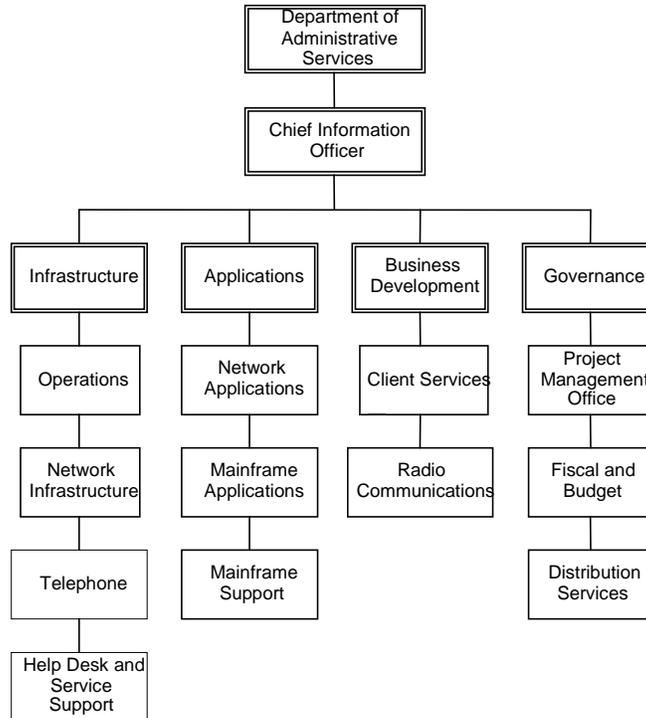


## DAS-INFORMATION MGMT SERV DIV (1160)



### MISSION

It is the mission of the DAS – Information Management Services Division to support Milwaukee County’s technology needs for the 21st century and lead the development and execution of an information technology strategy that accelerates Milwaukee County’s leadership in the state. DAS - IMSD will achieve its mission through teamwork, customer focus, accountability, reliability, responsiveness, fiscal responsibility, employee growth and satisfaction, and strategic IT relationships.

<b>Budget Summary</b>		
	<b>2010</b>	<b>2009/2010 Change</b>
<b>Expenditures</b>	<b>16,051,059</b>	<b>(2,154,724)</b>
<b>Revenue</b>	<b>15,000,252</b>	<b>(2,349,674)</b>
<b>Levy</b>	<b>1,050,807</b>	<b>194,950</b>
<b>FTE's</b>	<b>62.6</b>	<b>(18.7)</b>
<p><b>Major Programmatic Changes</b></p> <ul style="list-style-type: none"> <li>Focus on Function Consolidation and Maintenance</li> <li>Contracting for Mainframe Functions</li> <li>Phased Implementation of Virtual Desktops</li> </ul>		

### OBJECTIVES

- Provide baseline functions: continue to maintain high availability of existing applications and infrastructure, data/voice systems, improve internal processes, reduce costs and improve service.
- Leverage existing County technology and resources to enhance department efficiencies and service delivery to citizens.

