Multnomah County Information Technology

Board Work Session

Information Technology FY 2010 Budget

April 28, 2009

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IT FY 2010 Budget Overview

- **Information Technology Overview**
  - Highlights
  - Performance
  - Follow Up
  - FY 2009 Accomplishments
- **FY 2010 Proposed Budget**
  - Approach
  - Values
  - Keeps
  - Cuts
- **State Impacts**
- **Key Challenges**
- **Q & A**

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Current Landscape

- Complex technical environment…evolved since1996
- Culture focused on rules and customers, sacrificing innovation and employee morale
- FY09 Adopted Total Budget—$42.2 million
- Active Service Requests—212
- 156 positions
- 108 Circuits
- 344 Servers
- 4,730 PCs and Laptops
- 93 Locations
- 447 Business Applications

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IT Priority Strategies

IT Priority Strategies	2008	2009
Keep the Lights On	1	1
Culture and Employee Morale	6	2
Budget and Cost Control	5	3
Strategy: Simplification/Consolidation	7	4
Projects in Process	2	5
PPM Maximization		6
Collaboration Tools		7
Disaster Recovery/Security/Risk	10	8
Governance	9	9
Green IT		10

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Follow Up Items

- Amount spent on Microsoft products (~ FY2010)
  - Select Agreement ~$69 K
  - Enterprise Agreement ~$420 K
  - Other Products ~$183 K
  - Carryover to Upgrade MS Office ~$375 K

- Desktop Platform Evaluation

- Number of Open Source Products Utilized
  - Application Services ~54
  - Infrastructure ~26

- Number of Application Systems Required by State
  - Health and Human Services ~20
  - Public Safety ~20

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Performance

- Operational

- Customer Service

- Organizational Goals

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Accomplishments

- **County Human Services**
  - Major Lincoln Building Space Reorganization, 155 PCs and Phones
  - Developmental Disabilities System (LUCI) Implementation

- **Community Justice**
  - SPIN Case Plan Enhancement Project for DCJ
  - Juvenile Probation Study for DCJ
  - Caseload Explorer Access for MCSO's Close Street Supervision Program
  - DCJ to DA Police Report Recording and Tracking System Implementation

- **Community Services**
  - Land Use Permitting System Implementation Kickoff

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Accomplishments

- **Health Department**
  – Health Data Warehouse Implementation
  – STD Public Heath Threat Reporting

- **Library**
  – Midland Branch Facilities Project, 75 PCs and Phones

- **Sheriff's Office**
  – SWIS Enhancement—Booking Notification to External Agencies
  – Router Encryption Project

- **Enterprise**
  – PC Imaging Tool Implementation
  – Soft Phone Test
  – SAN Upgrade and De-duplication Enhancement
  – SAP Server Upgrade

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Mission, Vision, and Values*

MISSION

- Multnomah County IT professionals leverage technology to drive innovation, efficiency, and cost-savings, helping government respond effectively to community needs.

VISION

- Multnomah County IT helps citizens and county employees get the data they need.

  Any time, any place.

VALUES

- **Integrity** - We are each personally accountable for the highest standards of behavior, including honesty and fairness in all aspects of our work.

- **Customer Service** - We strive to exceed customer expectations in affordability, quality, and on-time delivery. We listen to customer requests, understand their business needs, and help them establish achievable priorities.

- **Leadership** - We are talented employees effectively applying technology to address business challenges. We lead through our competence, creativity, and collaboration.

- **Respect** - We treat one another with consideration and take pride in the significant contributions that come from diverse individuals and ideas. We are committed to openness and trust in all relationships.

- **Quality** - We strive for continuous improvement and deliver excellence. Each of us is responsible for the quality of whatever we do.

- **Innovation** - We embrace change enthusiastically, we always consider new ideas and look at new and better ways to provide service.

TAGLINE

- **R**ecognize, **R**espect, **R**ethink, **R**espond

*Draft as of 4/23/09

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ARRA Stimulus Projects

- City of Portland

- Health Department

- OSU Open Source Lab

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FY 2010 Proposed Budget

Approach

- – Streamline organization
- – Lead web convergence, collaboration, open source initiatives
- – Create contract administration and monitoring capabilities
- – Reduce unnecessary costs
- – Create variable, scalable cost structure

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FY 2010 Proposed Budget Considerations

- – Chair's Office Direction

- – Customer Service

- – Employee Morale

- – Change and Innovation

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FY 2010 Proposed Budget Keeps

- Services and capital were represented in 13 program offers at current service levels

- Reductions were taken within existing program offers to reach constraint

- Scaled offer was presented for IT Innovation and Investment Fund

- Retained positions

- Innovation

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Cuts

- Services and capital were represented in 13 program offers at current service levels

- Reductions were taken within existing program offers to reach constraint
  - $1.4 M —labor and benefits
  - $400 K—telecom reductions from customers
  - $100 K—PC software licensing from customer

