



**Fiscal Services Director ..... David A. Keenan**  
**Information Services Manager ..... Tadd Underhill**  
**Assistant Information Services Manager ..... Chris Miller**  
**GIS Manager ..... Tony Foisy**

## 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	2006-07 Actual	2007-08 Actual	Adjusted 2008-09 Budget	Estimated 2008-09 Budget	Adopted 2009-10 Budget	% of Change
Operations	1,117,980	943,328	1,194,647	1,147,193	1,712,824	49.3%
Computer Rental	190,496	290,225	161,941	161,366	171,650	6.4%
GIS	459,895	322,493	550,034	397,214	546,238	37.5%
<b>Total Department</b>	<b>\$ 1,768,371</b>	<b>\$ 1,556,046</b>	<b>\$ 1,906,622</b>	<b>\$ 1,705,773</b>	<b>\$ 2,430,712</b>	<b>42.5%</b>
Personal Services	\$ 740,509	\$ 863,446	\$ 948,496	\$ 949,224	\$ 990,111	4.3%
Supplies	97,314	195,655	38,175	33,842	69,000	103.9%
Other Services/Charges	746,504	495,295	728,526	587,283	671,651	14.4%
Miscellaneous	(11,979)	(37,025)	30,000	-	80,000	100.0%
Capital Outlay	196,023	38,675	161,425	135,424	619,950	357.8%
<b>Total Department</b>	<b>\$ 1,768,371</b>	<b>\$ 1,556,046</b>	<b>\$ 1,906,622</b>	<b>\$ 1,705,773</b>	<b>\$ 2,430,712</b>	<b>42.5%</b>

### Personnel Summary

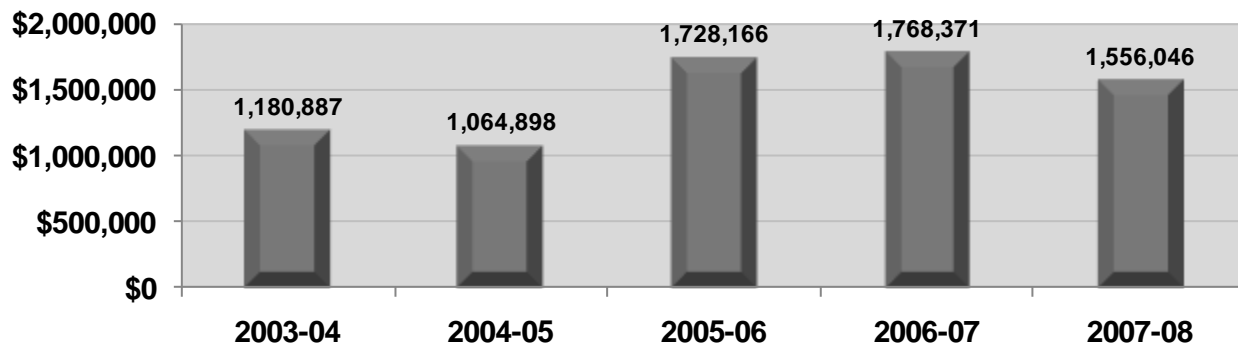
Full-Time	8	8	8	8	8
Regular Part-Time	-	-	-	-	-
<b>Total Department</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

