

# Information Technology Fund

**Current Year Department Budgeted Expense Total:** \$ 2,702,706

**Change from Prior Year:** \$ 30,415

## **Overall Budget Justification:**

The Information Technology Department is focused on bringing people and technology together to meet the needs of the organization and the citizens of Billings. In pursuit of its goal, ITD provides technology-related strategic planning, project management, integration, technology procurement, E-mail, networking, communications, application development, GIS, mapping, overall hardware and software support, vendor relations, and training services.

The Information Technology Budget is \$ 2,702,706 which is \$ 30,415 or 1.1% more than last year's budget. The FY21 is most heavily impacted by security related network and software enhancements required by the Montana Department of Justice and the Federal Government.

In FY21, the budget has an increase of \$ 55,392 in Personnel costs which represents a 2.9 % increase. This increase includes the approved 2.9% COLA for all staff and a few step increases. Operating expenses have increased by \$ 127,893 caused by an increase in the Parking (\$ 4,581), Cost Allocation charges (\$9,304), Property Insurance (\$2,544), and New Requests (\$ 124,076 – see details below). Capital expenses for FY21 are \$ 0 which is \$ 153,500 less than last year.

Information Technology is an internal support function with revenues of \$ 2,610,274 generated primarily by charges for service. The ITD charges for each department/division are based on the previous calendar year's usage of PC and Network resources/support time, application resources/staff support time, virtual server services, data storage management, and GIS resources/support time. The number of PC's, the amount of disk space allocated, the number of virtual servers, and the number of E-mail accounts are all examples of resources used to calculate annual charges. FY21 total revenues are \$ 92,432 below total expenses. The budget includes system security upgrades mandated by the State of Montana for the handling of sensitive Criminal Justice data. We plan to use budget reserves to help keep internal costs down while meeting the mandated requirements.

### INFORMATION TECHNOLOGY FUND OPERATING BUDGET

	ACTUAL FY 18	ACTUAL FY 19	BUDGET FY 20	ESTIMATE FY 20	PROPOSED FY 21
<b>REVENUES:</b>					
CHARGE FOR SERVICES	\$ 2,315,421	\$ 2,339,036	\$ 2,616,309	\$ 2,469,702	\$ 2,610,274
INTEREST EARNINGS	8,306	23,937	13,800	12,000	11,200
LOAN PROCEEDS					
OTHER	2,103	1,630	-	-	-
<b>TOTAL REVENUE</b>	<b>\$ 2,325,830</b>	<b>\$ 2,364,603</b>	<b>\$ 2,630,109</b>	<b>\$ 2,481,702</b>	<b>\$ 2,621,474</b>

**INFORMATION TECHNOLOGY FUND  
OPERATING BUDGET**

	ACTUAL FY 18	ACTUAL FY 19	BUDGET FY 20	ESTIMATE FY 20	PROPOSED FY 21
<b>EXPENSES:</b>					
PERSONAL SERVICES	\$ 1,914,774	\$ 1,983,615	\$ 1,888,074	\$ 1,761,127	\$ 1,943,466
OPERATIONS & MAINTENANCE	534,868	430,624	631,347	660,000	759,240
CAPITAL	63,799	117,557	153,500	50,000	-
PRINCIPAL	-	-	-	-	-
INTEREST	-	-	-	-	-
TRANSFER OUT	-	3,975	-	-	-
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<b>TOTAL EXPENSES</b>	<b>\$ 2,513,441</b>	<b>\$ 2,535,771</b>	<b>\$ 2,672,921</b>	<b>\$ 2,471,127</b>	<b>\$ 2,702,706</b>

**New or Expanded Programs:**

1. The Montana Department of Justice & Federal Government has defined mandatory requirements for all networks supporting public safety with access to the Criminal Justice Information Network. The FY21 IT Budget requests to increase our annual budget by a total of \$ 63,000 for the following security solutions and related annual costs:
  - a. Multi-Factor Authentication (MFA) for all users on the network. This project includes purchasing MFA licenses for every staff member that accesses our internal network. This will include working with outside vendors which access our systems for implementation and support of critical systems. The IT Budget requests \$ 45,000 to support implementation and annual on-going costs of MFA licenses.
  - b. Annual license renewal for a new Palo Alto FireWall. The budget requests \$ 18,000 for annual on-going license renewal. The MT DOJ requires that we log all traffic on our firewall and on all endpoint (anti-virus) protection software. MT DOJ also requires that our network have an intrusion detection solution in place to detect vulnerability exploits against a target application or computer. We need to adjust our budget to support the annual \$ 18,000 cost of the Palo Alto Firewall solution.
  
