

# Information Technology Services Department Budget Presentation

October 26, 2020



# 2019-2020 Achievements - BTV

- New staff
- New playback & scheduling system
- New programs





# 2019-2020 Department Achievements - Projects

**Finance Enterprise Invoice Entry (APOHININ)**

**Approvals**

All Tasks

AP\_APRV

**Accepted**  
Vickie Fischer  
Group: ITSD AP  
On: 10/19/2020 3:44:49 PM  
Note: Telecomm - LD Clink Oct

**Pending**  
Marty Mulholland  
Group: ALL\_255\_ALL\_L1  
Since: 10/19/2020 3:44:53 PM

[Link to Task List](#)

Approve

Reject

Hold

Forward

Invoice: 160841154 Invoice Date: 10/12/2020

Vendor ID: V000559 Vendor: Centurylink Addr Cd: R1  
PO Box 91155  
Seattle, WA 98111

Security Code: 25 Entry Status: BE

User Invoice Total: 136.33 System Total: 136.33

Invoice Details Invoice Text 1099-S

Set ID	Description *	Unit Price *	Extended Amo	Acc
OH032199	Long Distance - Oct	136.33000	136.33	GL 540255222-54201

## Milestones Achieved

- Finance Enterprise
  - March & June go-lives
  - 200 employees trained
  - Electronic documents & approvals
- Hearing Loop
- Maintenance Management – mobile system, GIS-based
- Public Website – new platform
- Security Information System
- Telephone System Upgrade

# 2019-2020 Department Achievements - Operations

## Successes during a challenging time

- Staff retirements & turnover
  - 3 vacancies
  - 26% staff - new
- Security
  - Team effort - Assessments, Defenses, Training
- COVID
  - Remote work force
  - Remote meetings
  - Departments – Countless operating and system changes
  - Community – BTV, Engage Bellingham, Business grant applications support



## Tech Services Team – COVID Equipment Covid

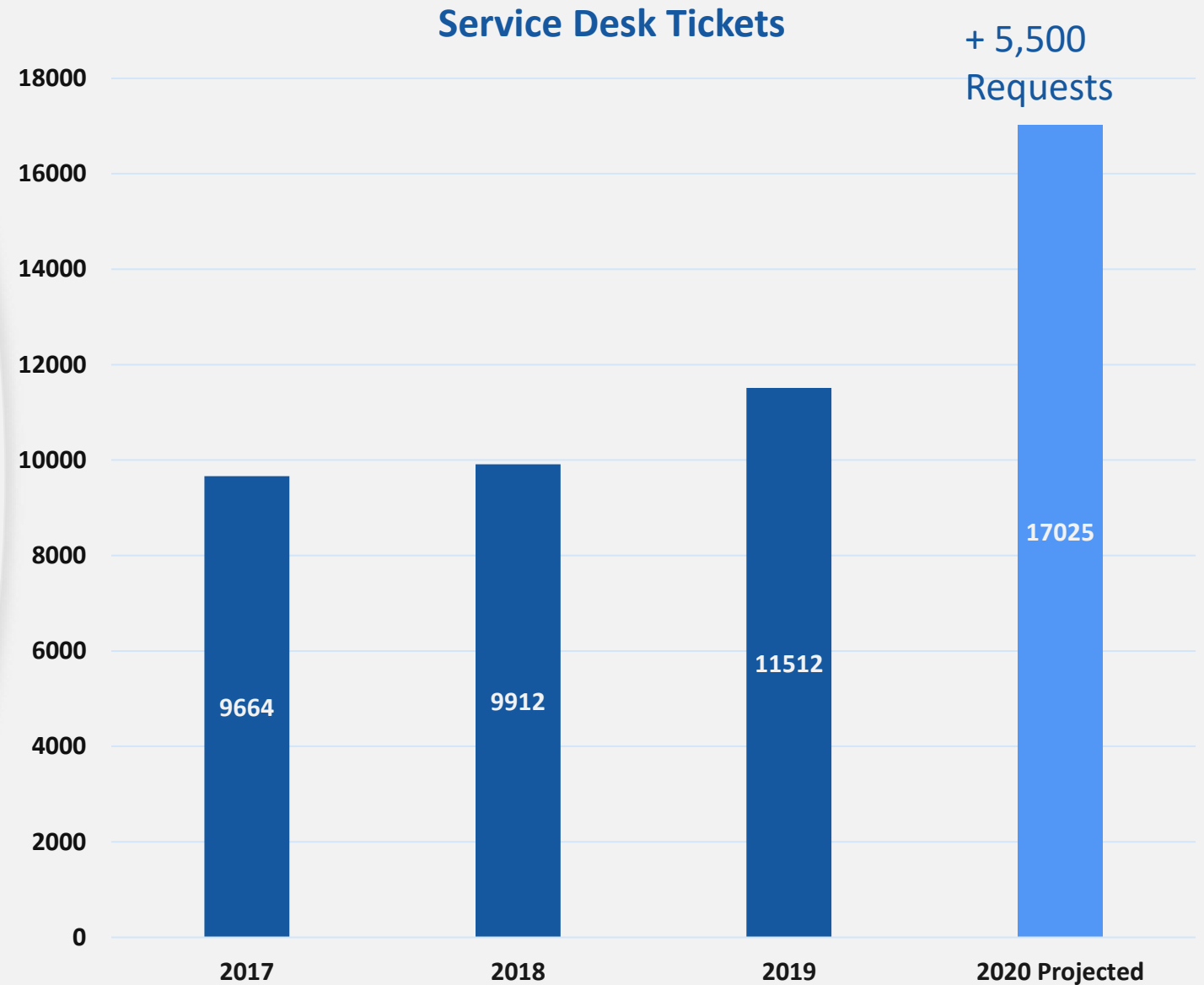
- **\$380k** - laptops & licenses – for remote workers
  - Convert from desktop to laptop
  - Architecture to support remote workforce
- **248** – soft phone licenses
- *Extensive* - public meetings moderated, video conference software & training

