

MFP COMMITTEE #1
March 30, 2009

Worksession

MEMORANDUM

March 26, 2009

TO: Management and Fiscal Policy Committee
FROM: Dr. Costis Toregas, Council IT Adviser *CT*
SUBJECT: Overview of Agencies' FY10 Information Technology Requests

Background

Each of the agency members of the Interagency Technology Policy and Coordination Committee (ITPCC) has provided a uniform budget overview from their FY10 budget submissions. These detailed slides offer the only true enterprise-wide IT investment snapshot for the County as a whole, and are on ©1-30. In addition, ITPCC staff has provided a summary overview of their accomplishments on ©31-107.

Agency Summaries

As in prior years, an effort has been made to provide a sense of scale for the overall investment of the County in technology. Table 1 provides a summary of FY10 dollar investments from the individual submissions of each agency, and a total of these numbers.

Table 1. FY10 Montgomery County Investment in Technology

	Operating Budget	Capital Budget	Total FY10
M-NCPPC	\$ 6,869,600		\$6,869,600
MCPS	\$27,810,048	\$19,470,000	\$47,280,048
MC	\$14,131,000	\$11,300,000	\$25,431,000
MCG	\$51,000,000	\$33,800,000	\$84,800,000
WSSC	\$19,516,000		\$19,516,000
HOC	\$ 2,470,000		\$ 2,470,000
Totals	\$118,796,648	\$64,570,000	\$ 186,366,648

Notes:

- The totals do not include the investment made by MCG in departments other than DTS. Last year, that was estimated to be at least \$18.1 million.
- The total for MCG CIP investments shown in the MCG overview (\$7m) has been supplemented with \$26.8m, representing Fibernet and TechMod investments in the FY10 capital budget.

Table 2 provides a summary of the personnel complement needed to operate the technology enterprise for all County agencies.

Table 2. Workyear Summaries by Agency

M-NCPPC	47.6
MCPS	171.5
MC	259
MCG	155
WSSC	77
HOC	12
Totals	722.1

Staff Observations

1. The timing of these budget submissions comes after several of the individual IT budgets have been vetted and incorporated in the agency-wide budgets for each of the ITPCC agencies. If the Committee wishes to impact the technology practices through budget management principles, this coordinated summary budget review could be timed earlier in the year so that there would be time for the creation of agency-wide strategies.

2. Strategies for interagency sharing of resources are a strong discussion topic in ITPCC meetings. Beyond the ongoing ITF projects (COOP, GIS, Cad, and vendor registration portal), many other collaborative opportunities are being pursued. Sharing of data center resources, disaster recovery operations in a common framework, and planning process improvements across agencies are some of the new ideas under discussion. The existence and availability of the Interagency Technology Fund (ITF) is vital to the piloting and ultimate broad deployment of some of these ideas.

3. Impediments and barriers to collaborative operations of technology organizations may exist and delay or stop the launch of projects conceptualized by the ITPCC members. Such barriers have not been well documented and understood. As the next few years are going to be financially challenging, the value of collaborative action in the technology dimension is likely to grow, and it is important to identify, early on, such barriers to collaborative or consolidated operations. The Committee may want to address this issue through the commissioning of a detailed study, or through contributions from the ITPCC members themselves. Examples of such collaborative actions could include previously mentioned efforts in IT infrastructure management, and also items such as a coordinated PC replacement policy, unified GIS maintenance and operations across agencies, and continued exploration of FiberNet expansion and use.

4. The ITPCC has made great progress at the detailed technology level, and the presentations from each agency bear witness to this steady establishment of a collaborative foundation. The Committee should encourage the continued use of cross-agency documents such as the *Risk + Consequences* document, so that technology investments in the future can be evaluated in a comprehensive, enterprise-wide manner.

Interagency Technology Policy and Coordination Committee

**FY10 Information Technology
Program Overview
MFP Committee—March 30, 2009**



ITPCC FY10 IT Program Overview Presentation to MFP Committee

- Overview--Interagency IT Challenges
- ITPCC Work Program Priorities
- Each Agency will present:
 - Highlights of FY09 Agency Accomplishments
 - FY10 Agency Information Technology Themes
 - FY10 Agency Budget Perspectives
- Questions, Comments, and Discussion

Information Technology Challenges Interagency Perspectives

IT Asset Management

- Meeting Customer Service Requirements in the Enterprise
- Funding and Management Strategies- Long Term
- Efficiency Improvements and infrastructure maintenance
- Interagency Project Collaboration—Leveraging ITF Fund
 - FiberNet—broadband enabling technology
 - GIS Strategic Plan implementation
 - COOP Automation Project

IT Security

- Compliance
- Responding to the Dynamic Threat Environment
- Disaster Recovery and Continuity of Operations
- Security Awareness and Prevention

Communications Infrastructure

- Information Where and When Needed
- Broadband Integrated Technologies
- Wireless and Mobile Computing Services

Information Technology Challenges Interagency Perspectives

Web Based Services

- Meeting Ever Increasing Customer Demands
- Enhanced Access to Services and Resources
- New technology trends and pressures

Legal and Regulatory Issues

- PCI-Payment Card Industry Compliance, HIPPA, Federal Rules of Civil Procedure (FRCP) for Electronically Stored Information (ESI)
- Privacy Protection--Preventing Unauthorized Disclosures of Information
- Accessibility Requirements

ITPCC Work Program Priorities

- **Interagency Technology Fund (ITF)**
 - New projects promoting efficiency uses of IT on an interagency basis
 - Implement new GIS Strategic Plan findings
 - Complete interagency COOP Automation plans
- **FiberNet II**
 - FiberNet Charter—Interagency Governance
 - FiberNet ITAG —technical coordination
 - FiberNet fund balance—funds for core electronic upgrades
 - Highest and Best Uses—seek efficiency and effectiveness
 - Interagency Coordination—CIP project preparation
- **IT Asset Management**
 - What? How much? When? Risks? Consequences?
- **SIGs--IT Security and eGovernment**

MNCPPC FY09 Accomplishments

- Improved secure remote access with initiated deployment of Citrix system for the departments.
- Completed the migration of Microsoft Office 2007.
- Completed 8 more facility Key Telephone Systems to a Voice Over IP (VoIP) telephone system.
- Continued to improve security and PCI compliance by deploying new security, firewall and monitoring software.
- Completed another year of significant scanning and indexing of Development Review subdivision and site plan for public access through the web.
- Completed Phase I GIS Strategic Plan; beginning Phase II.
- Began Hansen 8 (web-based replacement for Hansen 6).

MNCPPC FY10 Themes

Continue to build on FY09 progress in these key areas:

- Continue progress to increase transparency of department and access to its services and information.
- Continue high level of reliability and security of all systems, and expand focus on disaster avoidance/recovery.
- Strengthen Planning and Parks Department efforts to effectively use technology for the work program.
- Phase II of GIS Strategic Plan will begin to implement the recommendations of Phase I.
- Within budget limitations continue to provide timely replacements and upgrades.



MNCPPC FY10 Budget Perspectives

- Continue work program product improvements with current technology.
- Improve communications and outreach.
- Within budgetary limitations continue only critical improvements in servers, new/upgraded technology and movement toward virtual servers.

MNCPPC FY10 Recession Impact and Issues

- Cancelled support and outsourcing of IT contracts.
- Eliminated staff overtime and technical training.
- Staff are donating time to cover IT emergencies.
- For the second consecutive year, we have eliminated a new IT Security position.

Montgomery County Public Schools FY09 Highlighted Accomplishments

- ***Technology Modernization:*** installed 9,341 computers and upgraded peripherals, software, and networks in 47 schools
- ***21st Century Interactive Classroom:*** installed interactive teaching and learning technologies in 65% of all secondary classrooms
- ***myMCPS:*** deployed initial phase of a Web-based, one-stop application providing easy access to student monitoring, curriculum and instructional resources, and applications

Montgomery County Public Schools FY10 Themes

- Continue implementation support for 21st century interactive classroom technologies
- Expand staff resources available through *myMCPS*
- Continue refreshment of technologies in schools and offices
- Decreased expenditures for the office by 4%



Montgomery County Public Schools FY10 Budget Perspective

- Pilot online access to student grades and information for parents in selected elementary schools
- Install Middle School Reform technologies in an additional 10 Phase II Middle Schools
- Develop a curriculum management system to enhance the sharing of classroom strategies
- Expand online professional development that supports teacher access from their schools
- Provide Technology Modernization for 46 schools

Montgomery County Public Schools FY10 Recession Impact and Issues

- Realignment of human resources to attempt to maintain same level and quality of goods and services
- Reduction in funds for technology conferences/training for staff
- IT support for elementary schools impacted due to staff reductions and hiring freeze

Montgomery College

FY09 Highlighted Accomplishments

- Collegewide hardware replacements include:
 - 843 instructional workstations in classrooms, labs and learning centers
 - 715 administrative desktop computers
 - 118 administrative laptop computers
- 84.5% of course registrations completed via the web
- Completed installation of eight classrooms including computers and Smart technology workstations in the Goldenrod Building at the Germantown Campus
- Enhanced cybersecurity awareness programs and increased secure technology operating environment
- Over 81,000 lbs. of retired computing technology assets were either resold or disposed of in accordance with EPA regulations (CY2008)

Montgomery College FY10 Themes

- Compliance with existing and new federal and state regulations and cybersecurity and privacy standards
- Continue to analyze and implement applications which improve instructional business processes
- Seek enhancements with external technology partnerships in the County and state and with other higher education institutions to standardize and provide technology efficiencies
- Provide support for continuous improvement through applied lessons learned and a quality management program

Montgomery College FY10 Budget Perspective

- Complete relocation of the Network Operations Center (NOC) and infrastructure improvements for mission critical applications
- Staff and technology to accommodate new and updated facilities
- Expand processes and systems for tracking the use of technology in academic labs and learning centers
- Maintain the current level of technology and operational funding to meet the increased demand for a broad spectrum of technology resources and services

Montgomery College Recession Impact and Issues

- Extended PC and software replacement cycle with potential impact of students not using state-of-the-marketplace technology
- Hiring freeze resulting in adjustments to Service Level Expectations
- Delay in purchase and implementation of major collegewide applications and systems resulting in delays of business process improvements
- Reduction in funding creates pent-up demand and inability to use new technology advances
- Reduced travel, conference participation and seminars resulting in loss of staff technology currency in higher education

Montgomery County Government FY09 Highlighted Accomplishments

- Enterprise Project Support for IJIS, ERP, CRM, and MCTime.
- Added 32 new FiberNet sites since the start of FY08 for a total of 281 sites on FiberNet.
- Upgraded PBX Call Management System (CMS) Platform for additional capacity and support incoming 311 digits in preparation for the Enterprise CRM Contact Center.
- Completed over 1,900 PC / laptop replacements (following the 4 year replacement cycle).
- Addressed hundreds of thousands of critical computer security vulnerabilities through the deployment of security patches via automated software deployment programs.
- Ensured on-going stable IT operations through the award of new Contracts for the County's Desktop Computer Modernization (DCM), Hardware Maintenance program and IT Professional Services.
- Improved online information accessibility through the delivery of several critical customer-facing web applications including new "I Want To" and "Services & Information" features.
- Delivered new and innovative "Web 2.0" features including a new "MyMontgomery" Web application providing personalized on-line mapping capabilities, blogs and RSS feeds.
- Enhanced public safety through the on-time delivery of high-quality geographic information system (GIS) data required by the County's public safety data system.
- Established WiFi Hotspots in the EOB and COB cafeterias, similar to the Silver Spring and Bethesda Hotspots. These are public/private collaborations between the departments of General Services and Technology Services and Atlantech Online.
- Attained 97% compliance rate among employees who have successfully completed the Information Security Awareness and Training Program.

Montgomery County Government FY10 Themes

- Evaluate & Transform IT into an Enterprise Model
 - Support for TechMod projects (ERP, MC311, MCtime) in planning, business process review, re-engineering, development and deployment activities
- Integrate Shared Solutions (Telephony with VOIP, NCRnet, Desktop Policy/Lockdown, Expanded SMS for Application Delivery)
- Focus on Enterprise Security and Compliance Initiatives
- Professional IT Management – strong customer focus, business case analysis, use of best IT practices
 - Deliver information and services to citizens at work, at home, and in the community
 - Enable our employees to be the best at serving our citizens and businesses
 - Educate/hire/promote IT staff - provide Staff the necessary technical training and tools to be successful
- Maintain operations
- Leverage existing infrastructure

Montgomery County Government FY10 Budget Perspective

- Re-Align Support for Enterprise Initiatives
 - Processes, solutions and efficiencies
- Create Enterprise Focus for Future Strategies & Technology
- Re-Focus on Long-term Public Safety Challenges & Priorities
- Fiscally prudent and responsible by effectively managing resources
- Preserve operations (e.g., MUNIS tax system, Core Business Systems, Public Safety Systems)
- Build and maintain a strong IT infrastructure (e.g., FiberNet, eMessaging, Desktop Computer Modernization, Imaging)

Montgomery County Government FY10 Recession Impact & Issues

- The impact of the current financial crises on technology initiatives is being strategically addressed:
 - New technology project requests are evaluated (via an IT business assessment scorecard) and prioritized. As resources to develop and maintain new applications are reduced, only the highest, business critical, priority projects will move forward.
 - Replacement of PC's and laptops will extend beyond the 4-year replacement window. The Desktop Computer Modernization (DCM) program fell short of the FY09 replacement target by 750 machines. In FY10, due to additional reductions in the DCM program on top of planned budget reductions, the PC and laptop replacements will fall short an additional 400 machines.
 - New and existing services will be scrutinized to ensure that operating and support costs, as well as client service expectations, take into account fiscal challenges.

