



Technology Services

RECOMMENDED FY22 BUDGET

\$44,642,174

FULL TIME EQUIVALENTS

166.25

 GAIL M. ROPER, CHIEF INFORMATION OFFICER/DIRECTOR

MISSION STATEMENT

The mission of the Department of Technology Services (DTS) is to be responsive, collaborative, and innovative in providing technology solutions and services to facilitate the delivery of a wide range of services in all branches of government. The department strives to provide its solutions and consultative services in a cost-effective, timely, and high-quality fashion to reduce service times, avoid inflated costs, reduce information security risk, and improve the quality of County services through automation-assisted process improvement. The department facilitates business and reengineering processes to improve legacy workflow and streamline services to our customers.

- DTS is responsive by providing measurable solutions and services to internal and external partners, customers, and constituents, when and where they are needed; securely enabling County employees to provide quality services and information to internal entities, residents, and businesses; and enhancing project management to improve contract management and overall performance.

- DTS is collaborative as it provides expert consultative service to partners including internal customers, external agencies, and the public and private sectors to increase the productivity of County government, businesses, and residents; and to assist with technology-enabled economic, workforce development, and community digital equity initiatives.

- DTS is innovative as it identifies and implements technology solutions to address business needs that enhance value and enable continuous measurable improvement.

BUDGET OVERVIEW

The total recommended FY22 Operating Budget for the Department of Technology Services is \$44,642,174, an increase of \$1,313,396 or 3.03 percent from the FY21 Approved Budget of \$43,328,778. Personnel Costs comprise 52.06 percent of the budget for 168 full-time position(s) and two part-time position(s), and a total of 166.25 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 47.94 percent of the FY22 budget.

Additional support for DTS programs are provided and detailed in the Cable Television Communications Fund.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

- ❖ **Thriving Youth and Families**
- ❖ **An Affordable, Welcoming County for a Lifetime**
- ❖ **Effective, Sustainable Government**

INITIATIVES

- ★ The Device Client Management (DCM) program intends to complete the replacement of up to 3,000 devices, primarily laptops, for eligible employees. Increase funding to allow the County to establish a 5-year PC replacement policy in contrast to the current 6.5-year policy.
- ★ Create a DTS training strategic plan and associated role-based learning paths, create training content, adopt vendor-based content, and manage the registration process to increase skills, knowledge, and adoption towards strategic priorities departmentally and organizationally. The plan encompasses Microsoft, Oracle, DTS Internal and other IT training portfolios, including training required during IT projects or implementations.
- ★ Implement FiberNet3, a third-generation network design which impacts the speed in which digital information travels. FiberNet3 builds on the long-term success of County-owned fiber optic communications infrastructure to provide critical infrastructure for next generation communications and access to cloud services. Planned upgrades address emerging and long-term needs including: essential equipment and technology refreshes, an increased capacity to support growing bandwidth demands, and design enhancements to expand the breadth of service offerings. FiberNet3 upgrade objectives include: increased capacity access; flexible transport services over Montgomery County Public Libraries and Dense Wavelength Division Multiplexing (DWDM) technology; Tier IV data center connection; more resilient internet services; direct connections to cloud-based service; enhanced quality of service for critical unified communications (VOIP, Video); support for new customer technologies and emergency demand; and growth opportunities for the County.
- ★ Provide Change Management support on enterprise IT projects or implementations that are new or currently in progress.
- ★ Lead business process re-engineering efforts in departmental and enterprise-wide projects and initiatives to increase efficiencies and better support our residents.
- ★ Develop internal training to prevent data leakage, or the transmission of private or sensitive data with unauthorized parties. This training will prepare users to utilize controls and permissions in the MCG data sharing platforms (OneDrive, SharePoint, Teams) to specify user access and prevent unauthorized data access.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Developed several constituent-facing web applications aimed at providing resources to residents and small businesses impacted by the COVID-19 pandemic. Established a strategy to keep the network up during high volume response by applicants.
- ★ Established the necessary infrastructure and support to swiftly migrate the organization to a telework environment in support of business continuity during the COVID-19 emergency efforts. Established necessary security and 24/7 help desk support during the critical transition with little to no interruptions in revenue collection or business operations.

