

Subject: ITAC Questions

Related Department(s): DTS

FY 2025 Proposed Capital Budget

CIP Work Session

The following information is provided in response to a request made by Ms. Garvey; at the work session on *06/25/2024*, regarding the following question:

Provide the questions from the Information Technology Advisory Tech Commission (ITAC) along with the responses from the Department of Technology Services (DTS).

On Monday, June 24, 2024, the ITAC Chair submitted a CIP Work Session Testimony that posed several questions to staff. Below are the questions and responses from DTS staff.

1. Human Resource and Financial System Enhancements

Why are quarterly software upgrades accounted for in the CIP rather than the annual operating budget?

Response: Our SaaS subscriptions, including Oracle for human resource and financial systems, offer quarterly upgrades. These upgrades often include new functionalities that can enhance process efficiency or simplify operations but are initially delivered disabled. To implement these functionalities, the County must review, configure, and test them, which involves additional costs and efforts.

According to Governmental Accounting Standards Board (GASB) Statement 96, certain outlays for new functionalities that increase the efficiency or functionality of a system should be capitalized. Therefore, our CIP budget covers these potential enhancements to ensure we can implement beneficial upgrades as they become available.

2. Enterprise Records Management System Modernization

Why is the County planning for a system change in seven years?

Response: The County uses OnBase by Hyland for enterprise records management. An assessment of Hyland's Cloud offering in 2023 revealed it is

not yet mature enough to meet our current needs. Consequently, we decided to transition from on-premises hosting to Microsoft Azure IaaS.

We anticipate that Hyland's Cloud offering will align better with our requirements in about seven years. Therefore, we plan to reassess and potentially transition to Hyland Cloud at that time, ensuring our system remains up-to-date and effective.

3. Revenue and Collection System Enhancement

Will this system be included in the cloud migration?

Response: Yes, the County's Revenue and Collection system, Gentax by FAST Enterprises, will migrate to the FAST private Cloud solution after the current upgrade project is completed. This migration is scheduled for Q3 FY26, ensuring the system remains modern and efficient.

4. Workforce Device Modernization

Has the County considered moving to a Device as a Service (DaaS) model for end-user computing devices?

Response: In 2019, we explored the DaaS model through a proposal from SHI and Microsoft. The analysis revealed a ~3.8% premium over purchasing the devices directly. We opted to buy the devices outright, maximizing our resources.

This decision has proven beneficial, as we avoided the lease premium and capitalized on end-of-cycle discounts from vendors, resulting in significant per unit savings.