**COUNTY EXECUTIVE'S 2010 BUDGET**

**DEPT: DAS-Information Mgmt Serv Div**

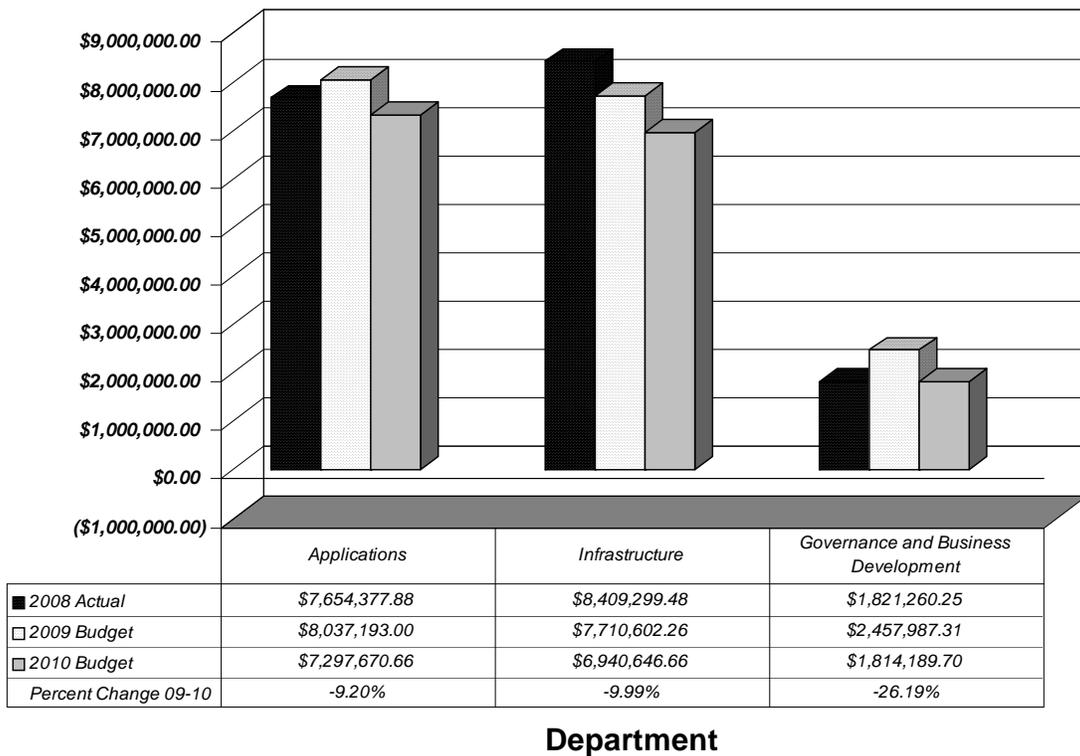
**UNIT NO. 1160**  
**FUND: General - 0001**

- Increase efficiency by: streamlining business processes, automating manual tasks, and documenting systems and services to achieve repeatability.

**DEPARTMENTAL PROGRAM DESCRIPTION**

The Information Management Services Division (DAS - IMSD) of the Department of Administrative Services consists of four areas of service: Applications Services, Technical Support and Infrastructure, Business Development, and Governance. DAS - IMSD's core purpose is to understand the mission of each department and enable their strategies to be implemented more quickly and efficiently through process and technical solutions.

**Expenditures**



**2010 BUDGET**

**Approach and Priorities**

- Maintain core services
- Reduce investment in non-strategic legacy technology and services
- Reduce total cost of ownership on personal computing and support
- Align DAS - IMSD costs with changes in County organizational structure

## COUNTY EXECUTIVE'S 2010 BUDGET

DEPT: DAS-Information Mgmt Serv Div

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### ***Programmatic Impacts***

- Continue to strategically reorganize to better support County clients including transition from legacy applications and mainframe systems to client server, web based or hosted solutions.
- Prioritize project portfolio to implement projects on time and within budget with defined, repeatable processes and procedures through the Project Management Office (PMO).
- Continue to increase collaboration through regional partnerships with Racine and Waukesha counties to purchase contractual services that provide cost savings while maintaining high quality services to County departments.
- Greater attention will be given to unplanned, on-demand initiatives but due to decreased staffing flexibility there will be an increased reliance on individual departments to fund these requests.

### ***Budget Highlights***

#### ***Wage and Benefit Modifications***

***(\$36,998)***

This budget includes an expenditure reduction of \$748,713 based on the changes described in the non-departmental account for wage and benefit modifications (org-1972). There is a corresponding revenue offset of \$711,715 for a total tax levy savings of \$36,998.