## Summary of Budget Changes

### Significant Notes – 2009-10 Budget Compared to 2008-09 Budget

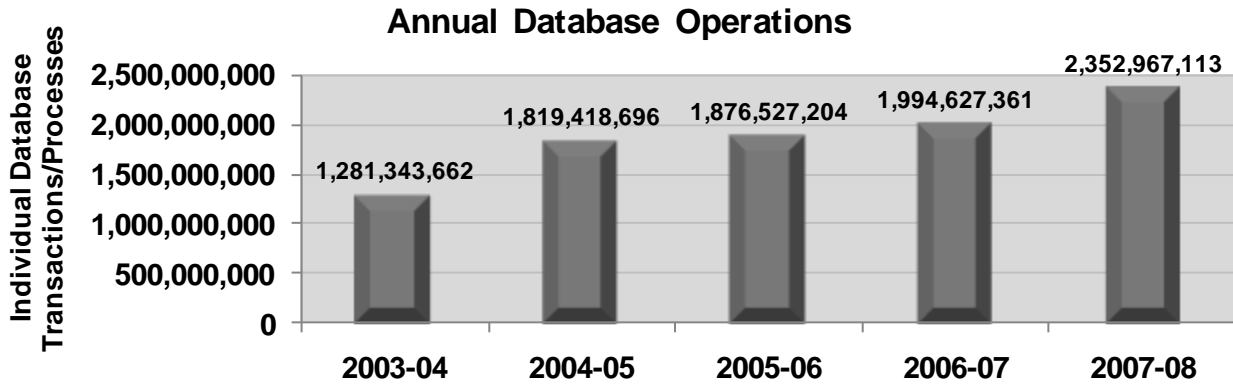
Capital purchase requests have been reduced from \$125,000 to \$95,000 in the Operations Fund, and computer replacements will now occur every five years instead of four for the Rental Fund.

### 5-Year Operating Budget History



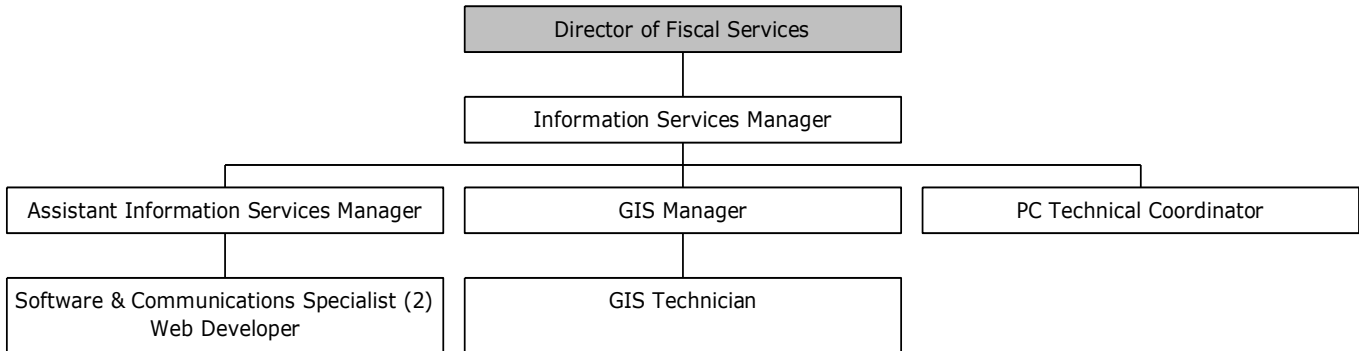
The implementation of the Geographic Information System began during the 2005-2006 budget year and accounts for the increase from 2005 through 2007.

## 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.

<b>Staff Summary</b>	<b>Approved 2007-08</b>	<b>Approved 2008-09</b>	<b>Adopted 2009-10</b>
<u>Full-Time</u>			
Information Services Manager	1	1	1
Assistant Information Services Manager	1	1	1
Geographical Information Services Manager	1	1	1
Software & Communications Specialist	2	2	2
Web Developer	1	1	1
Geographical Information Services Technician	1	1	1
PC Technical Coordinator	1	1	1
<b>Total Full-Time</b>	<b>8</b>	<b>8</b>	<b>8</b>
<u>Regular Part-Time</u>			
None	0	0	0
<b>Total Regular Part-Time</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Department Total</b>	<b>8</b>	<b>8</b>	<b>8</b>

**FUND 636 - INFORMATION SERVICES - OPERATIONS FUND**  
**DETAIL OF BUDGET APPROPRIATIONS AND REVENUES**  
 Fiscal Year Ending June 30, 2010

