ARLINGTON VIRGINIA

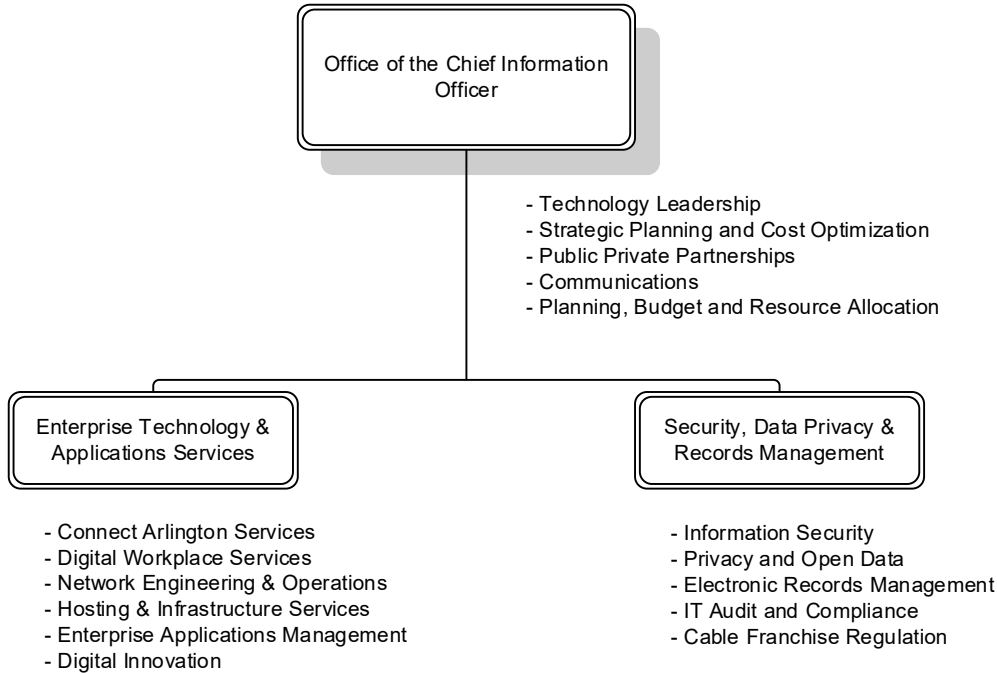*Our Mission: To provide technology resources for the County and set the vision for future technology investments*

LINES OF BUSINESS

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                    │ Office of the Chief          │
                    │ Information Officer          │
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- Technology Leadership
- Strategic Planning and Cost Optimization
- Public Private Partnerships
- Communications
- Planning, Budget and Resource Allocation

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┌─────────────────────────┐          ┌─────────────────────────┐
│ Enterprise Technology &  │          │ Security, Data Privacy & │
│ Applications Services     │          │ Records Management       │
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- Connect Arlington Services
- Digital Workplace Services
- Network Engineering & Operations
- Hosting & Infrastructure Services
- Enterprise Applications Management
- Digital Innovation

- Information Security
- Privacy and Open Data
- Electronic Records Management
- IT Audit and Compliance
- Cable Franchise Regulation

SIGNIFICANT BUDGET CHANGES

The FY 2024 adopted expenditure budget for the Department of Technology Services is $30,244,185, a four percent increase from the FY 2023 adopted budget. The FY 2024 adopted budget reflects:

↑ Personnel increases due to employee salary increases, an increase in the County's cost for employee health insurance, slightly higher retirement contributions based on current actuarial projections, adjustments to salaries resulting from the Finance, Accounting and Administrative job family studies ($11,974), and one-time $2,000 (gross) employee bonuses ($226,392); offset by anticipated backfilling of vacant positions and future staff departures at lower starting salaries ($123,941) and the reductions listed below.

