



2018 Departmental Budget Presentation

(Version 2)

Information Technology

July 31, 2017

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Opening Remarks

- ▶ Based on feedback received in previous years, staff felt it was the desire of Council to be involved in the budget process earlier. By presenting the budget today and in greater detail, it is our hope that the direction staff receives from Council will help meet expectations when the entire budget is presented during the Fall.
- ▶ Departments met internally to review the 2018 OpEx and CIP budget requests from July 10th through July 12th with the City Manager's Office, the Finance Director and Finance staff.
- ▶ The departmental budgets Council will see over the next few weeks represent the requests of all departments derived from our Budget Workshop.
- ▶ It is important to stress that these presentations are starting very early in the process and are subject to change as we roll up the total requests across departments and make cuts as necessary to trim the budget to meet our revenue projections.
- ▶ The 2018 budget will represent the first operating budget where the Munis system was used by departments to submit their budget requests.
 - ▶ Information Technology and Finance Staff successfully installed, tested and trained City staff to use the Budget module of Munis this past Spring.
 - ▶ Presentations you will see over the next few weeks were created specifically for these departmental budget hearings and will all be presented in the same, uniform format to help simplify the amount of information that is to be presented.

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Overview of Budget Process

TITLE	DATE	COMMENTS	NOTE
Department Budget Hearing	Monday, July 31, 2017	Council Direction to be given for Information Technology & Legislation	7/13/2017 - Swap Electric and Alderman's Court with Information Technology
Department Budget Hearing	Wednesday, August 16, 2017	Council Direction to be given for Parks, Planning & Development	Move to 8/14 if agenda permits
Department Budget Hearing	Monday, August 21, 2017	Council Direction to be given for PWWR	
Department Budget Hearing	Wednesday, September 6, 2017	Council Direction to be given for Alderman's Court, Electric and Finance	Move to 9/11 if agenda permits. 7/13/2017 - Move to July 31 and swap with Electric, Alderman's Court
Department Budget Hearing	Wednesday, September 13, 2017	Council Direction to be given for Police & Administration	
Financial Workshop #1	Monday, September 18, 2017	Budget Overview - 3rd Monday	
Planning Commission Approval of CIP	Tuesday, October 3, 2017	1st Tuesday	
Budget Hearing #1	Monday, November 6, 2017	1st Monday	
Budget Hearing #2	Monday, November 20, 2017	3rd Monday (if needed)	
Adoption of Budget	Monday, December 4, 2017	1st Monday (if needed)	

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Information Technology

The City of Newark Information Technology (IT) Division is a Division of the Administration Department and is lead by the IT Manager, who reports directly to the Deputy City Manager.

The IT Division is made up of four Teams; Infrastructure, Applications, GIS and Records Management.

These four Teams are tasked with providing the City of Newark Staff with IT services ranging from Desktop Support to Utility Billing Payment Services. Along with serving the Newark Police Department, this Division is responsible for technology throughout the organization.

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Who We Support

Municipal

- ▶ Administration
- ▶ Communications
- ▶ Alderman's Court
- ▶ City Council and Secretary
- ▶ Planning and Development
- ▶ Codes Enforcement
- ▶ Finance and Accounting
- ▶ Parks and Recreation
- ▶ Facilities

Police

- ▶ 911 Dispatch Services
- ▶ Criminal Investigations Unit
- ▶ City-Wide Surveillance System
- ▶ Police Vehicles
- ▶ Mobile Command Unit
- ▶ Emergency Operations Center
- ▶ Street Crimes and DEA
- ▶ Records and Evidence
- ▶ Special Operations Unit

Utilities

- ▶ Electric
 - ▶ Analogous to Delmarva
- ▶ Water
 - ▶ Analogous to Artesian Water Resources
- ▶ Sewer
- ▶ Storm Water
- ▶ Refuse
- ▶ Parking
- ▶ Utility Billing

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Information Technology Accomplishments for 2017

- ▶ Munis Work Order Management
- ▶ Munis Permitting and Taxes
- ▶ Records Management
- ▶ Police Department Domain, User and Cloud Migration
- ▶ Server and Data Migration to the Cloud
- ▶ Wide Area Fiber Network
- ▶ Surveillance Cameras
- ▶ Network Security Improvements

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Information Technology Top 5 Goals for 2018