	2007-08	2008-09		2009-10
	Actual	Budget	Estimate	Adopted
<b>Operating Revenues</b>				
EDP charges - internal	\$ 969,001	\$ 969,000	\$ 969,000	\$ 902,800
PC service rental charges	104,116	135,041	135,041	108,750
<b>Total operating revenues</b>	<u>1,073,117</u>	<u>1,104,041</u>	<u>1,104,041</u>	<u>1,011,550</u>
<b>Operating Expenses</b>				
Personal services	541,293	700,561	703,436	733,537
Supplies	14,676	18,600	18,273	8,000
Other charges	294,548	360,486	335,484	338,337
Reserve for contingencies	-	-	-	50,000
<b>Total operating expenses</b>	<u>850,517</u>	<u>1,079,647</u>	<u>1,057,193</u>	<u>1,129,874</u>
<b>Net Operating Income (Loss)</b>	<u>222,600</u>	<u>24,394</u>	<u>46,848</u>	<u>(118,324)</u>
<b>Non-operating Revenues (Expenses)</b>				
Investment earnings	56,116	33,600	26,069	15,500
Miscellaneous revenues	93	-	-	-
Miscellaneous expenses	(74,190)	-	-	-
<b>Total non-operating revenues (expenses)</b>	<u>(17,981)</u>	<u>33,600</u>	<u>26,069</u>	<u>15,500</u>
<b>Other Financing Uses</b>				
Investment in assets	(18,621)	(115,000)	(90,000)	(582,950)
<b>Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses</b>	<u>185,998</u>	<u>(57,006)</u>	<u>(17,083)</u>	<u>(685,774)</u>
<b>Working Capital - beginning of year</b>	<u>1,178,333</u>	<u>1,364,331</u>	<u>1,364,331</u>	<u>1,347,248</u>
<b>Working Capital - end of year</b>	<u>\$ 1,364,331</u>	<u>\$ 1,307,325</u>	<u>\$ 1,347,248</u>	<u>\$ 661,474</u>
<b>Working Capital</b>				
Reserved for equipment replacement	\$ 100,000	\$ 200,000	\$ 50,000	\$ 50,000
Unreserved	1,264,331	1,107,325	1,297,248	611,474
	<u>\$ 1,364,331</u>	<u>\$ 1,307,325</u>	<u>\$ 1,347,248</u>	<u>\$ 661,474</u>

## INFORMATION SERVICES - OPERATIONS FUND FIVE-YEAR FINANCIAL PLAN

	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
<b>Operating Revenues</b>						
EDP charges - internal	\$ 969,000	\$ 902,800	\$ 925,370	\$ 948,504	\$ 972,217	\$ 996,522
PC rental service charges	135,041	108,750	113,644	118,758	124,102	129,687
Total operating revenues	<u>1,104,041</u>	<u>1,011,550</u>	<u>1,039,014</u>	<u>1,067,262</u>	<u>1,096,319</u>	<u>1,126,209</u>
<b>Operating Expenses</b>						
Personal services	703,436	733,537	765,669	779,747	714,836	747,004
Supplies	18,273	8,000	8,200	8,405	8,615	8,830
Other charges	335,484	338,337	338,323	291,622	298,912	306,385
Reserve for contingencies	-	50,000	50,000	50,000	-	-
Total operating expenses	<u>1,057,193</u>	<u>1,129,874</u>	<u>1,162,192</u>	<u>1,129,774</u>	<u>1,022,363</u>	<u>1,062,219</u>
Net Operating Income (Loss)	<u>46,848</u>	<u>(118,324)</u>	<u>(123,178)</u>	<u>(62,512)</u>	<u>73,956</u>	<u>63,990</u>
<b>Non-operating Revenues</b>						
Investment earnings	<u>26,069</u>	<u>15,500</u>	<u>9,922</u>	<u>4,484</u>	<u>2,563</u>	<u>2,661</u>
<b>Other Financing Uses</b>						
Investment in assets	<u>(90,000)</u>	<u>(582,950)</u>	<u>(249,316)</u>	<u>(70,000)</u>	<u>(70,000)</u>	<u>(70,000)</u>
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	(17,083)	(685,774)	(362,572)	(128,028)	6,519	(3,349)
<b>Working Capital - beginning of year</b>	<u>1,364,331</u>	<u>1,347,248</u>	<u>661,474</u>	<u>298,903</u>	<u>170,874</u>	<u>177,393</u>
<b>Working Capital - end of year</b>	<u>\$ 1,347,248</u>	<u>\$ 661,474</u>	<u>\$ 298,903</u>	<u>\$ 170,874</u>	<u>\$ 177,393</u>	<u>\$ 174,044</u>
Working capital - equipment replacement	\$ -	\$ -	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000
Working capital - operations	<u>1,347,248</u>	<u>661,474</u>	<u>273,903</u>	<u>145,874</u>	<u>152,393</u>	<u>149,044</u>
	<u>\$ 1,347,248</u>	<u>\$ 661,474</u>	<u>\$ 298,903</u>	<u>\$ 170,874</u>	<u>\$ 177,393</u>	<u>\$ 174,044</u>
<b>ASSUMPTIONS:</b>						
Working capital goal	\$ 100,000					
EDP Charges-Internal revenues projections:						
2009-10		-7%				
2010-11 thereafter		3%				
PC Service Rental revenue projections		4.5%				
Personal services annual increase		4.5%				
Other charges increase per year		2.5%				
Investment earnings on working capital		1.50%				
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, 2010

