

DAS-IMSD (1160) BUDGET

DEPT: DAS-IMSD

UNIT NO. 1160
FUND: Internal Service - 0026**Budget Summary**

Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Variance
Expenditures					
Personnel Costs	\$7,056,302	\$6,626,078	\$7,245,730	\$7,028,925	(\$216,805)
Operation Costs	\$5,844,970	\$7,324,461	\$6,982,569	\$7,123,818	\$141,248
Debt & Depreciation	\$2,342,000	\$1,132,908	\$1,589,231	\$1,197,341	(\$391,890)
Capital Outlay	\$0	(\$24,754)	\$0	\$0	\$0
Interdept. Charges	\$642,031	\$521,766	\$434,787	\$359,320	(\$75,467)
Total Expenditures	\$15,885,301	\$15,580,459	\$16,252,317	\$15,709,404	(\$542,913)
Revenues					
Direct Revenue	\$50,000	\$45,090	\$125,834	\$78,638	(\$47,196)
Intergov Revenue	\$833,795	\$1,332,912	\$1,304,355	\$1,338,079	\$33,724
Indirect Revenue	\$15,001,508	\$15,251,115	\$14,822,128	\$14,292,687	(\$529,441)
Total Revenues	\$15,885,303	\$16,629,117	\$16,252,317	\$15,709,404	(\$542,913)
Tax Levy	\$0	(\$1,048,658)	\$0	\$0	\$0
Personnel					
Full-Time Pos. (FTE)	56	56	55	53	-2
Seas/Hourly/Pool Pos.	3.5	3.5	3.5	3.5	0
Overtime \$	\$28,644	\$20,633	\$28,968	\$21,180	(\$7,788)

Department Mission: The Department of Administrative Services – Information Management Services Division (DAS-IMSD) will collaboratively develop and provide secure, cost-effective solutions that meet the needs of Milwaukee County government and its citizens.

Department Description:

DAS-IMSD includes six sections that provide services in support of the technology functions for Milwaukee County: Administration and Business Development is responsible for business development, project management, fiscal services and administrative support; Application Development is responsible for development, implementation, maintenance, management and support of Countywide software; Technical Services provides research, acquisition, installation, maintenance, and support services for Countywide telecommunications and data network infrastructure, server, and storage; Personal Computer Support is responsible for first and second level technical support, software management and installation, and mobile device administration; Mainframe is responsible for administration, maintenance, and support of the County's enterprise mainframe server; Radio Services manages the county-wide 800 MHz radio system and network.

Per the recommendation of the Government Finance Officers Association¹, DAS-IMSD is budgeted as an internal service fund in order to make "overhead transparent" and to show the "true cost of providing a service".

¹ GFOA website at http://www.gfoa.org/index.php?option=com_content&task=view&id=1291&Itemid=500

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Strategic Program Area 1: Administration & Business Development

Service Provision: Administrative

Strategic Outcome: High-Quality Responsive Services

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Percent of County Budget expenditures allocated to IMSD	1.19%	1.26%	1.21%

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$2,096,616	\$1,905,157	\$2,610,871	\$2,667,172	\$56,301
Revenues	\$2,096,616	\$1,903,483	\$2,610,871	\$2,667,172	\$56,301
Tax Levy	\$0	\$1,673	\$0	\$0	\$0
FTE Positions	15.5	15.5	16.5	17.5	1

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Percent of projects on schedule and within budget	n/a	n/a	85%

Strategic Implementation:

This program area is responsible for business development, project management, fiscal services and administrative support. This area works directly with County departments and outside agencies to build effective and productive relationships, analyzes County business needs, develops critical solutions and manages projects to successful completion in a value driven portfolio framework. The DAS-IMSD Fiscal team provides overall direction, coordination and planning for effective fiscal management and policy compliance including budget preparation and monitoring, accounts payable and receivable, procurement, payroll, and contract monitoring within IMSD. The 2014 staffing level of 16.5 FTE includes a transfer in of 1.0 FTE Graphic Designer position from the Office of the County Board. Expenditures increase \$56,301 primarily due to a decrease in crosscharges that is partially offset by the additional position.

