Multnomah County				
Program #78023 - IT Telecommunications Services			2/19/2015	
Department:	County Assets	Program Contact:	Rodney Chin	
Program Offer Type:	Internal Service	Program Offer Stage	e: As Requested	
Related Programs:				
Program Characteristic	s: In Target			

Executive Summary

The Telecommunications program manages all voice and video communication services for about 5,000 County and partner employees. The services provided by this program facilitate communication with citizens, business partners, and employees.

Program Summary

The County maintains an enterprise voice system that processes over 25,000 incoming calls and voice mails each day. This program coordinates the installation and maintenance of all voice equipment and associated technologies including: wiring, switching and routing equipment, desk phones, call center consoles and connectivity to the public telephone system. Telecom is responsible for supporting phones and applications for about 5,000 customers across 99 County locations. Telecom works closely with Departments to identify communication needs and then implement technologies to address them. Key services supported by this program include all County call centers, such as the Mental Health Crisis line. Large projects coordinated by Telecom include office relocations, new facility provisioning, and remodeling. Telecom also manages the acquisition, configuration, and maintenance of video conferencing units at multiple locations. These are used heavily by the State Courts, Department of Community Justice, and Public Defenders.

FY14		1	
Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
high priority incidents 1	1	1	1
nin 12 hours 99%	98%	98%	98%
	high priority incidents 1	high priority incidents 1 1	b high priority incidents 1 1 1

Output Measure - High priority incidents are problems that cause service disruptions. This measure is designed to ensure problems reported to the Help Desk are logged, assigned and dispatched to technicians as a priority. Outcome Measure - Measures the amount of time required to resolve high priority incidents. This measure is designed to ensure support teams respond in a timely manner to high priority incidents.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds	
Program Expenses	2015	2015	2016	2016	
Personnel	\$0	\$686,465	\$0	\$687,557	
Materials & Supplies	\$0	\$1,911,386	\$0	\$1,741,390	
Internal Services	\$0	\$121,156	\$0	\$10,434	
Total GF/non-GF	\$0	\$2,719,007	\$0	\$2,439,381	
Program Total:	\$2,71	\$2,719,007		\$2,439,381	
Program FTE	0.00	5.00	0.00	5.00	
Program Revenues					
Other / Miscellaneous	\$0	\$2,518,047	\$0	\$2,194,533	
Service Charges	\$0	\$299,184	\$0	\$244,848	
Total Revenue	\$0	\$2,817,231	\$0	\$2,439,381	

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: FY 2015: 78022 IT Telecommunications Services

No significant changes.