

**Department Mission:**

Klamath County Information Technology delivers business services that empower, support and serve all county departments in the accomplishment of their respective missions. We provide support for the planning, design, implementation and operation of cost-effective information technologies and methodologies.

**Mandated Services:**

While not directly providing mandated services the IT department provides critical support to the mandates of other departments:

- Assessment and Taxation
- Clerk and Elections
- Records Archival
- Financial Reporting

**Self-Imposed Services:**

While "self-imposed" many of our services are critical to other departments:

- Business Continuity and Disaster Recovery
- Telephone Services
- Computer Networking and Support
- Financial Reporting
- Business Process Automation

**Department Overview:**

Klamath County Information Technology provides personnel and operating costs associated with the County's computer equipment, telephone systems, geographic information systems, and related information systems which generally benefit all departments.

As an in-house provider of services otherwise purchased from external vendors, we provide services at a substantially reduced cost for our customers (often as much as 85% savings). These savings are the result of strategic technology investments, economies of scale, and low personnel costs. For example, by assuming responsibility for the telephone systems IT has saved county departments over 75% on maintenance. Our current phone replacement project will increase these savings by reducing monthly telephone costs by 50%. These savings are realized in the budgets of our customers.

**Successes and Challenges:**

- Maintenance agreements
  - Most services are purchased on 24 to 36 month contracts
  - While generally this provides savings, at times of declining staffing levels we can end up paying for support we are not using.
- Mental Health Dept. Fire
  - While a significant drain on resources this also provided numerous opportunities.
- Financial Systems
  - So far this is a successful project, but circumstances outside our control have left us with far more responsibility with day-to-day operations.
- Library Network Overhaul
  - Improved security and network performance for both the county and the Library Service District
- Strategic Resource Allocation
  - “Cloud-based” and virtual technologies
  - Substantial cost savings and greater flexibility
  - Desktop standardization

**Budget Overview:**

We are funded through Administrative services charges to County Departments, the Library Service District, other agencies, grants and some direct revenue from GIS maps and assessment data. As such, our revenue is derived from multiple taxing districts and state funds as well as the General Fund. Even with the diversity of our revenue base, all of our customers are under financial pressure.

Costs are almost exclusively in the realm of personnel and maintenance for county-wide systems, the latter accounting for most of our cost increases. Perhaps counter-intuitively, our workload is highest when our customers' budgets are the tightest. It is during these times that our customers need the operational efficiencies that can be realized through appropriate investment in technology. By reinventing their business processes and gaining the benefits of increased automation and self-service, they in turn, are able to do more with less.

Since 2007, the Information Technology department has gradually added to its core responsibilities. While adding these new responsibilities and improving service levels, this department took a 14% cut in 2008-2009 and has maintained that budget since.

**Significant Changes:**

The only significant change from our current budget and our requested budget are the increased cost of maintenance agreements of approx. 15% and a reduction in our training and capital expense line items.

**Key issues:**

All of our projects are investments that pay dividends to other departments in the county and allow them the opportunity to do more with less. Some of our larger, multi-year projects include:

- Financial system replacement (currently in year 2 of a 5+ year project)
  - o Consolidating multiple disparate financial systems into a single cohesive one.
  - o Allows for greater transparency and efficiencies across the board.
- Cloud-Based services deployment
  - o 50% savings for email and archiving
  - o Scales to our needs
- Telephone System replacement
  - o Actual savings of over 50% county-wide
  - o Feature-rich service
  - o County-wide standard
- Assessment and Taxation system replacement
  - o 15 year old system
  - o Non-standard data architecture
  - o \$80,000+ in annual support costs
- Mental Health System replacement
  - o Needed for compliance
- Web services overhaul
  - o Standardized format is more useable
  - o Streaming video
  - o Content Management allows customers to do minor updates
- Library Network Overhaul
  - o Separate network for Library Service District
  - o Critical systems in County Datacenter
  - o Enhanced services for Patrons
- Law Enforcement Mobile Computing
  - o Low cost mobile solutions for patrol officers
- Jail Support
  - o Advanced video surveillance system
  - o Enhanced security and reduced liability
- Standardization and Virtualization
  - o Cost savings by using standard systems and virtual servers

