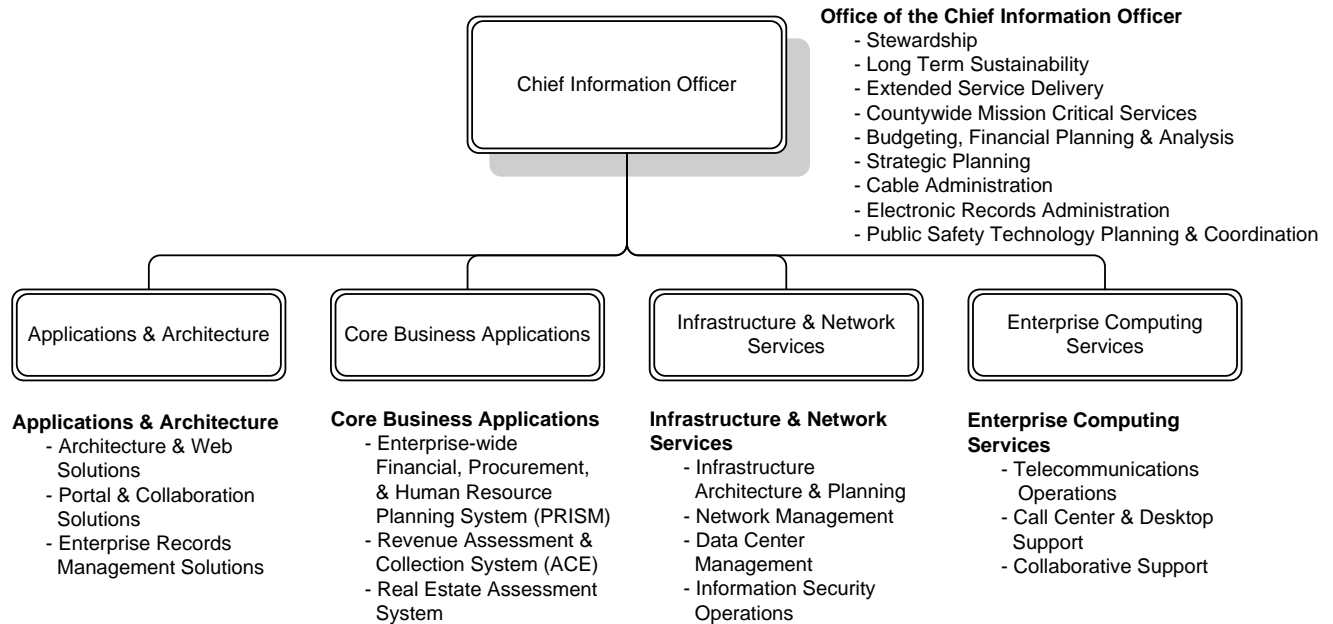


Our Mission: To provide technology resources for the County and set the vision for future technology investments

LINES OF BUSINESS



SIGNIFICANT BUDGET CHANGES

The FY 2014 adopted expenditure budget for the Department of Technology Services is \$16,998,579, a three percent increase from the FY 2013 adopted budget. The FY 2014 budget reflects:

- ↑ Personnel increases due to the transfer of 1.0 FTE from the Printing Fund to create a Chief Records Management Officer (\$171,873), the transfer of 1.0 FTE from the Office of Emergency Management to create the Public Safety Technology Coordinator (\$170,654), employee step increases, a three percent increase in the County's cost for employee health insurance, and adjustments to retirement contributions. These increases are partially offset by reductions itemized in the Line of Business Summaries below.
- ↑ Non-personnel increases due to increases in software license and maintenance costs (\$133,215), increased network support costs related to the new Arlington Mill Community Center (\$14,439), and an adjustment to the annual expense for the maintenance and replacement of County vehicles (\$373), partially offset by the removal of one-time costs in FY 2013 related to electronic court records (\$10,000) and the reductions itemized below.
- ↓ Revenue decreases due to the expiration of the cable franchise agreement with Comcast (\$215,682).