- ★ Partnered with the Department of Permitting (DPS) to begin a business re-engineering strategy to upgrade their permitting system to include a cloud-based solution with enhanced functionality for permit processing and customer service.
- ★ Renegotiated and consolidated the Microsoft Enterprise Agreement (EA). The Microsoft EA provides a comprehensive agreement combining software and services to support Montgomery County's Telework strategic initiatives including improved security, licensing, and required infrastructure for recovery efforts.
- ★ To answer the technology needs of the County vaccine distribution program, DTS delivered a pre-registration system to allow County residents and workers to input critical information to determine their tier for vaccination. The system provided a virtual phone agent to automatically address inquiries in both English and Spanish, resolving approximately sixty percent of incoming calls before reaching a human; email and text notifications to keep pre-registrants informed of their vaccination status; and a user-friendly solution to allow public health resources to efficiently manage the large amount of data to process vaccinations.
- ★ Managed the development and implementation of web-based, mobile-friendly, COVID-19 testing, and notification solution, which provides an end-to-end service allowing a County resident, worker or employee to register, test and be notified of test results within a 24-48 hour window. Over 10,000 tests have been conducted via this Microsoft solution.

PROGRAM CONTACTS

Contact Michele Crane of the Department of Technology Services at 240.777.2845 or Felica Hyatt of the Office of Management and Budget at 240.777.2763 for more information regarding this department's operating budget.

PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY21 estimates reflect funding based on the FY21 Approved Budget. The FY22 and FY23 figures are performance targets based on the FY22 Recommended Budget and funding for comparable service levels in FY23.

PROGRAM DESCRIPTIONS

★ Digital Transformation

The Office of Digital Transformation provides a strategic digital vision for the County to meet its priority objectives, enhance the value of services provided to stakeholders, and lower the overall cost of service delivery. The Office of Digital Transformation is responsible for ensuring that the enterprise's business strategy is optimal, given the current and evolving digital realities, opportunities, and threats. The Chief Digital Officer leads the Office of Digital Transformation and champions the use of information, data, and technology in improving the business model design of County stakeholders, innovating upon all aspects of the business, and creating business success for Montgomery County.

The Office of Digital Transformation is responsible for Geographic Information Systems, Employee Productivity Services, Web and Mobile Applications, Infrastructure and Cloud Services, Data Services, and Enterprise Resource Planning which includes Human Capital Management, Payroll/Comp/BI, Security and System Administration, and Financials.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
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Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of websites and web applications supported ¹	334	373	402	429	456
Number of Open Data datasets published	50	32	35	35	35
Number of IT help desk requests	37,424	63,516	64,786	66,082	67,404
Percent of customers satisfied with the IT help desk	99%	99%	98%	98%	98%
Percent of IT help desk requests resolved on the first call	96%	90%	90%	90%	90%

¹ Data for this measure not collected prior to FY19

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	8,617,230	43.75
Shift: Chief Digital Officer from Office of the County Executive	210,000	1.00
Increase Cost: Software Maintenance for Oracle, Gov Delivery, Verint/ForeSee, and Pictometry	168,898	0.00
Enhance: Oracle License Expansion	76,000	0.00
Decrease Cost: Lapse ERP Functional Business Analyst	(132,877)	0.00
Eliminate: ERP Offices, 51 Monroe Street Lease Terminated	(315,100)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	4,647,423	7.00
FY22 Recommended	13,271,574	51.75

Note(s): The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.

OBP Fibernet (GF)

FiberNet is the County's critical infrastructure communications network that enables all email, video, Internet access, and Cloud services, and supports County voice telephony, access to County business systems, County e-payments and forms, transport of public safety communications, and broadband and networking for MCPS, Montgomery College, Housing Opportunities Commission, M-NCPPC, and WSSC Water. This program operates and maintains FiberNet, provides new applications over FiberNet, expands FiberNet infrastructure to new locations, operates a 24 hour/365 days a year Network Operations Center, and is upgrading the third generation of FiberNet (FiberNet3). Investments in FiberNet staffing and operations will help prevent and shorten network outages, avoid degradation in public safety communications, speed the ability to add new services (including applications relying on Cloud services, deployment of robust public WiFi, and broadband capacity for education), and provide an operational foundation to earn revenue through FiberNet services provisioning and infrastructure leasing.

