



# 2011 Budget Review

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Department/Agency: Information Services Center (ISC)

Date: 29 June 2011



# Cuyahoga County IT Organizational Facts....

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- 97 IT personnel in central organization
  - Voice, video and data communications
  - Server engineering & support
  - Database support for web environments & agency applications
  - Application design, development, support, and delivery
  - Video and photography services for many agencies
  - Contracting, procurement, and budgeting administration
  - IT Security
  - Printing – Checks, EFS Vouchers, ReAppraisals, Payroll Stubs, W2
- 96 IT personnel in other agencies supporting internal IT functions



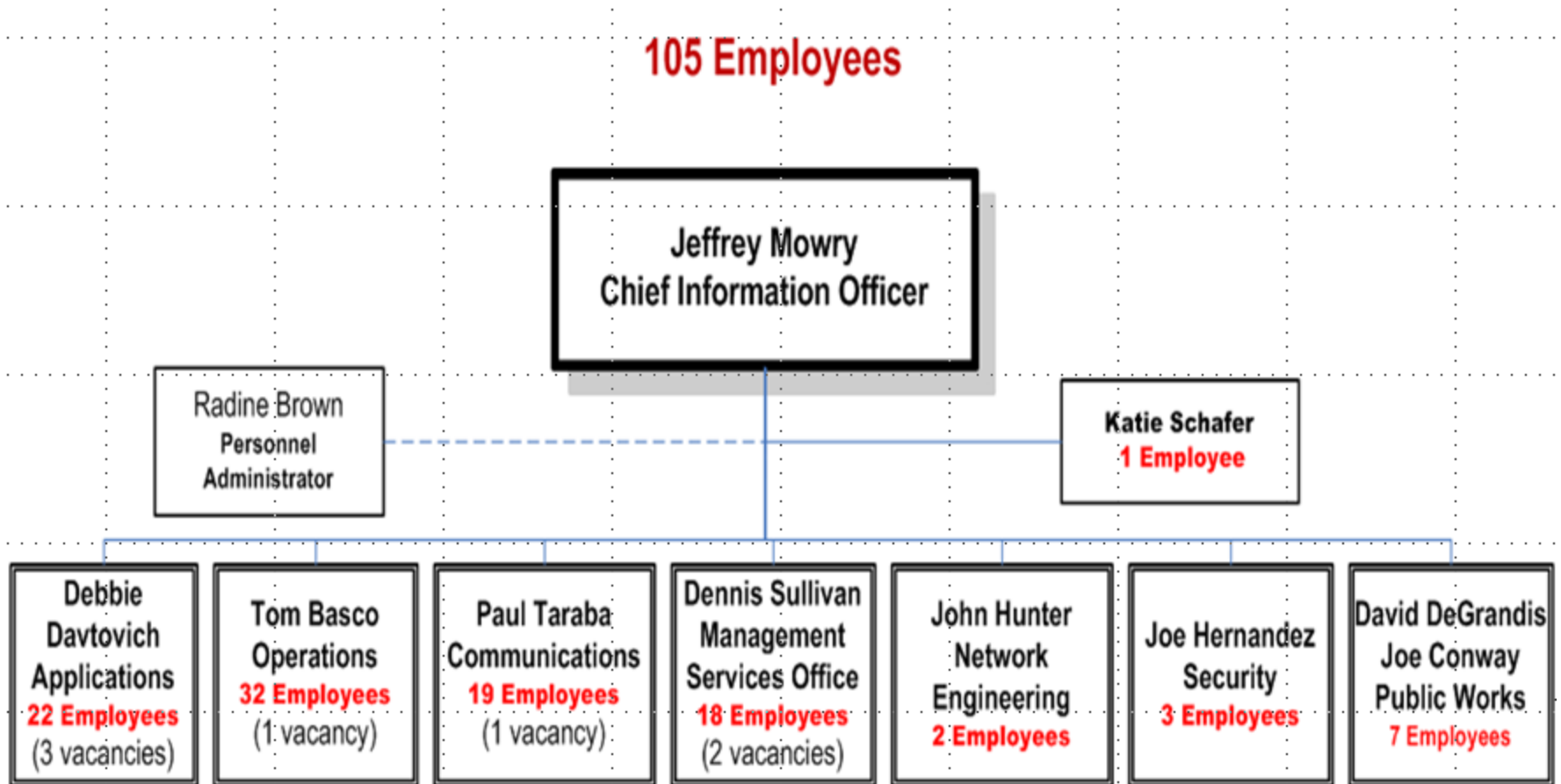
# IT Facts by the numbers....

