



City of Rock Island
Information Technology Department
CY2021 Operating Budget Summary
City Council Review

STAFFING CHANGES

Full-Time

Total staffing for CY2021 is 5.

SPECIAL PROJECTS AND SERVICE CONTRACTS

Computer Equipment Replacement - Includes but not limited to desktops, laptops, tablets, monitors, cables, time clocks, printers, copiers, fax, cameras, phones, switches, routers, firewalls, servers, storage, and related accessories.

Microsoft Windows 10 – Windows 10 is now the operating system of choice for all client computers. The City is about 85% complete with Windows 10 transition.

Microsoft Office 2019 – The City is about 80% completed with the Office 2019 upgrade.

Google G Suite Business – 98% of all full time City employees have Gmail at this point.

REVENUE CHANGES

Unchanged. (IT does not currently record revenues, though fiber rentals exist.)

SERVICE LEVELS

Changes in Service:

- Reduced Equipment Replacement.
- More Remote Access.
- Locations supported increased again this past year with the addition of Crawford fiber lease and New Filter Building.

OPERATIONAL CHANGES

Google Business – Moving Shared Drive to Cloud. Unlimited cloud Storage.

Surveillance Camera Growth – Storage requirements continue to increase.

Police Cruisers – Expected changes.

GRANTS

None at this time.

PROFESSIONAL DEVELOPMENT

Professional Development	IT-I, Nancy	IT-I David		IT-II, Colleen	IT-Director, Tim	NA, Norm			Total
GMIS					1050				1050
CBT Nuggets	1000	1000		1000		1000			4000
041									1050
081									4000
Total									5050

STAFFING

Department Staffing / Information Technology							
Staffing:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	Diff. (fte)
IT Director (1)	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Network Administrator (1)	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Info. Specialist II (1)	1.50	1.00	1.00	1.00	1.00	1.00	0.00
Info. Specialist I (2)	2.00	2.75	2.25	2.00	2.00	2.00	0.00
Info. Specialist Asst. (0)	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Staffing (5)	6.50	5.75	5.25	5.00	5.00	5.00	0.00

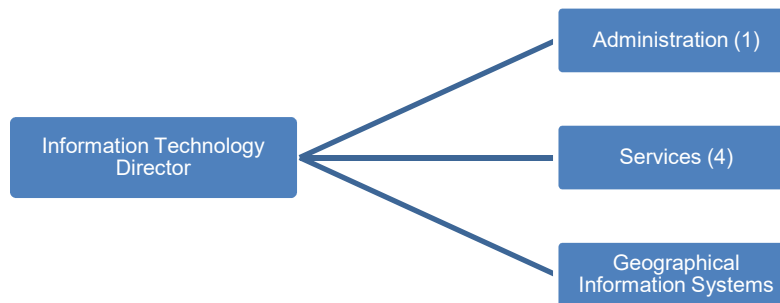
Note: While IT Department Staffing does not show the change, the Library eliminated a computer support position in CY 2018 and shifted those duties to the IT Department.

CONTRACTS

Contracts comprise about **41% of the IT budget** (53@@@ & 54@@). See sheet below.