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	0	0.00
Enhance: FiberNet2 Maintenance to mitigate aging equipment failures	500,000	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,251,562	13.00
FY22 Recommended	2,751,562	13.00

OBP Infrastructure Modernization

Infrastructure Modernization: The Enterprise Systems and Operations Division (ESOD) designs, implements, and maintains a secure and reliable data center, server and cloud infrastructures for over 600 County business systems and approximately 12,000 County users including ongoing patching and remediation of the servers to maintain and improve functionality and security.

ESOD manages the infrastructure for enterprise-wide systems for the Enterprise Resource Planning (ERP), MC311, MCTime

and the Public Safety (911) Data System. This includes operating and managing the following enterprise systems: data centers, cloud-based solutions, identity management systems, file and print systems, records management systems, and office productivity/collaboration.

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	0	0.00
Decrease Cost: Lapse Technology Expert	(279,066)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	4,329,994	20.50
FY22 Recommended	4,050,928	20.50

Note(s): *The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.*

OBP Telecommunications Solutions

The Office of Broadband Programs (OBP) is responsible for Countywide broadband governance, planning, implementation, and operations; encouraging broadband related economic development; and enabling digital equity initiatives. This Office leads the County Executive's ultraMontgomery initiative; manages the County's cable television and telecommunications franchise agreements and the Cable Revenue Fund; ensures that consumer cable and broadband services are of high quality; ensures that communication providers comply with safety and construction codes; enforces cable and broadband customer service requirements; promotes community and civic engagement through Public, Educational, and Government (PEG) programming utilizing multi-media platforms; and manages the County's FiberNet fiber optic network and related broadband services. FiberNet is the County's critical infrastructure communications network that enables all email, video, Internet access, and Cloud services, and supports County voice telephony, access to County business systems, County e-payments and forms, transport of public safety communications, and broadband and networking for MCPS, MC, HOC, M-NCPPC, and WSSC Water.

As a result of the FY22 DTS reorganization which consolidates infrastructure initiatives and management, OBP will now also lead the following programs:

The Infrastructure Modernization Enterprise Systems and Operations Division (ESOD) designs, implements, and maintains a secure and reliable data center, server and cloud infrastructures for over 600 County business systems and approximately 12,000 County users, including ongoing patching and remediation of the servers to maintain and improve functionality and security. ESOD manages the infrastructure for enterprise-wide systems for the Enterprise Resource Planning (ERP), MC311, MCTime and the Public Safety (911) Data System. This includes operating and managing the following enterprise systems - data centers, cloud-based solutions, identity management systems, file and print systems, records management systems, and office productivity/collaboration.

The Telecommunication Solutions Enterprise Telecommunications and Services Division (ETSD) provides integrated communications services and solutions for County government departments and agencies, including MC311. ETSD is responsible for the programming, operation, and maintenance of the County's telephone system and related services such as voicemail, automatic call distribution (ACD). Radio Communications Services is responsible for the operation and maintenance of the County's 800 MHZ radio and mobile communications systems and infrastructures which largely support public safety departments.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of telecom service requests	2,377	1,920	1,500	1,500	1,400
Average number of workdays to complete telecom service requests	12.5	10.3	8.0	8.0	6.0
Percent of time public safety radio system is fully operational	99.819%	100.000%	98.900%	98.900%	98.900%

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	4,715,635	18.00
Increase Cost: CAD On-Site Support	284,000	0.00
Enhance: Netmotion VPN Maintenance	17,500	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	3,361,327	7.00
FY22 Recommended	8,378,462	25.00

Note(s): The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.