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- ❑ Central IT Operating Budget 16M/Year
- ❑ Number of PC's: 6,684 (Avg age 6 yrs)
- ❑ Number of Servers: 491 (167 centrally located)(Avg age 6 yrs)
- ❑ Number of Applications or Systems: 383
- ❑ Number of Websites: 80+ (includes 3 municipal websites)
- ❑ Number of IT contracts: 150+
- ❑ Miles of Fiber owned: 16 (3 redundant loops)
- ❑ Network Infrastructure: 248 WAN switches, 27 Routers
- ❑ Number of VOIP phones: 5694 (does not include 1 municipal site)
- ❑ Average email traffic per day: 164,000 incoming, 14,000 outgoing
- ❑ Average spam attacks prevented daily: 146,796
- ❑ Average network attacks denied daily: 750

# Information Services Center

## Current Functional Organizational Chart



# Budget Measure: 2011 Budget-to-Actual Information Services Center

	2008 Actual	2009 Actual	2010 Actual	2011 Current Estimate	2010-2011 Change		2011 Current Budget	Current Budget Variance	
Beginning Cash Balance	(\$3,605,188)	(\$3,062,702)	(\$287,408)	\$1,970,494	\$2,257,902	885.6%	\$1,970,494	\$0	0.0%
Operating Revenues	\$17,331,810	\$19,237,231	\$17,356,958	\$15,035,216	(\$2,321,742)	-13.4%	\$16,321,183	(\$1,285,967)	-7.9%
<b>Available Resources</b>	<b>\$13,726,622</b>	<b>\$16,174,529</b>	<b>\$17,069,550</b>	<b>\$17,005,710</b>	<b>(\$63,840)</b>	<b>-0.4%</b>	<b>\$18,291,677</b>	<b>(\$1,285,967)</b>	<b>-7.0%</b>
Operating Expenses	\$16,789,324	\$16,461,937	\$15,099,056	\$15,035,216	(\$63,840)	-0.4%	\$14,401,563	(\$633,653)	-4.4%
<b>Ending Balance</b>	<b>(\$3,062,702)</b>	<b>(\$287,408)</b>	<b>\$1,970,494</b>	<b>\$1,970,494</b>	<b>\$0</b>	<b>0.0%</b>	<b>\$3,890,114</b>	<b>(\$1,919,620)</b>	<b>-49.3%</b>

The negative cash balance is due to the purchase in 2006 of an enterprise server at \$3M.

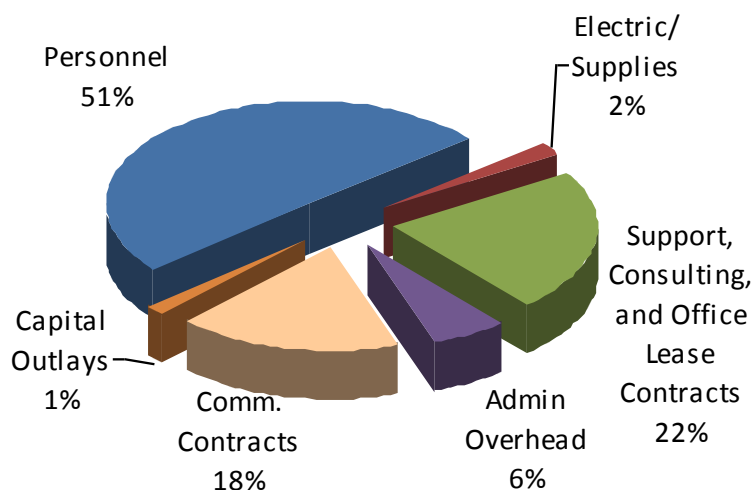
The ISC charges agencies for access to the network and basic technological systems and for specific engineering, data base management, and application development. Of these data processing charges, the access to systems make up 80% and specific services make up 20%. Another \$1.5M of expenses are for local telephone, voice over internet protocol (VoIP) services, wireless phones, long distance telephones, and measured business lines. These communications expenses are also charged to the departments. The charges in 2010 were high relative to the expenditures, in part because of the cost recovery of the enterprise server in 2006.