WASHINGTON SUBURBAN SANITARY HIGHLIGHTED FY 09 ACCOMPLISHMENTS

- Facilities Information Tool (FIT) Implementation Phase 1
- SSO Consent Phase 1
- Data Center Mainframe Upgrade
- Storage Upgrade Phase 1
- Network Infrastructure Phase 1
- Remote Site Offices Enhancements Phase 1
- Service Center Upgrade Phase 1
- Systems & Service Monitoring Implementation Phase 1
- Centralized Bidders Registration Enhancements
- Quality Assurance Tools Implementation
- Metro Ethernet/Microwave Upgrade Phase 1

WASHINGTON SUBURBAN SANITARY FY10 THEMES

- Developing People
- Caring for Customers
- Communication & Community Relationships
- Infrastructure Asset Management
- Acquisition & SLMBE
- Environmental Stewardship
- Continuous Improvement of Daily Operations
- Business Alignment
- Technology Improvements
- Corporate Asset Management System
- SSO Consent Decree
- Succession Management System
- Leadership Development System
- Organizational Ethics Plan

WASHINGTON SUBURBAN SANITARY FY10 Budget Perspective

- SSO Consent Decree Continual Improvements
- Internet & Intranet Upgrades & Enhancements
- IT Infrastructure Library (ITIL) Implementation
- Document Management & Corporate Reporting
- Water Transmission Mains Management System
- WSSC Utility Infrastructure Evaluation System
- GIS Continual Improvements
- Information Lifecycle Management (ILM)
- PBX Replacement Requirements
- Disaster Recovery

WSSC Recession Impact and Issues

- Decrease in number of new projects, initiatives or enhancements
- Freeze on establishing new IT FTE (staff positions)
- Reduction in funding for travel/training/conferences
- Total budget not to exceed previous year's budget

HOC IT FY09 Accomplishments

- Continued expansion of HOC Imaging Systems – Nearly all HOC divisions are now utilizing imaging to reduce paper files stored onsite and improve document sharing throughout the organization. Over 520,000 documents now available online to staff.
- Continued deployment of HOC's "thin-client" environment utilizing CITRIX Systems. Over 60% of all HOC computers are now configured as "thin-clients" or PCs utilizing published applications.
- HOC opened the Housing Choice Voucher (HCV) and Public Housing (PH) waiting lists in FY09. Over 23,000 applications were received online (and over 33,000 total applications were received).
- Implemented the first phase of server virtualization providing HOC with a greatly improved high availability and disaster recovery environment. 15% of production servers were completed in FY09.
- Upgrade completed to HOC's Housing and Financial Core Business System.
- Implemented a new work order and inventory system for the Housing Management Division. Maintenance staff are now utilizing laptops in HOC vehicles to update work orders in real time.
- Partnered with MCG to add two new FiberNet locations (Gaithersburg and Silver Spring Service Centers)

HOC Themes for FY2010

- Continued improvement towards high availability and enhanced disaster recovery systems.
- Support new business activates around customer service centers.
- Increased use of Web-based services to enhance customer support initiatives as well as improve productivity and efficiency.
- Improve security tools and knowledge to provide a more secure environment.
- Expand telework opportunities
- Improve internal agency training utilizing in-house technology tools.

HOC Budget Perspectives for FY2010

- Expansion of HOC high availability and disaster recovery environment (using server virtualization)
- Enhancing Core Business Systems and continued expansion of document imaging.
- Enhanced web presence by adding interactive components.
- Replacement of outdated systems and implementation of new system to improve agency operations.

HOC Recession Impact and Issues

- The HOC Information Technology Division budget for FY10 is not significantly impacted due to the current economic conditions.

Interagency Technology Policy and Coordination Committee

- An Enterprise that fails to maintain information processing technology that keeps pace with innovation will not be able to achieve business objectives and meet customer requirements over the long term.
- Questions, Comments, and Discussion.

FY 2010 IT BUDGET OVERVIEW

Maryland-National Capital Park & Planning
Commission

Research & Technology Center

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Mission of the Planning Department & Department of Parks

Planning Department

*To create **Quality of Place** through concepts of design, energy efficiency, environment conservation and enhancement, connectivity, diversity, livability, flexibility.*

Department of Parks

Protect and interpret our valuable natural and cultural resources; balance the demand for recreation with the need for conservation; offer a variety of enjoyable recreational activities that encourage healthy lifestyles; and provide clean, safe, and accessible leisure-time activities

Mission of the Research & Technology Center

To provide information and technological foundations for communication and decision-making that are objective, efficient, and reliable.

Core values

Collaboration

Objectivity

Relationships

Enthusiasm

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Strategic Assessments

External Environment

- Opportunities

- FiberNet: high-speed connectivity among facilities and agencies creates possibilities.
- Increased reliance on Technology provides greater opportunities.
- Digital visualization is a powerful decision-making tool.
- Interagency collaboration improves IT planning and budgeting.

- Challenges

- Level of urgency for network security, virus protection, and disaster avoidance/recovery issues is accelerating.
- PCI (credit card) compliance.
- The public has high expectations for technology-enabled responsiveness.
- Hardware and software are constantly being upgraded.
- IT issues continue to increase in complexity.

Internal Environment

- Opportunities

- Dedicated IT staff willing to go extra mile.
- Strategic investments have kept a mature system reliable.
- Most facilities are linked with e-mail, financial systems, and Internet. More demand for shared networks.
- Staff are taking greater advantage of IT investments.

- Challenges

- Growing demand for IT services outpaces IT staff resources.
- Technology is not being used to its fullest advantage in key areas.
- IT challenges are increasing and compete with fiscal resources that are limited.



IT Accomplishments FY 2009

Technology Enhancements

- Continued to improve agency transparency with website updates, expanded online development information, webcasting Planning Board hearings and other initiatives.
- Continued replacement of outdated Key Telephone systems with VoIP.
- Installed Park Police in-car camera system and upgrades of other enforcement related systems to assist law enforcement and provide safety.
- Enhanced E-Commerce for online access of public registration (Park programs and facility rentals).
- Enhanced public exposure to Planning and Park GIS layers such as property, site plan, zoning.

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IT Accomplishments FY 2009

Training and Customer Support

- Conducted In-house IT training, including regular schedule of classes, offered throughout the year as taught by staff. Offerings included GIS (Arcview and Pictometry), Hansen 8, IDEAL, and SmartParks.



Strategic Directions for FY 2010

Themes

- Continue to build on FY09 progress in these key areas:
 - Continue progress to increase transparency of department and access to its services and information.
 - Continue high level of reliability and security of all systems, and expand focus on disaster avoidance/recovery.
 - Strengthen Planning and Parks Department efforts to effectively use technology for the work program.
 - Phase II of GIS Strategic Plan will begin to implement the recommendations of Phase I.
- Avoid obsolescence with timely replacements and upgrades.

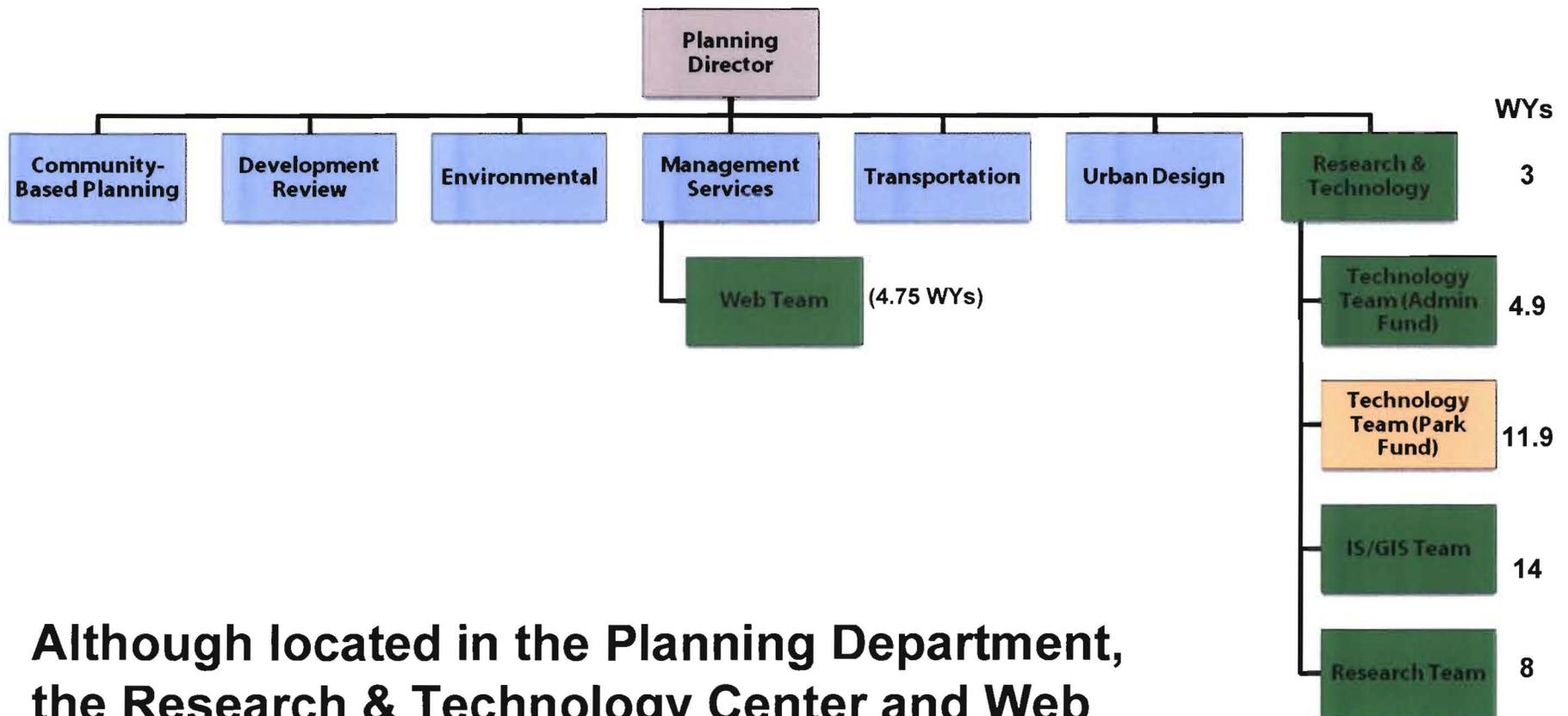


Strategic Directions for FY 2010

New Initiatives

- Continue work program product improvements with current technology.
- Improve communications and outreach.
- Within budgetary limitations continue only critical improvements in servers, new/upgraded technology and movement toward virtual servers.

Montgomery County Planning Department ORGANIZATIONAL OVERVIEW*



Although located in the Planning Department, the Research & Technology Center and Web Team also serves the Department of Parks.



* Planning Department Reorganization FY09

Budget request perspective Proposed FY 2010 – Budget as Submitted by Commission

Technology	Planning (Admin)	Parks
Personnel Services	\$3,909,600	1,072,400
Supplies & Materials	312,000	297,500
Other Svcs & Charges	819,100	580,800
Capital Outlay	0	111,000
Chargebacks	-182,800	-50,000
Total Expenditures	\$4,857,900	2,011,700
Workyears*	34.7	12.9

* Workyear totals are before Chargebacks



Includes proposed budgets of the Technology team, the GIS team, and the Web team.

Maryland-National Capital Park and Planning Commission

Health of Existing IT Systems

FY10--Operational Health and Replacement Priority of Existing Major IT Systems
Agency Name: M-NCPPC

Priority	System Name	Status	Life	Age	Upgraded	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Full Repl-Cost	NOTES
1	Planning & Parks Department SAN	Red	5	8	2002							0		500,000	Budgeted
2	Microsoft Exchange	Red	5	8	2002							0		500,000	Budgeted
1	Homeowners Association	Yellow	5	8	2004							0		N/A	In-house developed product/staff time
2	Plant Management	Yellow	5	6	2002							0		N/A	In-house developed product/staff time
1	Hansen	Green	10	5	2008	74,000	74,000	74,000	74,000	74,000	74,000	444,000		1,000,000	Web based (Version 8)
2	Document Imaging	Green	5	3	N/A	5,000	5,000	5,000	5,000	5,000	5,000	30,000		150,000	
3	GIS (ESRI Software)	Green	5	18	2008	55,000	55,000	55,000	55,000	55,000	55,000	330,000		2,500,000	On continuous upgrade cycle
4	MapMaker	Green	10	14	2008	N/A	N/A	N/A	N/A	N/A	N/A	0		N/A	In-house developed product/staff time
5	SmartParks	Green	10	5	2008	26,000	26,000	26,000	26,000	26,000	26,000	156,000		1,000,000	
6	Microsoft Office	Green	5	2	2007	N/A	N/A	N/A	N/A	N/A	N/A	0		300,000	Enterprise License
7	Faster	Green	10	5	2009	6,000	6,000	6,000	6,000	6,000	6,000	36,000		150,000	
8	Avaya VoIP	Green	10	1	2008	90,000	90,000	90,000	90,000	90,000	90,000	540,000		1,000,000	Replacement of Key Phone System
9	Network Infrastructure Maintenance	Green	10	N/A	2007	N/A	N/A	N/A	N/A	N/A	N/A	0		2,000,000	Upgraded as needed
10	Mobile Data System	Green	5	10	2008	22,000	22,000	22,000	22,000	22,000	22,000	132,000		300,000	Upgraded as needed
11	CAD/RMS	Green	5	8	2009	23,000	23,000	23,000	23,000	23,000	23,000	138,000		400,000	Upgraded as needed
12	GE Security System	Green	10	0	2009	N/A	N/A	N/A	N/A	N/A	N/A	0		Unknown	Joint Effort with Prince Georges Park Police
13	Voice Print	Green	10	5	2008	N/A	N/A	N/A	N/A	N/A	N/A	0		20,000	911 Call recording software/Maintenance included with Avaya system
14	Arbitrator	Green	10	0	2009	N/A	N/A	N/A	N/A	N/A	N/A	0		50,000	In-vehicle camera/Park Police
15	Videocasting Planning Board	Green	4	2	2007	N/A	N/A	N/A	N/A	N/A	N/A	0		100,000	Periodic Maintenance
16	ParkPass	Green	10	4	2008	20,000	20,000	20,000	20,000	20,000	20,000	120,000		800,000	

Risk Key

Red = QEF Rating 29-54; obsolete or vulnerable critical systems/applications in immediate risk of failure
 Yellow= QEF Rating 15-28; aging or vulnerable critical systems likely to need major upgrade or replacement in the next 3-6 years
 Green= QEF Rating 7-14; stable systems expected to require only routine maintenance or minor upgrade over the next 3-6 years

SUMMARY Multi-year Cost Projections by Risk Categories

	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Repl-Cost
RED	0	0	0	0	0	0	0	0	1,000,000
YELLOW	301,000	301,000	301,000	301,000	301,000	301,000	1,806,000	0	3,800,000
GREEN	321,000	321,000	321,000	321,000	321,000	321,000	1,926,000	0	3,820,000
TOTAL	321,000	321,000	321,000	321,000	321,000	321,000	1,926,000	0	1,962,000

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Montgomery County Public Schools
ROCKVILLE, MARYLAND

FY 2010 IT BUDGET OVERVIEW

Montgomery County Public Schools
Office of the Chief Technology Officer



STRATEGIC PERSPECTIVE

MCPS Mission

To provide a high-quality, world-class education that ensures success for every student through excellence in teaching and learning.