1. Upgrade server infrastructure to Windows Server 2016
2. Complete IT Infrastructure for SCADA projects for Water (CIP W9302), Sewer (CIP S1602) and Electric (CIP E0503)
3. Complete Camera Projects (CIP V1601 Parking Lots) and (CIP I1603 Main Street)
4. Deploy 120+ computers, upgrade NPD vehicles (CIP I1806)
5. Implement Recreation Software solution (I1703)

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IT Evolution in the City of Newark

2013 (@ IT Division Formation)

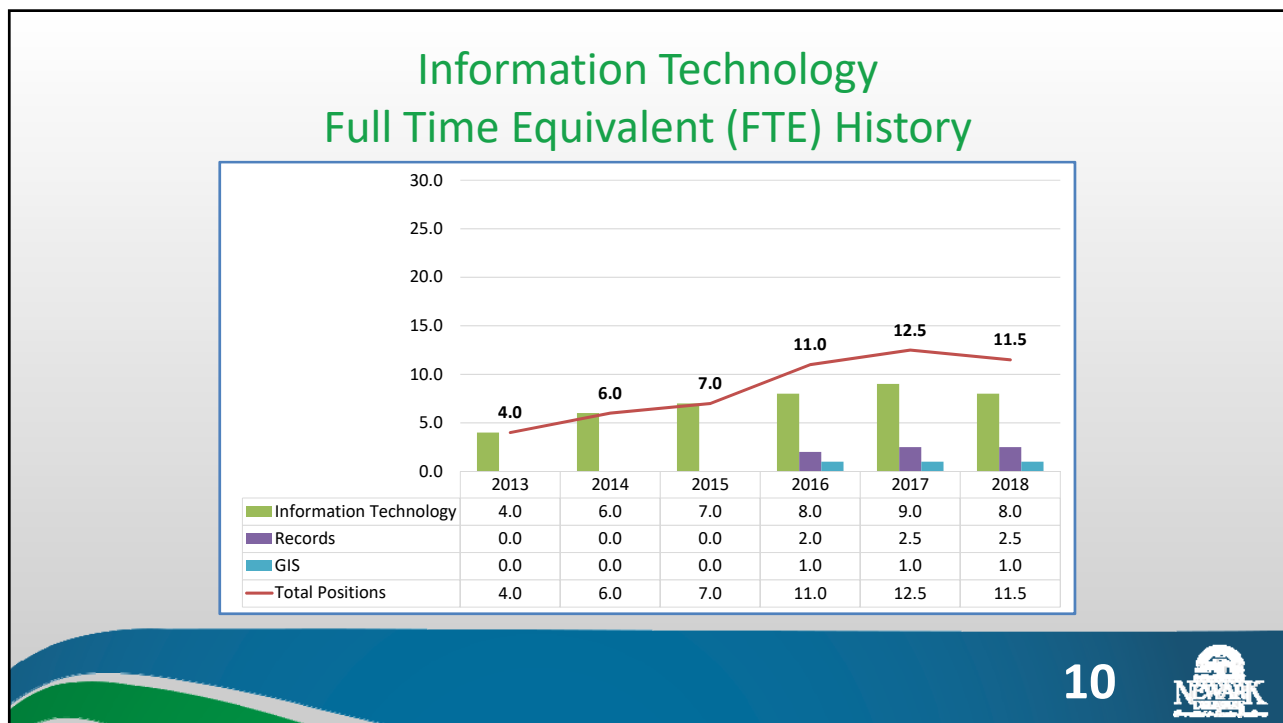
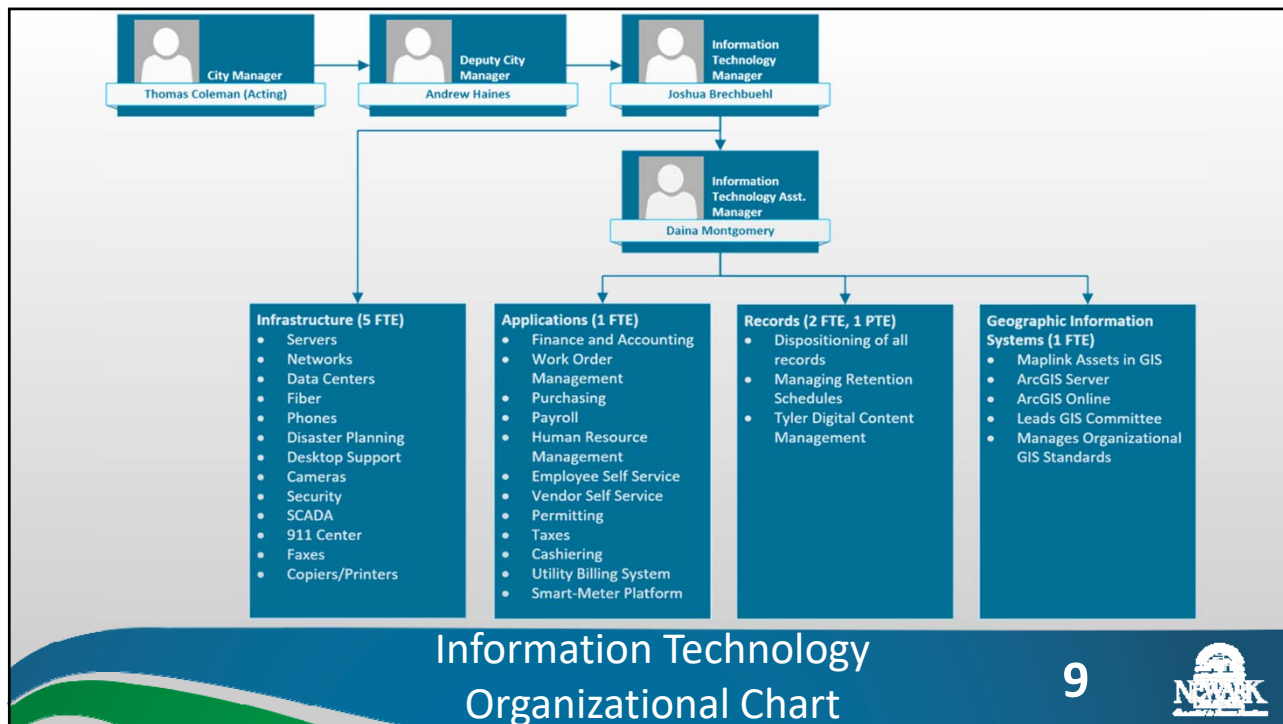
- ▶ 2 FTE / 2 PTE Staff
- ▶ 190 End User Devices
- ▶ 187 Managed User Accounts
- ▶ 2 Networks
- ▶ 2 Locations
- ▶ 1 Data Center
- ▶ 0 IT Certifications
- ▶ Under 1000 Helpdesk Tickets Annually
- ▶ Recovering from failed security audit prompting significant IT spending and change