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Strategic Program Area 2: Application Development

Service Provision: Administrative

Strategic Outcome: High-Quality Responsive Services

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Application Related Service Tickets	663	965	1,796

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$1,913,425	\$2,205,150	\$2,265,863	\$2,130,010	(\$135,853)
Revenues	\$1,913,425	\$2,340,055	\$2,265,863	\$2,130,010	(\$135,853)
Tax Levy	\$0	(\$134,905)	\$0	\$0	\$0
FTE Positions	13	13	13	12	-1

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Email Availability	99.53%	99.56%	99.60%

Strategic Implementation:

The Application Service team provides end-to-end service for solving business needs with software applications. Responsibilities include development and implementation, maintenance, management, and support for Countywide software on a variety of platforms. Application Services is also responsible for analyzing and interacting with project teams to determine business needs and providing solutions to meet critical county functions. The 2014 staffing level includes 12.0 FTE positions and is reduced due to the reallocation of 1.0 FTE position to another program area in DAS-IMSD. Expenditures decrease \$135,853 primarily due to the staff reallocation and a small reduction in services.

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Strategic Program Area 3: Technical Services

Service Provision: Administrative

Strategic Outcome: High-Quality Responsive Services

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Storage Capacity (TB)	190	215	250
Number of Switches Maintained	322	342	350
Number of Routers Maintained	26	38	38
Number of Wireless Access Points	215	215	250

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$4,355,922	\$4,425,983	\$4,439,042	\$4,551,001	\$111,959
Revenues	\$4,355,922	\$4,867,084	\$4,439,042	\$4,551,001	\$111,959
Tax Levy	\$0	(\$441,102)	\$0	\$0	\$0
FTE Positions	16	16	15	16	1

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Web Services Availability	99.70%	99.75%	99.80%

Strategic Implementation:

This program area provides research, acquisition, installation, maintenance, and support services for Countywide telecommunications/data network infrastructure, server and storage networks. This includes administering the County's voice and data communications systems and responsibility for architecture, design, planning, configuration and provisioning of the County's wide area network and local area networks (WAN/LAN), remote access services, network security/firewall management, Wi-Fi and internet services, and voice, video and conferencing services. This program area also maintains and supports the County server and storage environments. The 2014 staffing level includes 16.0 FTE positions and is increased due to a reallocation of 1.0 FTE position from another program area in DAS-IMSD. Expenditures increase \$111,959 due to the staff reallocation and increased telephone maintenance system expenses.

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Strategic Program Area 4: Personal Computer Support

Service Provision: Administrative

Strategic Outcome: High-Quality Responsive Services

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Service Tickets Opened	34,077	36,150	40,000
PC Maintained	3,245	3,523	3,500

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$1,889,040	\$2,237,912	\$1,792,418	\$1,718,300	(\$74,118)
Revenues	\$1,889,040	\$2,545,009	\$1,792,418	\$1,718,300	(\$74,118)
Tax Levy	\$0	(\$307,097)	\$0	\$0	\$0
FTE Positions	10	10	9	9	0

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Percent of Helpdesk tickets resolved	90.00%	97.00%	99.50%
Support cost per PC	\$689.65	\$508.78	\$502.01
PCs maintained per PC Support FTE	162	185	184

Strategic Implementation:

The Personal Computer Support program area is responsible for first and second level technical support, workstation refresh, software management (license management, electronic software distribution), and mobile device administration. The PC support team also administers county technology standards as well as IT service management standards and processes to include change management, problem management, etc. The 2014 staffing level includes 9.0 FTE positions and is unchanged from the 2013 Adopted Budget. An additional 10.0 FTE of contract staff provides front-line PC Support. Expenditures are reduced \$74,118 due to various minor reductions in operating costs.

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Strategic Program Area 5: Mainframe**Service Provision: Administrative****Strategic Outcome: High-Quality Responsive Services**

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Mainframe IDs maintained	2,075	1,962	1,939

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$3,660,521	\$3,289,168	\$3,275,594	\$3,171,167	(\$104,427)
Revenues	\$3,660,521	\$3,456,381	\$3,275,594	\$3,171,167	(\$104,427)
Tax Levy	\$0	(\$167,214)	\$0	\$0	\$0
FTE Positions	1	1	1	1	0

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
CJIS Availability	99%	99.99%	100.00%
Advantage Availability	98%	97.70%	98.50%

Strategic Implementation:

The Mainframe Service team oversees the Enterprise Mainframe Server and administers, maintains and supports the Criminal Justice Information System, Advantage Financial System, Juvenile Information Management System and a multitude of programmatic interfaces. Mainframe Services also includes the Operations Center which manages tape backup/recovery services for all County enterprise systems. The 2014 staffing level includes 1.0 FTE position (and 10.0 FTE contracted staff) and is unchanged from the 2013 Adopted Budget. Expenditures decrease \$104,427 primarily due to a reduction in depreciation costs.

