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Service Statement

The Information Services Department supports the computerization needs for all City departments. The result of this computer automation is an improvement in the productivity and accuracy of routine tasks and assistance in controlling and reducing operating costs. Fast availability to tremendous amounts of information stored on City servers is critical to the duties assigned to many employees.

Computer support is provided to personnel in 15 building locations throughout Midland. The City's website is available to all citizens or other interested parties around the world. Information Services staff members are on call around the clock to provide computer access 24 hours a day, every day of the year.

There are six technology platforms that City of Midland personnel rely on for automation and electronic communication. The first is an IBM iSeries minicomputer. This system stores the software and processes the data related to the financial, utility, parcel and public safety needs of the City of Midland. The second platform consists of the file servers that handle e-mail, calendar, voicemail, web and other systems. These servers also provide file storage for all employees' word processing documents, spreadsheet files and other documents. The third platform consists of the personal computers that are installed on the desks of many employees. The Microsoft Office suite is installed on every desktop PC to provide convenient access to word processing and spreadsheet applications. Microsoft Exchange/Outlook is used for calendaring and e-mail functions and provides for internal and external communications. The fourth platform consists of the network infrastructure, which connects all City facilities to centralized server and telephone resources. The fifth platform consists of the Avaya telephone systems installed in most major City facilities. The integrated phone systems provide for consistent features, centralized voicemail, four-digit dialing between employees and aggregated telephone service. The final platform is the Geographic Information System (GIS). GIS allows information such as floodplain locations, or all commercial zoned properties in the city, to be displayed in an easy-to-read graphical format on a computer.

Approximately 345 computers, scanners and laser printers are covered under a five-year replacement and maintenance plan. The replacement process cycles equipment out of production that has reached the end of its useful life. The new equipment generally performs the required functions faster and allows staff to be more productive. In terms of routine maintenance, equipment repairs are performed as needed, and a number of software applications and processes are routinely handled. First, all computers are updated daily with antivirus definitions. Anti-spyware software has also been deployed. Microsoft operating system and office suite patches are downloaded and automatically installed as needed. Finally, anti-spam software greatly reduces the amount of useless email employees receive.

Information Services personnel allocate considerable resources to maintaining existing equipment, software and infrastructure. The activities involve a number of different tasks such as resolving program bugs, answering user questions about software functionality, software enhancements, hardware maintenance, training, etc. Many of these activities are related to the SunGard software modules such as Tax Billing, Land Management, General Ledger, etc. Over 20 SunGard modules are currently deployed within City departments.

Because of the ever-increasing amount of data that must be protected against loss, Information Services has deployed and maintains a disk-to-disk-to-tape (D2D2T) backup system. This system provides nightly, fast, secure and reliable backups. Backups are stored on high-capacity hard drives on a daily basis and are automatically offloaded to tape once per week. Disaster recovery testing is regularly performed to ensure that data can be recovered in an emergency.

Functions

Administrative Functions

- Prepares and administers IS budget
- Keeps abreast of technological changes
- Develops short- and long-term plans
- Manages purchases and implementation
- Establishes standards in coordination with City departments
- Recommends and adopts policies
- Maintains software and equipment inventory
- Maintains relationships with City departments
- Coordinates and evaluates staff development and activities
- Develops and implements training programs for City employees

Applications Support

- Performs requirements analysis to determine application software needs
- Recommends and implements application software
- Provides initial and ongoing training
- Functions as front line support and acts as the liaison between software vendors and end users to resolve issues
- Implements change requests and enhancements
- Responsible for successful software upgrades
- Custom programming and interfaces
- Maintenance of Intranet and Internet web sites

Client Support

- Provides hardware support and maintenance
- Provides desktop software support and maintenance
- Purchases and installs new equipment and software
- Serves as the contact with various vendors

Infrastructure Support

- Network administration
- iSeries management
- GIS systems management
- Support of all technology needed to provide data communications
- Responsible for installation, maintenance and upgrade of network and iSeries operating systems and software
- Responsible for communications and network equipment, and iSeries maintenance
- Develops and executes backup procedures
- Maintains e-mail and enterprise fax communication gateways
- Responsible for network, telecommunication, and iSeries security
- Maintenance and support of telecommunication systems