Current

- ▶ 11.5 FTE/PTE Staff
- ▶ 879+ End User Devices
- ▶ 539 Managed User Accounts
- ▶ 29 Networks
- ▶ 14 Locations
- ▶ 2 Data Centers + Cloud Data Center
- ▶ 17 IT Certifications
- ▶ 4789+ Helpdesk Tickets Annually
- ▶ Building Security
- ▶ 154 Surveillance Cameras (end of 2017)
- ▶ Smart Meter Platform
- ▶ GIS Team
- ▶ Records Team
- ▶ Water and Electric SCADA
- ▶ City-Wide Fiber
- ▶ VOIP Phone System
- ▶ Work Order Management System
- ▶ Multi-Site Disaster Recovery

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Information Technology Operating Expenses

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Information Technology Budget Details

Object Level	FY2018 Recommended	\$ Change over FY2017	% Change
Personnel Services:	\$1,280,539	-\$28,941	-2.21%
<p>Health insurance assumes an increase of 8% for 2018, which is equal to the increase experienced by the City in 2017. Salary assumptions include anticipated step increases when due per contract, and cost of living adjustments of 1.5% for Management, CWA and FOP employees.</p>			

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Information Technology Budget Details

Object Level	FY2018 Recommended	\$ Change over FY2017	% Change
Materials and Supplies:	\$87,500	\$14,000	19.05%
Purchase of additional physical server for Data Center and additional costs for storage boxes for Records Retention.			

