

# Information System Division Internal Service Fund

## General Government

Chris Cruz, Information Systems Director

Internal Service Fund	2017-2018 Actual	2018-2019 Adjusted	2019-2020 Requested	2019-2020 Recommended	Increase/ (Decrease)
<b>Expenditures</b>					
Salaries & Benefits	\$0	\$15,250,919	\$14,993,482	\$14,993,482	(\$257,437)
Services & Supplies	0	11,080,689	6,971,375	6,971,375	(4,109,314)
Centrally-Budgeted Expenses	0	560,000	1,388,210	1,388,210	828,210
Fixed Assets	0	56,700	0	0	(56,700)
<b>Total Expenditures</b>	<b>\$0</b>	<b>\$26,948,308</b>	<b>\$23,353,067</b>	<b>\$23,353,067</b>	<b>(\$3,595,241)</b>
Expenditure Reimbursements	0	(20,780,217)	0	0	20,780,217
<b>Total Appropriations</b>	<b>\$0</b>	<b>\$6,168,091</b>	<b>\$23,353,067</b>	<b>\$23,353,067</b>	<b>\$17,184,976</b>
<b>Earned Revenues By Source</b>					
Interest/Rents	\$0	\$0	\$110,556	\$110,556	\$110,556
Charges For Services	0	311,806	20,839,900	20,839,900	20,528,094
Operating Transfers In	0	11,874,317	2,402,611	2,402,611	(9,471,706)
<b>Total Revenues</b>	<b>\$0</b>	<b>\$12,186,123</b>	<b>\$23,353,067</b>	<b>\$23,353,067</b>	<b>\$11,166,944</b>
<b>Revenues Over/(Under) Expenses</b>	<b>\$0</b>	<b>(\$6,018,032)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,018,032</b>
<b>Allocated Positions</b>	<b>85.0</b>	<b>87.0</b>	<b>84.0</b>	<b>84.0</b>	<b>(3.0)</b>

- Information Systems Division was a General Fund department (#1010900000) prior to 2018-2019.

- Operating Transfers In includes a General Fund Contribution of \$1,460,000 provided by Tobacco Settlement funds for 2019-2020.

## Purpose

The Information Systems Division (ISD) Internal Service Fund (ISF) (#8240000000) provides information processing services, support, and coordination to County departments. The Division is responsible for the County's information technology and communications functions. ISD's mission is to "support technology solutions that create opportunities to transform the way service is brought to the public through leading, integrating, partnering, educating, consulting, and supporting."

In 2018-2019, the recommended budget converted ISD from a General Fund department to an ISF to more efficiently track the Division's multiyear projects. Information Systems ISF (#38024) was established and became effective July 1, 2018.

## Major Budget Changes

### Salaries & Employee Benefits

- \$227,518 Salary and benefits adjustments.
- \$157,611 Add an Information Systems Analyst position.
- (\$642,566) Transfer four positions to the Assessor-Recorder-County Clerk budget.

### Services & Supplies

- \$650,557 Increase in software licensing and related costs including Oracle Data Analytics and Fraud Detection software.
- \$153,378 Increase in professional services for public cloud data storage and web security monitoring costs.

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- \$79,036 Increase in equipment maintenance costs.
- (\$5,086,759) Decrease in professional services and one-time project costs including PeopleSoft upgrades.
- (\$34,548) Decrease in office supply and telephone costs.

### Centrally-Budgeted Expenses

- (\$11,768) Decrease in Workers' Compensation and Casualty insurance costs.
- \$841,241 Cost Allocation Plan adjustment reclassified reflecting conversion to ISF.

### Expenditure Reimbursements

- (\$19,076,198) Expenditure reimbursement to revenue reclassified reflecting conversion to ISF.
- (\$642,566) Decrease in revenue reflecting position transfers to Assessor-Recorder-County Clerk budget.
- (\$1,061,453) Cost Allocation Plan adjustment reclassified reflecting conversion to ISF.

### Revenues

- \$21,405,348 Expenditure reimbursement to revenue reclassified reflecting conversion to ISF.
- \$110,556 Increase in interest income.
- \$51,252 Increase in revenue from outside agencies.
- (\$8,234,317) Prior year one-time transfer from General Fund to establish ISF.
- (\$1,215,000) Decrease in the use of County System Automation Reserve Fund for PeopleSoft upgrade costs.
- (\$180,000) Decrease in transfers in from one-time project for Agricultural Center audio-visual upgrade.

## Program Discussion

The 2019-2020 recommended ISD ISF budget totals \$23,353,067, a decrease of \$3,595,241 from the 2018-2019 adjusted budget, and includes projects funded by Tobacco Settlement revenue totaling \$1,460,000. The recommended budget transfers four positions to the Assessor-Recorder-County Clerk budget. In 2013-2014, the positions were transferred from the Assessor's budget to ISD.