2. Migrate the City of Billings to a Microsoft Cloud Based Exchange Server and Office 365 (O365). We are requesting an increase of \$ 61,000 in the first year to support the move to an O365 environment. The Microsoft Cloud Exchange Server comes at no cost to the organization but requires staff to utilize O365 licenses rather than the traditional Office Standard or Professional software we have always purchased.
  - a. License Versions:
    - i. The requested budget provides an O365 Email Only license for each staff member and full cloud-based backups. This will replace the need for our on-site Exchange Server, storage, and our daily backups. This will eliminate the need to upgrade our existing Exchange license (\$60,000 upgrade) and save us valuable backup and D/R storage resources.
    - ii. Departments will have the option to upgrade to a Level 1 or Level 3 license when they upgrade to a new computer or they can choose to do so at anytime before.

- iii. Level 1 (cloud-based only) and Level 3 (cloud and locally installed) licenses of O365 provide additional functionality such as using Teams for Departments, committees, work groups, etc. to collaborate on a shared group of documents, staff will be able to share documents easily both inside and outside of the organization, staff can store documents in the One Drive cloud file server and access these documents from anywhere, secure and logged chat, and more.
- b. Funding:
  - i. We are requesting to increase our annual expenses by \$ 61,000 to purchase Email Only licenses for all department end-users and fund an on-going cloud-based backup of our Exchange Server including all Emails, Calendars, Teams data, chat logs, and One-Drive storage.
  - ii. Departments will be charged for their selected licensing levels in the annual IT charges. Departments will eventually move to level 1 and level 3 O365 licensing. IT will include the cost of the licensing in our annual budget starting in FY22. Upgrading of licenses by departments will result in future increases in the annual maintenance costs required to support O365.

**INFORMATION TECHNOLOGY FUND  
OPERATING BUDGET**

**STAFFING AUTHORIZATION**

<b>POSITION</b>	<b>ACTUAL FY18</b>	<b>ACTUAL FY19</b>	<b>BUDGET FY 20</b>	<b>PROPOSED FY 21</b>
INFORMATION TECHNOLOGY DIRECTOR	0.9	0.9	0.9	0.86
APPLICATION DEVELOPER	3.0	3.0	3.0	3.00
OPERATION SUPPORT SPECIALIST	1.0	1.0	1.0	1.00
GIS SPECIALIST	1.0	1.0	1.0	1.00
GIS COORDINATOR	1.0	1.0	1.0	1.00
LAND MANAGEMENT COORDINATOR	1.0	1.0	1.0	1.00
SENIOR APPLICATION DEVELOPER	1.0	1.0	1.0	1.00
IT MANAGER	1.0	1.0	1.0	1.00
PUBLIC SAFETY TECH SUPPORT	1.0	1.0	1.0	1.00
P. C. SUPPORT SPECIALIST	2.0	2.0	2.0	2.00
NETWORK ADMINISTRATOR	1.0	1.0	1.0	1.00
ASST. NETWORK ADMINISTRATOR	1.0	1.0	1.0	1.00
ADMINISTRATIVE SUPPORT II	1.0	1.0	1.0	0.75
IT SECURITY ENGINEER	1.0	0.9	0.9	0.90
GIS TECHNICIAN	2.0	2.0	2.0	2.00
<b>TOTAL</b>	<b><u>18.9</u></b>	<b><u>18.8</u></b>	<b><u>18.8</u></b>	<b><u>18.51</u></b>