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Strategic Program Area 6: Distribution Services

Service Provision: Administrative

Strategic Outcome: High-Quality Responsive Services

What We Do: Activity Data
This program area has no activity data

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$344,883	\$275,462	\$326,177	\$0	(\$326,177)
Revenues	\$344,883	\$275,458	\$326,177	\$0	(\$326,177)
Tax Levy	\$0	\$4	\$0	\$0	\$0
FTE Positions	3	3	3	0	-3

How Well We Do It: Performance Measures
Performance Measures have not yet been developed for this program area

Strategic Implementation:

In 2014, this service area is transferred out of DAS-IMSD and into DAS-Facilities. Please see the DAS-Facilities section for further information.

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Strategic Program Area 7: Radio

Service Provision: Administrative

Strategic Outcome: Personal Safety

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Public Safety Radios in use	4,150	4,175	4,201
Radio Transmissions	18,100,000	18,000,000	18,200,000

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$1,624,896	\$1,241,647	\$1,542,352	\$1,471,754	(\$70,598)
Revenues	\$1,624,896	\$1,241,647	\$1,542,352	\$1,471,754	(\$70,598)
Tax Levy	\$0	\$0	\$0	\$0	\$0
FTE Positions		1	1	1	0

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Radio Availability	99.999%	99.999%	99.999%

Strategic Implementation:

The Radio Services team manages the county-wide 800 MHz radio system and network. Founded by MCTS (Milwaukee County Transit System) in 1992 with 1 tower site, currently the system has 9 towers supporting law enforcement, fire departments and EMS (Emergency Medical Services) for 17 municipalities and other county, state and municipal agencies totaling 63 user groups. Existing system topology includes 14 channels of which county agencies make up 55%. Radio Services is governed by intergovernmental agreements and has an advisory board (RAC - Radio Advisory Council) established by County Board ordinance. The 2014 staffing level includes 1.0 FTE position (and 1.0 FTE contracted staff) and is unchanged from the 2013 Adopted Budget. Expenditures decrease \$70,598 due to reductions in crosscharges and depreciation costs. The decreases are partially offset by an increase in public safety radio tower space rental costs. DAS-IMSD will work with DAS-Performance, Strategy, and Budget and the Director of Emergency Management to investigate the possible transfer of this service to the newly-created Department of Emergency Preparedness in 2014.

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DAS-IMSD Budgeted Positions				
Title Code	2013 Budget	2014 Budget	2014/2013 Variance	Explanation
Adm Sec Graphic Designer	0	1	1	Transfer In
Business Analyst 4	4	4	0	
Business Solutions Mgr	1	1	0	
Clerical Spec IMSD	1	1	0	
Communications Spec 3 NR	1	1	0	
Distribution Assistant	1	0	-1	Transfer Out
Exdir2-Chief Tech Offcr	1	1	0	
Exdir3-Chief Info Offcr	1	1	0	
Fiscal And Budget Manager	1	1	0	
Info Systems Intern	3.5	3.5	0	
IT Client Support Spec 1	1	1	0	
IT Client Support Spec 2	2	2	0	
IT Director - Applications	1	1	0	
IT Director - Governance	1	1	0	
IT Manager - Applications	2	2	0	
IT Manager - Business Develop	1	1	0	
IT Manager - Project Mgmt Offc	1	1	0	
IT Manager - Server	1	1	0	
IT Manager - Service Desk	1	1	0	
IT Operations Mgr	1	1	0	
Network Appls Spec 2-4	14	14	0	
Network Tech Spec 2-4	11	11	0	
Network Tech Spec II - Zoo	1	1	0	
Office Supp Asst 1	1	0	-1	Transfer Out
Office Supp Asst 2	2	1	-1	Transfer Out
Overtime	0.4	0.3	-0.1	
Project Analyst-HRIS	1	1	0	
Project Analyst-HRIS Int	1	1	0	
Technical Architect	1	1	0	
Vacancy & Turnover	0	-1.8	-1.8	
TOTAL	58.9	55	-3.9	

Legacy Health Care and Pension Expenditures				
2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Variance
\$1,216,206	\$1,412,677	\$1,263,080	\$1,394,282	\$131,202