↑ Non-personnel increases due to the addition of one-time funding for remote access software ($190,074); contractual increases including software licensing costs ($196,826), maintenance of the County's revenue and collection system ($60,000), software that supports or is integrated with the County's Enterprise Resource Planning System (ERP) ($71,219), data and cloud storage costs ($14,625), contracted staffing ($165,894), and other contractual increases ($52,794); partially offset by the reallocation of a PRISM Contractor expense to the PRISM CIP project ($235,008), transitioning the County's IT project management tool from a monthly to an annual subscription plan ($1,775), reductions to rental equipment and electricity ($29,970) and the removal of FY 2023 one-time funding for staff training ($115,000), electric vehicle funding ($23,883), and the reductions listed below.

FY 2024 Adopted Budget Reductions

Office of the Chief Information Officer Line of Business

↓ Eliminate Gartner consulting group licenses and membership ($95,355)

IMPACT: This service provides a centrally located and wide variety of vetted technology related research and expert guidance. Without access to the service, research will take additional time and vetting by DTS staff, and access to conferences and expert guidance will be eliminated.

Enterprise Technology and Application Services Line of Business

↓ Eliminate two hundred (200) Microsoft Power App and Flow licenses purchased for contact tracers working in DHS/Public Health during the COVID-19 pandemic ($44,000)

IMPACT: With the scaling back of personnel resources dedicated to the County contact tracing efforts during the COVID-19 pandemic, these two hundred Microsoft and Flow licenses do not need to be renewed for FY 2024. If the County were to ramp-up contact tracing in the future, additional funding would be needed to renew these licenses.

↓ Eliminate legacy remote access application maintenance support services ($19,747)

IMPACT: In FY 2023, the Department of Technology Services transitioned the County to a new vendor for remote access service as its primary solution. The maintenance costs for the prior software application are no longer required. The elimination of the maintenance costs will not impact the Department's current operations.

↓ Eliminate Virtual Observer workforce management software used to record call center voice transactions maintenance ($9,207)

IMPACT: This reduction will decrease some of the software's functionality including the ability to create support requests and to stay current with application updates or fixes. This impact is offset by the fact that the County will be moving to a Cloud-based call center in FY 2024. If the product were to fail prior to the migration, Call Centers would not be able to record and playback call center calls or view screen recordings of call takers.

↓ Adjust the Public, Educational and Governmental chargeback ($400,000)

IMPACT: Public, Educational and Governmental (PEG) funds are collected as a percentage of cable franchise fees. The funds are restricted to capital assets associated with the operation of a public, educational, and governmental television channel. The Department of Technology Services supports the planning, development, and implementation of assets that support PEG operations. The department is reimbursed for a portion of personnel and contractor expenses related to PEG assets. The additional funds for reimbursement in FY 2024 will reduce the funds available for other PEG eligible investments.

↓ Eliminate ongoing funding for two intern FTEs and replace with one-time funds for FY 2024 ($226,626)

IMPACT: The intern program is a limited term program for individuals to gain valuable experience working in the Department of Technology Services. For the FY 2024 Adopted budget, one-time funding will replace the ongoing budget to allow for two intern positions to be reduced in FY 2025 when the current incumbents complete their program. Reduction of this program could potentially reduce the pipeline of candidates for future junior level positions

with the County. DTS has previously hired interns into full-time County positions from this program.

DEPARTMENT FINANCIAL SUMMARY

	FY 2022 Actual*	FY 2023 Adopted	FY 2024 Adopted	% Change '23 to '24
Personnel	$14,011,552	$15,603,827	$16,476,852	6%
Non-Personnel	16,011,216	17,085,710	17,263,197	1%
Subtotal	30,022,768	32,689,537	33,740,049	3%
Intra County Charges	(3,430,198)	(3,495,864)	(3,495,864)	-
GASB	16,833,793	-	-	-
Total Expenditures	43,426,363	29,193,673	30,244,185	4%
GASB	16,833,793	-	-	-
Total Revenues	16,833,793	-	-	-
Net Tax Support	$26,592,570	$29,193,673	$30,244,185	4%
Permanent FTEs	90.00	91.00	91.00	
Temporary FTEs	-	-	-	
Total Authorized FTEs	90.00	91.00	91.00	

* FY 2022 actual expenditures and revenues received reflect the first year of implementing new Governmental Accounting Standard Board (GASB) standards for Statement No. 87 on leases and Statement No. 96 for subscription-based software. See the County Government GASB Summary for department details in the front section of the budget book.