Office of the Chief Information Officer

- ↓ Eliminate a Senior IT Analyst/Project Manager position (\$166,050, 1.0 FTE).

IMPACT: The elimination of this position will impact current plans for key DTS initiatives designed for improved operational and financial efficiencies and will limit the department's capacity to develop or respond to any new enterprise initiatives.

Applications and Architecture

- ↓ Eliminate the Electronic Records Management (ERMS) OnBase Technical Lead position (\$185,768, 1.0 FTE).

IMPACT: Some planned ERMS projects could be delayed for nine to twelve months and the expansion of electronic records management in the County will slow. ERMS projects will be implemented by existing staff and contractor resources while others may be implemented by engaging additional contractor resources on a project-by-project basis.

- ↓ Eliminate the SharePoint Administrator position (\$128,912, 1.0 FTE).

IMPACT: The elimination of this position will limit support for the existing collaboration technology program as well as lead to much slower adoption and rollout of the technology to new users. It will also delay the planned refresh of the County's intranet with a modern SharePoint-based collaborative environment.

Infrastructure and Network Services

- ↓ Eliminate after hours support for the Help Desk (\$25,000).

IMPACT: Eliminating this contractor support reduces Help Desk availability from 24x7 to 7 am to 5 pm, Monday through Friday.

DEPARTMENT FINANCIAL SUMMARY

	FY 2012 Actual	FY 2013 Adopted	FY 2014 Adopted	% Change '13 to '14
Personnel	\$8,989,079	\$10,383,058	\$10,763,935	4%
Non-Personnel	11,060,893	9,617,481	9,730,508	1%
Subtotal	20,049,972	20,000,539	20,494,443	2%
Intra County Charges	(3,846,301)	(3,495,864)	(3,495,864)	-
Total Expenditures	16,203,671	16,504,675	16,998,579	3%
Total Revenues	234,726	215,682	-	-100%
Net Tax Support	\$15,968,945	\$16,288,993	\$16,998,579	4%
Permanent FTEs	74.00	74.00	73.00	
Temporary FTEs	-	-	-	
Total Authorized FTEs	74.00	74.00	73.00	