#### ***Relocation from City Campus***

***(\$100,353)***

Due to a Countywide space reallocation planned for 2010, City Campus will be vacated as of April 1, 2010. In order to account for this change, the crosscharge to Audit for space rental at City Campus is reduced. A corresponding reduction in indirect revenue is reflected in Facilities budget so that this has no County-wide levy impact. Once a new location is identified this cross-charge will be adjusted accordingly. The space planning work-group will develop relocation recommendations. See the Facilities budget for more detailed information.

#### ***Economic Support Division – State Takeover***

***(\$1,071,682)***

Resources provided to DHHS, Income Maintenance and Economic Support Divisions were previously crosscharged to this division and are discontinued in 2010 due to the take over of this service by the State of Wisconsin for revenue loss of \$400,000.

However, the State indicates that temporary IT support by the DAS – IMSD will be necessary for three months the first quarter of 2010. Estimated revenue totaling \$328,318 is budgeted for providing temporary IT support to the ESD based upon past DAS – IMSD costs for this function. This estimated revenue partially offsets the original projected 2010 indirect revenue reduction for DAS - MSD support. The loss of indirect revenue results in a negative impact on variable expenses such as a reduction in personnel and service related programs including computer replacement. This reduction in variable expenses is due to the inability to decrease fixed programmatic costs.

#### ***Unfunding Vacant Positions***

***(\$564,785)***

Staffing costs for DAS – IMSD, including active fringe benefits, are reduced through the unfunding of 6.0 FTE vacant positions and the creation of 1.0 FTE for a savings of salary, social security, and fringe benefits in the amount of \$676,116. The positions that are unfunded include the following: 1.0 FTE – Project Coordinator (Appls), 1.0 FTE – Network Applications Specialist (DHR), 1.0 FTE – Project Mgmt. Office Coordinator, 1.0 FTE – IT Director Business Development, 1.0 FTE – Information Systems Director DSS, and 1.0 FTE – Network Applications Specialist 4. In addition to unfunding these positions, the department has created 1.0 FTE Network Tech Specialist 4 with a salary and benefit reduction of \$9,980.

Priority will be given to critical applications and functions with the potential outcome of re-prioritization and delay of non-critical customer requests. DAS – IMSD will strive to ensure that issues are prioritized and resources allocated in such a fashion as to minimize any potential interruption in IT services and support.

#### ***Outsourcing Mainframe Functions***

***(\$450,000)***

For 2010, mainframe functions are provided on a contracted basis including all development and support functions. A contract is approved for execution with Stratagem in 2010 for the amount of \$1,400,000 for the

## COUNTY EXECUTIVE'S 2010 BUDGET

DEPT: DAS-Information Mgmt Serv Div

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provision of mainframe support services. The contract period is for an initial three-year term of service. Estimated annual savings from this initiative total approximately \$450,000. No service level impacts are anticipated for departments that utilize mainframe applications and services due to this initiative. Within the DAS – IMSD, this contracting results in the abolishment of 15 FTEs (13 FTEs filled; 2 FTEs vacant) including the following: 1.0 FTE – Info. Tech. Operations Manager, 1.0 FTE – Software Systems Specialist 3, 1.0 FTE – Network Tech. Specialist 4, 6.0 FTE – Operations Specialist 3, and 6.0 FTE Applications Specialist 4. Management of this contracted function remains within the DAS – IMSD and ID management will shift to the existing contract for Help Desk support. The DAS – IMSD will utilize the DAS – Human Resources Reduction in Force Strategy to minimize the impact on affected employees.

**Computer Replacement Program** **(\$150,000)**

The computer replacement program is being modified to include the virtual desktop technologies that will assist in lowering overall total cost of personal computer ownership, support cost, and extending the life of personal computing equipment. This modification would result in \$150,000 in savings.

**Landline Contract Revenue** **\$100,000**

Incentive revenue of \$100,000 is budgeted for execution of a new Landline contract for County-wide local and long distance telephone service. An RFP is anticipated to be issued during the second half of 2009 resulting in carrier selection and a signed agreement for service during the 2010 fiscal year. Expectation of incentive revenue for the upcoming Landline agreement is based upon previous receipt of revenue when the current five-year contract commenced.