OBP ultraMontgomery

The DTS Office of Broadband Programs' ultraMontgomery program is a broadband economic development program designed to support cost-effective, competitive access to robust, reliable, and secure broadband services, and ultra-high-speed networks for businesses throughout Montgomery County. ultraMontgomery leverages business engagement and infrastructure partnerships to expand access to competitive broadband services in commercial buildings and commercial business centers as well as increase awareness of broadband network and data center assets available to support businesses in Montgomery County. Emphasis is placed on growing jobs in the biohealth, managed IT, cybersecurity, digital entertainment, advanced manufacturing industries, and small business digital entrepreneurs. OBP's Digital Equity program is also part of ultraMontgomery. Digital equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. ultraMontgomery operates the Senior Planet Montgomery Program to provide technology training to adults aged 60 years and older and works with other OBP programs to expand Internet access to rural areas, low-income households, and to support youth media empowerment and racial equity initiatives.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Total Senior Planet Montgomery participants ¹	811	552	10,354	4,900	2,000
Unique new Senior Planet Montgomery participants ²	275	496	N/A	N/A	300
Percent of Senior Planet Montgomery participants who rated the quality of their instruction "high" or "very high"	91%	91%	94%	90%	90%
Percent of Senior Planet Montgomery participants whose quality of life improved	82%	71%	83%	80%	80%

¹ Senior Planet Montgomery switched from in-person to online digital equity programs in response to COVID-19 on March 23, 2020. FY20 stats are through the third quarter only, and fourth quarter data are combined with FY21 because virtual participation is so different from in-person. Unique participant data is not available via Zoom yet; FY21 and FY22 figures include all virtual participants.

² Senior Planet Montgomery switched from in-person to online digital equity programs in response to COVID-19 on March 23, 2020. FY20 stats are through the third quarter only, and fourth quarter data are combined with FY21 because virtual participation is so different from in-person. Unique participant data is not available via Zoom yet.

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	478,058	1.00
Increase Cost: Older Adult Technology Services (OATS) Contract	2,340	0.00

FY22 Recommended Changes	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	89	0.00
FY22 Recommended	480,487	1.00

Note(s): *The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.*

Office of the Chief Information Officer

The Office of the Chief Information Officer (OCIO) prioritizes the enterprise agenda for technology strategy. The OCIO focuses on strategic business outcomes which include alignment with the business goals of the organization, IT Strategy and Planning, the IT project portfolio IT Project Management Office (PMO), IT performance measurement, IT organizational change management, the One Face Forward initiative, IT methodologies and trend decisions, IT vendor management, and finance and budgeting. The OCIO remains focused on dealing with vendor relationships, identifying, and introducing new ways of doing business including an emphasis on consultative services to departments. The OCIO is strategic in engaging with business executives and the political body. The OCIO defines policy development that protects and defines data security by working closely with the Chief Information Security Officer.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Percent of systems and applications with risk assessment performed in past three years	0%	0%	0%	0%	1%
Average security vulnerabilities per device	10.7	9.3	9.1	8.8	8.5

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	4,504,345	9.00
Enhance: Varonis Software License/Maintenance	463,572	0.00
Increase Cost: Qualys Software and iBoss VPN Maintenance	20,000	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,515,203	32.00
FY22 Recommended	7,503,120	41.00

Note(s): *The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.*

Project Management

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	0	0.00
Increase Cost: Socrata Software Maintenance (dataMontgomery and spendingMontgomery)	4,500	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	764,000	5.00
FY22 Recommended	768,500	5.00

Note(s): *The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.*

Strategic Partnerships

The Office of Strategic Partnerships supports innovation by bridging the gap between County departmental business partners and technology solution providers to accomplish quick and agile solutions that address longstanding technological or work processes facing departments. The Chief Technology Officer oversees this office and manages business process reengineering and maintains a consulting relationship with all department partners. The Office of Strategic Partnerships directs the planning to ensure alignment of required goals to support enterprise business demands. This Office focuses on envisioning how departmental technology and business needs can be better supported to improve service to our customers. This office pushes technology services from an administrative, back-office function to a strategic partner for departments in innovating service to citizens.