Expenses & Revenues by Line of Business

	FY 2022 Actual Expense	FY 2023 Adopted Expense	FY 2024 Adopted Expense	% Change '23 to '24	FY 2024 Adopted Revenue	FY 2024 Net Tax Support
Office of the Chief Information Officer	$3,180,274	$3,864,769	$2,405,524	-38%	-	$2,405,524
Enterprise Technology and Applications Services	37,489,863	23,465,701	23,205,501	-1%	-	23,205,501
Security, Data Privacy & Records Management	2,756,226	1,863,203	4,633,160	149%	-	4,633,160
Total Expenditures	$43,426,363	$29,193,673	$30,244,185	4%	-	$30,244,185

Authorized FTEs by Line of Business

	FY 2023 FTEs Revised	FY 2024 Permanent FTEs Adopted	FY 2024 Temporary FTEs Adopted	FY 2024 Total FTEs Adopted
Office of the Chief Information Officer	11.00	9.00	-	9.00
Enterprise Technology and Applications Services	69.00	70.00	-	70.00
Security and Data Privacy	11.00	12.00	-	12.00
Total FTEs	91.00	91.00	-	91.00

EXPENDITURE, REVENUE, NET TAX SUPPORT, AND FULL-TIME EQUIVALENT TRENDS
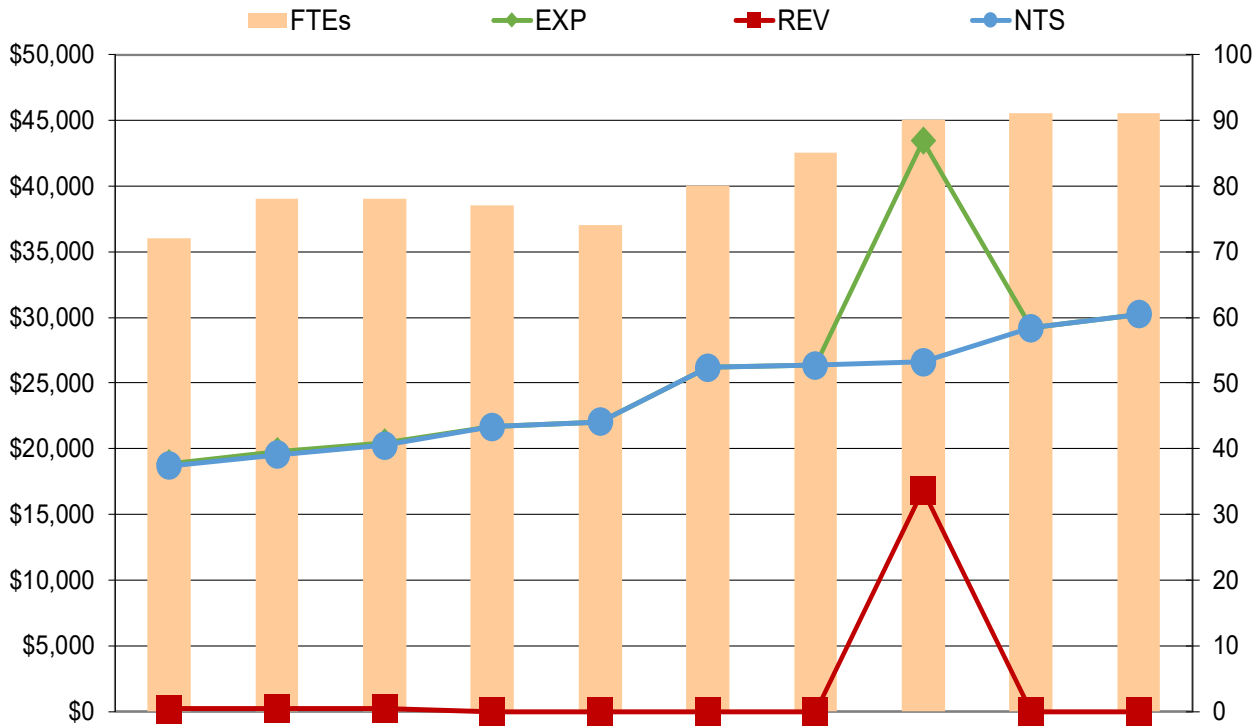
$ in 000s	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual*	FY 2023 Adopted Budget	FY 2024 Adopted Budget
EXP	$18,876	$19,806	$20,459	$21,687	$22,029	$26,163	$26,337	$43,426	$29,194	$30,244
REV	$182	$247	$226	-	-	-	-	$16,834	-	-
NTS	$18,694	$19,559	$20,234	$21,687	$22,029	$26,163	$26,337	$26,592	$29,194	$30,244
FTEs	72.00	78.00	78.00	77.00	74.00	80.00	85.00	90.00	91.00	91.00

