

## **2016 Council Proposed Budget Questions**

- 1) Please summarize the major spending and financing changes included in your department's 2016 budget proposal. Please list the dollar amounts associated with these changes.

See Attachment A

- 2) How will services be affected by the proposed budget changes (please provide specific examples)?

See Attachment A

- 3) Please list any grants that are ending that have a significant impact on your budget? How are you handling it? What large grants are you applying for that will have long-term budget impacts or match requirements?

N/A

- 4) Please describe FTE changes in your department's proposed 2016 budget? What types of position(s) and how many are being affected? If FTEs are being eliminated, please indicate if the position(s) are currently vacant or filled. If FTEs are being added, please describe the duties of the new position(s) and the need for the additional position(s).

N/A

- 5) What innovations has your department recently accomplished? What innovations are you currently working on or planning for in the future?

- See attached Presentation

- 6) Is your department anticipating any additional large budget needs or pressures in the future? How does your department plan to address changing service demands as a result of future demographic changes?

- Comet Modernization

We will continue to work towards being responsive to departmental needs in the most agile manner. Embracing different technology service delivery options will allow us to adapt quickly to business needs in a timely manner. Leveraging existing technology solutions along with a robust offering of cloud based services will allow us to match capacity with demand.

- 7) If you had additional funding, what would you add to your budget to improve service delivery to the public?

If OTC had additional resources, we would invest in the area of Business Intelligence. Turning both machine generated (IoT) and line of business generated data into meaningful information.

**Other items requested of all departments:**

- A detailed org chart with job titles and the number of FTEs in them and a differentiation between management and line staff, if possible

See Attachment B

- List of top 3-5 department priorities, please also include specific performance measures and department goals

See Attachment C

- Completed financial summary template for the general fund and any other funds requested

See Attachment D

## Attachment A

### 2016 Proposed Budget

#### Office of Technology and Communications

#### Fiscal Summary

	<u>2014 Adopted</u>	<u>2015 Adopted</u>	<u>2016 Proposed</u>	<u>Change</u>	<u>% Change</u>	<u>2015 Adopted FTE</u>	<u>2016 Proposed FTE</u>
<b>Spending</b>							
100: General Fund	11,091,247	11,071,470	11,327,387	255,917	2.3%	75.50	75.50
211: General Government Special Projects	263,620	191,000	191,000	-	0.0%	-	-
<b>Total</b>	<b>11,354,867</b>	<b>11,262,470</b>	<b>11,518,387</b>	<b>255,917</b>	<b>2.3%</b>	<b>75.50</b>	<b>75.50</b>
<b>Financing</b>							
100: General Fund	3,196,969	3,344,085	3,580,332	236,247	7.1%		
211: General Government Special Projects	263,620	191,000	191,000	-	0.0%		
<b>Total</b>	<b>3,460,589</b>	<b>3,535,085</b>	<b>3,771,332</b>	<b>236,247</b>	<b>6.7%</b>		

#### Budget Changes Summary

The Office of Technology and Communications (OTC) will begin a business intelligence initiative in 2016. Through this investment, OTC will provide departments with better access to data generated from the City's disparate computer systems. Better access to interrelated data will allow city leaders to make data-driven policy decisions.

The special fund budget remains unchanged from the 2015 adopted budget.

# Attachment A

## 100: General Fund

## Office of Technology and Communications

		Change from 2015 Adopted		
		<u>Spending</u>	<u>Financing</u>	<u>FTE</u>
<b>Current Service Level Adjustments</b>		130,917	-	-
	Subtotal:	<u>130,917</u>	<u>-</u>	<u>-</u>
<b>Business Intelligence Initiative</b>				
The 2016 budget provides funding for OTC to begin a business intelligence initiative through the investment in a data management portal. This will allow departments to more easily access data to create reports and dashboards, and allow for more robust data-driven decision-making throughout the city.				
	Data portal	100,000	-	-
	Subtotal:	<u>100,000</u>	<u>-</u>	<u>-</u>
<b>Franchise Fee Audit</b>				
OTC will conduct an audit of cable franchise fee revenue. An audit will ensure that Comcast has correctly paid franchise fees from 2011 through 2014. It is projected that sufficient revenue to cover the cost of the audit will be recovered.				
	Franchise fee audit	25,000	25,000	
	Subtotal:	<u>25,000</u>	<u>25,000</u>	<u>-</u>
<b>Revenue Adjustments</b>				
OTC recovers some costs for providing specialized technology services to other departments, including AMANDA support, and the PC lease program. Franchise fee revenue from the Comcast cable franchise is also budgeted within OTC. The 2016 budget incorporates increases to those revenues to reflect recent trends and department plans for 2016.				
	Internal service revenues	-	187,675	-
	Cable franchise fee revenue	-	23,572	-
	Subtotal:	<u>-</u>	<u>211,247</u>	<u>-</u>
<b>Fund 100 Budget Changes Total</b>		<u><u>255,917</u></u>	<u><u>236,247</u></u>	<u><u>-</u></u>

Attachment A

211: General Government Special Projects	Office of Technology and Communications
This budget reflects OTC's cable equipment replacement and Public, Education and Government (PEG) grants.	