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Information Technology Budget Details

Object Level	FY2018 Recommended	\$ Change over FY2017	% Change
Contractual Services:	\$626,505	\$235,112	60.07%
<ul style="list-style-type: none"> - Municipal and Police Department Computer Lease Refresh (\$71,000) - Storage Solution for increased storage needs (\$30,000) - Full-Time Desktop Support Technician Augmentation Services as previously approved - Computer Lease Replacement and Deployment Project Staffing Augmentation - Munis Permitting and Tax Software - SecureWorks - Cloud Hosting 			

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Information Technology Budget Details

Object Level	FY2018 Recommended	\$ Change over FY2017	% Change
Depreciation:	\$136,600	\$6,642	5.11%
<p>Depreciation expense is calculated annually by the Department of Finance and is based upon the equipment utilized by each department. This amount will rise and fall depending on the number of equipment, cost of equipment and useful life of the assets.</p>			

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Information Technology Budget Details

Object Level	FY2018 Recommended	\$ Change over FY2017	% Change
Other Expenditures:	\$92,355	\$50,355	119.89%
<p>Lease Payments - Fiber</p>			

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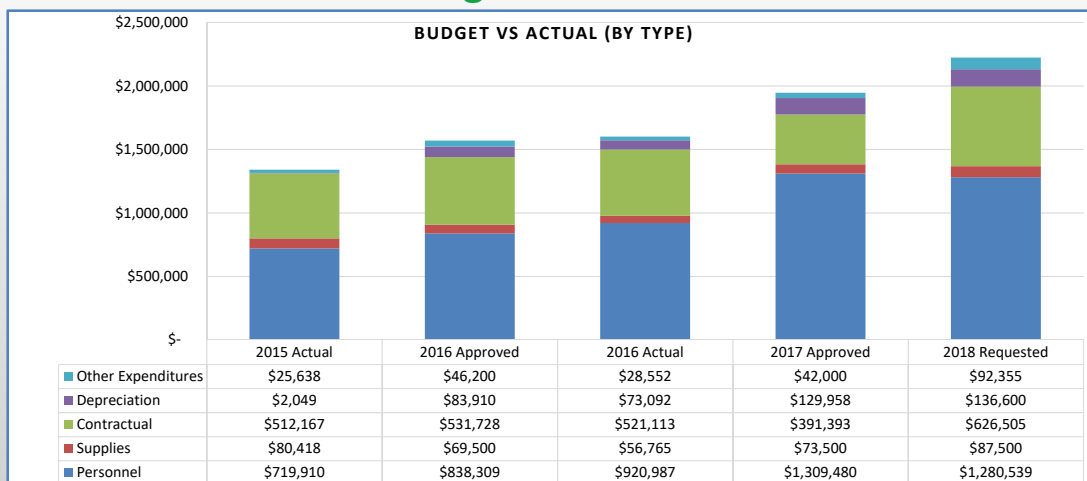
Information Technology Contractual Services Detail

Object Code	Description	Amount Requested	Use of Funds (Description)
8030	Casualty Insurance	\$ 2,823	Allocation provided by Finance.
8033	Insurance - Broker	\$ 309	Allocation provided by Finance.
8050	Phone/Communications	\$ 5,400	Landline, Cell Phone Stipend and Fax Services
8130	Bldg. & Equip. Rental	\$ 2,000	Verticle lift rental for indoor areas of high reach
8136	Subscription Services (Software or SAAS)	\$ 276,691	Disaster Recovery Solutions, Building Security, Remote Access, Cloud Services, VOIP
8137	Leased Equipment (Contractual)	\$ 187,282	Computers for organization
8550	Misc. Contracted Svc.	\$ 152,000	Desktop Support, GIS Support, Document Shredding, IT Project Contractual
Total		\$ 626,505	

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Information Technology Budget vs. Actual

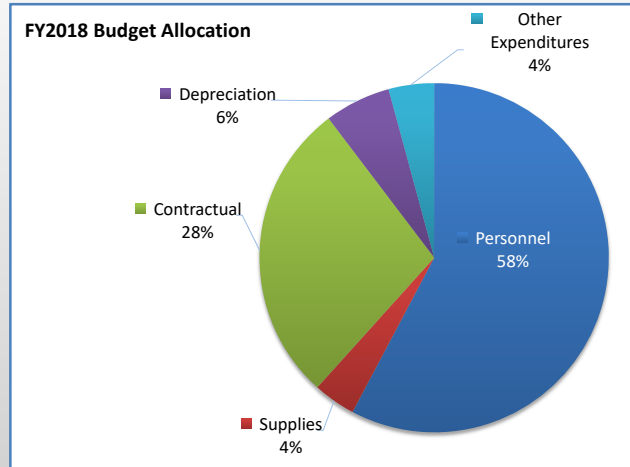


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Information Technology Budget vs. Actual