Department at a Glance

Funding Level Summary	2007-08 Actual	2008-09 Actual	Adjusted 2009-10 Budget	Estimated 2009-10 Budget	Adopted 2010-11 Budget	% of Change
Operations	943,328	1,050,846	1,752,624	1,797,105	1,405,498	-21.8%
Computer Rental	290,225	156,171	171,650	171,649	182,260	6.2%
GIS	322,493	343,918	561,418	509,474	354,977	-30.3%
Total Department	\$ 1,556,046	\$ 1,550,935	\$ 2,485,692	\$ 2,478,228	\$ 1,942,735	-21.6%
Personal Services	\$ 863,446	\$ 938,439	\$ 990,111	\$ 921,884	\$ 921,006	-0.1%
Supplies	195,655	24,442	69,000	67,835	115,000	69.5%
Other Services/Charges	495,295	533,295	766,831	717,097	698,379	-2.6%
Miscellaneous	(37,025)	5,274	-	-	-	100.0%
Capital Outlay	38,675	49,485	659,750	771,412	208,350	-73.0%
Total Department	\$ 1,556,046	\$ 1,550,935	\$ 2,485,692	\$ 2,478,228	\$ 1,942,735	-21.6%

Personnel Summary

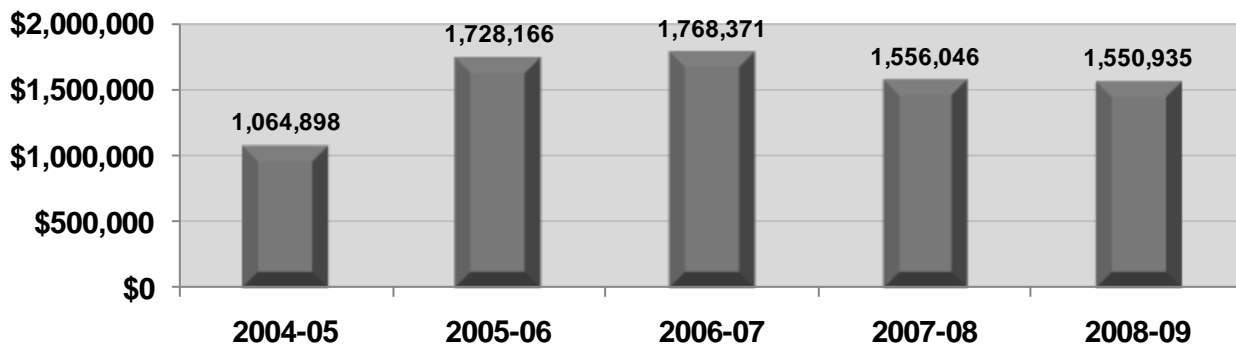
Full-Time	8	8	8	8	7
Regular Part-Time	-	-	-	-	-
Total Department	8	8	8	8	7

Summary of Budget Changes

Significant Notes – 2010-11 Budget Compared to 2009-10 Budget

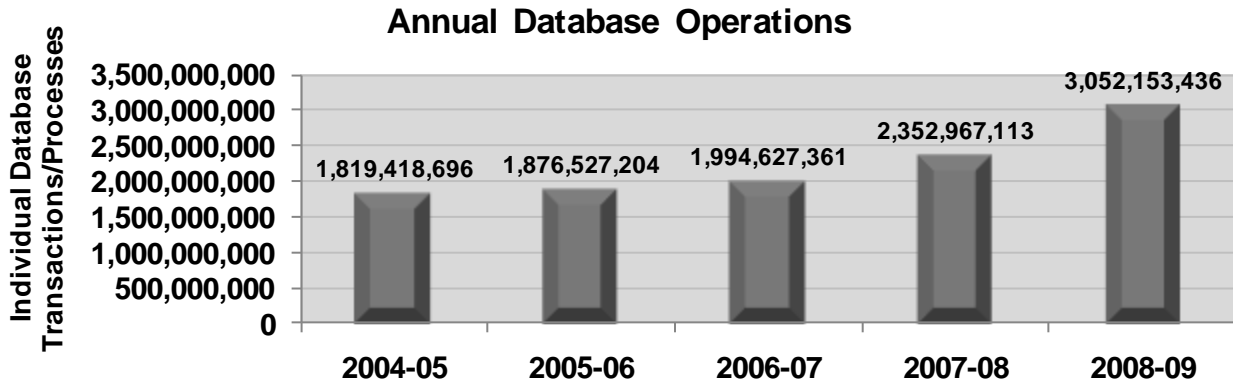
Capital purchase requests have been reduced from \$125,000 to \$95,000 in the Operations Fund, and computer replacements will now occur every five years instead of four for the Rental Fund.