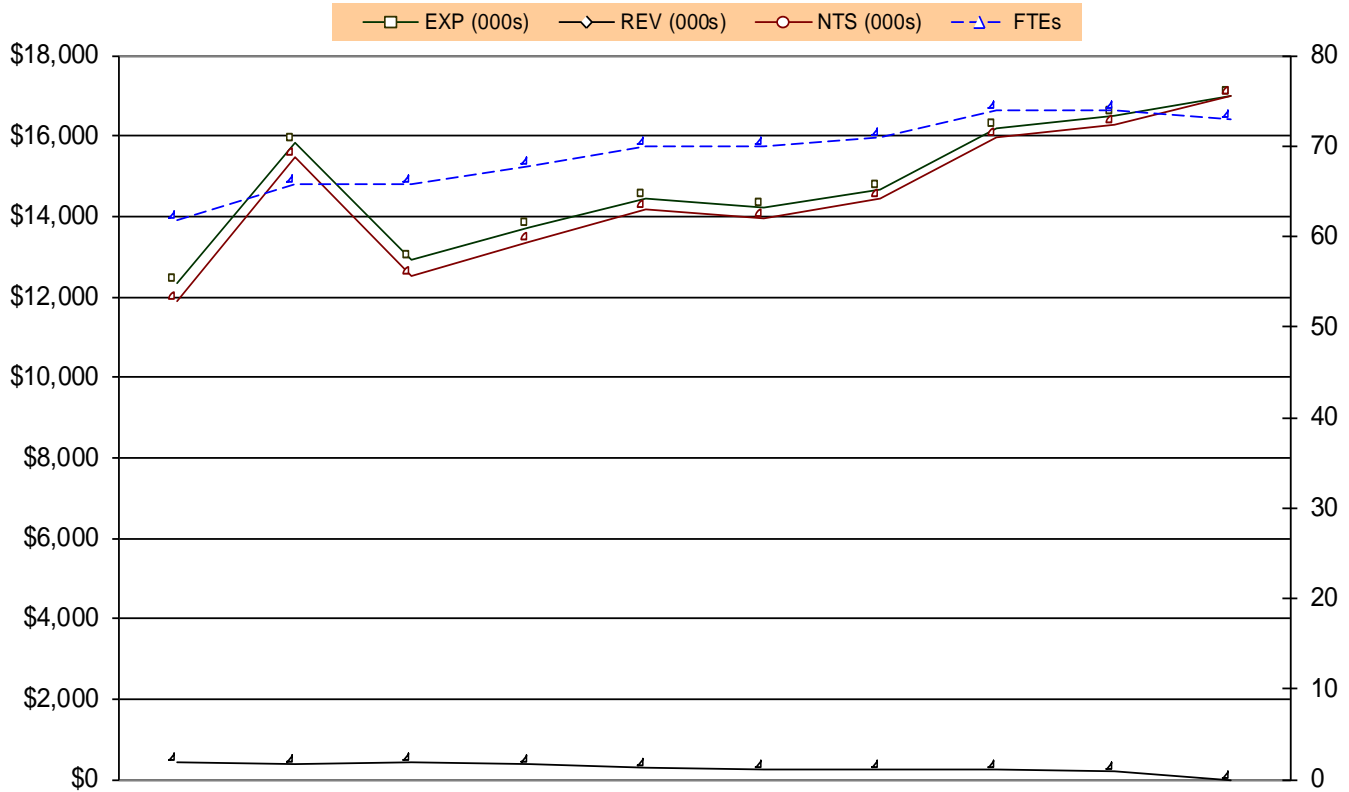
DEPARTMENT OF TECHNOLOGY SERVICES
DEPARTMENT BUDGET SUMMARY

Expenses by Line of Business

	FY 2012 Actual	FY 2013 Adopted	FY 2014 Adopted	% Change '13 to '14
Office of the Chief Information Officer	\$1,596,169	\$1,455,312	\$1,697,409	17%
Applications and Architecture	3,374,609	2,741,091	2,345,395	-14%
Core Business Applications Management	3,940,117	3,846,397	4,024,286	5%
Infrastructure and Network Services	2,492,296	5,573,062	5,928,952	6%
Enterprise Computing Services	4,800,480	2,888,813	3,002,537	4%
Total Expenditures	\$16,203,671	\$16,504,675	\$16,998,579	3%

DEPARTMENT OF TECHNOLOGY SERVICES
TEN-YEAR HISTORY

EXPENDITURE, REVENUE, NET TAX SUPPORT AND FULL-TIME EQUIVALENT TRENDS



	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted Budget	FY 2014 Adopted Budget
EXP (000s)	\$12,325	\$15,846	\$12,913	\$13,746	\$14,453	\$14,232	\$14,679	\$16,204	\$16,505	\$16,999
REV (000s)	\$436	\$394	\$413	\$371	\$292	\$262	\$240	\$235	\$216	-
NTS (000s)	\$11,889	\$15,452	\$12,500	\$13,375	\$14,161	\$13,970	\$14,439	\$15,969	\$16,289	\$16,999
FTEs	61.7	65.7	65.7	67.75	70.00	70.00	71.00	74.00	74.00	73.00

- The FY 2009 actuals reflect the expenses associated with the transfer of the Website Team from the Department of Libraries to the Department of Technology Services (\$501,692, 2.0 FTEs).