- Scaled offer presented for IT Innovation and Investment Fund, $560 K

- Backfill request to transition to new structure, $300 K
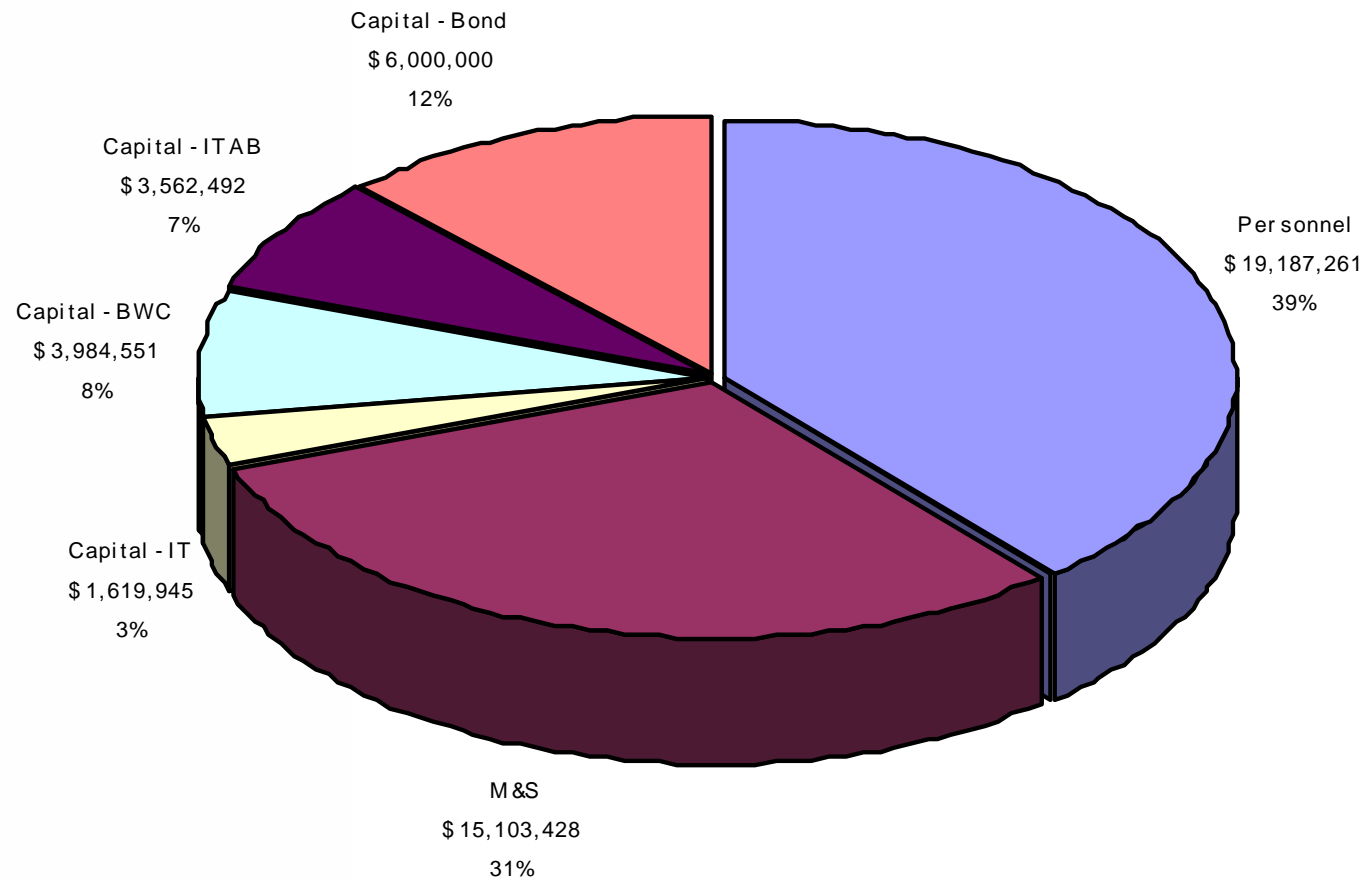
- Retained positions from Local 88 vote

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FY 2010 Proposed Budget

Impacts

- Organizational Change

- Cultural Change

- Customer Change

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FY 2010 IT Proposed Budget

Capital - Bond
$ 6,000,000
12%

Capital - ITAB
$ 3,562,492
7%

Capital - BWC
$ 3,984,551
8%

Capital - IT
$ 1,619,945
3%

Personnel
$ 19,187,261
39%

M&S
$ 15,103,428
31%

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IT Expense Budget

- Personnel Costs

- Material and Supplies

- Equipment Cost Element

IT Capital Budget

- ITAB—Approved Projects In Process

- BWC—Project Carryover

- BWC—Asset Replacement Carryover

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State Impacts

- Driven by Customer Impacts

- Changes to Services

- Changes to PC Support and Licensing

Key Challenges

- Managing Change: Culture and Organization

- Restructuring Costs

- Closing the technology gap

- Revolutionizing technical platform

- Governance: Prioritization, Simplification and Consolidation

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Feedback / Q&A

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