Goals

1. Ensure success for every student
2. Provide an effective instructional program
3. Strengthen productive partnerships for education
4. Create a positive work environment in a self-renewing organization
5. Provide high-quality business services that are essential to the educational success of students

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STRATEGIC PERSPECTIVE

Federal and State Requirements

No Child Left Behind (NCLB) Act introduced new accountability factors and requires school districts to monitor and meet specific standards for student achievement that are determined by individual states.

Maryland subsequently adopted S.B. 856, the Bridge to Excellence in Public Schools Act, which explicitly links financing to accountability.

Measuring Performance

These federal and state requirements led to the creation of revised systems of performance measurement for local schools and school systems that depend on consistent, reliable data that is being collected, analyzed and reported electronically.

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STRATEGIC PERSPECTIVE

Office of the Chief Technology Officer

Mission

To provide technology systems services essential to the success of every student.

Goals

1. Computers will be accessible to all children on an equitable basis.
2. Technology will be fully integrated into instruction.
3. Information systems will be used for measuring performance and improving results.
4. Technology will be used to overcome location and distance as barriers to learning.

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STRATEGIC PERSPECTIVE

FY 2009 Information Technology Accomplishments

- *Technology Modernization*: installed 9,341 computers and upgraded peripherals, software, and networks in 47 schools
- *21st Century Interactive Classroom*: installed interactive teaching and learning technologies in 65% of all secondary classrooms
- *myMCPS*: deployed initial phase of a Web-based, one-stop application providing easy access to student monitoring tools, curriculum and instructional resources, and the most frequently used MCPS applications

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STRATEGIC PERSPECTIVE

Strategic IT Assessments: Internal and External Environments

Opportunities

- Integrated systems to support data-driven decisions and accountability
- Expanded online curriculum and staff development resources
- Expanded online collaboration and information sharing
- New technologies to engage students and expand access to 21st Century learning methods
- Increased collaboration with schools and central services to strengthen internal partnerships

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Challenges

- Meeting IT needs and increased demand for services within MCPS budget priorities
- Continuing the 4-year refreshment of out of date technology in schools
- Staying current with rapid changes in technology
- Modernizing enterprise systems, network infrastructure, and central information management facilities
- Ensuring an IT security environment that will address evolving threats



Operational and Functional Perspective: Health of Existing IT Systems

Priority	System Name	Status	Life	Age	Up graded	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Full Repl- Cost
1	Data Center Infrastructure	Red	4-6	26	2005		2,535,146					2,535,146		5,070,291
2	Telephony	Red	4-6	9	2005		3,100,000	3,100,000	3,100,000			9,300,000		15,500,000
3	Web Information System	Red	3-5	12	2005	275,000	550,000	275,000	550,000			1,650,000		3,300,000
4	Facilities Management Information System	Red	7-10	22	1999	96,000	15,000	15,000	15,000	15,000	15,000	171,000		148,000
5	Transportation Information Mgmt Sys	Red	7-10	9	2002	500,000	50,000	50,000	50,000	50,000	50,000	750,000		2,000,000
6	Evaluation & Selection Database	Red	4-6	27	2001		250,000					250,000		250,000
7	Scheduling System	Red	4-6	6	2007		500,000	200,000	200,000	200,000	200,000	1,300,000		
8	CATV/ITV	Red	4-6	18	2003	1,250,000	1,250,000	1,246,000				3,746,000		4,996,000

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Operational and Functional Perspective: Health of Existing IT Systems

Priority	System Name	Status	Life	Age	Up graded	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Full Repl- Cost
1	WAN/LAN/ISP	Yellow	3-5	6	2005	7,400,000	7,400,000	7,400,000	7,400,000			29,600,000		37,000,000
2	Network Operating System	Yellow	4-6	5	2005	1,700,000	1,700,000	1,700,000	1,700,000	1,700,000	1,700,000	10,200,000		10,200,000
3	IT Perimeter Security	Yellow	3-5	7	2005			255,000				255,000	510,000	255,000
4	Food Service Management System	Yellow	7-10	11	2003	500,000	600,000					1,100,000		1,100,000
5	Human Resources Information System	Yellow	7-10	7	2005	167,155	12,780,000	178,856	191,376	204,772	219,106	13,741,265		12,780,000
6	Unicenter Service Desk	Yellow	3-5	5	2008		150,000					150,000		400,000
7	Handheld (Used for Reading 3D)	Yellow	2	3	2007									250,000
8	Business Continuity	Yellow	3-5	6	2005	246,864	249,333	251,826	254,344	256,888	259,457	1,518,712		1,488,788
9	Budget Management System	Yellow	7-10	2	2007	750,000				250,000		1,000,000		1,488,788

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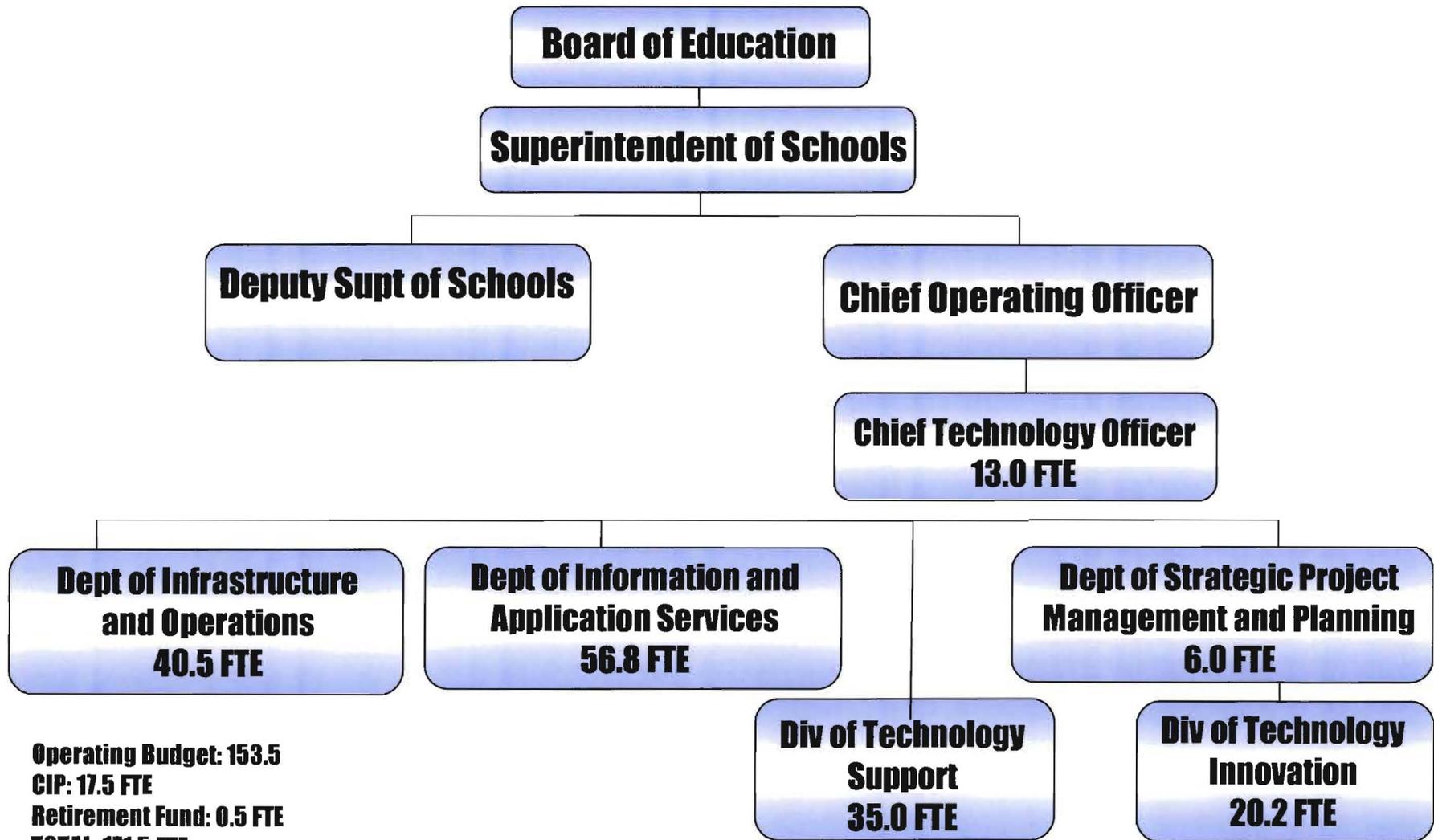
Operational and Functional Perspective: Health of Existing IT Systems

Priority	System Name	Status	Life	Age	Up graded	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Full Repl-Cost
1	E-Mail (Microsoft)	Green	4-6	7	2009									
2	OnDemand Training Development Tool	Green	3-5	4	2004			530,000				530,000		530,000
3	Professional Development Online System	Green	4-6	3	2006			500,000				500,000		500,000
4	Parent-Teacher Outreach System (IQMS)	Green	3-5	3	2007			300,000				300,000		300,000
5	Special Education Mgmt System (IQMS)	Green	3-5	3	2006	500,000	100,000					600,000		2,000,000
6	Pinnacle Electronic Gradebook (IQMS)	Green	3-5	3	2007	104,000	104,000	104,000	104,000	104,000	104,000	624,000		
7	Financial Management System	Green	7-10	2	2007			3,000,000				3,000,000		15,000,000
8	Student Information System	Green	7-10	2	2007	150,000	150,000	150,000	150,000	150,000	150,000	900,000		7,000,000
9	Sharepoint	Green	4-6	2	2007	420,000						420,000		
10	Identity Manager	Green	4-6	0.5	2009	72,817	56,000	56,000	56,000	56,000	56,000	352,817		500,000
11	Data Warehouse	Green	4-6	1	2008	380,000	130,000	130,000	130,000	130,000	130,000	1,030,000		1,000,000
12	ATS-Applicant Tracking System	Green	4-6	0	2009			250,000				250,000		
13	HRO	Green	4-6	0	2010		125,000	50,000	50,000	50,000	50,000	325,000		

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OPERATIONAL AND FUNCTIONAL PERSPECTIVE



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BUDGET REQUEST PERSPECTIVE

FY 2010 IT Budget Summary

- In FY10, the IT budget is 2% of the total MCPS budget request.
- Including both operating and capital budgets, the total FY10 budget request for IT is \$47,981,207.
- In addition to these operating and capital budget requests, MCPS estimates it will receive competitive grant funds of \$701,159 and E-rate rebates estimated at \$1,676,035.

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BUDGET REQUEST PERSPECTIVE

FY 2010 Information Technology Budget Overview

\$27,626,776 **Operating Budget Request**

19,470,000 **Capital Budget Request**

183,272 **State Allocations**

\$47,280,048 **Total**

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BUDGET REQUEST PERSPECTIVE

FY 2010 IT Budget Summary

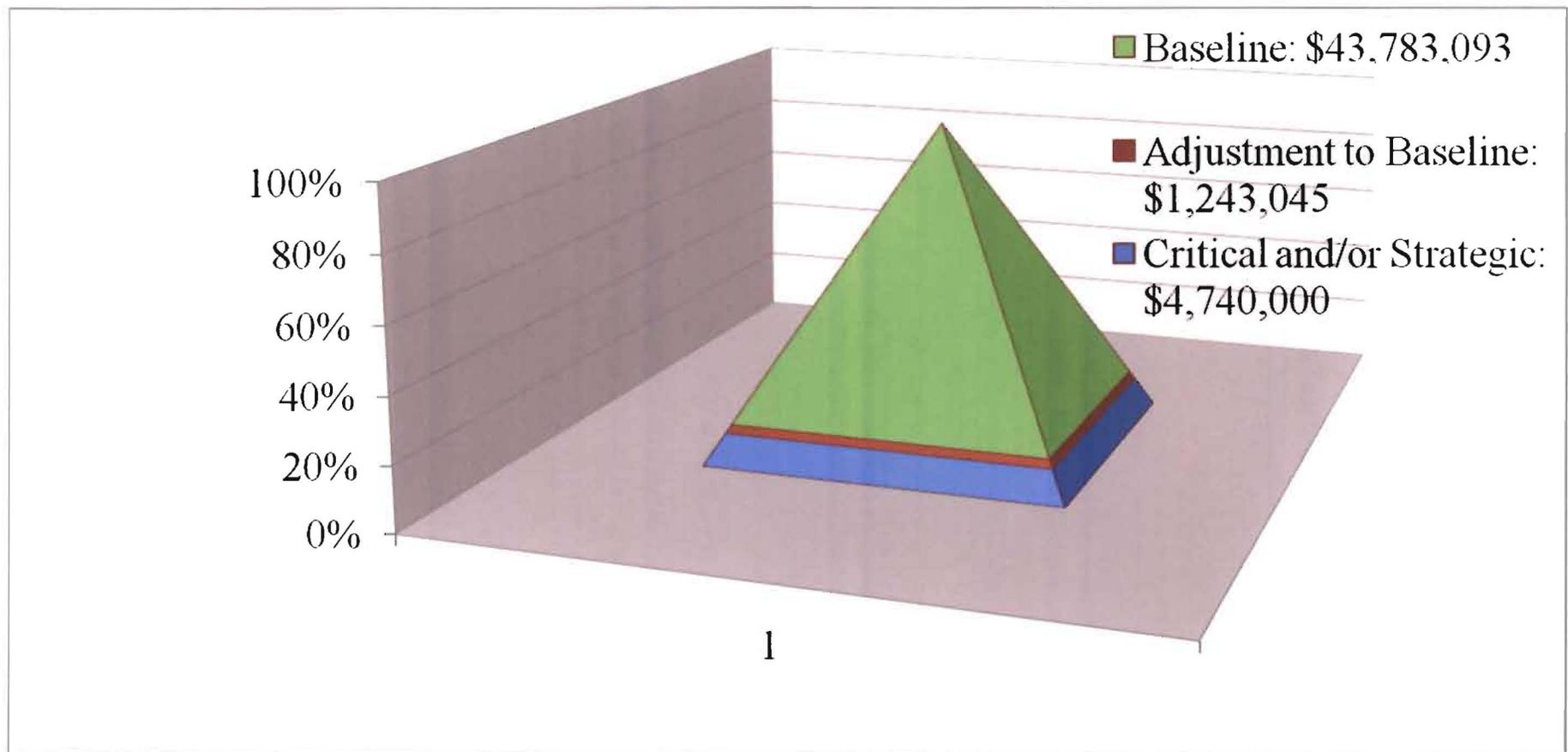
	<i>CIP</i>	<i>Operating</i>	<i>Total</i>
Critical and/or Strategic: Tech Mod 2010	4,740,000		4,740,000
Adjustment to Baseline	(173,000)	(1,070,045)	(1,243,045)
Baseline	14,903,000	28,880,093	43,783,093
Total	\$ 19,470,000	\$ 27,810,048	\$ 47,280,048