		Change from 2015 Adopted		
		Spending	Financing	FTE
No Changes from 2015 Adopted Budget		-	-	-
	Subtotal:	-	-	-
Fund 211 Budget Changes Total		-	-	-

### Detailed Organization Charts:

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graph TD
    CIO[Office of the CIO  
IT Financials  
Strategy  
Technology Planning  
Security] -.-> Marketing[Marketing  
Public Relations  
Marketing]
    CIO --> PMO[Project Management Office  
Business Analysis  
Project Management  
Portfolio Management  
Business Technology Plans]
    CIO --> Comms[Communications  
Channel 18  
www.stpaul.gov  
SPNet  
Cable Franchise  
Training  
Marketing]
    CIO --> ASD[Application Support & Development  
Application Portfolio  
Information Management  
System Development  
Enterprise Applications]
    CIO --> IO[Infrastructure & Operations  
Data Centers  
Network  
Mobile Technologies  
E-Mail  
Desktop Support  
Service Desk/Help Desk]
  
```

**Office of the CIO**  
IT Financials  
Strategy  
Technology Planning  
Security

**Marketing**  
Public Relations  
Marketing

**Project Management Office**  
Business Analysis  
Project Management  
Portfolio Management  
Business Technology Plans

**Communications**  
Channel 18  
www.stpaul.gov  
SPNet  
Cable Franchise  
Training  
Marketing

**Application Support & Development**  
Application Portfolio  
Information Management  
System Development  
Enterprise Applications

**Infrastructure & Operations**  
Data Centers  
Network  
Mobile Technologies  
E-Mail  
Desktop Support  
Service Desk/Help Desk

```

graph TD
    CIO[Office of the CIO  
CIO  
Management Assistant II  
Management Assistant I  
Chief Security Officer  
(4 FTEs)] -.-> Marketing[Marketing  
Asst to the Mayor III  
(1 FTE)]
    CIO --> PMO[Project Management Office  
Technology Manager  
(7 FTEs)]
    CIO --> CCO[Communications  
Cable Communications  
Officer  
(5 FTEs)]
    CIO --> ASD[Application Support & Development  
Deputy Director of OTC  
(21 FTEs)]
    CIO --> IO[Infrastructure & Operations  
Deputy Director of OTC  
(17.5 FTEs)]

    PMO --> SC1[Systems Consultant III  
Systems Consultant II  
Systems Consultant II  
Systems Consultant II  
Systems Consultant II  
Systems Consultant I]

    CCO --> VP[Video Production  
Technician  
Video Production  
Technician  
Video Production  
Technician  
Video Production Assistant]

    ASD --> MSI[Mobility and Systems Integration (5 FTEs)  
Systems Consultant IV  
Info Tech Analyst V  
Info Tech Analyst III  
Info Tech Analyst II]
    ASD --> BIDS[BI and Database Services (6 FTEs)  
Systems Consultant III  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst II  
Systems Consultant II]
    ASD --> EAS[Enterprise Application Services (9 FTEs)  
Systems Consultant IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst III  
Info Tech Analyst III  
Info Tech Analyst I]