DEPARTMENT OF TECHNOLOGY SERVICES
TEN-YEAR HISTORY

Fiscal Year	Description	FTEs
FY 2005	<ul style="list-style-type: none"> ▪ Reorganized the Telecommunication Unit, outsourcing some operations support, reducing 2.0 FTEs and reclassifying the remaining 2.0 FTEs. ▪ Added 2.0 FTEs in Network Management. ▪ 0.2 FTE transferred from Desktop Support to CIO with the existing body of work. ▪ Reduction in rental of mainframe (legacy) computer (\$80,000) used to purchase additional support in Cable Administration, first year license/maintenance contract for Storage Area Network hardware following warranty expiration and increase mainframe systems programmer support. ▪ Added \$15,000 for first year license/maintenance contract for Pictometry software and added \$127,600 for inflation increased renewals of software licenses/maintenance. ▪ Added \$330,000 in additional technology contractual support for network engineering, mainframe systems and cable administration. ▪ Reduced revenues resulted from City of Alexandria moving their payroll system from the County mainframe, Arlington County Public Schools decreasing the amount of mainframe usage and no longer sharing in the County Government telephone maintenance contract. 	<p>(2.0)</p> <p>2.0</p>
FY 2006	<ul style="list-style-type: none"> ▪ Transferred 4.0 FTEs to Desktop Support Division (3.0 FTEs from the Department of Human Services and 1.0 FTE from the Department of Community Planning, Housing and Development for a total of \$261,620) to support the new Infrastructure Support Specialist (ISS) program. ▪ Increased contractual obligations and inflation has led to adding \$27,537 in Network Services Division for Verizon Telecommunications Contract, \$40,000 in Data Management Division for Records Maintenance Contracts and \$149,000 in Information Services Division for Storage Maintenance Contracts. 	<p>4.0</p>
FY 2007	<ul style="list-style-type: none"> ▪ Transferred all debt service funding from DTS to Non-Departmental lease purchase accounts (\$2,139,825). ▪ Increased contractual obligations (\$111,596) for ongoing contractual services due to inflationary increases. 	
FY 2008	<ul style="list-style-type: none"> ▪ Increased contractual obligations (\$139,000) for ongoing contractual services due to inflationary increases. ▪ Added expenses for Granicus Meeting Management software to include licensing costs (\$13,200) as well as the servers required to run the application (\$20,000). 	

DEPARTMENT OF TECHNOLOGY SERVICES
TEN-YEAR HISTORY

	<ul style="list-style-type: none"> ▪ <i>Includes the transfer as an FY 2008 supplemental appropriation of two positions from the Department of Management and Finance for the PRISM Team.</i> 2.0 ▪ FTE rounding adjustment. 0.05
FY 2009	<ul style="list-style-type: none"> ▪ The County Board eliminated a vacant Administrative Assistant position (\$31,363, 1.0 FTE) in the Office of the Chief Information Officer. (1.0) ▪ Transferred 1.0 FTE from Human Resources to DTS for PRISM Support. 1.0 ▪ Non-personnel increases reflect non-discretionary contract increases partially offset by service reductions in Network and Infrastructure support (\$160,000), the elimination of a test instance for the PRISM database (\$70,000), and various reductions to outside consultants (\$85,000), contracted staff (\$26,194), training (3,500) and travel (5,000). ▪ <i>Includes the transfer as an FY 2008 supplemental appropriation of two positions from Libraries for web technical services.</i> 2.0 ▪ <i>Includes a technical correction to the FTE count for the Department.</i> 0.25
FY 2010	<ul style="list-style-type: none"> ▪ The County Board added funding for a one-time lump-sum payment of \$500 for employees (\$40,159). ▪ Transfer of 1.0 FTE to the Human Resources Department (\$104,431) and reduction in the use of administrative contractual services (\$62,312) as part of a consolidation of reception services between the Departments of Management and Finance, Human Resources and Technology Services. (1.0) ▪ Added funding for an overstrength position (\$139,252) in the Applications Division to work on application development and implementation efforts. ▪ Eliminated the e-Government Services Director (\$182,788, 1.0 FTE) and an Applications Developer (\$87,839, 1.0 FTE) in the Applications Services Division, and repurposed these positions to allow DTS to convert two analyst positions currently filled by contractors to FTEs. By converting contractors to full time employees, the Application Services Division reduced contracting costs by \$374,400, resulting in a net savings to the County of \$103,773. ▪ Reduced contract costs associated with the County website (\$51,242), County mainframe contract costs (\$144,000), maintenance and support contract costs (\$137,752), and maintenance and support contract costs for Microsoft Messaging Enterprise Agreement and Envision software (\$153,000). ▪ Eliminated the contracted Telecommunications Manager (\$150,000) in the Infrastructure and Network Services Division. ▪ Eliminated one of two high-speed, high-volume network printers (\$25,000).