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BUDGET REQUEST PERSPECTIVE

FY 2010 IT Baseline/Initiatives Chart



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MONTGOMERY COLLEGE

Information Technology Strategic Plan

ITPCC Presentation to the MFP Committee
March 30, 2009

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Montgomery College Mission Statement

Changing Lives

We are in the business of changing lives. Students are the center of our universe. We encourage continuous learning for our students, our faculty, our staff and our community.

Enriching Our Community

We are the community's college. We are the place for intellectual, cultural, social and political dialogue. We serve a global community.

Holding Ourselves Accountable

We are accountable for key results centered around learning. We will be known for academic excellence by every high school student and community member. We inspire intellectual development through a commitment to the arts and sciences. We lead in meeting economic and workforce development needs.



Montgomery College

Strategic Perspective - IT Vision & Strategy

IT Vision

Information technology will be an integral part of the student learning experience at Montgomery College. By providing the highest quality and a wide variety of information and technology resources and services, the College will address the needs of its diverse student and faculty populations. This will be accomplished in the most cost effective manner, in order to facilitate the teaching, learning and management processes effectively and creatively in support of student success. The College will prepare students to meet the challenges of a rapidly changing workplace with current course offerings in technology. E-learning, open labs and workstations will provide access to learning for the community at any time.

IT Strategy

Montgomery College will use information technology to:

- Facilitate student success
- Effectively and efficiently operate the College
- Support development, growth and community initiatives



Montgomery College FY09 ITSP Accomplishments

- Implemented a new voicemail system that is flexible, delivers advanced call processing, unified messaging, fax and speech capabilities
- Migration of Facilities applications to FiberNet completed at the Germantown Campus, Goldenrod Building; migration of Facilities applications to FiberNet at the Takoma Park/Silver Spring Campus scheduled to be completed by June 30, 2009
- Updated the Office of Institutional Advancement's website for online giving to include an e-commerce application with appropriate security features and allow donors to make tax-deductible gifts online at their convenience
- Enhanced focus on assuring a secure technology environment by implementing monitoring tools, intrusion detection and prevention tools, Remote Network Access, Dynamic Host Configuration Protocol and E-mail Availability Service
- Continued collaboration with external technology partnerships to facilitate the use and leveraging of networked technologies



Montgomery College

FY09 ITSP Accomplishments

Student Support Outcomes

- 84.5% of course registrations completed via the web
- 1.4% increase in credit hours in e-Learning classes including distance learning and blended courses
- Over 850 pieces of instructional technology equipment replaced in classrooms, labs and learning centers, including desktop and laptop computers, and Smart technology workstations
- Completed installation of eight classrooms including computers and Smart technology workstations in the Goldenrod Building at the Germantown Campus
- In the past five years, the Libraries electronic journal collection has increased from 10,000 to over 50,000 and the electronic book collection has increased from under 200 to over 60,000
- Instructional Television (ITV) pioneered a You-Tube.com page with the capability to stream cable channel programming live 24/7 and archive programs of interest
- Developed a cybersecurity awareness program and continued to expand efforts and activities across stakeholder groups in the College community



Montgomery College

FY09 ITSP Accomplishments

Faculty and Staff Support Outcomes

- Replaced 715 desktop computers, 118 laptop computers and 279 printers
- Installed Office 2007 on all administrative workstations and provided user education
- Implemented podcasting to enhance communication capability
- Provided remote access and work-at-home software to enhance telework capability

Community Support Outcomes

- Updated OIT's website to be intuitive, user friendly, and have a consistent, unified, and customer-centered design
- Disposed of over 81,000 lbs. of technology equipment in CY2008 in accordance with EPA guidelines
- OIT recycled 11,000 lbs. of paper saving the equivalent of 61 trees



Montgomery College Strategic IT Assessments

Internal Environment

- Strengths
 - Dedicated and knowledgeable IT staff that care about their work and fulfilling the mission of the College
 - Enhanced IT project management processes and procedures
 - IT governance structure
 - Integrated ERP system
 - Centralized and consolidated IT services and support
 - IT planning including the ITSP
- Weaknesses
 - Ability to respond to increasing security threats to IT operations
 - Growing demand for IT services outpaces IT staff resources
 - Ability to assure cyber-aware user community
 - Ability to maintain knowledgeable and skilled workforce amidst funding challenges
 - Ability to meet demands amidst flat and shrinking staffing levels



Montgomery College Strategic IT Assessments

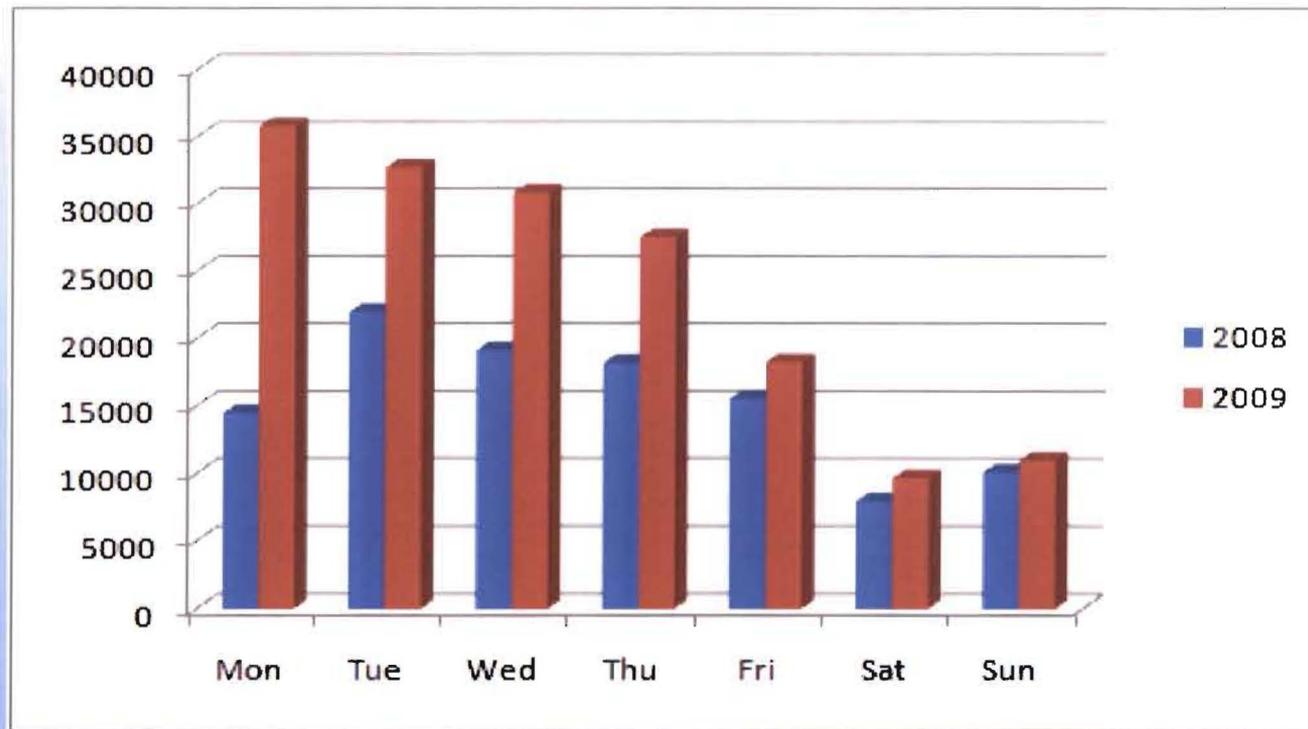
External Environment

- Opportunities
 - Enhancing alignment with collegewide units and defining measureable outcomes associated with College goals
 - Leveraging existing technologies to enhance business processes and services
 - Engaging the College community in strategic thinking and planning of future technology use
 - Increasing partnerships and relations with other county and state agencies and other higher education institutions
- Challenges
 - Replacement technology to be state-of-the-market for increasingly technology-oriented students
 - Staying current with rapid changes in technology
 - Meeting increased demand for services as fiscal resources are becoming more scarce
 - Ensuring a secure computing environment that addresses evolving threats



Montgomery College FY09 ITSP Accomplishments

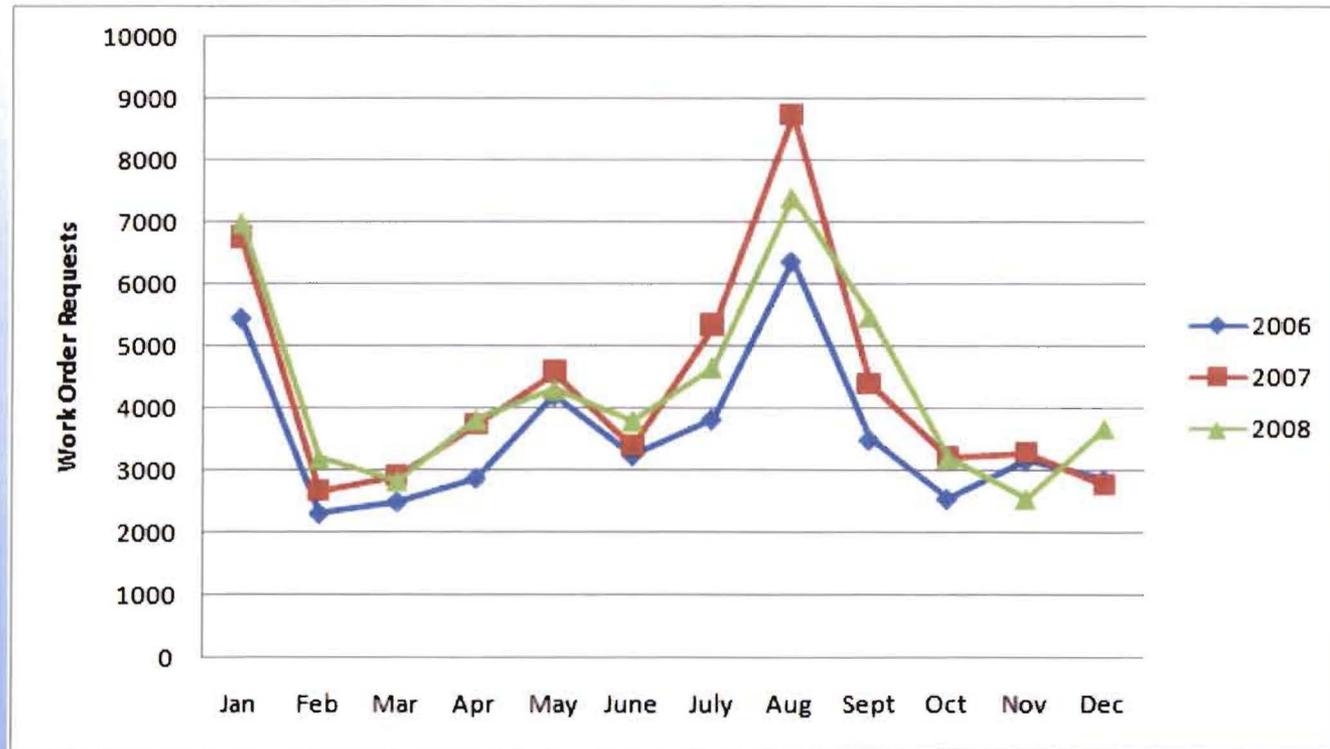
Student Portal Logins: First Week of Spring Classes





Montgomery College FY09 ITSP Accomplishments

OIT Help Desk Work Order Requests





Montgomery College Operational & Functional Perspective

FY10-Operational Health and Replacement Priority of Existing Major IT Systems
Agency Name: Montgomery College

Priority	System Name	Status	Life	Age	Upgraded	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr.	Full Repl.	NOTES
1		Red										0			
2		Red										0			
3		Red										0			
1	Network Infrastructure	Yellow	5 years	Varies	2000-2008	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	6000			Note 1
2	Academic Student Applications	Yellow	5 years	Varies	2000-2008	\$1,600	\$1,600	\$1,600	\$1,600	\$1,600	\$1,600	9600			Note 1
3	Network Operating System	Yellow	4 years	Varies	2000-2008	\$500	\$500	\$500	\$500	\$500	\$500	3000			Note 1
4		Yellow										0			
5		Yellow										0			
6		Yellow										0			
7		Yellow										0			
8		Yellow										0			
9		Yellow										0			
10		Yellow										0			
--	NOC (Network Operating Center)	Green	3-7 years	Varies	2008	\$1,000	\$1,000	\$2,000	\$2,000	\$2,000	\$2,000	10000			Note 1
--	ERP: HR, SIS, Finance, Alumni - Maintenance	Green	8 years	7+ years	2004	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	15000			Note 1
--	E-mail Systems	Green	8 years	4 years	2004	\$100	\$100	\$100	\$100	\$100	\$100	600			Note 1
--	Library System	Green	8 years	4 years	2007	\$200	\$200	\$200	\$200	\$200	\$200	1200			Note 1
--	Bookstore System	Green	5 years	3 years	2007	\$50	\$50	\$50	\$50	\$50	\$50	300			Note 1
--	Repl/Upgrade Instructional Systems	Green	4 years	1 year	2008	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	6000			Note 1
--	Desktop Computer Repl/Upgrades	Green	4 years	1 year	2008	\$500	\$500	\$500	\$500	\$500	\$500	3000			Note 1

Note 1 Complete replacement is not planned for these systems as upgrades normal replacement and enhancements appear adequate for future planning. Amounts are estimated in addition to current operating and CIP budgets for these enhancements, small new applications and maintenance.