No service impacts to local and long distance telephone service are anticipated as a result of executing a new agreement.

**Vendor Concessions** **(\$250,000)**

The division continues to negotiate with vendors for concessions on fees paid for services provided to the County such as software licensing, maintenance contracts for existing software, etc, for a savings of \$250,000. Any savings realized during the year will ultimately be passed through to DAS – IMSD customers.

**Charges from Central Finance** **(\$760,000)**

DAS – IMSD operates as an internal service fund and must accrue for certain expenditure categories including pensions contribution, compensated absences, bond interest, and depreciation. Charges issued to the department by the Controller's Office for these types of expenses decrease by approximately \$760,000.

### Capital Investments

\$8,236,743 is invested in capital projects for 2010. These include projects that are part of two 2010 debt issuances and a Fall 2009 debt issuance. The projects funded through the Fall 2009 debt issuance were submitted to the County Board for approval during the September 2009 cycle but are presented here for illustrative purposes. Additional details can be found in the Debt Service budget - Org 9960 and the 2010 Recommended Capital Improvement Budget. The funded projects include:

- Storage Expansion
- Thin Client
- Phone and Voicemail Replacement
- Infrastructure Replacement
- Rewire County Facilities
- Build Out Ten Sites to Digital
- Franklin Public Safety Communications Project
- Greenfield Public Safety Communications

**COUNTY EXECUTIVE'S 2010 BUDGET**

**DEPT: DAS-Information Mgmt Serv Div**

**UNIT NO. 1160**  
**FUND: General - 0001**

<b>BUDGET SUMMARY</b>				
<b>Account Summary</b>	<b>2008 Actual</b>	<b>2009 Budget</b>	<b>2010 Budget</b>	<b>2009/2010 Change</b>
Personal Services (w/o EFB)	\$ 5,563,594	\$ 6,267,496	\$ 4,468,278	\$ (1,799,218)
Employee Fringe Benefits (EFB)	4,106,996	4,048,500	3,691,955	(356,545)
Services	3,876,260	4,106,264	5,074,833	968,569
Commodities	174,860	520,400	318,875	(201,525)
Other Charges	0	0	0	0
Debt & Depreciation	2,426,218	2,286,360	1,815,336	(471,024)
Capital Outlay	257,009	0	0	0
Capital Contra	(198,328)	0	0	0
County Service Charges	3,664,793	3,957,772	3,360,096	(597,676)
Abatements	(1,986,464)	(2,981,009)	(2,678,314)	302,695
<b>Total Expenditures</b>	<b>\$ 17,884,938</b>	<b>\$ 18,205,783</b>	<b>\$ 16,051,059</b>	<b>\$ (2,154,724)</b>
Direct Revenue	313,138	742,720	519,820	(222,900)
State & Federal Revenue	0	0	328,318	328,318
Indirect Revenue	17,405,445	16,607,206	14,152,114	(2,455,092)
<b>Total Revenue</b>	<b>\$ 17,718,583</b>	<b>\$ 17,349,926</b>	<b>\$ 15,000,252</b>	<b>\$ (2,349,674)</b>
<b>Direct Total Tax Levy</b>	<b>166,355</b>	<b>855,857</b>	<b>1,050,807</b>	<b>194,950</b>

<b>PERSONNEL SUMMARY</b>				
	<b>2008 Actual</b>	<b>2009 Budget</b>	<b>2010 Budget</b>	<b>2009/2010 Change</b>
<b>Position Equivalent (Funded)*</b>	<b>86.9</b>	<b>81.3</b>	<b>62.6</b>	<b>(18.7)</b>
<b>% of Gross Wages Funded</b>	<b>95.2</b>	<b>95.5</b>	<b>97.0</b>	<b>1.5</b>
<b>Overtime (Dollars)</b>	<b>\$ 147,437</b>	<b>\$ 139,932</b>	<b>\$ 73,980</b>	<b>\$ (65,952)</b>
<b>Overtime (Equivalent to Position)</b>	<b>1.7</b>	<b>2.0</b>	<b>1.1</b>	<b>(0.9)</b>

\* For 2008 Actuals, the Position Equivalent is the budgeted amount.