Account Number	Account Name	CY 2020 Revised Budget	CY 2021 Startup	Difference	Description	Notes
GENERAL FUND						
101-256081-53204-000000C	Telephone Services	1930	2254	324	Landlines Annual	Shared by all
101-256081-53205-000000C	Cellular Services	2650	2650	0	5 Cellular Hotspots	Used by all and on call
101-256081-53803-000000C	Communications Services	6700	6280	-420	Mediacom Internet (5th Ave)	Used by RIFI and others
101-256081-53803-000000C	Communications Services	7500	0	-7500	Fiber Disconnect - 30/31 Library	Costs related to sale of property
101-256081-53804-000000C	Equipment Services	2500	2500	0	Server Repairs	Primary Server Typical Repairs
101-256081-53804-000000C	Equipment Services	1500	1500	0	Door Card Repairs	Card Access System Typical Repairs
101-256081-53804-000000C	Equipment Services	1000	1000	0	Printer Repairs	Misc printer repairs
101-256081-53804-000000C	Equipment Services	1000	1000	0	Point of Sale Repairs	Misc POS repairs
101-256081-53822-000000C	Operating Services	7500	8400	900	Antivirus Software	Symantec
101-256081-53822-000000C	Operating Services	5500	5700	200	Website	Civic Plus
101-256081-53822-000000C	Operating Services	5400	5400	0	Recorder of Deeds	(Laredo Software access) - CED
101-256081-53822-000000C	Operating Services	5400	5400	0	HRN Pro	Employee Evaluation Software - HR
101-256081-53822-000000C	Operating Services	3700	3700	0	Innovyze	InfoWater - PW/ENG
101-256081-53822-000000C	Operating Services	3700	3700	0	Helpstar	Incident Tracking - IT
101-256081-53822-000000C	Operating Services	3000	3000	0	Microsoft OS's	Windows Server Licensing
101-256081-53822-000000C	Operating Services	6000	6000	0	VMWare	Virtualization Software
101-256081-53822-000000C	Operating Services	5700	5700	0	VEEAM	Backup Software
101-256081-53822-000000C	Operating Services	9600	9600	0	Nitro	PDF Software
101-256081-53822-000000C	Operating Services	3200	3200	0	Sonicwall	Firewall maintenance
101-256081-53822-000000C	Operating Services	500	500	0	Dameware	Remote Desktop access
101-256081-53822-000000C	Operating Services	3500	3500	0	TYCo	Card access City Hall
101-256081-53822-000000C	Operating Services	7400	7700	300	Neogov	Applicant Tracking - HR
101-256081-53822-000000C	Operating Services	6700	1000	-5700	Meraki Cloud	WiFi Maintenance
101-256081-53822-000000C	Operating Services	1000	1000	0	Reportal	Report writer
101-256081-53822-000000C	Operating Services	1100	1100	0	AD Password Self Service	Reduced oncall issues/OT- New 2020
101-256081-53822-000000C	Operating Services	4000	0	-4000	Boardbooks	City Clerk requested software - Removed for 2021
101-256081-53822-000000C	Operating Services	1000	0	-1000	Total Info - Channel 9	Mediacom Channel - Municipal Channel - Removed for 2021
101-256081-53822-522800C	Operating Services - Financial	65000	68600	3600	GEMS	FMS & HRMS
101-256081-53822-522800C	Operating Services - Financial	6000	6100	100	Attendance Enterprise	Time clock system
101-256081-53822-522800C	Operating Services - Financial	49000	51200	2200	Utility Billing Software	Northstar
101-256081-53822-522800C	Operating Services - Financial	19000	19700	700	Cashing	iNovah
101-256081-53822-522900C	Operating Services - Fire/EMS	6350	6300	-50	Imagetrend	Trinity Hospital Agreement - FIRE
101-256081-53822-539200C	Operating Services - Police	5000	9500	4500	Milestone	Fixed Cameras Software - PD
101-256081-53822-539200C	Operating Services - Police	4000	1000	-3000	MDT's	Mobile Terminal Maint - PD
101-256081-53822-617600C	Operating Services - Fleet	13850	13850	0	Fleet Focus	Software Maint - PW/Fleet
101-256081-54101-539200C	Contrib/Sponsorship - RMS	20000	20000	0	OSSI / RMS Software	Consortium - PD
101-256081-54101-539200C	Contrib/Sponsorship - RMS	33000	33600	600	Shared Internet / LEADS	State of IL & Geneseo - PD
101-256081-54101-539200C	Contrib/Sponsorship - RMS	6700	6700	0	Shared UPS - 1212 5th Ave	70/30 split w/911 - PD
101-256081-54101-539200C	Contrib/Sponsorship - RMS	12000	12000	0	Bistate Shared employee	70/30 split w/911 - PD
101-256091-53804-000000C	Equipment Services	1800	1900	100	Large Format Plotter/Copier	Engineering
101-256091-53822-000000C	Operating Services	31800	33170	1370	Govern	Permits, Licensing
101-256091-53822-000000C	Operating Services	13000	13000	0	AutoCAD	Engineering Software
101-256091-53822-000000C	Operating Services	22000	22000	0	ArcGIS	GIS
101-256091-53822-000000C	Operating Services	52000	38000	-14000	Cityworks	Asset Management / Work Orders
101-256091-53822-000000C	Operating Services	3500	3500	0	Stormwater	Bently
101-256091-53822-000000C	Operating Services	540	600	60	Amazon WebServices	GIS
Summary		\$473,220.00	\$452,504.00	-\$20,716.00		

INFORMATION TECHNOLOGY DEPARTMENT



DEPARTMENT OVERVIEW

The Information Technology (IT) Director, who reports to the City Manager, manages the Information Technology Department. The department is staffed with four additional employees; one Network Administrator, one Information Specialist-II, and two Information Specialist-I. The department's activities are defined in three cost centers, Administration, Information Services, and Geographic Information Systems (GIS) that provide information & telecommunications service and support through a team approach with centralized management.