The College conducts a major upgrade each year otherwise this system would be red. Annual maintenance included

Based on continued levels of CIP funding projections that are below our original request.

SUMMARY Multi-year Cost Projections by Risk Categories

	FY10	FY11	FY12	FY13	FY14	FY15	Total 6-Yr.	>6-Yr	Repl-Cost
RED	0	0	0	0	0	0	0	0	0
YELLOW	3100	3100	3100	3100	3100	3100	18600	0	0
GREEN	5350	5350	6350	6350	6350	6350	36100	0	0
TOTAL	8450	8450	9450	9450	9450	9450	54700	0	0

Risk Key

- Red= QEF Rating 29-54, obsolete or vulnerable critical systems/applications in immediate risk of failure
- Yellow= QEF Rating 15-28, aging or vulnerable critical systems likely to need major upgrade or replacement in the next 3-6 years
- Green= QEF Rating 7-14; stable systems expected to require only routine maintenance or minor upgrade over the next 3-6 year

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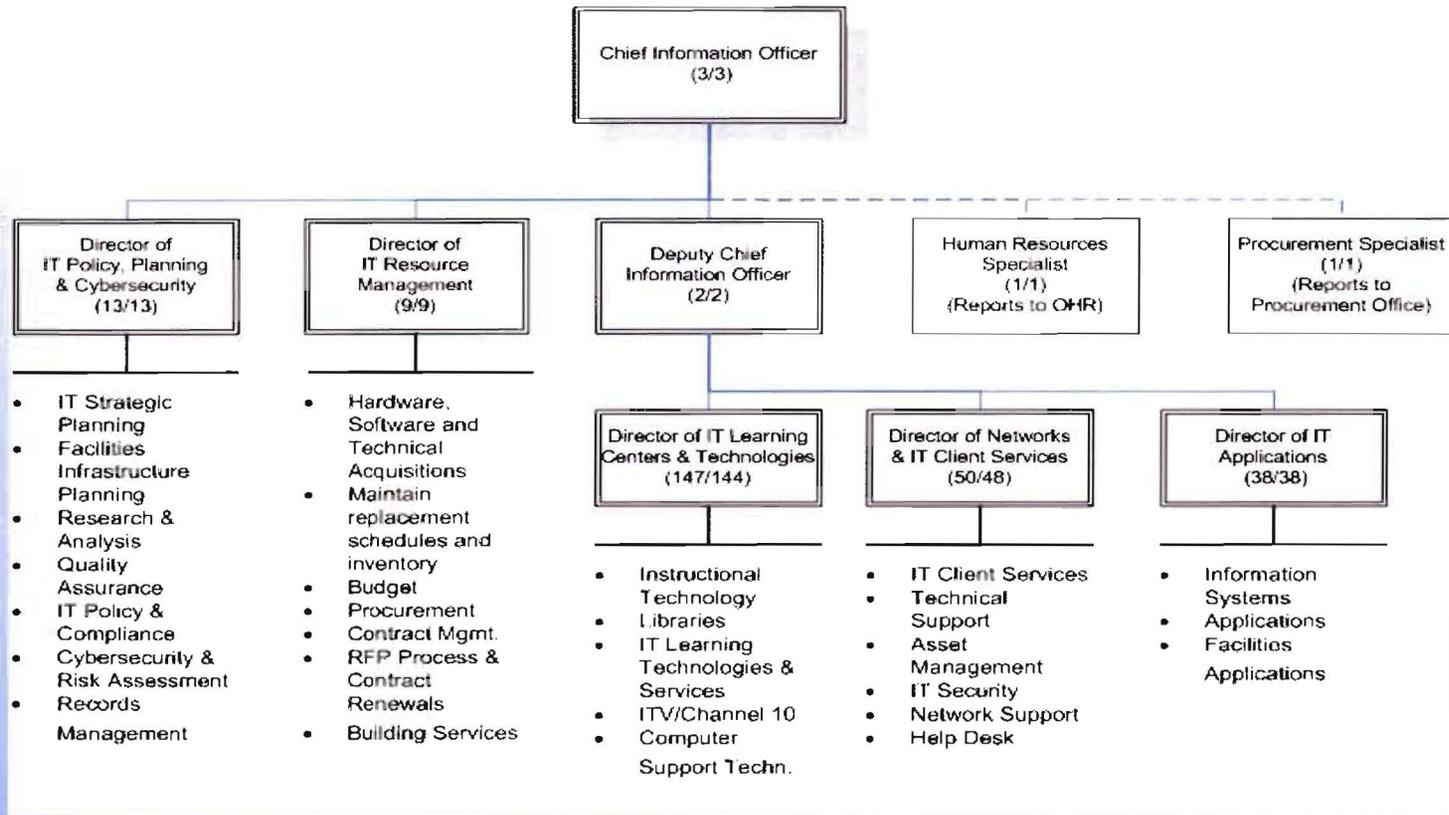
Montgomery College Operational & Functional Perspective

Health of Major IT Systems – Scoresheet Summary

Business Process vs. Major Systems Matrix	Finance	Student Information	Human Resources	Academic Applications	E-Mail	Library	Book Store
Network Infrastructure	Green	Green	Green	Green	Green	Green	Green
Academic Student Applications	Green	Green	Green	Green	Green	Green	Green
Network Operating System	Green	Green	Green	Green	Green	Green	Green
NOC (Network Operating Center)	Green	Green	Green	Green	Green	Green	Green
ERP: HR, SIS, Finance, Alumni - Maintenance	Green	Green	Green	Green	Green	Green	Green
Email Systems	Green	Green	Green	Green	Green	Green	Green
Library System	Green	Green	Green	Green	Green	Green	Green
Bookstore System	Green	Green	Green	Green	Green	Green	Green
Repl./Upgrade Instructional Systems	Green	Green	Green	Green	Green	Green	Green
Desktop Computer Repl/Upgrades	Green	Green	Green	Green	Green	Green	Green



Montgomery College Operational & Functional Perspective



Note: This organizational chart includes the College's FTE's for OIT which includes staffing for three libraries, all instructional labs, assessment centers, cable and instructional television ; includes staff for new building labs and classrooms.

Total Number of Positions: 264

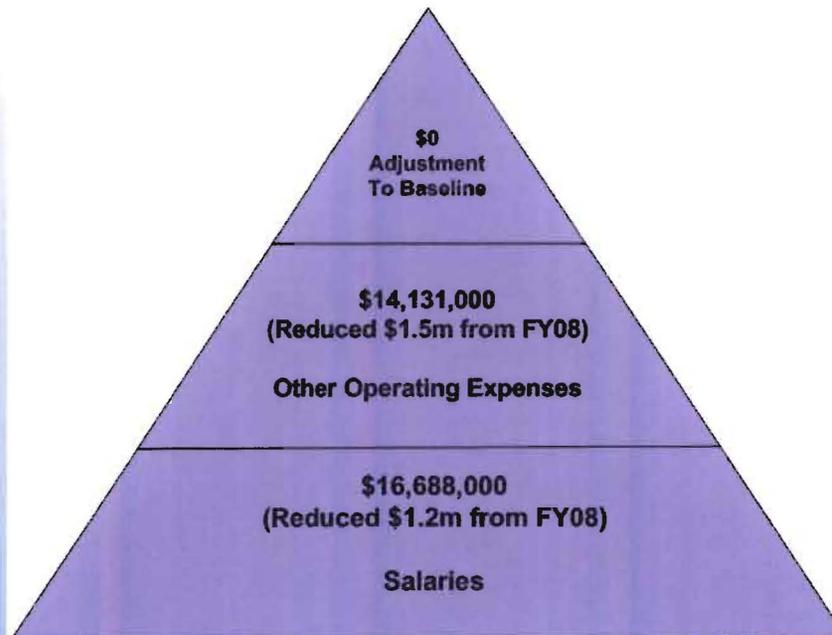
Total FTE: 259





Montgomery College Budget Request Perspective

IT Budget Summary – FY10 Estimate



IT Budget Includes All Technology:

- Network Infrastructure
- Hardware and Software
- ERP and Applications
- Cable and ITV
- Classrooms and Labs
- Web and Portals
- IT Planning
- Computer Support
- Help Desk
- Library
- Telecommunications
- Operations
- Records Management and Archives
- Media Resources

Note: CIP technology requests are projected to be funded at \$11.3 million



FY10 IT Budget Overview

Presentation to the MFP Committee



March 30, 2009

MONTGOMERY COUNTY GOVERNMENT





- **Strategic Perspective**
 - **FY10 Strategic Agenda**
 - **Accomplishments**
 - **Awards**
- **Operational & Functional (O&F) Perspective**
 - **DTS Organization**
 - **Major Enterprise IT Systems Report**
- **Budget Perspective**
 - **Summary**



Strategic Perspective

FY10 Strategic Agenda

- **Build an Enterprise Governance Model**
 - **Develop an Enterprise view for technology solutions, which support business needs that improve Government and Citizen interaction**
 - **Seek horizontal and vertical integration of technology with comprehensive understanding of the impacts from change**
 - **Develop collaborative mindset where IT can be agile and responsive, but still mindful of the complex relationships between systems, Departments and Government, and**
 - **Corroborate business direction, technology oversight and decision making for the most effective governance in support of efficient and cost effective enterprise solutions**

Strategic Perspective

FY10 Strategic Agenda



- **Balance the Enterprise Portfolio**
 - **Implement a framework to support the alignment of technology investments with documented business strategies, that require a structured approach of continuous, repeatable, and easily sustainable processes for mapping technology decisions to business requirements, and**
 - **Utilize IT portfolio management and/or IT investment management approaches to establish consistent methodologies for aligning and balancing IT investments across Government**



Strategic Perspective

FY10 Strategic Agenda



- **Build Enterprise Accountability**
 - Evidence of fiscal responsibility from the IT community is required to support strategic investment in technology during times of budget constraints, and
- **Prove the worth of Enterprise IT – *Produce & Measure***
 - Specify how an investment alternative directly or indirectly supports the business strategy,
 - Identify the degree of infrastructure component reuse, and
 - Re-engineer business processes, taking advantage of best practices and technology opportunities

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Strategic Perspective

Accomplishments



- Enterprise Project Support for IJIS, ERP, CRM, and MTime.
- Added 32 new FiberNet sites since the start of FY08 for a total of 273 sites on FiberNet.
- Upgraded PBX Call Management System (CMS) Platform for additional capacity and support incoming 311 digits in preparation for the Enterprise CRM Contact Center.
- Completed over 1,900 PC / laptop replacements (following the 4 year replacement cycle).
- Addressed hundreds of thousands of critical computer security vulnerabilities through the deployment of security patches via automated software deployment programs.
- Ensured on-going stable IT operations through the award of new Contracts for the County's Desktop Computer Modernization (DCM), Hardware Maintenance program and IT Professional Services.
- Improved online information accessibility through the delivery of several critical customer-facing web applications including new "I Want To" and "Services & Information" features.
- Delivered new and innovative "Web 2.0" features including a new "MyMontgomery" Web application providing personalized on-line mapping capabilities, blogs and RSS feeds.
- Enhanced public safety through the on-time delivery of high-quality geographic information system (GIS) data required by the County's public safety data system.
- Established WiFi Hotspots in the EOB and COB cafeterias, similar to the Silver Spring and Bethesda Hotspots. These are public/private collaborations between the departments of General Services and Technology Services and Atlantech Online.
- Attained 97% compliance rate among employees who have successfully completed the Information Security Awareness and Training Program.

