. This change in contract not only doubled the capacity for dial tone, but saved the District \$21,000 over a three year period.
- Information Technology was awarded a \$92,000 grant, which fully reimbursed the District for the purchase of network infrastructure switch hardware.
- The Information Technology department sought approval for and implemented an internal reorganization. This allowed IT to capitalize on internal talent without hiring additional FTEs to achieve its goals. Supported technologies were identified and assigned to technicians by specialty. Critical functions were assigned specific backup personnel, increasing the depth of technical expertise and cross training in the department.

Information Technology, continued

2010-11 SERVICE MEASURES

Service Measure	2005-06 Actual	2006-07 Actual	2007-08 Actual	2008-09 Estimated	2009-10 Projected
Service Desk work orders	1,484	1,393	2,085	2,397	2,757
IT systems uptime (%)	n/a	n/a	99.5%	99.8%	99.9%

- **Maintain the visibility and service offerings of Information Technology** by partnering with divisions to assist with business needs and budget planning.

Goal(s): VII
Service Type(s): Discretionary
Measured By: Meet with each department and/or division annually to discuss business needs, project status, and future budget requests necessary to accomplish the District's strategic goals.

- **Provide consistent up-time of 99.90% for IT core systems.**

Goal(s): VIII
Service Type(s): Essential
Measured By: Real-time monitoring and reporting allows IT to evaluate this metric on a per system basis and apply resources as needed to meet this goal.

- **Document critical business processes/policies.**

Goal(s): VII
Service Type(s): Management
Measured By: Create IT specific SOGs and document critical systems. The creation of a department specific resource library greatly enhances this process.

2010-11 CHANGE STRATEGIES

- **Move the Blanton administration facility to a seismically enhanced CBOC in Tigard** – Actively engage as a critical player in the project planning meetings. Ensure a smooth transition into the new location while maintaining Information Technology services at the Aloha location.

Goal(s): III
Budget Impact: Increase Required
Duration: Completed in October 2010
Budget Description: Plan for the necessary expenses to complete the move successfully.
Partner(s): Bond project team, Logistics

- **Replace Financial Systems** - Continue phased integration and implementation of District support functions' financial systems replacement through ERP solution in concert with project team of key personnel in each of the support departments.

Goal(s): VII, VIII
Budget Impact: 3 year contract
Duration: Three-year ASP contract through fiscal year 2011-12
Budget Description: Implement Tyler MUNIS ERP ASP solution.
Partner(s): District-wide

Information Technology, continued

2010-11 CHANGE STRATEGIES, CONTINUED

- **Achieve an integrated business operations system by evaluating the usefulness of critical databases and defining functional requirements for several key divisions** – Eliminate stand-alone legacy databases that cannot be integrated into the existing database architecture. Ensure the database structure is flexible to adapt to the business needs and allows access to valuable data for analysis of critical decision criteria. Identify and address functional requirements that are shared District-wide. Strive to utilize existing resources to meet the business needs. Clearly identify and address areas of the business that are not being met.

Goal(s): VII
Budget Impact: TBD
Duration: TBD
Budget Description: TBD
Partner(s): Fire Prevention, Training, Operations

- **Physical move of disaster recovery systems** – Participate in the design of the Station 56 South Operating Center remodel to incorporate a communications room to support a secondary FOC. Relocate the District's disaster recovery systems from Jenkins Road to the new South Operating Center.

Goal(s): III
Budget Impact: Moderate
Duration: Year 1 of 2
Budget Description: A software purchase that provides load balancing and the ability to maintain live failover to critical resources.
Partner(s): Facilities, Emergency Management

- **Implement MUNIS work order system.**

Goal(s): VII
Budget Impact: Included in ERP replacement project
Duration: Year 1 of 1
Budget Description: Anticipate an initial increase of staff time to transition from a stand-alone work order software to the new integrated work order system.
Partner(s): District-wide

Information Technology

	Actual Prior FY 2008	Actual Prior FY 2009	Budget Prior FY 2010	Budget Proposed FY 2011	Budget Approved FY 2011	Budget Adopted FY 2011
10215 General Fund						
5001 Salaries & Wages Union	18,180	15,615	19,800	19,800	19,800	19,800
5002 Salaries & Wages Nonunion	464,159	579,745	704,583	686,486	686,486	686,486
5004 Vacation Taken Nonunion	23,964	40,514	69,684	67,894	67,894	67,894
5006 Sick Taken Nonunion	8,040	15,183				
5008 Personal Leave Taken Nonunion	2,363	3,081				
5010 Comp Taken Nonunion	65	1,640				
5015 Vacation Sold			14,890	14,507	14,507	14,507
5021 Deferred Comp Match Nonunion	5,983	6,719	21,292	20,745	20,745	20,745
5120 Overtime Union		3,060				
5121 Overtime Nonunion	17,412	15,727	15,000	15,000	15,000	15,000
5201 PERS Taxes	77,869	106,537	160,259	164,557	164,557	164,557
5203 FICA/MEDI	40,140	50,385	64,662	63,069	63,069	63,069
5206 Worker's Comp	13,565	12,193	11,876	11,583	11,583	11,583
5207 TriMet/Wilsonville Tax	3,399	4,393	5,678	5,621	5,621	5,621
5208 OR Worker's Benefit Fund Tax	188	233	318	318	318	318
5211 Medical Ins Nonunion	66,925	83,399	120,525	131,014	131,014	131,014
5221 Post Retire Ins Nonunion	3,950	8,573	8,100	8,100	8,100	8,100
5230 Dental Ins Nonunion	9,737	10,973	16,414	18,507	18,507	18,507
5240 Life/Disability Insurance	5,942	7,809	9,000	9,000	9,000	9,000
5270 Uniform Allowance	273	27	300	300	300	300
5290 Employee Tuition Reimburse	13,676	11,078	3,240	4,080	4,080	4,080
Total Personnel Services	775,830	976,884	1,245,621	1,240,581	1,240,581	1,240,581
5300 Office Supplies	126	787	1,000	1,000	1,000	1,000
5301 Special Department Supplies	7,576	6,977	7,140	11,140	11,140	11,140
5302 Training Supplies	73	55	500	500	500	500
5330 Noncapital Furniture & Equip	10,178	6,756	2,425	24,806	24,806	24,806
5340 Software Expense/Upgrades	56,075	54,930	34,806	14,500	14,500	15,000
5350 Apparatus Fuel/Lubricants	946	877	1,000	1,000	1,000	1,000
5361 M&R Bldg/Bldg Equip & Improv	878	220				
5367 M&R Office Equip	457	422				
5368 M&R Computer Equip & Software	436,735	464,459	539,212	481,677	481,677	476,177
5414 Other Professional Services	130,637	70,965	60,863	54,860	54,860	54,860
5415 Printing	152	14				
5417 Temporary Services		3,305	480	1,440	1,440	1,440
5430 Telephone		2,889				
5437 Cable Access	38,717	73,034	73,202	295,758	295,758	295,758
5461 External Training	7,355	16,820	26,065	6,500	6,500	6,500
5462 Travel and Per Diem	5,746	2,378	2,500	1,500	1,500	1,500
5484 Postage, UPS & Shipping	66	103				
5500 Dues & Subscrip	540	314	900	1,900	1,900	1,900
5570 Misc Business Exp	423	536	500	500	500	500
5571 Planning Retreat Expense				750	750	750
5572 Advertis/Public Notice		118				
Total Materials and Services	696,680	705,959	750,593	897,831	897,831	892,831
Total General Fund	1,472,510	1,682,843	1,996,214	2,138,412	2,138,412	2,133,412

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