ORGANIZATIONAL STRUCTURE

The department activities are defined in five cost centers organized into three divisions: Administration, Services, and GIS. The IT Director oversees each division. The department has five full time employees. The various activities of the IT Department are reported within four funds.

PROGRAM CHANGES

There are no new expected program changes planned for CY 2021.

CAPITAL EXPENDITURES

There are no new capital expenditures of Information Technology budgeted in CY 2021.

USE OF GAMING FUNDS

There is no new planned use of gaming funds during CY 2021 for Information Technology.

MISSION STATEMENT

The Information Technology Department mission is to deliver exceptional value and customer service through the deployment and support of innovative technologies in a public service environment.

ACCOMPLISHMENTS

- Substantially completed implementation of Microsoft Office 2019.
- Substantially completed Microsoft Windows 10 Pro for all desktop computers.
- Worked with the Police Department, Park & Recreation, and Public Works to install several new security cameras at a variety of locations throughout the City of Rock Island.
- Worked with Public Works to support security services, communications, and general technology for the new water filtration plant.
- Completed an upgrade to the internal phone system (Mitel) with new telco services.
- Partnered with local business to expand Internet access and city fiber use.
- Managed a significantly larger remote workforce due COVID-19.
- Worked with the Finance Department to update the utility billing (NorthStar) and financial management (GEMS) systems addressing security concerns.
- Responded to over 2,900 helpdesk requests for technology assistance during the last year.

GOALS AND OBJECTIVES

- Deliver timely and effective responses to customer requirements through teamwork.
- Provide vision, leadership, and a framework for evaluating emerging technologies in a timely and cost effective manner.
- Provide a secure and reliable communication and computer infrastructure on which to efficiently conduct City business driven towards innovation and ecological excellence.
- Build and maintain partnerships with all City departments, appropriate regional non-profits, and the community, to improve municipal operations, enhance the community image, and promote Rock Island as a progressive community.
- Develop and maintain technically skilled staff that is competent in current and emerging information technology.
- Provide citizens, the business community, and City staff with convenient access to appropriate information and services through technology.
- Plan for, implement, and manage the best information technology solutions available.
- Effectively communicate information about plans, projects and achievements to City staff and customers.
- Ensure effective technical and fiscal management of the Department's operations, resources, technology projects, and contracts

PERFORMANCE MEASURES

Performance Measures - Information Technology				
Indicator	Actual CY2018	Actual CY2019	Estimated CY2020	Proposed CY2021
System Users supported	700	725	741	741
Helpdesk requests	3,809	3,205	2,950	3,070
Locations/Sites supported	65	69	71	72
Hardware items maintained	1,800	1,850	1,978	2,000
Helpdesk requests completed	3,794	3,154	2,885	3,000
% of helpdesk requests completed	99.6%	98.4%	97.8%	98%
Overall customer satisfaction survey results	4.13	4.45		

DIVISION OVERVIEW

INFORMATION TECHNOLOGY ADMINISTRATION

IT Administration serves as a resource for all City departments to build consensus on strategic technology direction and handles multiple technology related issues. The IT Director supervises a staff of four in the delivery of technology and support.

INFORMATION TECHNOLOGY SERVICES

Information Services provides information systems, helpdesk, and telecommunications services through a team approach with centralized management. The focus of this cost center is to provide helpdesk and customer service to system users as needed; to empower workers with quality information on demand; and to enable informed decisions in a shorter period of time.

INFORMATION TECHNOLOGY GEOGRAPHICAL INFORMATION SYSTEMS

Geographical Information Systems (GIS) has a strategic citywide impact. It is a key organizational initiative that has a high potential for transforming raw operational / transactional data into tactical and strategic decision-making information content for departments, management, and the community.