	2007-08	2008-09		2009-10
	Actual	Budget	Estimate	Adopted
<b>Operating Revenues</b>				
Computer rentals	\$ 193,975	\$ 194,095	\$ 194,095	\$ 173,842
Total operating revenues	193,975	194,095	194,095	173,842
<b>Operating Expenses</b>				
Supplies	178,223	10,575	10,000	52,000
Other charges	109,716	146,941	146,941	114,650
Total operating expenses	287,939	157,516	156,941	166,650
Net Operating Income (Loss)	(93,964)	36,579	37,154	7,192
<b>Non-operating Revenues</b>				
Investment earnings	10,286	7,900	5,177	3,000
Miscellaneous revenues	4,868	2,500	-	1,750
Total non-operating revenues	15,154	10,400	5,177	4,750
<b>Other Financing Uses</b>				
Investment in assets	(2,286)	(4,425)	(4,425)	(5,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	(81,096)	42,554	37,906	6,942
<b>Working Capital - beginning of year</b>	349,428	268,332	268,332	306,238
<b>Working Capital - end of year</b>	\$ 268,332	\$ 310,886	\$ 306,238	\$ 313,180

## INFORMATION SERVICES - COMPUTER RENTAL FUND FIVE-YEAR FINANCIAL PLAN

	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
<b>Operating Revenues</b>						
Computer rentals	\$ 194,095	\$ 173,842	\$ 179,057	\$ 184,429	\$ 189,962	\$ 195,661
<b>Operating Expenses</b>						
Supplies	10,000	52,000	92,180	78,365	178,556	95,753
Other charges	146,941	114,650	119,809	125,200	130,834	136,722
Total operating expenses	156,941	166,650	211,989	203,565	309,390	232,475
Net Operating Income	37,154	7,192	(32,932)	(19,136)	(119,428)	(36,814)
<b>Non-operating Revenues</b>						
Investment earnings	5,177	3,000	4,698	4,225	3,953	2,172
Miscellaneous revenues	-	1,750	1,750	1,750	1,750	1,750
Total non-operating revenues	5,177	4,750	6,448	5,975	5,703	3,922
<b>Other Financing Uses</b>						
Investment in assets	(4,425)	(5,000)	(5,000)	(5,000)	(5,000)	(5,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	37,906	6,942	(31,484)	(18,161)	(118,725)	(37,892)
<b>Working Capital - beginning of year</b>	268,332	306,238	313,180	281,696	263,535	144,810
<b>Working Capital - end of year</b>	\$ 306,238	\$ 313,180	\$ 281,696	\$ 263,535	\$ 144,810	\$ 106,918
<b>ASSUMPTIONS:</b>						
Working capital goal	\$ 50,000					
Computer rental rate increase						
2009/10		-7.50%				
2010/11 thereafter		3.00%				
Supplies annual increase		3.00%				
Other charges increase per year		4.50%				
Investment earnings on working capital		1.50%				
Investment in assets: five-year capital plan						
Computers are on a five-year replacement schedule						