<b>PERSONNEL CHANGES</b>						
<b>Job Title/Classification</b>	<b>Title Code</b>	<b>Action</b>	<b># of Positions</b>	<b>Total FTE</b>	<b>Division</b>	<b>Cost of Positions (Salary Only)</b>
Info Tech Oper Mgr	03095	Unfund	(1)	(1.00)	Mainframe Support	\$ (87,532)
Software Sys Spec 3	65521	Unfund	(1)	(1.00)	Mainframe Support	(82,740)
Network Tech Spec 4	65641	Unfund	(1)	(1.00)	Mainframe Support	(74,894)
Operations Specialist 3	65700	Unfund	(6)	(6.00)	Mainframe Support	(277,416)
Applications Spec 4	65561	Unfund	(6)	(6.00)	Mainframe Apps	(496,428)
Project Coordinator (Appls)	03490	Unfund	(1)	(1.00)	Network Apps	(84,128)
Network Appl Spec DHR	65800	Unfund	(1)	(1.00)	Network Apps	(49,377)
Project Mgmt Offc Crdntr	02747	Unfund	(1)	(1.00)	Data Processing	(67,105)
IT Director - Bus Development	89165	Unfund	(1)	(1.00)	Radio	(95,000)
Info Systems Dir DSS	89410	Unfund	(1)	(1.00)	Radio	(77,415)
Network Appl Spec 4	65601	Unfund	(1)	(1.00)	Network Support	(82,738)
Network Tech Spec 4	65641	Fund	1	1.00	Network Support	74,894
<b>TOTAL</b>						<b>\$ (1,399,879)</b>

**COUNTY EXECUTIVE'S 2010 BUDGET**

**DEPT: DAS-Information Mgmt Serv Div**

**UNIT NO. 1160**  
**FUND: General - 0001**

<b>ORGANIZATIONAL COST SUMMARY</b>					
<b>DIVISION</b>		<b>2008 Actual</b>	<b>2009 Budget</b>	<b>2010 Budget</b>	<b>2009/2010 Change</b>
Applications	Expenditure	\$ 7,654,378	\$ 8,037,193	\$ 7,297,671	\$ (739,522)
	Revenue	254,115	7,149,511	5,670,533	(1,478,978)
	Tax Levy	\$ 7,400,263	\$ 887,682	\$ 1,627,138	\$ 739,456
Infrastructure	Expenditure	\$ 8,409,299	\$ 7,710,602	\$ 6,940,647	\$ (769,956)
	Revenue	10,817,571	7,425,655	6,798,585	(627,070)
	Tax Levy	\$ (2,408,272)	\$ 284,947	\$ 142,062	\$ (142,886)
Governance and Business	Expenditure	\$ 1,821,260	\$ 2,457,987	\$ 1,814,190	\$ (643,798)
	Revenue	6,646,897	2,774,760	2,531,134	(243,626)
Development	Tax Levy	\$ (4,825,637)	\$ (316,773)	\$ (716,944)	\$ (400,172)

*All departments are required to operate within their expenditure appropriations and their overall budgets. Pursuant to Section 59.60(12), Wisconsin Statutes, "No payment may be authorized or made and no obligation incurred against the county unless the county has sufficient appropriations for payment. No payment may be made or obligation incurred against an appropriation unless the director first certifies that a sufficient unencumbered balance is or will be available in the appropriation to make the payment or to meet the obligation when it becomes due and payable. An obligation incurred and an authorization of payment in violation of this subsection is void. A county officer who knowingly violates this subsection is jointly and severally liable to the county for the full amount paid. A county employee who knowingly violates this subsection may be removed for cause."*