- Eliminated two of five Network Analyst positions in the Infrastructure and Network Services Division (\$211,646, 2.0 FTE), and repurpose these positions to allow DTS to convert two positions currently filled by contractors to FTEs. By converting contractors to full time employees, the Division will reduce contracting costs by \$271,949 resulting in a net savings to the County of \$60,303.
 - Converted an overstrength position into full time position (\$106,649, 1.0 FTE) to support current demands on the PRISM system. 1.0
 - Increased funding for non-discretionary contract increases (\$142,095).
- FY 2011

 - The County Board added contractual support funding to help manage and maintain the new ACE System implemented in the Office of the Treasurer and the Office of the Commissioner of the Revenue (\$378,000, consisting of \$250,000 in ongoing funding, and \$128,000 in one-time support to be replaced in FY 2012 with funds and a position reallocated from the Treasurer's Office).
 - Eliminated support for premised-based Microsoft Sharepoint (\$18,000).
 - Eliminated the web content management system consulting costs (\$30,000).
 - Eliminated the Information Systems Analyst in Core Business Applications (\$127,808, 1.0 FTE). (1.0)
 - Reduced Oracle hosting costs from \$310,000 to \$250,000 (\$60,000).
 - Reduced operating equipment costs (\$95,567).
 - Reduced contract labor costs (\$55,000) to reflect equivalent of one week furlough.
 - Converted two positions currently filled by contractors to FTEs (\$255,440, 2.0 FTEs). Contract labor costs will be reduced by \$305,440 resulting in net savings of \$50,000. 2.0
 - Increased funding for non-discretionary contract increases (\$171,281).
 - Reduction in revenue due to the department no longer providing technical assistance to the City of Alexandria (\$100,000),
- FY 2012

 - The County Board restored 1.0 FTE to support mission-critical systems (\$137,500). 1.0
 - Reallocated two positions - one from the Treasurer's office and one from the Commissioner of Revenue – to support ACE operations (\$260,311, 2.0 FTEs). 2.0
 - Non-personnel costs increase primarily due to operating costs related to moving the County's email system to a hosted provider (\$283,552), costs for server support and offsite data back-up for the new Real Estate Assessment and Appraisal system (\$60,000), contract increases (\$10,252), and increased network operations costs for the new Artisphere facility (\$20,000). These increases are partially offset by a transfer of Network Operating Center maintenance costs to the Department of Environmental Services (\$49,000) and deduction of one-time support in FY 2011 for the ACE system (\$128,000).

- FY 2013
- The County Board added \$10,000 of one-time funding and \$20,000 of ongoing funding to support electronic court records.
 - Increased licensing costs related to the County's email system (\$53,000), data backup system (\$38,000) and initial implementation of an encrypted email system (\$30,000).
 - Increased bandwidth costs for one of the County's internet circuits (\$86,820).
 - Increased support costs for the County's Emergency Communications Center (\$100,000).
 - Addition of a security engineer contractor (\$244,400).
 - *One position was transferred from the Printing Fund to create a Chief Records Management Officer.* 1.0
 - *One position was transferred from the Office of Emergency Management to create the Public Safety Technology Coordinator.* 1.0
- FY 2014
- Increased software license and maintenance costs (\$133,215).
 - Increased network support costs related to the new Arlington Mill Community Center (\$14,439).
 - Eliminated a Senior IT Analyst/Project Manager position (\$166,050). (1.0)
 - Eliminate the Electronic Records Management (ERMS) OnBase Technical Lead position (\$185,768). (1.0)
 - Eliminate the SharePoint Administrator position (\$128,912). (1.0)
 - Eliminate after hours support for the Help Desk (\$25,000).
 - Removal of FY 2013 one-time funding for electronic court records (\$10,000).
 - Decreased revenue due to the expiration of the cable franchise agreement with Comcast (\$215,682).