FY 2022 actual expenditures and revenues received reflect the first year of implementing new Governmental Accounting Standard Board (GASB) standards for Statement No. 87 on leases and Statement No. 96 for subscription-based software. See the County Government GASB Summary for department details in the front section of the budget book.

Fiscal Year	Description	FTEs
FY 2015	▪ A Public Safety Technology Coordinator position was transferred from DTS to Police ($171,805).	(1.00)
	▪ Reallocated ConnectArlington maintenance costs from Non-Departmental to DTS ($300,000) and added additional funding ($115,879).	
	▪ Added ongoing funding for Systems Center Configuration Management, Mobile Device Management, and Network Security Audits ($305,440).	
FY 2016	▪ The County Board reduced non-personnel funding for the Electronic Records Management System (ERMS) ($38,250).	
	▪ The County Board approved the conversion of contractor positions to County Staff to realize net non-personnel savings ($152,939).	4.00
	▪ Addition of a Project Manager and Administrative Specialist associated with the operation of the second phase of Connect Arlington ($208,000).	2.00
	▪ Addition of operating costs for the second phase of Connect Arlington ($292,000).	
FY 2017	▪ Added expenses for software licensing and contractor costs ($344,939), maintenance to the County's revenue and collection system ($130,000), and increased data storage costs ($90,000).	
FY 2018	▪ The County Board approved a decrease in non-personnel funding due to efficiency realized between the County and Arlington Public School's to reduce the number of connections to external data centers needed for operation ($120,000).	
	▪ Transferred out the ConnectArlington Fiber Network Sales and Marketing position and additional sales and marketing funding to Arlington Economic Development ($130,000 personnel; $50,000 non-personnel).	(1.00)
	▪ Increased software licensing costs ($88,000 one-time, $37,372 ongoing), maintenance costs for the County's revenue and collection system ($60,000) and data storage costs ($63,000).	
	▪ Decreased annual expense for maintenance and replacement of County vehicles ($6,629).	
FY 2019	▪ Increased software licensing costs ($82,620), maintenance costs for the County's revenue and collection system ($70,000), data and cloud storage costs ($115,000), and contractor costs ($205,200).	
	▪ Increased operations funding for the Connect Arlington Fiber Network ($330,000).	
	▪ Transferred in existing non-departmental funds for the Litigation Hold program ($200,000), and the Open Data program ($192,000).	
	▪ Removed FY 2018 one-time costs for software licensing ($88,800).	
	▪ Reduced the annual expense for maintenance and replacement of County vehicles ($1,896).	