5-Year Operating Budget History



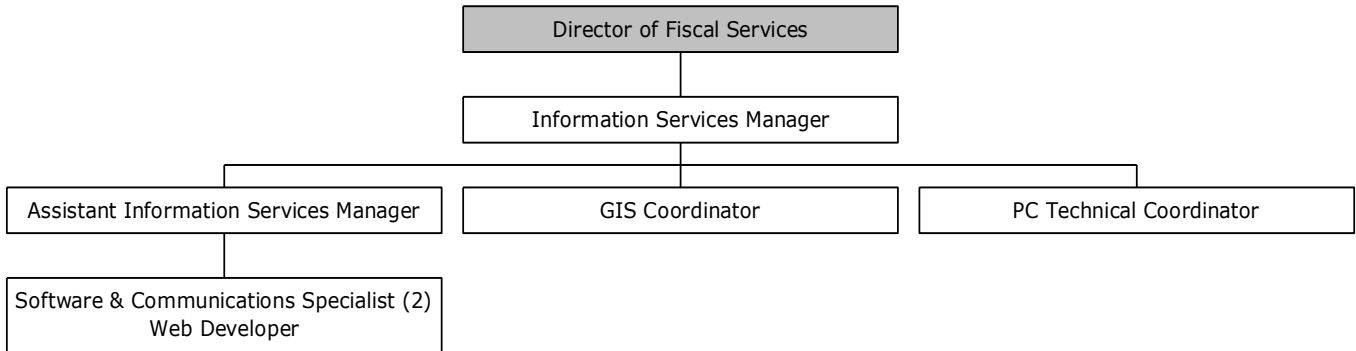
The implementation of the Geographic Information System began during the 2005-2006 budget year and accounts for the increase from 2005 through 2007.

Key Departmental Trends



This chart represents the utilization of the following enterprise software modules: Application Tracking, Accounts Receivable, Business Licenses, Building Permits, Code Enforcement, Crimes Management System, Fires Management System, Fixed Assets, Fleet Management, General Ledger, Human Resources, Land/Parcel Management, Loans/Special Assessments, Parking Tickets, Payroll/Personnel/Pension Payroll, Planning and Zoning, Purchasing/Inventory, Tax Billing, Utility Billing/Customer Information and Word Orders/Facilities Management.

Organizational Chart



Shaded boxes indicate a reporting structure to a department head that is funded outside of this budget.

Staff Summary	Approved 2008-09	Approved 2009-10	Adopted 2010-11
<u>Full-Time</u>			
Information Services Manager	1	1	1
Assistant Information Services Manager	1	1	1
Geographical Information Services Manager	1	1	0
Software & Communications Specialist	2	2	2
Web Developer	1	1	1
Geographical Information Services Technician	1	1	0
Geographical Information Services Coord	0	0	1
PC Technical Coordinator	1	1	1
Total Full-Time	8	8	7
<u>Regular Part-Time</u>			
None	0	0	0
Total Regular Part-Time	0	0	0
Department Total	8	8	7

FUND 636 - INFORMATION SERVICES - OPERATIONS FUND
DETAIL OF BUDGET APPROPRIATIONS AND REVENUES
 Fiscal Year Ending June 30, 2011

	2008-09	2009-10		2010-11
	Actual	Budget	Estimate	Adopted
Operating Revenues				
EDP charges - internal	\$ 969,000	\$ 902,800	\$ 894,963	\$ 883,000
PC service rental charges	135,041	108,750	108,750	130,524
Total operating revenues	1,104,041	1,011,550	1,003,713	1,013,524
Operating Expenses				
Personal services	692,748	733,537	716,407	770,758
Supplies	12,829	8,000	8,000	38,000
Other charges	295,902	338,337	338,286	363,390
Reserve for contingencies	-	50,000	-	50,000
Total operating expenses	1,001,479	1,129,874	1,062,693	1,222,148
Net Operating Income (Loss)	102,562	(118,324)	(58,980)	(208,624)
Non-operating Revenues (Expenses)				
Investment earnings	27,104	15,500	5,508	5,510
Miscellaneous expenses	(2,881)	-	-	-
Total non-operating revenues (expenses)	24,223	15,500	5,508	5,510
Other Financing Uses				
Operating transfers out	(2,000)	-	-	-
Investment in assets	(44,486)	(622,750)	(734,412)	(183,350)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	80,299	(725,574)	(787,884)	(386,464)
Working Capital - beginning of year	1,364,330	1,444,629	1,444,629	656,745
Working Capital - end of year	\$ 1,444,629	\$ 719,055	\$ 656,745	\$ 270,281
Working Capital				
Reserved for equipment replacement	\$ 50,000	\$ 50,000	\$ 50,000	\$ 25,000
Unreserved	1,394,629	669,055	606,745	245,281
	\$ 1,444,629	\$ 719,055	\$ 656,745	\$ 270,281