Strategic Perspective



2008 Awards

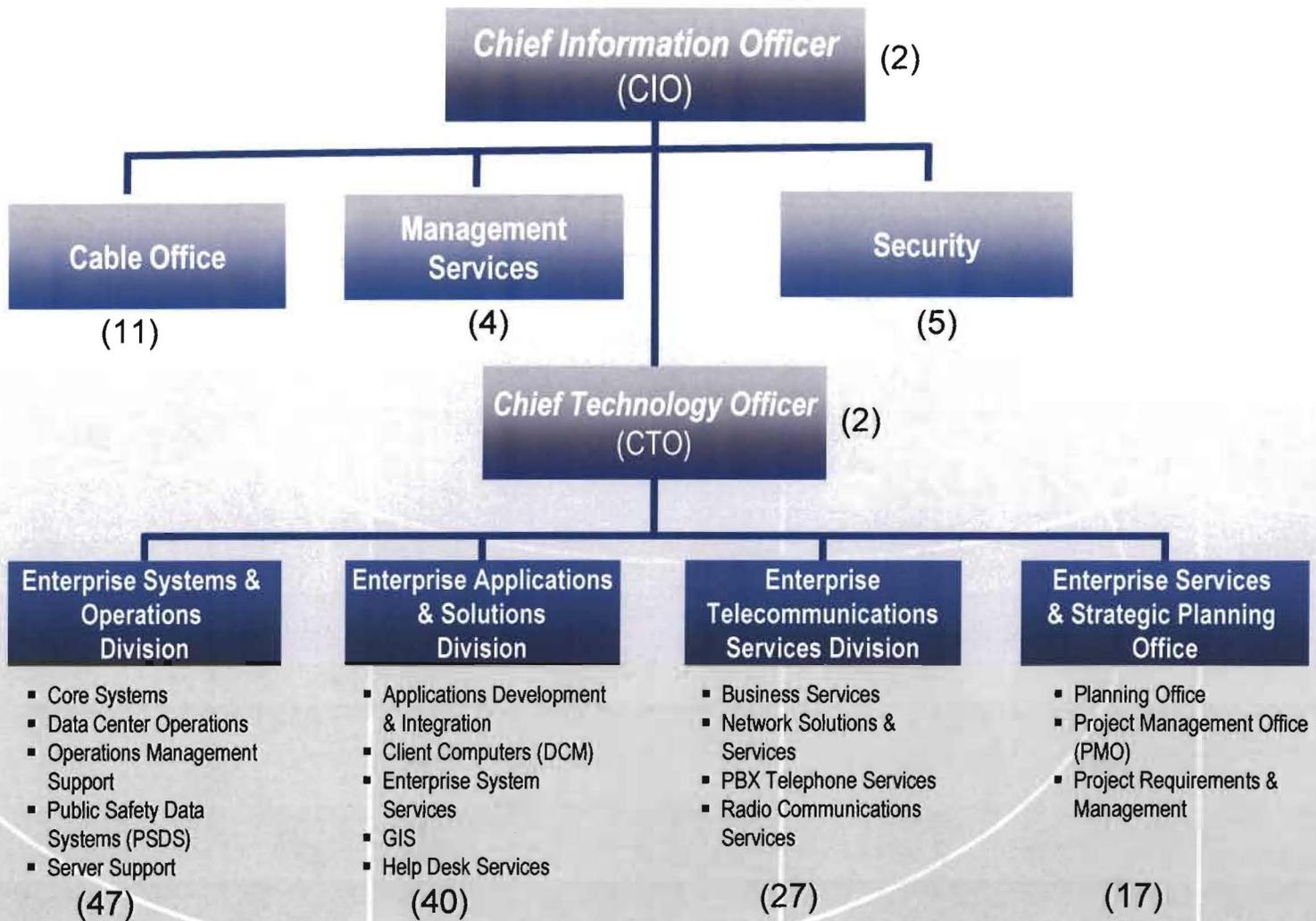
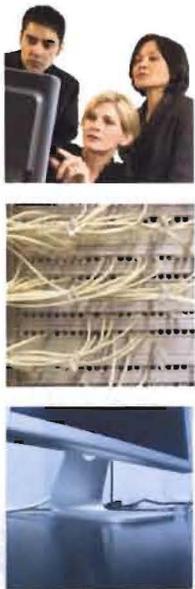
- **Center for Digital Government**
 - Digital Counties Survey – *8th Place Winner*
- **NACo**
 - IT Intelligence Dashboard
 - SAAS Integration
 - An Innovative Way of Using Motor Vehicle Records to Address Buildings
 - GIS Data in a Format Non-GIS Users Understand
 - Virtual Town Hall / Live Discussions
- **Government Computer News (GCN)**
 - Purchase Card Industry (PCI) project
- **Public Technology Institute (PTI)**
 - Fire and Rescue Service Personnel Information System



FY10 Recommended
Operating Budget
 DTS Positions: 144
 Cable Positions: 11

O&F Perspective

DTS Organization



O&F Perspective

Major Enterprise IT Systems Report



FY10--Estimated Operational Health and Replacement Priority of Existing Major IT Systems								
Priority	System Name	Status	Life	Age	Upgraded	Total 6-Yr.	Full Repl-Cost	NOTES
1a	(MCG) Core Financials	Red	10	14	1995	\$0	\$30,000,000	Potential for replacement by ERP system
1b	(OHR) Human Resources	Red	7	22	1999	\$0	\$5,000,000	Potential for replacement by ERP system
1c	(OHR) Position Control	Red	7	22	1986	\$0	\$2,000,000	Potential for replacement by ERP system
1d	(OHR) Occ. Health	Red	3	7	2002	\$0	\$100,000	Potential for replacement by ERP system
1e	(OHR) PeopleClick	Red	3	7	2004	\$0	\$500,000	Potential for replacement by ERP system
1f	(OMB) Budget Devel.	Red	8	16	2007	\$0	\$100,000	Potential for replacement by ERP system
2	(MCG) Voicemail	Red	10	17	1992	\$0	\$68,000	System replacement scheduled in 2009
3	(MCG) CJIS	Red	8	14	1995	\$0	\$10,000,000	Potential for replacement by IJIS program
4	(MCG) Tax Receivables	Red	8	23	1986	\$2,000,000	\$2,000,000	
5a	(DLC) StoreKare	Red	7	10	1999	\$0	\$1,000,000	Replacement planned for 2009
5b	(DLC) Trace	Red	4	7	2002	\$0	\$250,000	Replacement planned for 2009/2010
5c	(DLC) POS Hardware	Red	5	5	2008	\$0	\$1,000,000	Replacement planned for 2009
6a	(DOT) Highway CMMS	Red	10	11	2000	\$100,000	\$100,000	
6b	(DOT) Traffic Signal Mod	Red	TBD	30	n/a	\$0	\$2,600,000	CIP project - currently in Phase 1 rollout
6c	(DOT) Bus Scheduling	Red	9	18	2008	\$0	\$250,000	System replacement in progress
7	(OMB) Budget Publication	Red	7	16	2004	\$0	\$2,000,000	

Estimate only. Not a Formal Budget Plan.

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O&F Perspective

Major Enterprise IT Systems Report



FY10—Estimated Operational Health and Replacement Priority of Existing Major IT Systems								
Priority	System Name	Status	Life	Age	Upgraded	Total 6-Yr.	Full Repl.-Cost	NOTES
1a	PS Mobiles upgrades	Yellow	4	4	2008	\$24,000,000	\$16,000,000	Annual cost: \$4,000,000
1b	Fibernet/WAN upgrades	Yellow	7	7	2008	\$3,000,000	\$3,000,000	Annual cost: \$500,000
1c	Servers/Storage upgrades	Yellow	5	5	2008	\$6,000,000	\$5,000,000	Annual cost: \$1,000,000
2a	(MCG) Fixed Assets	Yellow	8	7	2002	\$0	\$625,000	Potential replacement by ERP system
2b	(OHR) Human Capital	Yellow	4	9	2003	\$0	\$2,000,000	Potential replacement by ERP system
2c	(OHR) MyHR	Yellow	3	4	2005	\$0	\$100,000	Potential replacement by ERP system
2d	(OHR) Benefits	Yellow	7	10	1998	\$0	\$2,000,000	Potential replacement by ERP system
2e	(OHR) Financial Reports	Yellow	6	9	2002	\$0	\$400,000	Potential replacement by ERP system
2f	(CFW) Intake System	Yellow	7	9	2000	\$0	\$150,000	Potential replacement by ERP system
3	(DPS) Permit System	Yellow	5	10	2006	\$0	\$2,500,000	Upgrade in progress
4a	(MCG) PSDS hardware	Yellow	6	4	2005	\$0	\$20,000,000	
4b	(MCG) CAD	Yellow	7	4	2005	\$0	\$16,000,000	
4c	(MCG) PS Radio System	Yellow	12	7	2002	\$0	\$75,000,000	
4d	(MCG) MS Office/Outlook	Yellow	5	7	2002	\$0	\$3,000,000	
4e	(MCG) MS Windows/SMS	Yellow	5	6	2003	\$0	\$1,000,000	
4f	(MCG) Juv. Justice - JJIS	Yellow	8	6	2009	\$0	\$700,000	
4g	(MCG) eGov Web Portal	Yellow	5	7	2002	\$0	\$3,000,000	
4h	(MCG) PBX CMS	Yellow	10	10	1999	\$0	\$7,000,000	
4i	(MCG) Content Mgt Sys	Yellow	5	6	2003	\$0	\$1,000,000	
5	(MCPD) Packet Writer	Yellow	4	3	2006	\$0	\$5,000,000	
6a	(DLC) APPX	Yellow	18	14	2008	\$0	\$3,000,000	
6b	(DOT) Archibus CAFM	Yellow	TBD	10	2002	\$0	\$125,000	
6c	(DOT) FASTER System	Yellow	TBD	6	2008	\$0	\$65,000	
6d	(DEP) OSCAR	Yellow	TBD	9	2008	\$0	\$150,000	
6e	(OHR) IVR	Yellow	3	6	2003	\$0	\$150,000	

Estimate only. Not a Formal Budget Plan.



O&F Perspective

Major Enterprise IT Systems Report



FY10--Estimated Operational Health and Replacement Priority of Existing Major IT Systems								
Priority	System Name	Status	Life	Age	Upgraded	Total 6-Yr.	Full Repl-Cost	NOTES
--	(MCG) Mainframe DB/utills	Green	5	6	2008	\$6,000,000	n/a	Annual cost: \$1,000,000
--	(MCG) Server apps/utills	Green	5	5	2008	\$1,200,000	n/a	Annual cost: \$200,000
--	(MCG) Enterprise Oracle	Green	5	3	2006	\$600,000	n/a	Annual cost: \$600,000
--	(MCG) MUNIS	Green	8	2	2007	\$0	\$2,000,000	
--	(MCG) Enterprise GIS	Green	5	3	2006	\$0	\$1,000,000	
--	(MCG) Sophos/Proofpoint	Green	5	2	2007	\$0	\$500,000	
--	(MCG) Mainframe	Green	8	6	2003	\$0	\$1,000,000	
--	(MCG) MS Exchange	Green	5	6	2003	\$0	\$1,000,000	
--	(DOT) Transit CAD AVL	Green	9	1	2008	\$0	\$7,600,000	
--	(LIB) Integrated Lib System	Green	12	10	2007	\$0	\$4,000,000	
--	(LIB) Internet Session Mgt	Green	8	5	2007	\$0	\$175,000	
--	(DHHS) Service Point	Green	TBD	3	2008	\$0		Replacement Cost TBD
--	(DHHS) CRS	Green	TBD	6	2008	\$0		Replacement Cost TBD
--	(DHHS) AVATAR	Green	TBD	4	2008	\$0		Replacement Cost TBD
--	(CUPF/REC) Fac Schedule	Green	TBD	11		\$0	\$650,000	
--	(MCPD) RAFIS Upgrade	Green	7	2	2006	\$0	\$1,200,000	
--	(MCPD) RMS	Green	7	2	2008	\$0	\$6,500,000	Life linked to CAD and Packetwriter
--	(OMB) BASIS	Green	10	14	2003	\$0		Potential replacement by ERP system

Estimate only. Not a Formal Budget Plan.

Budget Perspective

Summary



- **Approximate FY09 IT Base**
 - *FY09 Operating (PSP)*:* **\$52.8M**
 - *FY09 Capital (CIP)**:* **\$7.0M**

- **Approximate FY10 CE Recommended PSP**
 - *FY10 Operating (PSP)†:* **\$51.1M**
 - *New Funds for IT:* **\$0**

- **CIP Programmed Expenditures**
 - *FY09 Amended:* **\$7.0M**
 - *Total Programmed:* **\$201.0M**

**Includes DTS, CABLE, and DCM Operating Funds*

***Includes IJIS, FiberNet, and PSCS Radio Upgrade and Modernization*

†Includes DTS, CABLE, and DCM Operating Funds

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**WASHINGTON SUBURBAN SANITARY
COMMISSION**

**ITPCC PRESENTATION
FY 2010
INFORMATION TECHNOLOGY
BUDGET OVERVIEW**

WASHINGTON SUBURBAN SANITARY COMMISSION FY10 IT BUDGET OVERVIEW

STRATEGIC PERSPECTIVE

- Agency Mission
- IT Mission & Strategy
- IT Accomplishments
- Strategic IT Assessments

OPERATIONAL AND FUNCTIONAL PERSPECTIVE

- Health of Existing Major IT Systems
- IT Organization and Personnel
- IT Customer Service
- IT Systems Support and Operations
- IT Application Development
- IT Network Support
- IT Security
- Enterprise Architect

BUDGET PERSPECTIVE

- IT Budget Overview
- IT Baseline Summary
- IT Budget Details
- IT Budget Request Summary

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WSSC STRATEGIC PERSPECTIVE

Agency Mission

We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethically and financially responsible manner.