Object Level	FY2017 Approved	FY2018 Recommended	FY2017 Approved vs. FY2018 Recomm'd	% Incr (Decr) over FY2017 Approved
Personnel Services	\$1,309,480	\$1,280,539	-\$28,941	-2.21%
Materials and Supplies	\$73,500	\$87,500	\$14,000	19.05%
Contractual Services	\$391,393	\$626,505	\$235,112	60.07%
Depreciation	\$129,958	\$136,600	\$6,642	5.11%
Inter-Dept Charges	-\$1,946,331	-\$2,223,499	-\$277,168	14.24%
Other Expenditures	\$42,000	\$92,355	\$50,355	119.89%
Total:	\$0	\$0	\$0	



Information Technology Capital Improvement Program

Information Technology CIP

PROJECT #/PROJECT NAME/JUSTIFICATION CODE/FUND				2017	Balance as of 6/30/2017*	CAPITAL IMPROVEMENTS PROGRAM REQUESTED FUNDING					TOTAL	
Project #	Department	Dept	Priority	Description	2017 Budget	Balance as of 6/30/2017	2018	2019	2020	2021	2022	Total CIP Reque
I1601			3	Virtual Environment Host Replacement		n/a			\$75,000			\$75,000
I1603			3	Surveillance Camera Refresh	\$65,000	\$45,948	\$65,000	\$65,000				\$130,000
I1606			3	Disaster Recovery and Planning		n/a			\$75,000			\$75,000
I1703	Parks		3	Recreation Management Software		n/a	\$80,000					\$80,000
I1705			3	Server Storage Replacement		n/a	\$60,000					\$60,000
I1801			4	Citywide Fiber Phase II		n/a		\$140,000				\$140,000
I1802			5	Smart City Real-Time Parking Map		n/a		\$80,000				\$80,000
I1803			5	Wifi in Parks Phase I		n/a		\$35,000				\$35,000
I1804			5	Harris Automation Platform		n/a			\$150,000			\$150,000
I1805			4	Utility Billing Infrastructure Assessment		n/a		\$80,000	\$80,000			\$160,000
I1806	Police		2	Police Car Retrofit		n/a	\$120,000					\$120,000
I1807			4	Building Security Upgrades (SWF, Water Plant, Reservoir)		n/a	\$50,000					\$50,000
V1601	Parking		3	Parking Lot Surveillance Cameras	\$130,000	n/a	\$37,500					\$37,500
					\$195,000	\$45,948	\$412,500	\$400,000	\$380,000	\$0	\$0	\$1,192,500

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IT CIP I1601

Virtual Environment Host Replacement

- ▶ Currently scheduled for 2020 (\$75,000)
- ▶ Replacement for equipment purchased in 2016 (4 year replacement)
- ▶ Server and Storage for IT Datacenters

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IT CIP I1603 Surveillance Camera Refresh

- ▶ Project began in 2017 and expected completion in 2019 (\$65,000/yr)
- ▶ Replacing 10 traffic cameras per year
- ▶ Current equipment aging to 8-10 years old

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IT CIP I1606 Disaster Recovery and Planning

- ▶ Currently scheduled for 2020 (\$75,000)
- ▶ Replacement for equipment purchased in 2016 (4 year replacement)
- ▶ Server and Storage for IT Datacenters

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IT CIP I1703 (Parks) Recreation Management Software

- ▶ Currently scheduled for 2018 (\$80,000)
- ▶ Replacement for legacy software that is no longer supported
- ▶ Software responsible for Before/After School Care, Sports Activities and GWC Programs
- ▶ 3 Solutions being considered
- ▶ Will provide online portal for residents

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IT CIP I1705 Server Storage Replacement

- ▶ Currently scheduled for 2018 (\$60,000)
- ▶ Replacement (and expansion) for surveillance camera data storage
- ▶ Necessary to retain 30+ days of video footage from 150+ cameras

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IT CIP I1801 Citywide Fiber Phase II