**FUND 638 - GEOGRAPHIC INFORMATION SYSTEMS FUND**  
**DETAIL OF BUDGET APPROPRIATIONS AND REVENUES**  
 Fiscal Year Ending June 30, 2010

	2007-08	2008-09		2009-10
	Actual	Budget	Estimate	Adopted
<b>Operating Revenues</b>				
GIS charges	\$ -	\$ 430,000	\$ 430,178	\$ 399,900
Total operating revenues	-	430,000	430,178	399,900
<b>Operating Expenses</b>				
Personal services	192,292	247,935	245,788	256,574
Supplies	2,756	9,000	5,569	9,000
Other charges	91,031	221,099	104,858	218,664
Reserve for contingencies	-	30,000	-	30,000
Total operating expenses	286,079	508,034	356,215	514,238
Net Operating Income (Loss)	(286,079)	(78,034)	73,963	(114,338)
<b>Non-operating Revenues (Expenses)</b>				
Investment earnings	20,505	9,500	11,269	11,000
Miscellaneous expenses	(18,646)	-	-	-
Total non-operating revenues (expenses)	1,859	9,500	11,269	11,000
<b>Other Financing Sources (Uses)</b>				
Investment in assets	(17,768)	(42,000)	(40,999)	(32,000)
Operating transfers in	430,000	-	-	-
Total other financing sources (uses)	412,232	(42,000)	(40,999)	(32,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	128,012	(110,534)	44,233	(135,338)
<b>Working Capital - beginning of year</b>	402,065	530,077	530,077	574,310
<b>Working Capital - end of year</b>	\$ 530,077	\$ 419,543	\$ 574,310	\$ 438,972

## GEOGRAPHIC INFORMATION SYSTEMS FUND FIVE-YEAR FINANCIAL PLAN

	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
<b>Operating Revenues</b>						
GIS charges	\$ 430,178	\$ 399,900	\$ 403,899	\$ 407,938	\$ 412,017	\$ 416,137
Total operating revenues	430,178	399,900	403,899	407,938	412,017	416,137
<b>Operating Expenses</b>						
Personal services	245,788	256,574	268,120	280,185	292,793	305,969
Supplies	5,569	9,000	9,270	9,548	9,834	10,129
Other charges	104,858	218,664	122,224	125,891	129,668	133,558
Reserve for contingencies	-	30,000	-	-	-	-
Total operating expenses	356,215	514,238	399,614	415,624	432,295	449,656
Net Operating Income (Loss)	73,963	(114,338)	4,285	(7,686)	(20,278)	(33,519)
<b>Non-operating Revenues</b>						
Investment earnings	11,269	11,000	6,585	6,223	5,676	4,932
<b>Other Financing Uses</b>						
Investment in assets	(40,999)	(32,000)	(35,000)	(35,000)	(35,000)	(35,000)
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	44,233	(135,338)	(24,130)	(36,463)	(49,602)	(63,587)
<b>Working Capital - beginning of year</b>	530,077	574,310	438,972	414,842	378,379	328,776
<b>Working Capital - end of year</b>	\$ 574,310	\$ 438,972	\$ 414,842	\$ 378,379	\$ 328,776	\$ 265,189
<b>ASSUMPTIONS:</b>						
Working capital goal	\$ 50,000					
GIS Charges revenues projections:						
2009-10		-7.0%				
2009-10 thereafter		1.0%				
Personal services annual increase		4.5%				
Other charges increase per year		3%				
Supplies and Other charges annual increase		3%				
Investment earnings on working capital		1.50%				
Investment in assets: five-year capital plan						