WSSC STRATEGIC PERSPECTIVE IT MISSION AND STRATEGY

Information Technology Team Mission

To use Information Technology to enhance the service the Commission provides to its Customers

Fulfilling the Mission

RESPONSIVE, SERVICE-ORIENTED, FOCUSED

The IT Team strives to be Responsive, Service-Oriented and Focused on Quality in all that we deliver

Information Technology Team Strategy

Effectively employ information technology in support of the Commission's Strategic Plan



WASHINGTON SUBURBAN SANITARY COMMISSION FY09 IT ACCOMPLISHMENTS

- Facilities Information Tool (FIT) Implementation Phase 1
- SSO Consent Phase 1
- Data Center Mainframe Upgrade
- Storage Upgrade Phase 1
- Network Infrastructure Phase 1
- Remote Site Offices Enhancements Phase 1
- Service Center Upgrade Phase 1
- Systems & Service Monitoring Implementation Phase 1
- Centralized Bidders Registration Enhancements
- Quality Assurance Tools Implementation
- Metro Ethernet/Microwave Upgrade Phase 1

WSSC STRATEGIC PERSPECTIVE STRATEGIC IT ASSESSMENTS – Internal Environment

■ Strengths

- Dedicated and experienced staff
- Many robust systems
- Process-based organizational structure
- IT methodology
- IT alignment with business operations
- Clear vision
- Documented policies and procedures

■ Weaknesses

- Multiple stand-alone applications with very weak interfaces
- Core systems are inflexible and legacy-based
- Mainframe is component-based and was not designed with the Internet in mind
- Departmental applications that don't talk to each other
- Loose charge back process
- Business requirements gathering
- Resistance to change
- No standard development or test environment
- Staff turnover

WSSC STRATEGIC PERSPECTIVE STRATEGIC IT ASSESSMENTS – External Environment

■ Opportunities

- Alignment with corporate vision and core strategies
- Project prioritization, decisions, and communication
- Become leader in developing effective communications/relationships
- Reduce costs, improve services, productivity and efficiency
- Establish enterprise wide framework for applications and systems
- Outsourcing & privatization
- Green initiatives

■ Challenges

- Procurement process
- Implementation of best practices
- Establish a closer alignment throughout the organization
- Increase internal and external communications
- Establish service level agreements
- Interim and acting management staff in several key positions
- Reduction in staff
- Lack of knowledge transfer from retirees

WSSC OPERATIONAL AND FUNCTIONAL PERSPECTIVE HEALTH OF EXISTING MAJOR IT SYSTEMS

Replace
d by
ERP:
Phase 1
(FY09-
10)

Phase
2
(FY10-
12)

Priority	Name of System/Application	Estimated Lifecycle	Age of System	Most Recent Upgrade	Est. Replacement Cost	System Status
1	COMPASS (Work Mgmt Sys)	15 yrs	15 yrs	2008	\$5,000,000	Red
2	Fleet Management System	10 yrs	20 yrs	1998	n/a	Red
3	Employee Payroll TAMSO	10 yrs	10 yrs	1998	\$ 400,000	Red
4	MOST	15 yrs	15yrs	n/a	\$3,500,000	Red
5	General Ledger	15 yrs	9 yrs	2007	\$3,000,000	Yellow
6	Human Resources	15 yrs	9 yrs	2007	\$ 500,000	Yellow
7	Sewer Model	15 yrs	20 yrs	1999	\$1,000,000	Yellow
8	Retirement Payroll	15 yrs	20 yrs	2008	n/a	Yellow
9	MMIS	15 yrs	18 yrs	2008	\$3,000,000	Green
10	MAPS (Procurement/Inventory/AP)	15 yrs	23 yrs	2008	\$4,000,000	Green
11	CSIS (Customer Svcs Info Sys)	15 yrs	18 yrs	1999	\$7,000,000	Green
12	Permits System	15 yrs	19 yrs	2007	\$1,000,000	Green
13	Employee Payroll	7 yrs	15 yrs	2007	n/a	Green

Status Key:

- Red** - Obsolete or vulnerable critical systems in immediate risk of failure.
- Yellow** - Aging/vulnerable critical systems likely to need major upgrade or replacement in the next 3-6 yrs.
- Green** - Stable systems expected to require only routine maintenance or minor upgrade over the next 3-6 yrs.

Definitions:

- Lifecycle:** The creation and life span of an application or system from development to deployment that provides a particular function or service.
- Upgrade:** Application of a major upgrade or release.



WSSC OPERATIONAL AND FUNCTIONAL PERSPECTIVE HEALTH OF MAJOR IT SYSTEMS – SCORESHEET SUMMARY

Business Process vs. Major Systems Matrix	Customer Care	Engrg & Constr.	Finance	Logistics	Production	IT
General Ledger	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Human Resources	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
COMPASS (Work Management Sys)		Red	Red	Red	Red	Red
MMIS	Red	Red				
Sewer Model	Red	Red				
Procurement/Inventory/ AP	Red	Red	Red	Red	Red	Red
MAPS (Materials, Acct, Purchasing System)	Red	Red	Red	Red	Red	Red
CSIS (Customer Svcs Info Sys)	Red	Red				
Permits System	Yellow	Yellow				

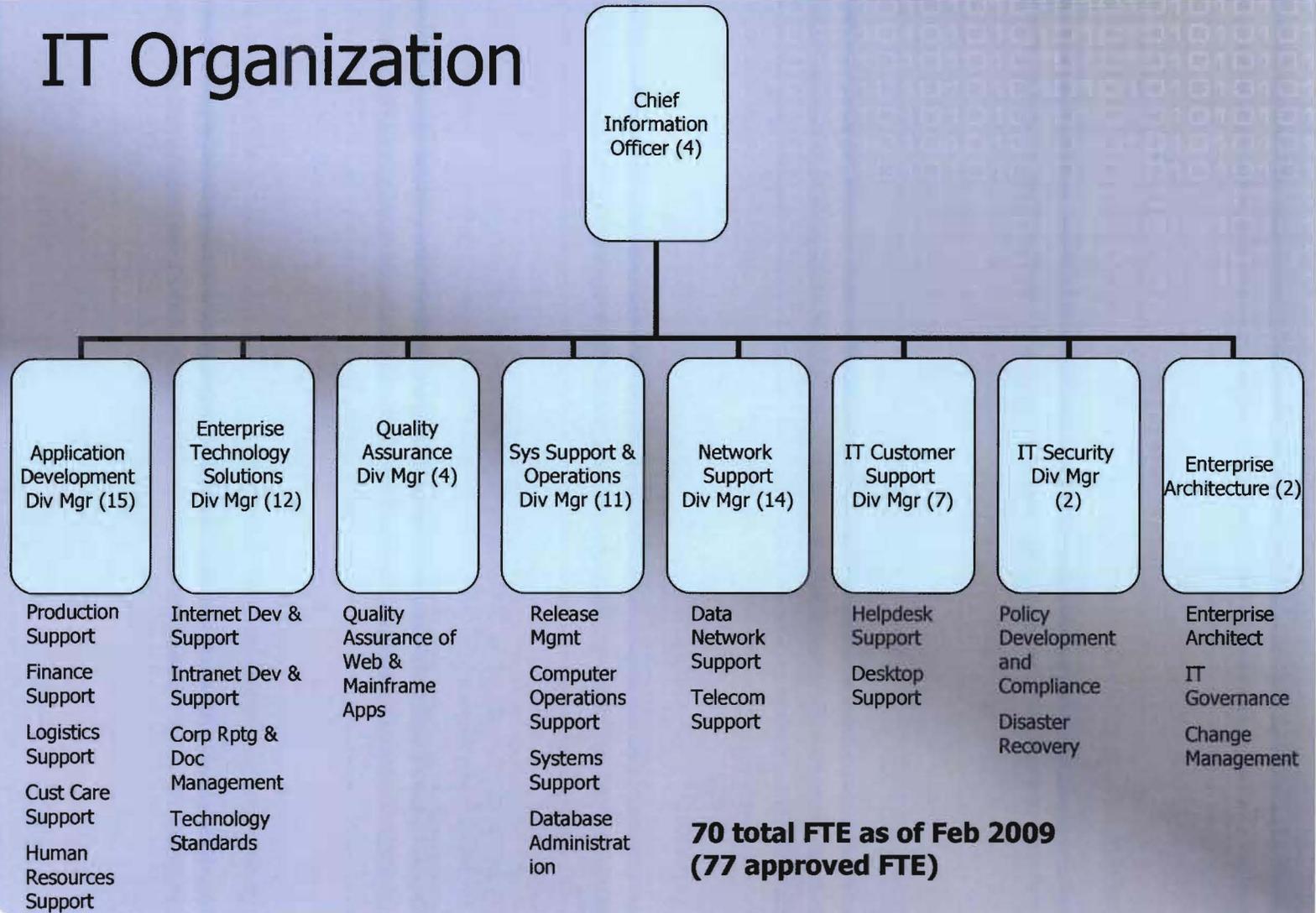
*** Finance works with the Permits system as it relates to assessments.**

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WSSC OPERATIONAL AND FUNCTIONAL PERSPECTIVE

IT ORGANIZATION AND PERSONNEL

IT Organization



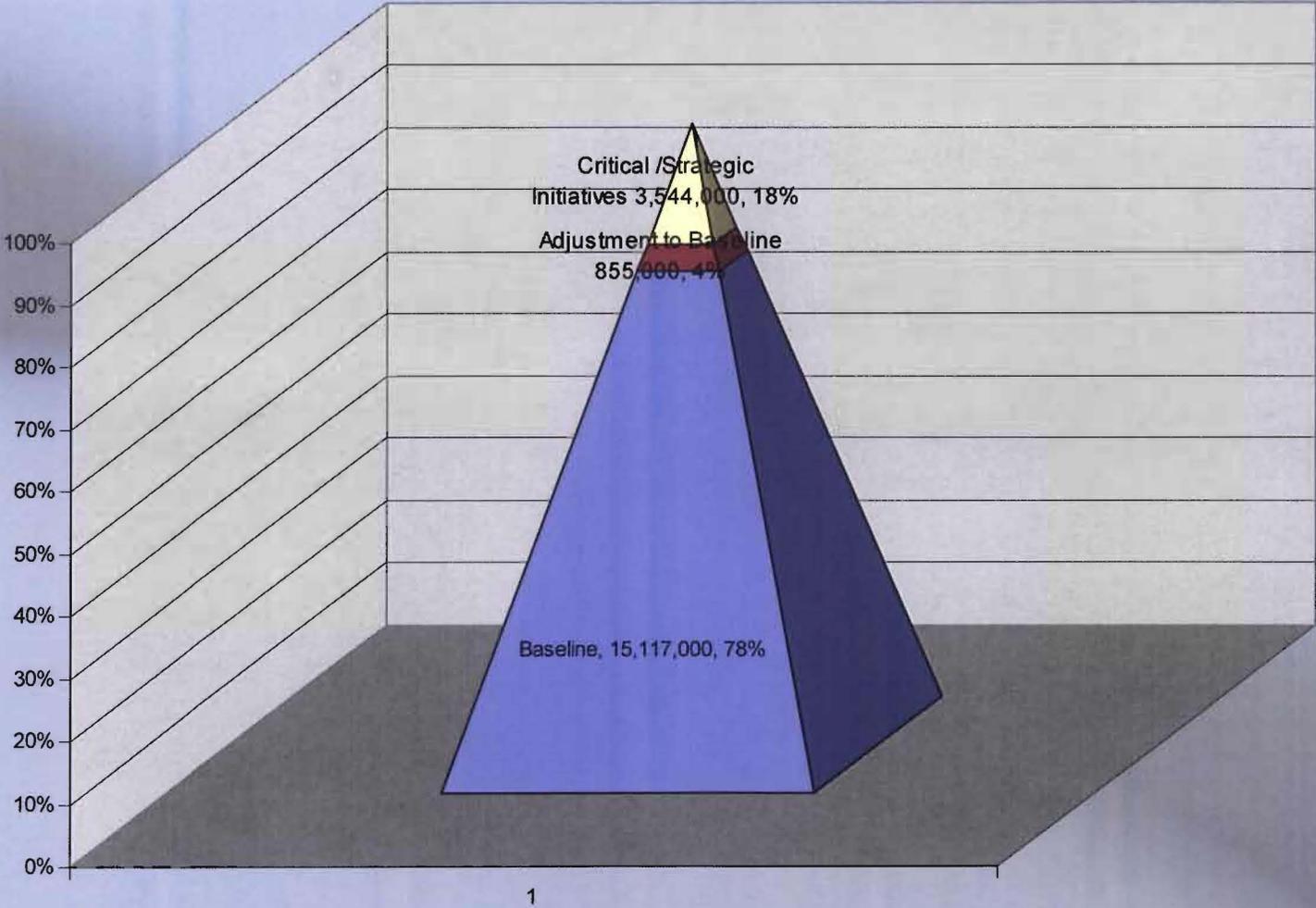
WSSC BUDGET PERSPECTIVE

IT BUDGET OVERVIEW

- In FY10, the IT budget is 2.7% of the total WSSC operating budget.
 - The FY10 requested budget for the Information Technology Team is \$19.52 million which is an increase of 0.1% (\$.14 million) than the FY09 budget (\$19.38 million).
 - The FY10 budget is allocated as follows:
 - **Critical and/or Strategic Initiatives . . . \$ 3,544,000 (18.2%)**
 - **Adjustment to Baseline \$855,000 (4.4%)**
 - **Baseline \$ 15,117,000 (77.4%)**
- * *Baseline refers to all costs associated with on-going, operational, maintenance and end-user support.*
- * *Adjustment to Baseline is defined as costs related to increased level of existing staff resources, augmentation & added maintenance to existing systems.*
- * *Critical/Strategic Initiatives refers to all costs associated with business projects and WSSC Annual Action Item priorities*

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WSSC BUDGET PERSPECTIVE IT FY10 BASELINE SUMMARY



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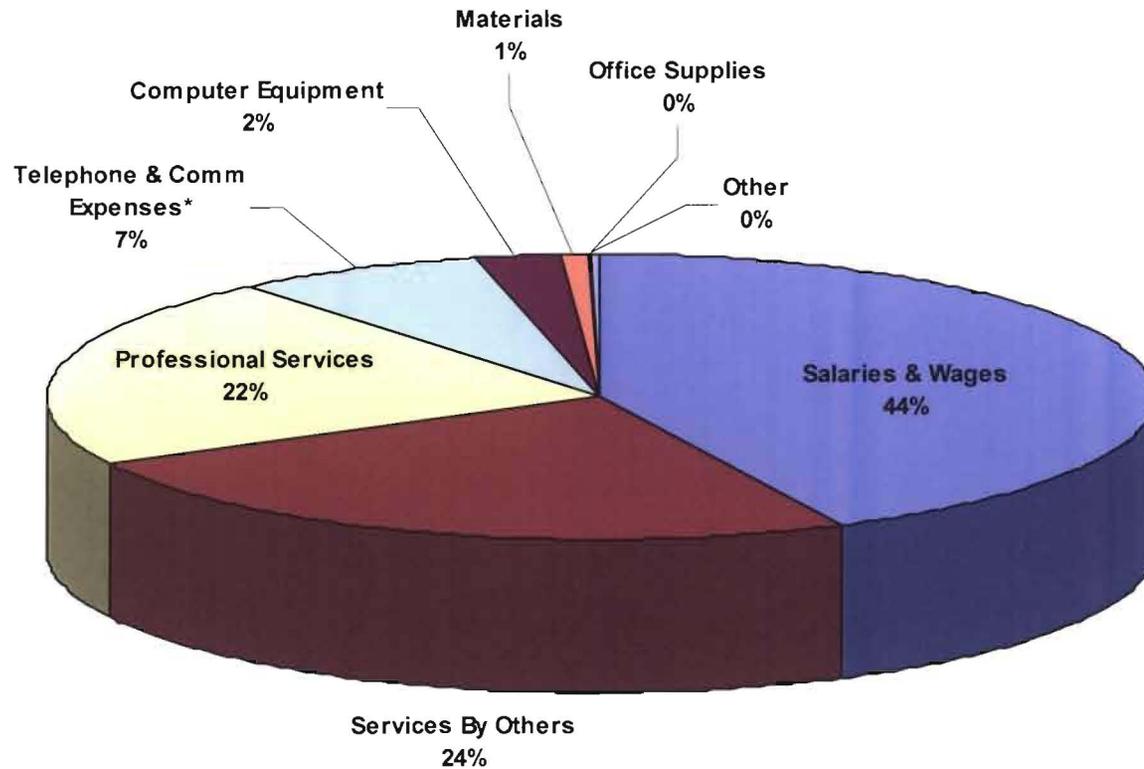
WSSC BUDGET PERSPECTIVE IT BUDGET DETAILS

	FY08 Actual (\$)	FY09 Budget (\$)	FY10 Requested (\$)
Salaries & Wages	\$6,862,152	\$8,027,300	\$8,368,300
Services By Others	6,840,225	5,032,500	4,758,300
Professional Services	2,586,583	4,376,000	4,291,700
Telephone & Comm Expenses*	1,437,377	1,220,000	1,400,000
Computer Equipment	523,651	455,500	455,500
Materials	335,356	171,500	171,500
Office Supplies	36,047	41,800	41,800
Other	128,966	56,000	28,900
TOTAL	\$18,750,357	\$19,380,600	\$19,516,000

* Commission-wide telephone and related communication expenses.