The budget deficit reflects the \$1M budget reduction that was applied to ISC's budget. Some savings have been achieved, but the Department has not identified what other expenses will be forfeited.

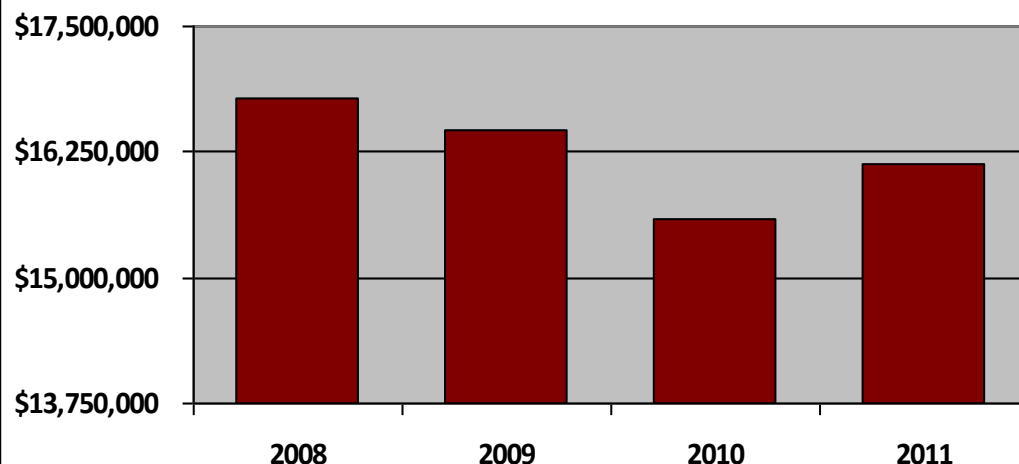
The ending balance does not reflect carryover obligations estimated at \$3,256,461.

# Budget Statistic: ISC Expenses

2011 All Funds Estimate \$16.1M



Total Expenses



- Salaries and fringe benefits account for 51% of all expenses.
- Contracts for systems maintenance and support along with the office lease and consulting contracts make up 22% of all expenditures. Another 18% of expenditures are for contracts for communications services.
- Expenses dropped in 2010 because of ISC's participation in the early retirement program (20 retirees with personnel savings of \$1.6M since 2008).

# Short Term 2011 Savings

Source	Amount	Comment
Current Projected Budget Variance	<b>\$633,653.00</b>	Info from OBM
<b>Potential Short Term Savings</b>		
Phone Billing Reconcile	\$45,000.00	
VOIP Upgrades	\$208,000.00	Voice Line Reductions
IT Training	\$150,000.00	Evaluate 4 <sup>th</sup> Quarter
Aged Maint Contracts	\$150,000.00	Need Usage Approval
Scanner Contract Savings	\$143,691.70	(3 Year - \$340,000 Savings)
Juvenile Justice Center	<u>\$233,000.00</u>	\$518K - \$285K Hardware only
<b>Total Potential Savings</b>	\$929,691.70	Needs to be Confirmed
<b>“New” Projected Budget Variance</b>	<b>\$296,038.70</b>	Potential “Back in the Black”



# IT Projects – Funding 2011

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## **1. Transparency**

Procurement Ordinance – Content Management Solution

## **2. IT Efficiency**

Service Desk

Disaster Recovery

Infrastructure Capital Investment (Servers, Virtualization, Cloud)

## **3. Process Efficiency**

Financial, Purchasing, HR Systems upgrades