INFORMATION SERVICES - OPERATIONS FUND FIVE-YEAR FINANCIAL PLAN

	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Operating Revenues						
EDP charges - internal	\$ 894,963	\$ 883,000	\$ 913,905	\$ 945,892	\$ 978,998	\$ 1,013,263
PC rental service charges	108,750	130,524	136,398	142,536	148,950	155,653
Total operating revenues	<u>1,003,713</u>	<u>1,013,524</u>	<u>1,050,303</u>	<u>1,088,428</u>	<u>1,127,948</u>	<u>1,168,916</u>
Operating Expenses						
Personal services	716,407	770,758	764,687	699,098	730,557	763,432
Supplies	8,000	38,000	23,160	28,323	28,489	48,659
Other charges	338,286	363,390	324,336	330,823	337,439	344,188
Reserve for contingencies	-	50,000	-	-	-	-
Total operating expenses	<u>1,062,693</u>	<u>1,222,148</u>	<u>1,112,183</u>	<u>1,058,244</u>	<u>1,096,485</u>	<u>1,156,279</u>
Net Operating Income (Loss)	<u>(58,980)</u>	<u>(208,624)</u>	<u>(61,880)</u>	<u>30,184</u>	<u>31,463</u>	<u>12,637</u>
Non-operating Revenues						
Investment earnings	<u>5,508</u>	<u>5,510</u>	<u>1,351</u>	<u>774</u>	<u>679</u>	<u>589</u>
Other Financing Uses						
Investment in assets	<u>(734,412)</u>	<u>(183,350)</u>	<u>(55,000)</u>	<u>(50,000)</u>	<u>(50,000)</u>	<u>(30,000)</u>
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	(787,884)	(386,464)	(115,529)	(19,042)	(17,858)	(16,774)
Working Capital - beginning of year	<u>1,444,629</u>	<u>656,745</u>	<u>270,281</u>	<u>154,752</u>	<u>135,710</u>	<u>117,852</u>
Working Capital - end of year	<u>\$ 656,745</u>	<u>\$ 270,281</u>	<u>\$ 154,752</u>	<u>\$ 135,710</u>	<u>\$ 117,852</u>	<u>\$ 101,078</u>
Working capital - equipment replacement	\$ 50,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000
Working capital - operations	606,745	245,281	129,752	110,710	92,852	76,078
	<u>\$ 656,745</u>	<u>\$ 270,281</u>	<u>\$ 154,752</u>	<u>\$ 135,710</u>	<u>\$ 117,852</u>	<u>\$ 101,078</u>
ASSUMPTIONS:						
Working capital goal	\$ 100,000					
EDP Charges-Internal revenues projections:						
2010-11	-1.30%					
2011-12 thereafter	3.50%					
PC Service Rental revenue projections	4.50%					
Personal services annual increase	4.50%					
Other charges increase per year	2.00%					
Investment earnings on working capital	0.50%					
Investment in assets: five-year capital plan						

FUND 637 - INFORMATION SERVICES - COMPUTER RENTAL FUND
DETAIL OF BUDGET APPROPRIATIONS AND REVENUES
 Fiscal Year Ending June 30, 2011

	2008-09	2009-10		2010-11
	Actual	Budget	Estimate	Adopted
Operating Revenues				
Computer rentals	\$ 194,095	\$ 173,842	\$ 173,842	\$ 172,397
Total operating revenues	194,095	173,842	173,842	172,397
Operating Expenses				
Supplies	9,229	52,000	51,999	66,000
Other charges	146,942	114,650	114,650	116,260
Total operating expenses	156,171	166,650	166,649	182,260
Net Operating Income (Loss)	37,924	7,192	7,193	(9,863)
Non-operating Revenues				
Investment earnings	5,498	3,000	1,332	1,332
Miscellaneous revenues	-	1,750	1,749	1,750
Total non-operating revenues	5,498	4,750	3,081	3,082
Other Financing Uses				
Investment in assets	-	(5,000)	(5,000)	-
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	43,422	6,942	5,274	(6,781)
Working Capital - beginning of year	268,332	311,754	311,754	317,028
Working Capital - end of year	\$ 311,754	\$ 318,696	\$ 317,028	\$ 310,247