In 2019-2020, ISD will focus on implementing projects consistent with the Board of Supervisors' Strategic Priorities, as well as San Joaquin County's Strategic Direction for Technology.

During 2019-2020, ISD intends to:

- **Implement Phase II of the County's Budget System** - ISD, in partnership with the County Administrator's Office (CAO), will implement Phase II of the new County budgeting system. Phase II of the implementation will deliver enhanced features that focus on:
  1. Modernizing the process of determining position costs.
  2. Allowing for multiyear budget projections.
  3. Establishing automated workflow for the budget development and approval process.
  4. Streamlining the preparation of materials for the creation of the annual Proposed and Final Budget books.
- **Continue to Improve Security for the County's Critical Data and Technology Infrastructure** - ISD will continue to enhance and augment existing security measures to ensure the County's critical information and systems, including the County's elections systems, are protected from cybersecurity threats.
- **Deliver New Automated Tools to Improve the County's Financial and Human Resources Systems** - ISD will continue its efforts to ensure responsible fiscal management of the County's budget and enhance operational efficiency. ISD will partner with the Auditor-Controller's Office (ACO), CAO, the Human Resources Division, and representatives from several County departments to deliver expanded Financial and Human Resources System capabilities and improved business processes. The implementation of these new automated tools and improved business processes will deliver greater support for County departments, enhance fiscal insight and control, streamline administrative

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operations, and promote best practices for the County's administrative functions.

- **Expand and Enhance Technology Solutions for the County's Law and Justice Departments** - ISD will continue to take a multi-prong approach to improve the technologies that support the County's law and justice departments. ISD intends to:
  1. Work in partnership with the Sheriff's Office to replace aging equipment within the Sheriff's Office technology infrastructure.
  2. In partnership with the Probation Department, ISD will procure and begin the implementation of the replacement for the Juvenile Justice Information System that has been used by the Probation Department for over 15 years to manage Juvenile Justice cases and the Juvenile Detention Center.
  3. Begin the process of replacing the County's Local Area Warrant System that has been in use by all law and justice agencies within the County for over 10 years.
  4. Foster broader use of mobile computing devices by County law and justice departments.
  5. Support the Sheriff's Office technology team in the design phase of the new medium security Jail construction project.
- **Continue Improvements to the County Website** - ISD will continue to make improvements to the County website with a focus on expanding on-line services available to the citizens of San Joaquin County. ISD will be working in partnership with County departments to identify government functions and information that would be of value to citizens and businesses if delivered via on-line interaction. Priority will be given to development and delivery of on-line government services and information that result in a measurable improvement to service delivery. Improvements include the roll out of the Content Management System, which will become the platform for new website development, and enhancements to the County's search engine.
- **Support Technology and Business Process Optimization Efforts at San Joaquin General Hospital (SJGH)** - In partnership with the CAO, ACO, Purchasing and Support Services, and SJGH, ISD will provide support for implementation of enhanced budgetary controls for SJGH.
- **Assist Mountain House Community Services District in Relocating to a New Facility** - ISD will provide project oversight of the technology implementation for

the construction of the new Mountain House Town Hall; and provide technical support for the relocation of Mountain House Community Services District into the new Town Hall facility when completed.

- **Move County Departments to a Single Cloud-Based E-mail System** - ISD will begin moving County department e-mail services to a single cloud-based e-mail system, which will enable greater efficiencies and standardization for e-mail communications for County departments.
- **Provide Data Analytics Support for the County Administrator's Office** - In 2018-2019, ISD, in partnership with the CAO, implemented a Data Analytics tool that collects, collates, and provides analysis on a variety of data including workforce utilization and issues surrounding homelessness in the County; and identifies how and where County funds are being utilized. In 2019-2020, ISD will continue its efforts to support the CAO in expanding the use of the Data Analytics tool. The intent is to provide greater insight on the use of County funds and identify specific areas in need of investment.

During 2018-2019, ISD accomplished the following activities in partnership with County departments:

- **Delivered New Automated Tools to Improve the County's Financial Systems and Controls** - ISD continued its efforts to support the Board's stated goal of ensuring responsible fiscal management of the County's budget and resources. ISD partnered with the ACO, the CAO, and representatives from several County departments to deliver expanded Financial System capabilities and improved business processes. The implementation of these new automated tools and improved business processes has streamlined administrative operations and additional improvements are expected in 2019-2020.
- **Continued Improvements to the County Website** - ISD continued to make improvements to the County website. The websites for Registrar of Voters and Department of Child Support Services were modernized in 2018-2019. In addition, a new Web Content Management System and a Citizen Engagement System were procured and will be fully implemented in early 2019-2020.
- **Support Technology and Business Process Optimization efforts at SJGH** - ISD continues to work closely with SJGH to optimize the technologies implemented as part of the Cerner/PeopleSoft project and support the enhancement of business processes at SJGH.