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WSSC BUDGET PERSPECTIVE IT FY10 BUDGET REQUEST SUMMARY



Breakdown of FY10 Budget Request by Percent (%)

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FY 2010 Budget Review

Scott Ewart
Director of Information Technology
Housing Opportunities Commission



Housing Opportunities Commission Mission Statement

MISSION:

To provide affordable housing and supportive services

VISION:

All families in Montgomery County live in decent, safe and sanitary housing, regardless of income.

Families and communities in Montgomery County are strengthened as good neighbors through supportive services.

Establish an efficient and productive environment that fosters trust, open communication and mutual respect.

Partner effectively and aggressively with advocates to maintain support for all the work of the Commission.



Housing Opportunities Commission Information Technology Mission Statement

General Charge:

The mission of Information Technology Division at the Housing Opportunities Commission is to connect staff through the effective use of reliable information, computing, and telecommunications technologies in support of the Housing Opportunities Commission core mission.

Action Plan

To accomplish this mission, the IT Division will:

- Provide and maintain a high quality, open architecture, service-based information technology infrastructure, and inform the staff of its availability and capabilities.
- Develop an on-going strategic planning process in information technology that will serve the staff and which will include specific objectives, activities, and time frame.
- Provide the organizational structure and functions to ensure an orderly and economically sound development of the uses of information technology.
- Provide a system of on-going training of staff in the capabilities of the information technology infrastructure, and in the information technology to enhance services.



Housing Opportunities Commission Information Technology FY09 Accomplishments

- Continued expansion of HOC Imaging Systems – Nearly all HOC divisions are now utilizing imaging to reduce paper files stored onsite and improve document sharing throughout the organization. Over 520,000 documents now available online to staff.
- Continued deployment of HOC's "thin-client" environment utilizing CITRIX Systems. Over 60% of all HOC computers are now configured as "thin-clients" or PCs utilizing published applications.
- HOC opened the Housing Choice Voucher (HCV) and Public Housing (PH) waiting lists in FY09. Over 23,000 applications were received online (and over 33,000 total applications were received).
- Implemented the first phase of server virtualization providing HOC with a greatly improved high availability and disaster recovery environment. 15% of production servers were completed in FY09.
- Upgrade completed to HOC's Housing and Financial Core Business System.
- Implemented a new work order and inventory system for the Housing Management Division. Maintenance staff are now utilizing laptops in HOC vehicles to update work orders in real time.
- Partnered with MCG to add two new FiberNet locations (Gaithersburg and Silver Spring Service Centers)



Strategic IT Assessment Internal Environment

Strengths

- **Dedicated staff that care about the mission and work of the agency;**
- **Up-to-date network and desktop computer systems;**
- **Intranet Technology providing improved internal communications;**
- **Information Technology Help Desk call tracking system;**
- **Information Technology systems availability and support;**
- **Ability to develop in-house applications to support the tracking and reporting requirements of the agency;**
- **Agency support of Information Technology related initiatives**

Weaknesses

- **The agency's pay structure is not competitive with the open market making it difficult to retain quality staff;**
- **Procurement regulations often place time demands on technical staff which deflect staff resources from IT related tasks;**
- **The number of HOC locations vs. the number of Information Technology support staff to effectively support those locations**

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Strategic IT Assessment

External Environment

Opportunities

- **Opportunity to use HOC as a resource to narrow the Digital Divide;**
- **Internet/Intranet technologies are providing improved communication methods both external and internal customers;**
- **Interoperability of development tools allow for standardization which improves system support;**
- **Utilizing the ITPCCs vast knowledge and resources to improve overall Information Technology operations at HOC**

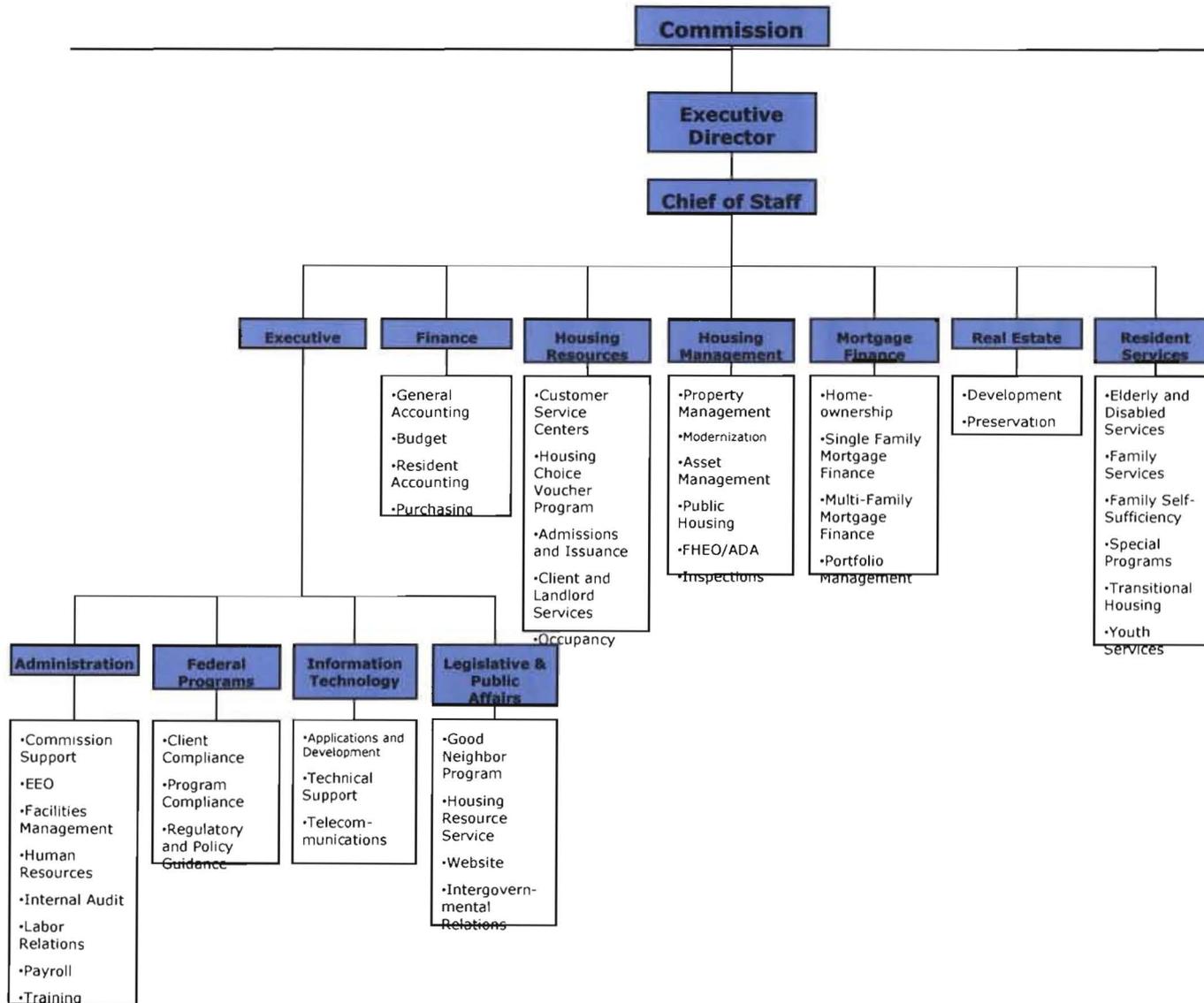
Challenges

- **HUD's electronic reporting requirements place a burden on the agency to modify software, hardware and business processes;**
- **Continued core-business conversions to a standardized and supportable set of software systems;**
- **Training HOC staff and users during the rapid change of Information Technology growth**

Operational Health and Replacement Priority of Existing Major IT Systems

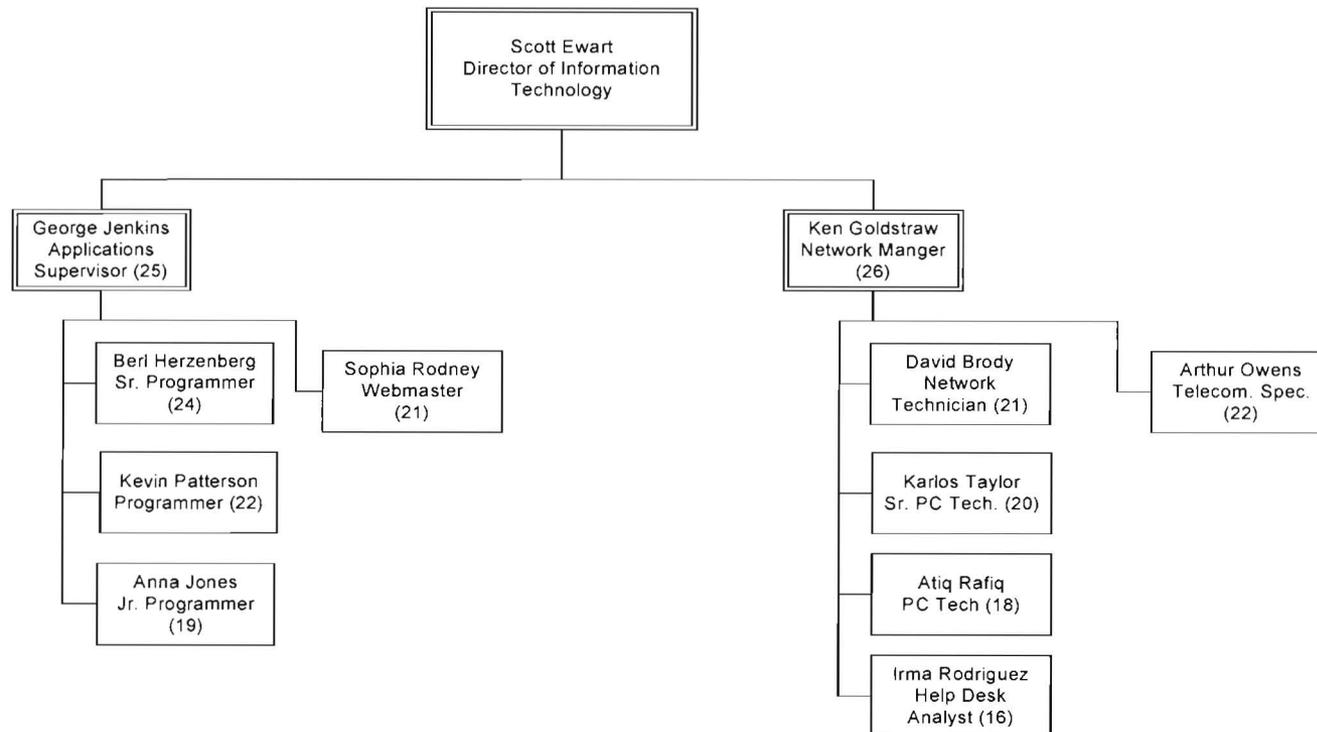
Replacement or upgrade	Name of	Est.	Age of	Most Recent	Estimated	System
Priority	System/Application	Lifecycle (Years)	System (Years)	Upgrade	Replacement Cost	Status
1	Human Resources / Payroll System	8	6	2001	\$150,000	Yellow
2	E-mail System	10	7	2008	\$200,000	Yellow
3	Document Imaging	8	3	2008	\$150,000	Yellow
4	CRM	10	2	2008	\$250,000	Yellow
	RS Tracking	8	3	2008	\$100,000	Green
	Server Virtualization	8	1	2009	\$250,000	Green
	Housing/Financial	15	6	2009	\$1,500,000	Green
	Work Order / Inventory	10	1	2009	\$500,000	Green
	Online Application System	5	2	2008	\$50,000	Green
	LAN/WAN	8	1	2009	\$500,000	Green
	CITRIX	7	2	2009	\$350,000	Green

HOC Organization Chart



HOC Information Technology Organization Chart – FY10

IT Organization Chart



HOC IT Staff = 12 Work Years

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HOC
Information Technology
FY10 Budget Overview

NOTE:

The following Information Technology budget recommendations have not been approved by the HOC Commission at the time of this briefing.



**HOC
Information Technology
FY10 Budget Overview**

The FY10 requested budget for the Information Technology Division is 2.470 million dollars.

- **The budget is allocated as follows:**
 - **Operating Costs: 2.035 million**
 - **Capital Costs: 0.435 million**
 -
 - **Total FY10 budget 2.470 million**

tot