DEPARTMENT STAFFING

Department Staffing / Information Technology							
Staffing:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	Diff. (fte)
IT Director (1)	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Network Administrator (1)	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Info. Specialist II (1)	1.50	1.00	1.00	1.00	1.00	1.00	0.00
Info. Specialist I (2)	2.00	2.75	2.25	2.00	2.00	2.00	0.00
Info. Specialist Asst.	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Staffing (5)	6.50	5.75	5.25	5.00	5.00	5.00	0.00

TOTAL DEPARTMENT EXPENDITURES

Total Department Expenditures by Object / Information Technology							
Expense by Object:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	% Var
Personnel	605,450	603,864	555,232	587,136		599,831	2%
Supplies	160,990	104,258	156,714	115,833		106,110	-8%
Services	409,788	391,574	401,374	477,906		390,040	-18%
Other	49,648	53,800	70,780	100,472		73,450	-27%
Capital	18,593	124,635	45,775	40,776		-	-100%
Transfers	441,731	707,262	228,796	225,150		-	-100%
Total Department	1,686,200	1,985,393	1,458,671	1,547,273	-	1,169,431	-24%

Total Department Expenditures by Fund / Information Technology

Expense by Fund:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	% Var
General Fund	1,253,761	1,280,173	1,229,971	1,322,123		1,169,431	-12%
Riverboat Gaming	432,439	705,220	228,700	225,150		-	-100%
Cap. Improvement	-	-	-	-		-	0%
Total Department	1,686,200	1,985,393	1,458,671	1,547,273	-	1,169,431	-24%

INFORMATION TECHNOLOGY DEPARTMENT

The General Fund for CY 2020 will fund 100% of the Information Technology (IT) Department.

INFORMATION TECHNOLOGY ADMINISTRATION EXPENDITURES

General Funds Expenditure / Information Technology - Administration							
Expense by Object:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	% Var
Personnel	221,214	226,859	221,624	233,968		242,104	3%
Services	6,435	6,924	6,533	5,940		8,245	39%
Other	300	300	300	350		350	0%
Total Department	227,949	234,083	228,457	240,258	-	250,699	4%

EXPENDITURE ANALYSIS

The 4% increase in administration is due primarily to personnel costs based on full time salary increases across all employees in the department.

INFORMATION TECHNOLOGY SERVICES EXPENDITURES

General Funds Expenditure / Information Technology - Information Technology Services							
Expense by Object:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	% Var
Personnel	346,131	339,878	301,648	318,132		323,379	2%
Supplies	160,990	104,258	156,714	115,833		106,110	-8%
Services	264,065	255,056	265,375	315,149		269,625	-14%
Other	49,348	53,500	70,480	100,122		73,100	-27%
Capital	18,593	124,635	45,775	40,776		-	-100%
Transfers	8,325	2,042	96	-		-	0%
Total Department	847,452	879,369	840,088	890,012	-	772,214	-13%

EXPENDITURE ANALYSIS

Overall IT Services expenditures are budgeted to be down 13%. There is a 2% increase in personnel costs. Supplies has decreased 8% due to a reduction in computer equipment replacement planned for next year. Services is down 14% due to the reduced phone costs, consolidation of Internet access, and completion of various small projects. Other has decreased 27%, as actual expenditures in CY 2020 were not as high as originally estimated. Capital is down 100% given no major IT projects are budgeted in CY 2021. No transfers are included in the CY 2021 IT budget.

INFORMATION TECHNOLOGY GEOGRAPHICAL INFORMATION SYSTEMS
EXPENDITURES

General Funds Expenditure / Information Technology - Information Technology GIS							
Expense by Object:	Actual CY 2017	Actual CY 2018	Actual CY 2019	Budget CY 2020	Estimated CY 2020	Proposed CY 2021	% Var
Personnel	38,105	37,127	31,960	35,036		34,348	-2%
Services	139,288	129,594	129,466	156,817		112,170	-28%
Transfers	967	-	-	-		-	0%
Total Department	178,360	166,721	161,426	191,853		146,518	-24%

EXPENDITURE ANALYSIS

Overall IT GIS expenditures are budgeted to be down 24%. There is 2% decrease in personnel costs. The services area for CY 2021 will see a 28% decrease as compared to CY2020 due primarily to a reduction of budgeted amount for Cityworks software.