Klamath County, Oregon  
 2011-2012 Budget Financial Presentation  
 105 Information Technology

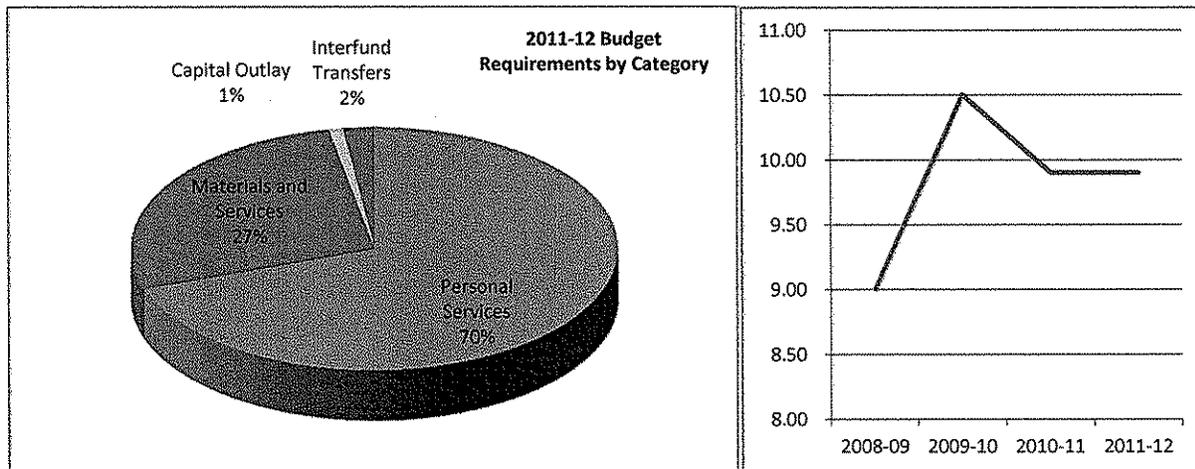
	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
<b>Requirements by Budgetary Category</b>				
Personal Services	-	733,494	726,413	760,858
Materials and Services	-	256,169	342,190	299,091
Capital Outlay	-	20,137	23,000	10,000
Interfund Transfers	-	47,140	24,241	22,670
<b>Total Requirements by Budgetary Category</b>	-	<b>1,056,940</b>	<b>1,115,844</b>	<b>1,092,619</b>

<b>Requirements by Fund</b>				
Internal Services (150)	-	1,056,940	1,115,844	1,092,619
<b>Total Requirements by Fund</b>	-	<b>1,056,940</b>	<b>1,115,844</b>	<b>1,092,619</b>

<b>Resources by Budgetary Category</b>				
Intergovernmental	-	87,653	152,759	132,759
Charges for Services	-	31,148	24,945	21,720
Interfund Transfers	-	938,140	938,140	938,140
<b>Total Resources by Budgetary Category</b>	-	<b>1,056,941</b>	<b>1,115,844</b>	<b>1,092,619</b>

<b>Full-Time Employee Equivalents</b>	9.00	10.50	9.90	9.90
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<b>Mandate</b>	<b>Total Cost</b>	<b>Personal Services</b>	<b>FTE</b>
Information Technology	1,092,619	760,858	9.90
<b>Total Mandates</b>	<b>1,092,619</b>	<b>760,858</b>	<b>9.90</b>



# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed
Fund: 150 . Internal Services					
Revenue					
Department: 151 . Internal Service Dept					
Sub Department: 105 . Information Technology					
Account Classification: LP . Licenses, Fees and Permits					
34231	Fees - NSF Check	\$0.00	\$0.00	\$0.00	\$0.00
Account Classification Total: Licenses, Fees and Permits		\$0.00	\$0.00	\$0.00	\$0.00
Account Classification: IG . Intergovernmental					
33200	A&T Grant	\$0.00	\$62,327.10	\$52,759.00	\$52,759.00
33405	Grants	\$0.00	\$25,326.00	\$100,000.00	\$80,000.00
Account Classification Total: Intergovernmental		\$0.00	\$87,653.10	\$152,759.00	\$132,759.00
Account Classification: CS . Charges for Service					
34190	Services - Data Processing Other	\$0.00	\$31,147.49	\$24,945.00	\$21,720.00
Account Classification Total: Charges for Service		\$0.00	\$31,147.49	\$24,945.00	\$21,720.00
Account Classification: TI . Interfund Transfers					
36760	Trans - Admin Non Dept	\$0.00	\$938,140.00	\$938,140.00	\$938,140.00
Account Classification Total: Interfund Transfers		\$0.00	\$938,140.00	\$938,140.00	\$938,140.00
Sub Department Total: Information Technology		\$0.00	\$1,056,940.59	\$1,115,844.00	\$1,092,619.00
Department Total: Internal Service Dept		\$0.00	\$1,056,940.59	\$1,115,844.00	\$1,092,619.00
Revenue Totals		\$0.00	\$1,056,940.59	\$1,115,844.00	\$1,092,619.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed Budget
Expenses					
Department: 151 . Internal Service Dept					
Sub Department: 105 . Information Technology					
Account Classification: PS . Personal Services					
60592	GIS Technician	\$0.00	\$2,140.00	\$0.00	\$0.00
60594	Senior GIS Analyst	\$0.00	\$58,851.76	\$61,219.00	\$65,384.00
60596	GIS Technician	\$0.00	\$0.00	\$0.00	\$0.00
60597	GIS Planner	\$0.00	\$5,327.36	\$10,691.00	\$11,411.00
60621	Senior System Administrator	\$0.00	\$67,466.84	\$70,086.00	\$73,677.00
60622	Data Base Developer	\$0.00	\$65,223.85	\$67,846.00	\$70,180.00
60623	Network Telecom Administrator	\$0.00	\$59,811.22	\$61,891.00	\$66,118.00
61115	Computer System Tech	\$0.00	\$0.00	\$0.00	\$0.00
61130	Programmer/Analyst	\$0.00	\$62,013.60	\$62,014.00	\$63,614.00
61131	Network Analyst	\$0.00	\$0.00	\$0.00	\$0.00
61133	Info Tech Project Manager	\$0.00	\$48,856.13	\$49,000.00	\$52,527.00
61191	I.T. Director	\$0.00	\$76,026.58	\$78,504.00	\$83,798.00
61323	Librarian - Specialist	\$0.00	\$0.00	\$0.00	\$0.00
61324	Library Computer Support Tech	\$0.00	\$44,276.02	\$17,614.00	\$18,098.00
61500	Office Manager	\$0.00	\$0.00	\$0.00	\$0.00
61675	Office Specialist	\$0.00	\$53,731.38	\$56,853.00	\$60,774.00
63900	Overtime	\$0.00	\$3,204.57	\$5,000.00	\$0.00
63930	FICA	\$0.00	\$40,354.27	\$41,282.00	\$43,579.00
63940	Workmans Compensation Tax	\$0.00	\$0.00	\$0.00	\$282.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed
63941	Workmans Compensation	\$0.00	\$0.00	\$0.00	\$0.00
63949	Oregon Premium Tax	\$0.00	\$528.48	\$0.00	\$0.00