Fiscal Year	Description	FTEs
	▪ Eliminated a filled Cable Administrator position ($181,340).	(1.00)
	▪ Removed 24/7 desktop support service for County employees ($27,000).	
	▪ Reorganized Prism Enterprise System Functional Support and eliminated 2.0 filled FTEs; redistributed work between the Departments of Management and Finance (DMF) and Technology Services. A portion of the cost of the position reductions shifted to contract support within DTS ($220,000), and a portion transferred to augment support required by DMF ($144,488). The remaining balance is provided as expenditure savings for FY 2019 ($25,000).	(2.00)
FY 2020	▪ Eliminated a vacant IT Network Analyst Position ($86,733).	(1.00)
	▪ Transferred in from capital (Fund 313) and converted three ConnectArlington contractor positions ($367,390, 3.0 FTEs); converted an existing Technology Manager (1.0 FTE) with the addition of budgeted contractor funding into two Senior Network Engineers ($244,386, 1.0 FTE); and converted an existing position and non-personnel contractor funds to create a Staff Infrastructure Support Specialist position, Senior Network Engineer, and Management Intern position (469,861).	7.00
	▪ Reduced the department's membership to Gartner from five licenses to three licenses ($70,000)	
	▪ Eliminated a vacant IT Network Analyst position ($86,733).	(1.00)
	▪ Reduced wireless service charges as part of a County-wide review of wireless service providers ($14,098).	
	▪ Added one-time funds for a Technology Asset Management System ($250,000).	
	▪ Added one-time funds for the County website refresh ($100,000).	
	▪ Added one-time and on-going funding to begin migration from the County's Network Operations Center to a cloud platform ($94,440 on-going funds; $32,500 one-time).	
	▪ Added on-going funding for security training for all County employees ($60,000), software licensing costs ($546,828), maintenance costs for the County's revenue and collection system ($70,000), data and cloud storage costs ($52,136), and contractor costs ($19,200).	
FY 2021	▪ Converted an existing un-budgeted overstrength position to provide audio visual support to the Bozman County Government Center ($111,560).	1.00
	▪ Converted non-personnel funds to create three Network Administrator positions ($529,485) by utilizing non-personnel funding ($489,063) and additional funding ($40,422).	3.00
	▪ Added one limited term FTE to serve as the Project Manager for the Enterprise Resource Planning (ERP) system (PRISM) upgrade.	1.00
	▪ Removed FY 2020 one-time funds for the Technology Asset Management System ($250,000), County website refresh ($100,000), and migration from the County's Network Operations Center to a cloud platform ($32,500).	
	▪ Added funding for strategic security investments ($2,036,349).	

Fiscal Year	Description	FTEs
	▪ Added funding for software licensing costs ($180,175), maintenance costs for the County's revenue and collection system ($56,000), electronic document storage system ($25,000), the Enterprise Resource Planning System ($10,118), and data and cloud storage costs ($61,598).	
	▪ Increased costs to continue migration from the County's Networks Operations Center to a cloud platform ($54,000).	
	▪ Added one-time funding for warranty extensions ($21,235).	
FY 2022	▪ The County Board added funding for a one percent merit pay adjustment, a five percent increase in the range, and an increase to the one-time bonus for staff from $500 to approximately $900.	
	▪ Reduced IT support for the County's enterprise financial and human resource system (PRISM) by eliminating a Vacant Senior IT Analyst ($176,402).	(1.00)
	▪ Eliminated Electronic Records Management System (ERMS) Contractor ($100,000).	
	▪ Reduced Contractor Phone Support to Call Centers ($90,000).	
	▪ Eliminated a Vacant Cybersecurity Engineer ($146,000).	(1.00)
	▪ Reduced training budget ($20,000).	
	▪ Reallocated between personnel and non-personnel budgets to re-align resources and reflect the reorganization of technology innovation and enterprise services teams. The budget re-alignment included converting previously budgeted personnel funding to contractual services and budgeting for positions previously funded with various non-personnel funds to the Department's intern program.	
	▪ Reallocated eligible Network Management costs to the Public Education Grant ($566,636).	
	▪ Converted an existing un-budgeted overstrength and intern positions that provide critical support to the Department and core County-wide systems ($939,038, 11.0 FTEs).	11.00
	▪ Eliminated and reallocated four positions ($654,525, 4.0 FTEs) to non-personnel contractual services.	(4.00)
	▪ Added one time-funding for contact tracing application to support the County-wide COVID response ($74,000), on-going funding for PRISM reporting financial tool ($40,000), electronic signature software ($46,116), website management software ($120,410), software licensing costs ($302,708), staff augmentation costs ($178,088), maintenance costs for the County's revenue and collection system ($58,000), Enterprise Resource Planning System ($34,000), data and cloud storage costs ($40,410), and ongoing support for the Arlington Free Clinic ($6,000).	
	▪ Removed FY 2021 one-time funds for Security contractor support ($234,000) and warranty extensions ($21,235).	
	▪ *In FY 2021 closeout, funding was added for a one percent merit pay adjustment ($69,301) and a one-time bonus for staff of $450 ($43,574).*	