- ▶ Currently scheduled for 2019 (\$140,000)
- ▶ Extension of existing fiber network to 3 main areas
 - ▶ South College Avenue towards I95 interchange
In reviewing crime data, Newark PD has investigated (73) robberies since January 2015 to June 2017; (20) robberies have occurred on S. College Ave. The PD has installed a LPR in the vicinity which has proven valuable and the PD submits cameras in the vicinity would compliment investigative and preventive efforts – as there are no City controlled surveillance camera assets along the corridor. Currently, investigators rely on private entities for video evidence which is often limited to the interior of their business or property and provides limited coverage and investigative leads.
Sourced: Capt. Michael Van Campen
 - ▶ South Well Field for SCADA
 - ▶ New London Road (George Wilson Center) for additional cameras and to connect facility to core network

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IT CIP I1802 Smart City Real-Time Parking Map

- ▶ Currently scheduled for 2019 (\$80,000)
- ▶ Feedback from City Council prompted technology based solution for improving parking in downtown
- ▶ Leverages current GIS infrastructure and parking enforcement solution
- ▶ Gathers data from Smart Parking Meters
- ▶ Combination of data would be used to display available parking on map. Accessible via smart phones and other computer devices. Would be “rolled into” future City Smartphone Application

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IT CIP I1803 Wi-Fi in Parks Phase I

- ▶ Currently scheduled for 2019 (\$35,000)
- ▶ Continue efforts to provide residents and visitors with exceptional experience in Newark
- ▶ No or low cost internet due to bandwidth availability nights/weekends
- ▶ Encourage City park usage
- ▶ Parks to be considered (due to proximity to fiber):
 - ▶ Casho Mill Park
 - ▶ Peter Marshall Park
 - ▶ Phillips Park
 - ▶ Curtis Mill Park
 - ▶ Olan Thomas Park

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IT CIP I1805 Utility Billing Infrastructure Assessment

- ▶ Currently scheduled for 2019-2020 (\$160,000)
- ▶ Based on feedback from Council and Residents regarding dissatisfaction with current Utility Billing, Payment and Smart Meter System
- ▶ Consultant hired to thoroughly review existing vendor, software, processes, customer experience
- ▶ 2019 would be evaluation
- ▶ 2020 would be planning for replacement (if direction from Council is given)
- ▶ IT CIP I1805 should be completed prior to CIP I1804 approval
 - ▶ Project I1804 would cease if evaluation in 2019 determined to replace Harris Platform
 - ▶ Project I1804 would continue if evaluation in 2019 determined to keep Harris Platform



IT CIP I1804 Harris Automation Platform

- ▶ Currently scheduled for 2020 (\$150,000)
- ▶ Placeholder Project based on feedback from Utility Billing Vendor (Harris Computer Corporation)
- ▶ Would be used to automate many tasks currently performed manually
 - ▶ Billing – Validation Procedures and Processes
 - ▶ Credit Control – Late Payment Penalties and Disconnect Notices
 - ▶ Preauthorized Payments (PAP)

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IT CIP I1806 Police Car Retrofit

- ▶ Currently scheduled for 2018 (\$120,000)
- ▶ Computer lease refresh required
- ▶ 25 NPD vehicles have legacy mounts and cellular antennas
- ▶ DE, PA and MD State Police moving to rugged tablets
- ▶ New mounts required for rugged tablets
- ▶ New cellular antennas required for compatibility and bandwidth requirements
- ▶ Must be completed or computers will not function in NPD vehicles

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IT CIP I1807 Building Security Upgrades

- ▶ Currently scheduled for 2018 (\$50,000)
- ▶ Not cameras. Card readers, no doors
- ▶ Building security improvements for:
 - ▶ South Well Field Water Plant
 - ▶ Paper Mill Road Water Plant
 - ▶ Reservoir Pump House
 - ▶ Field Operations Complex (Yard)

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IT CIP V1601 (Parking) Parking Lot Surveillance Cameras

- ▶ Project began in 2016 and expected completion in 2018 (\$65,000 / \$65,000 / \$35,000)
- ▶ Installing new cameras in all City Owned Parking Lots

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Information Technology CIP

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I1705		3	Server Storage Replacement		n/a	\$60,000					\$60,000
I1801		4	Citywide Fiber Phase II		n/a		\$140,000				\$140,000
I1802		5	Smart City Real-Time Parking Map		n/a		\$80,000				\$80,000
I1803		5	Wifi in Parks Phase I		n/a		\$35,000				\$35,000
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QUESTIONS?

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