63950	Medical Insurance	\$0.00	\$76,200.00	\$73,533.00	\$76,140.00
63951	Life Insurance	\$0.00	\$338.27	\$320.00	\$319.00
63952	Short Term Disability	\$0.00	\$209.10	\$202.00	\$202.00
63960	Retirement - General	\$0.00	\$54,389.68	\$53,963.00	\$57,020.00
63980	Unemployment Compensation	\$0.00	\$12,445.00	\$12,411.00	\$13,115.00
63990	Cell Phone Allowance	\$0.00	\$2,100.00	\$3,984.00	\$4,620.00
	Account Classification Total: Personal Services	\$0.00	\$733,494.11	\$726,413.00	\$760,858.00
	Account Classification: MS - Material and Services				
44010	Mgmt Travel & Training	\$0.00	\$3,809.95	\$2,500.00	\$2,000.00
44040	Staff Travel & Training	\$0.00	\$5,611.92	\$15,000.00	\$5,000.00
44100	Supplies - Office	\$0.00	\$3,703.42	\$3,000.00	\$2,500.00
44110	Supplies - Other	\$0.00	\$8,395.13	\$14,800.00	\$10,000.00
44500	Consultant Services	\$0.00	\$125.00	\$2,000.00	\$0.00
44640	Telephone	\$0.00	\$50,822.48	\$6,178.00	\$7,280.00
44641	Telephone / Contract Expense	\$0.00	\$0.00	\$42,527.00	\$51,516.00
44700	Postage	\$0.00	\$182.18	\$300.00	\$250.00
44996	Hardware / Software Maintenance	\$0.00	\$122,240.72	\$120,000.00	\$130,000.00
45020	Contract Services	\$0.00	\$25,326.00	\$100,000.00	\$55,000.00
45910	Budget Expense	\$0.00	\$67.37	\$0.00	\$0.00
49000	Bad Debt Expense	\$0.00	\$0.00	\$0.00	\$0.00
99760	Insurance/Liability	\$0.00	\$2,334.00	\$2,334.00	\$2,334.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed Budget
99765	Insurance/Workmans Compensation	\$0.00	\$6,991.00	\$6,991.00	\$6,991.00
99770	Administrative Services	\$0.00	\$3,575.00	\$3,575.00	\$3,575.00
99780	Space Rent	\$0.00	\$22,985.00	\$22,985.00	\$22,645.00
Account Classification Total: Material and Services		\$0.00	\$256,169.17	\$342,190.00	\$299,091.00
Account Classification: CO . Capital Outlay					
88760	Computer Equipment	\$0.00	\$20,137.02	\$23,000.00	\$10,000.00
Account Classification Total: Capital Outlay		\$0.00	\$20,137.02	\$23,000.00	\$10,000.00
Account Classification: IF . Interfund Transfers					
99460	Trans - Equip Rent & Revolving	\$0.00	\$22,261.00	\$22,261.00	\$0.00
99781	Trans - Steering Committee	\$0.00	\$0.00	\$0.00	\$19,800.00
99782	Trans - EMail Accounts	\$0.00	\$2,500.00	\$1,980.00	\$2,100.00
99783	Trans - Phones	\$0.00	\$0.00	\$0.00	\$770.00
Account Classification Total: Interfund Transfers		\$0.00	\$24,761.00	\$24,241.00	\$22,670.00
Sub Department Total: Information Technology		\$0.00	\$1,034,561.30	\$1,115,844.00	\$1,092,619.00
Department Total: Internal Service Dept		\$0.00	\$1,034,561.30	\$1,115,844.00	\$1,092,619.00
Revenue Totals:		\$0.00	\$1,056,940.59	\$1,115,844.00	\$1,092,619.00
Expense Totals		\$0.00	\$1,034,561.30	\$1,115,844.00	\$1,092,619.00
<b>Fund Total: Internal Services</b>		\$0.00	\$22,379.29	\$0.00	\$0.00

# Budget Worksheet Report

Revenue Grand Totals:	\$0.00	\$1,056,940.59	\$1,115,844.00	\$1,092,619.00
Expense Grand Totals:	\$0.00	\$1,034,561.30	\$1,115,844.00	\$1,092,619.00
Net Grand Totals:	\$0.00	\$22,379.29	\$0.00	\$0.00