The Office of Strategic Partnerships manages MC311 Applications Support, Enterprise Services, and Employee Productivity Services. This office will also manage the deployment and governance of low code platforms to meet aggressive delivery timetables of applications and for faster iterative updates, while deploying to the customer or public end-users.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of enterprise resource planning (ERP) work orders completed	736	708	736	750	950
Enterprise resource system availability	99.9794%	100.0000%	98.9800%	99.9800%	99.9800%
Success rate for business intelligence data refreshes ¹	91.7684%	98.0000%	99.0000%	99.0000%	99.0000%
Number of business intelligence data models published	100	90	100	105	115

¹ Data for this measure not collected prior to FY19

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	8,182,124	31.50
Increase Cost: ZylImage Software Maintenance	13,000	0.00
Increase Cost: ShareGate Subscription	11,000	0.00
Decrease Cost: Lapse Technology Expert (POS012591, Gr 32)	(139,533)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(629,050)	(22.50)
FY22 Recommended	7,437,541	9.00

Note(s): The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.

REALIGNED PROGRAMS

Funding in the following programs has been realigned to other programs within this department.

Enterprise Systems and Operations

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Average monthly Enterprise Service Bus data transfers	256,071	271,477	298,625	328,487	361,336
Enterprise applications system availability ¹	99.986%	99.992%	99.993%	99.994%	99.995%

¹ Enterprise Applications System Availability is the availability of the following applications: ERP's Oracle EBS system, ERP's Oracle EBS self-service system, MC311 system, MC311 self-service system, MCG Internet Portal, Department of Recreation's Class system

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	13,000,150	37.00

FY22 Recommended Changes	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(13,000,150)	(37.00)
FY22 Recommended	0	0.00

 OBP FiberNet

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	1,594,555	10.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(1,594,555)	(10.00)
FY22 Recommended	0	0.00

Note(s): The Department is currently reviewing and updating all program performance measures as a part of their comprehensive reorganization and updates will be reflected in the FY23 budget.

 Office of Strategy and Planning

FY22 Recommended Changes	Expenditures	FTEs
FY21 Approved	2,236,681	15.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(2,236,681)	(15.00)
FY22 Recommended	0	0.00

BUDGET SUMMARY

	Actual FY20	Budget FY21	Estimate FY21	Recommended FY22	%Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	15,998,223	18,237,306	15,480,888	18,473,840	1.3 %
Employee Benefits	4,509,054	4,960,012	4,026,121	4,766,584	-3.9 %
County General Fund Personnel Costs	20,507,277	23,197,318	19,507,009	23,240,424	0.2 %
Operating Expenses	21,669,291	20,011,160	22,330,891	21,341,450	6.7 %
Capital Outlay	0	120,300	120,300	60,300	-49.9 %
County General Fund Expenditures	42,176,568	43,328,778	41,958,200	44,642,174	3.0 %
PERSONNEL					
Full-Time	174	167	167	168	0.6 %
Part-Time	2	2	2	2	—
FTEs	167.25	165.25	165.25	166.25	0.6 %
REVENUES					
Other Charges & Fees	(20)	0	0	0	—
County General Fund Revenues	(20)	0	0	0	—

GRANT FUND - MCG

BUDGET SUMMARY

	Actual FY20	Budget FY21	Estimate FY21	Recommended FY22	%Chg Bud/Rec
EXPENDITURES					
Salaries and Wages	0	0	0	0	—
Employee Benefits	0	0	0	0	—
Grant Fund - MCG Personnel Costs	0	0	0	0	—
Operating Expenses	69,089	0	0	0	—
Grant Fund - MCG Expenditures	69,089	0	0	0	—
PERSONNEL					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—
Grant Fund - MCG Revenues	0	0	0	0	—
DEPARTMENT TOTALS					
Total Expenditures	42,245,657	43,328,778	41,958,200	44,642,174	3.0 %
Total Full-Time Positions	174	167	167	168	0.6 %
Total Part-Time Positions	2	2	2	2	—
Total FTEs	167.25	165.25	165.25	166.25	0.6 %
Total Revenues	(20)	0	0	0	—