INFORMATION SERVICES - COMPUTER RENTAL FUND FIVE-YEAR FINANCIAL PLAN

	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Operating Revenues						
Computer rentals	\$ 173,842	\$ 172,397	\$ 175,845	\$ 179,362	\$ 182,949	\$ 186,608
Operating Expenses						
Supplies	51,999	66,000	92,120	196,242	44,367	72,494
Other charges	114,650	116,260	121,492	126,959	132,672	138,642
Total operating expenses	166,649	182,260	213,612	323,201	177,039	211,136
Net Operating Income	7,193	(9,863)	(37,767)	(143,839)	5,910	(24,528)
Non-operating Revenues						
Investment earnings	1,332	1,332	1,551	1,379	675	717
Miscellaneous revenues	1,749	1,750	1,750	1,750	1,750	1,750
Total non-operating revenues	3,081	3,082	3,301	3,129	2,425	2,467
Other Financing Uses						
Investment in assets	(5,000)	-	-	-	-	-
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	5,274	(6,781)	(34,466)	(140,710)	8,335	(22,061)
Working Capital - beginning of year	311,754	317,028	310,247	275,781	135,071	143,406
Working Capital - end of year	\$ 317,028	\$ 310,247	\$ 275,781	\$ 135,071	\$ 143,406	\$ 121,345
ASSUMPTIONS:						
Working capital goal	\$ 50,000					
Computer rental rate increase						
2010/11		0%				
2011/12 thereafter		2.00%				
Supplies annual increase		2.00%				
Other charges increase per year		4.50%				
Investment earnings on working capital		0.50%				
Computers/printers budgeted in Supplies per five-year replacement schedule						
Investment in assets: five-year capital plan						

FUND 638 - GEOGRAPHIC INFORMATION SYSTEMS FUND
DETAIL OF BUDGET APPROPRIATIONS AND REVENUES
 Fiscal Year Ending June 30, 2011

	2008-09	2009-10		2010-11
	Actual	Budget	Estimate	Adopted
Operating Revenues				
GIS charges	\$ 431,767	\$ 399,900	\$ 395,236	\$ 311,800
Total operating revenues	431,767	399,900	395,236	311,800
Operating Expenses				
Personal services	245,691	256,574	205,477	150,248
Supplies	2,384	9,000	7,836	11,000
Other charges	90,451	233,844	234,161	138,729
Reserve for contingencies	-	30,000	30,000	30,000
Total operating expenses	338,526	529,418	477,474	329,977
Net Operating Income (Loss)	93,241	(129,518)	(82,238)	(18,177)
Non-operating Revenues (Expenses)				
Investment earnings	11,233	11,000	2,750	2,750
Miscellaneous revenues	1,342	-	-	-
Miscellaneous expenses	(393)	-	-	-
Total non-operating revenues (expenses)	12,182	11,000	2,750	2,750
Other Financing Sources (Uses)				
Investment in assets	(4,999)	(32,000)	(32,000)	(25,000)
Total other financing sources (uses)	(4,999)	(32,000)	(32,000)	(25,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	100,424	(150,518)	(111,488)	(40,427)
Working Capital - beginning of year	530,077	630,501	630,501	519,013
Working Capital - end of year	\$ 630,501	\$ 479,983	\$ 519,013	\$ 478,586

GEOGRAPHIC INFORMATION SYSTEMS FUND FIVE-YEAR FINANCIAL PLAN

	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Operating Revenues						
GIS charges	\$ 395,236	\$ 311,800	\$ 311,800	\$ 311,800	\$ 311,800	\$ 311,800
Total operating revenues	395,236	311,800	311,800	311,800	311,800	311,800
Operating Expenses						
Personal services	205,477	150,248	157,009	164,074	171,457	179,173
Supplies	7,836	11,000	11,220	11,444	11,673	11,906
Other charges	234,161	138,729	141,504	144,334	147,221	150,165
Reserve for contingencies	30,000	30,000	-	-	-	-
Total operating expenses	477,474	329,977	309,733	319,852	330,351	341,244
Net Operating Income (Loss)	(82,238)	(18,177)	2,067	(8,052)	(18,551)	(29,444)
Non-operating Revenues						
Investment earnings	2,750	2,750	2,393	2,265	2,061	1,854
Other Financing Uses						
Investment in assets	(32,000)	(25,000)	(30,000)	(35,000)	(25,000)	(30,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	(111,488)	(40,427)	(25,540)	(40,787)	(41,490)	(57,590)
Working Capital - beginning of year	630,501	519,013	478,586	453,046	412,260	370,770
Working Capital - end of year	\$ 519,013	\$ 478,586	\$ 453,046	\$ 412,260	\$ 370,770	\$ 313,180
ASSUMPTIONS:						
Working capital goal	\$ 50,000					
GIS Charges revenues projections:						
2010-11		-21.00%				
2011-12 thereafter		0%				
Personal services annual increase		4.50%				
Supplies and Other charges annual increase		2.00%				
Investment earnings on working capital		0.50%				
Investment in assets: five-year capital plan						