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- **Transitioned the ISD Budget to an Internal Service Fund Model** - ISD transitioned from a traditional General Fund budget to an ISF budget. ISFs are traditionally used for organizational units like ISD that deliver service to other departments on a cost-reimbursement basis. The other technology budgets managed and administered by ISD (Communications, Office Automation, and Radio) are already ISF budgets.
- **Replaced the County's Budget System** - ISD, in partnership with the CAO, procured and implemented the first phase of a new County budgeting system. The first phase of the implementation of the new system delivers improved budget development capabilities that allow the County to establish automated workflow to facilitate the budget development process, and streamline the preparation of materials used for the creation of the Proposed and Final Budget books.
- **Improved Security for the County's Critical Data and Technology Infrastructure** - ISD implemented an array of new technologies to expand the layers of security that surround the County's critical data and systems, especially security surrounding the County's election systems. ISD also implemented additional technologies to provide a platform that will support a broadened spectrum of secured mobile computing.
- **Implemented a Data Analytics System** - ISD procured and implemented a Data Analytics system that allows the County the ability to collate, analyze, and provide data analysis in a variety of important areas including detail on how and where County funds are utilized, metrics on County workforce utilization, and areas surrounding the homeless issue within the County.
- **Began Transition of County Departments to One E-mail System** - ISD completed a pilot project of moving one County department, ISD, to a cloud-based e-mail system to identify the processes and procedures required to migrate all County departments to a single cloud-based e-mail system.
- **Provided Funding for a Position in the Purchasing Department** - ISD funded an additional position in the Purchasing budget to focus on technology procurements, ensuring the timely purchase of equipment and services for all ISD projects. This new position helps reduce the risk of project cost overruns due to delayed procurements
- **Provide Technology Services to the Agricultural Commissioner's Office** - ISD assumed responsibility for the delivery of information technology services for Agricultural Commissioner's Office. The Departmental Information Systems Analyst position, previously in the

Agricultural Commissioner's budget, responsible for the delivery of technology services to the Office was transitioned to the ISD budget.

- **Supported relocation of Department of Child Support Services (DCSS)** - ISD supported the technology needs of the DCSS in the relocation of their office to a downtown location identifying the technology requirements to design the infrastructure. ISD worked with DCSS to procure vendor services to implement the design and assisted with the coordination in the relocation process.
- **Enhanced Technology Solutions for the County's Law and Justice Departments** - ISD completed the following work in support of the County's law and justice departments:
  1. Expanded data storage, video storage, and network capacity to meet the growing needs associated with body worn cameras, and other innovative projects underway at the Sheriff's Office.
  2. Improved security protecting the County law and justice systems to address growing threats.
  3. Improved network speed and data security at the District Attorney's Office.
  4. Fostered broader use of mobile computing devices by County law and justice departments.
  5. Supported the Sheriff's Office technology team during the implementation of a new Computer Aided Dispatch and Records Management System.

### County Systems Automation Reserve Fund

As of March 31, 2019, the County Systems Automation Reserve Fund (#10130) had a balance of \$3,861,140. The Fund is used for PeopleSoft upgrades. The 2019-2020 recommended budget includes \$410,000 in funding from the Fund.

### Information Systems Division – Internal Service Fund

In 2018-2019, the ISD budget was converted from a General Fund budget to an Internal Service Fund. An ISD-ISF fund (#38024) was established, and in accordance with the State Controller's Office, a 90-day working capital amount had to be established. The General Fund contributed \$4,730,000 for working capital, \$3,504,317 for programmed for multiyear projects in progress, and \$1,460,000 for Tobacco Settlement funding for a total transfer of \$9,694,317. The fund balance as of March 31, 2019 totals \$9,222,852.

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### Supplemental Request

The ISD Director is requesting supplemental funding totaling \$157,611 for an Information Systems Analyst IV position to provide technical expertise for the implementation and ongoing support of the electronic timesheets to County departments currently utilizing a manual process for tracking employee time. Additionally, this position will provide technical support for the implementation of automated time

capture devices at various County facilities including SJGH to facilitate greater accuracy and efficiency in the processing of employee payroll. The request is for one-time funding, as the position will be included in the ISF billing process in 2020-2021.

The recommended budget has been augmented by this amount to address this request.

### Workload Data

	-----Actual-----			Est./Act. 2018-2019	Projected 2019-2020
	2015-2016	2016-2017	2017-2018		
<i>Systems, Programming, &amp; Desktop Computer Labor Hours</i>	25,594	28,703	29,683	32,137	31,933
<i>Law &amp; Justice Applications - Support Tickets</i>	N/A	N/A	2,864	2,505	2,132
<i>Administration Applications - Support Tickets</i>	N/A	N/A	1,527	1,937	2,228
<i>Hardware Support Tickets</i>	N/A	N/A	N/A	4,495	5,170