

### Program #78311 - IT General Government Application Services

4/15/2016

**Department:** County Assets **Program Contact:** Tony Chandler

Program Offer Type: Internal Service Program Offer Stage: As Proposed

**Related Programs:** 

**Program Characteristics:** 

## **Executive Summary**

IT General Government Application Services provide reliable, effective software systems for the Departments of County Assets (DCA), Department of County Management (DCM), Department of Community Services (DCS), and Non-Departmental offices. Services include managing customer relationships; capturing and prioritizing IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and reporting systems; managing vendor systems and relationships; maintaining and enhancing legacy systems.

### **Program Summary**

The IT General Government Application Services group supports twenty-three systems for DCM and DCA and nine systems for DCS, and support for small applications and data and analytics reporting for the Office of Diversity and Equity (ODE) and other Non-Departmental offices. The program includes the following services:

- -Managing requests for IT services and ensuring that requests are well-defined, prioritized and scheduled in alignment with department and County priorities
- -Understanding and defining operational needs and recommending effective, innovative technology solutions
- -Designing, building, testing, and implementing the selected solutions while sustaining existing systems

#### Strategies include:

1) Freeing up IT resource hours to focus on new project requests by tracking hours and analyzing data, evaluating existing applications and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests 2) Leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and using Total Cost of Ownership to make informed IT investment decisions

Strategies will result in an increase in the time that IT resources have available for higher value projects that will move County business strategies forward.

Performa	Performance Measures								
Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer				
Output	Percent of employee hours spent on planned work versus unplanned	34%	60%	57%	60%				
Outcome	Percentage point increase in employee hours spent on planned versus unplanned work	2%	3%	2%	3%				

#### **Performance Measures Descriptions**

Output Measure - Employee hours spent on planned versus unplanned work: 60% planned/40% unplanned. This includes available work time. Planned work provides better customer value, as work can be targeted toward high priority activities.

Outcome Measure - The percentage increase in the amount of planned work from unplanned work calculated from the Current Year Estimate.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$0	\$1,254,555	\$0	\$1,581,660
Contractual Services	\$0	\$86,849	\$0	\$0
Materials & Supplies	\$0	\$79,874	\$0	\$63,367
Total GF/non-GF	\$0	\$1,421,278	\$0	\$1,645,027
Program Total:	\$1,421,278		\$1,645,027	
Program FTE	0.00	5.00	0.00	6.00

Program Revenues							
Other / Miscellaneous	\$0	\$1,421,278	\$0	\$1,645,027			
Total Revenue	\$0	\$1,421,278	\$0	\$1,645,027			

# **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 2016: 78030-16 IT General Government Application Services

No significant changes.