    IO --> CS[Customer Service (6 FTEs)  
Systems Consultant III  
Systems Support Specialist III  
Systems Support Specialist II  
Systems Support Specialist II  
Research Analyst I  
Systems Consultant II]
    IO --> DS[Desktop Support (14 FTEs)  
Systems Consultant IV  
Systems Support Specialist IV  
Systems Support Specialist IV  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III  
Systems Support Specialist III]
    IO --> SST[Server and Storage Team  
Systems Support Specialist IV  
Systems Support Specialist IV  
Systems Support Specialist IV  
Systems Support Specialist IV  
(.5)  
Info Tech Analyst V  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst III]
    IO --> VDT[Voice and Data Team  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Info Tech Analyst IV  
Systems Support Specialist IV]
    IO --> SAST[Software as a Service Team  
Systems Support Specialist IV  
Systems Consultant II  
Info Tech Analyst IV  
Info Tech Analyst IV]
  
```

**Office of the CIO**  
CIO  
Management Assistant II  
Management Assistant I  
Chief Security Officer  
(4 FTEs)

**Marketing**  
Asst to the Mayor III  
(1 FTE)

**Project Management Office**  
Technology Manager  
(7 FTEs)

**Communications  
Cable Communications  
Officer**  
(5 FTEs)

**Application Support & Development  
Deputy Director of OTC**  
(21 FTEs)

**Infrastructure & Operations  
Deputy Director of OTC**  
(17.5 FTEs)

**Systems Consultant III**  
**Systems Consultant II**  
**Systems Consultant II**  
**Systems Consultant II**  
**Systems Consultant II**  
**Systems Consultant I**

**Video Production  
Technician**  
**Video Production  
Technician**  
**Video Production  
Technician**  
**Video Production  
Technician**  
**Video Production Assistant**

**Mobility and Systems Integration (5 FTEs)**  
**Systems Consultant IV**  
**Info Tech Analyst V**  
**Info Tech Analyst III**  
**Info Tech Analyst II**

**BI and Database Services (6 FTEs)**  
**Systems Consultant III**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst II**  
**Systems Consultant II**

**Enterprise Application Services (9 FTEs)**  
**Systems Consultant IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst III**  
**Info Tech Analyst III**  
**Info Tech Analyst I**

**Customer Service (6 FTEs)**  
**Systems Consultant III**  
**Systems Support Specialist III**  
**Systems Support Specialist II**  
**Systems Support Specialist II**  
**Research Analyst I**  
**Systems Consultant II**

**Desktop Support (14 FTEs)**  
**Systems Consultant IV**  
**Systems Support Specialist IV**  
**Systems Support Specialist IV**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**  
**Systems Support Specialist III**

**Server and Storage Team**  
**Systems Support Specialist IV**  
**Systems Support Specialist IV**  
**Systems Support Specialist IV**  
**Systems Support Specialist IV**  
**(.5)**  
**Info Tech Analyst V**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst III**

**Voice and Data Team**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**  
**Systems Support Specialist IV**

**Software as a Service Team**  
**Systems Support Specialist IV**  
**Systems Consultant II**  
**Info Tech Analyst IV**  
**Info Tech Analyst IV**

### Department Priorities:

#### **Build Strong Partnerships:**

OTC is dedicated to nurturing our business relationships and establishing strong partnerships through the use of increased departmental transparency, improved service delivery, and innovative thinking.

- Improve Service Delivery
- Increase Department Transparency
- Innovations

#### **Be an Employer of Choice:**

Through improved recruitment efforts, employee engagement initiatives, and championing racial equity, OTC strives to foster a culture and workplace that employees are proud to be a part of, and that others want to be a part of.

- Champion Racial Equity
- Improve Recruitment

#### **Increase Organizational Efficiencies:**

Technology service providers have a responsibility to provide solutions that enhance business despite limited resources and increasing demands. By promoting improvements in business process, modernization of technology, and thoughtfully assisting the coordination of mutual efforts of our business partners, OTC will support the sound governance of technology that meets the needs of City business throughout the organization.

- Focus on People
- Focus on Process Improvements
- Focus on Technology as a Business Enable

#### **Improve Public Services:**

OTC recognizes the residents and visitors of Saint Paul as important customers of our services. OTC's public services strategies strive to bridge the gap between internal business and external partnerships, and enabling equitable delivery of enhanced technology services to everyone.

- Public Communications
- GIS Support and Services
- Mobile Capabilities

## Attachment C

### **Security:**

Security in the form of people, process and tools is a priority for OTC and the City of Saint Paul. OTC leverages a layered approach - using multiple technologies, policies and procedures - to security City systems, new threats are constantly being developed. Below is more information about these priorities.

- Communicating or not storing sensitive/private data in a proper manner
- Using mobile devices (personal or City-owned) for business use
- People uneducated/unaware of the ways malicious software uses to trick people to gain access. This can lead to unauthorized data access, data being removed or data being encrypted so you cannot use it until you pay a fee (i.e., a ransom)
- Social engineering - using data from social media (e.g., Facebook) to answer security questions and gain access to accounts.
- Not having sufficient staff focused on security



# Attachment D

## FINANCIAL SUMMARY FOR 2016 CITY COUNCIL BUDGET COMMITTEE PRESENTATION

Fund Name: OTC General Fund

	2014 Actual	2015 Budget	2015 Year-to-Date	2016 Proposed Budget
Expenditures:				
Employee Expense	7,381,561	7,593,601	4,868,565	8,094,802
Services	3,496,371	3,047,044	2,071,261	2,797,326
Materials and Supplies	483,292	269,816	128,320	270,059
Transfers Out/Other Spending	-	200	-	200
Capital Outlay	-	165,000	-	165,000
Debt Service	144,997	36,763	-	-
Non-operating Expense	-	-	-	-
<b>Total Expenditures</b>	<b>11,506,221</b>	<b>11,112,424</b>	<b>7,068,146</b>	<b>11,327,387</b>
Financing				
(list all non-property tax revenue sources):				
Cable Franchise Fee	2,400,000	2,450,000	1,268,902	2,498,572
PC Lease	404,701	360,970	-	484,080
Technology Services*	392,268	543,115	102,767	597,680
<b>Total Financing</b>	<b>3,196,969</b>	<b>3,354,085</b>	<b>1,371,669</b>	<b>3,580,332</b>

\* Technology Services includes internal department charges for specialized services provided by OTC.