Fiscal Year	Description	FTEs
FY 2023	▪ The County Board added funding for an additional one percent merit pay adjustment for a total increase of 5.25 percent, increased the pay-for-performance budget by an additional 0.5 percent, increased the pay range movement to five percent, and an optional one-time cash-out of 40 hours of compensation time for those with balances of 80 or more ($24,085).	
	▪ Added a Cybersecurity Engineer position ($185,059).	1.00
	▪ Added funding for contractual increases including software licensing costs ($626,109), electronic signature and notary software ($62,446), maintenance of the County's revenue and collection system ($60,000), software that supports or is integrated with the County's Enterprise Resource Planning System (ERP) ($57,660), data and cloud storage costs ($50,000), and other contractual increases ($20,000).	
	▪ Added one-time funding for a contractor that assists with ERP maintenance ($240,000).	
	▪ Added one-time funding for technical staff training and development ($115,000).	
	▪ *A technical adjustment was approved by the County Board in April 2023 to appropriate funding from Non-Departmental to Departments to allocate the budget for bonuses funded in the adopted budget. The funding added to the Department of Technology Services was $172,781.*	
FY 2024	▪ Added one-time $2,000 (gross) employee bonuses ($226,392).	
	▪ Increased salaries resulting from Finance and Accounting and Administrative job family studies ($11,974).	
	▪ Personnel reduced based on by anticipated backfilling of vacant positions and future staff departures at lower starting salaries ($123,941).	
	▪ Added one-time funding for remote access software ($190,074).	
	▪ Eliminated Gartner consulting group licenses and membership ($95,355).	
	▪ Eliminated two hundred (200) Microsoft Power App and Flow licenses purchased for contact tracers working in DHS/Public Health during the COVID-19 pandemic ($44,000).	
	▪ Eliminated legacy remote access application maintenance support services ($19,747).	
	▪ Eliminated Virtual Observer workforce management software used to record call center voice transactions maintenance ($9,207).	
	▪ Adjusted the Public, Educational and Governmental chargeback ($400,000).	
	▪ Eliminated ongoing funding for two intern FTEs and replaced with one-time funds for FY 2024 ($226,626).	
	▪ Added funding for contractual increases including software licensing costs ($196,826), maintenance of the County's revenue and collection system ($60,000), software that supports or is integrated with the County's Enterprise Resource Planning System (ERP) ($71,219), data and cloud storage costs ($14,625), contracted staffing ($165,894), and other contractual increases ($52,794).	

Fiscal Year	Description	FTEs
	▪ Reduced funding due to PRISM Contractor being expensed to the PRISM CIP project ($235,008). ▪ Reduced funding by the reduction to rental equipment and electricity ($29,970) and electric vehicle funding ($23,883). ▪ Removed FY 2023 one-time funding for staff training ($115,000).	