Smart devices – improving field-based capability

- **208** Additional iPhones/iPads

# Technical Support Requests

**Impact:** Reduced customer service for some requests, continuous re-prioritization based on department needs



# 2021-2022 Proposed Budget

ITSD	2019-2020	2021	2022	2021-2022
All Funds	Revised	Proposed	Proposed	Proposed
LICENSES AND PERMITS	600,000	275,000	270,000	545,000
CHARGES FOR GOODS AND SERVICES	6,064,013	3,871,026	4,386,307	8,257,333
MISCELLANEOUS REVENUE	250,000	125,000	125,000	250,000
OTHER FINANCING SOURCES	830,000	450,000	465,000	915,000
<b>TOTAL REVENUE</b>	<b>7,744,013</b>	<b>4,721,026</b>	<b>5,246,307</b>	<b>9,967,333</b>
SALARIES AND WAGES	4,758,330	2,324,125	2,658,474	4,982,598
PERSONNEL BENEFITS	2,225,510	1,089,520	1,193,610	2,283,130
SUPPLIES	1,571,882	1,016,824	1,156,874	2,173,698
OTHER SERVICES AND CHARGES	4,418,881	2,092,964	1,944,229	4,037,193
CAPITAL OUTLAYS (6000 EXP OBJ)	3,494,200	2,507,319	367,037	2,874,356
<b>TOTAL EXPENDITURE</b>	<b>16,468,803</b>	<b>9,030,751</b>	<b>7,320,224</b>	<b>16,350,975</b>

## Positions

2020: 28.6 FTE

2021-22: 27.4 FTE

Eliminated FTE: 1.0 FTE

- Information Security Officer

Frozen FTE: 1.0 FTE

- Information Security Analyst

Reduced FTE:

- BTV Station Assistant

Revenue - Licenses & Permits – data has been corrected



# 2021-2022 Budget Changes

- Furloughs
- General Fund
  - Dedicated staffing for cybersecurity reduced & deferred
- Public Education Government TV Fund
  - Cable TV Franchise fee revenue – 4% / year declines
    - Ongoing revenue declines anticipated
    - FCC change could further reduce revenue
  - Reduced BTV Station Assistant from full-time to .8 FTE - 2020
  - Eliminates Access Bellingham Training program
    - Will continue to accept public access programming submittals
- Funds reallocation
  - Computer Infrastructure Replacement Fund
  - Telecommunications



# Capital Budget

- New Initiatives
  - BTV Studio – Pacific St. Ops Center - \$75k
  - Limited scope business continuity plan & infrastructure - \$140k
    - Initiation dependent upon sufficient staffing capacity – (multi-departmental)
  - High priority & contingency - \$310k
- Lifecycle/Replace
  - Network infrastructure - \$314k 2021, \$367k 2022
- Multi-year/Continuing
  - Enterprise Document Management - \$62k
  - Financial system - \$1.3M
  - Permitting - \$154k
  - Web Platforms - \$90k

# 2021-2022 Work Plan

- BTV
  - Cable franchise
  - Content and programming
- Platform changes
  - Intranet
  - Employee collaboration tools – Microsoft
- Upgrades / Business Improvement
  - Enterprise Resource/Financial System
  - Maintenance Management
  - HR/Payroll System
  - Permitting System
  - Utility Billing
- Ongoing customer services & support