FY22 RECOMMENDED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
	FY21 ORIGINAL APPROPRIATION	43,328,778 165.25
<u>Changes (with service impacts)</u>		
Enhance: FiberNet2 Maintenance to mitigate aging equipment failures [OBP Fibernet (GF)]	500,000	0.00
Enhance: Varonis Software License/Maintenance [Office of the Chief Information Officer]	463,572	0.00
Enhance: Oracle License Expansion [Digital Transformation]	76,000	0.00
Enhance: Netmotion VPN Maintenance [OBP Telecommunications Solutions]	17,500	0.00
Eliminate: ERP Offices, 51 Monroe Street Lease Terminated [Digital Transformation]	(315,100)	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY21 Compensation Adjustment	366,890	0.00
Increase Cost: CAD On-Site Support [OBP Telecommunications Solutions]	284,000	0.00
Shift: Chief Digital Officer from Office of the County Executive [Digital Transformation]	210,000	1.00
Increase Cost: Software Maintenance for Oracle, Gov Delivery, Verint/ForeSee, and Pictometry [Digital Transformation]	168,898	0.00
Increase Cost: FY22 Compensation Adjustment	113,495	0.00
Increase Cost: Motor Pool Adjustment	29,221	0.00
Increase Cost: Qualys Software and iBoss VPN Maintenance [Office of the Chief Information Officer]	20,000	0.00

FY22 RECOMMENDED CHANGES

	Expenditures	FTEs
Increase Cost: ZylImage Software Maintenance [Strategic Partnerships]	13,000	0.00
Increase Cost: ShareGate Subscription [Strategic Partnerships]	11,000	0.00
Increase Cost: Socrata Software Maintenance (dataMontgomery and spendingMontgomery) [Project Management]	4,500	0.00
Increase Cost: Older Adult Technology Services (OATS) Contract [OBP ultraMontgomery]	2,340	0.00
Decrease Cost: Print and Mail Adjustment	(4,641)	0.00
Decrease Cost: Retirement Adjustment	(95,803)	0.00
Decrease Cost: Lapse ERP Functional Business Analyst [Digital Transformation]	(132,877)	0.00
Decrease Cost: Lapse Technology Expert (POS012591, Gr 32) [Strategic Partnerships]	(139,533)	0.00
Decrease Cost: Lapse Technology Expert [OBP Infrastructure Modernization]	(279,066)	0.00
FY22 RECOMMENDED	44,642,174	166.25

PROGRAM SUMMARY

Program Name	FY21 APPR Expenditures	FY21 APPR FTEs	FY22 REC Expenditures	FY22 REC FTEs
Digital Transformation	8,617,230	43.75	13,271,574	51.75
Enterprise Systems and Operations	13,000,150	37.00	0	0.00
OBP FiberNet	1,594,555	10.00	0	0.00
OBP Fibernet (GF)	0	0.00	2,751,562	13.00
OBP Infrastructure Modernization	0	0.00	4,050,928	20.50
OBP Telecommunications Solutions	4,715,635	18.00	8,378,462	25.00
OBP ultraMontgomery	478,058	1.00	480,487	1.00
Office of Strategy and Planning	2,236,681	15.00	0	0.00
Office of the Chief Information Officer	4,504,345	9.00	7,503,120	41.00
Project Management			768,500	5.00
Strategic Partnerships	8,182,124	31.50	7,437,541	9.00
Total	43,328,778	165.25	44,642,174	166.25

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY21 Total\$	FY21 FTEs	FY22 Total\$	FY22 FTEs
COUNTY GENERAL FUND					
Human Resources	Employee Health Self Insurance	348,750	0.00	348,750	0.00
Alcohol Beverage Services	Liquor	1,073,967	0.00	1,156,817	0.00
CIP	Capital Fund	467,186	3.00	467,839	3.00
NDA - Retiree Health Benefits Trust	Retirement Fund (ERS)	135,623	0.00	135,623	0.00
Total		2,025,526	3.00	2,109,029	3.00

FUNDING PARAMETER ITEMS

CE RECOMMENDED (\$000S)

Title	FY22	FY23	FY24	FY25	FY26	FY27
COUNTY GENERAL FUND						
EXPENDITURES						
FY22 Recommended	44,642	44,642	44,642	44,642	44,642	44,642
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	333	333	333	333	333
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	44,642	44,975	44,975	44,975	44,975	44,975