

Office of Information Technology - Fiscal Year 2022 Budget Review Summary

Proposed FY 2022 Operating Budget							
Fund Types	FY 2020 Actual	FY 2021 Approved	FY 2021 Estimate	% Change - Est vs App	FY 2022 Proposed	\$ Change	% Change
General Fund	\$ 1,861,900	\$ 2,311,100	\$ 2,311,100	0.0%	\$ -	\$ (2,311,100)	-100.0%
Internal Service Funds	36,958,470	44,403,000	42,920,400	-3.3%	49,881,700	\$ 5,478,700	12.3%
Total	\$ 38,820,370	\$ 46,714,100	\$ 45,231,500	-3%	\$ 49,881,700	\$ 3,167,600	6.78%

Authorized Staffing

	FY 2021 Approved	FY 2022 Proposed	Change Amount	Percentage Change
Full-Time	71	71	0	0.0%
Part-Time	4	4	0	0.0%
Total	75	75	0	0.0%

FY 2022 Proposed Budget – Key Highlights

- Increased Operating Cost: Support for ERP hosting/software maintenance renewal (**\$1.4 million**), COVID related cyber security and IT security contracts (**\$748,900**) the support of the telework environment (**\$507,500**), inflationary requirements for application and website support (**\$377,300**) and network sustainment and operations of fiber and network lines (**\$146,500**).
- Vacancies (As of March 2021): Thirteen (13) vacant positions of which eleven (11) are full-time positions, and two (2) part-time positions. In FY 2022, three (3) full-time vacant positions will not be funded. The remaining ten (10) vacant positions are funded.
- In FY 2021, the Office accelerated the expansion of the County’s teleworking environment to ensure that additional employees could work effectively and safely through teleworking.
- The Office has enhanced cyber security to mitigate breaches by increasing 24-hour IT security infrastructure protections.
- The Office plans to support the OIT Technology Roadmap and County Forward to initiate an important “Going Paperless” and digitization effort that will enable employees to perform government services virtually.
- The Office plans to implement the new Performance Management Dashboard Solution (OpenGov) as part of the County Executive’s initiative, FY 2022 Proposed Budget: \$185,400
- The Office reports that the legislation(s) listed below, which passed in the Maryland General Assembly 2021 session, will have a direct impact on the Office’s programs and operations to include staffing, cybersecurity capabilities, process and solutions:
 - HB0097 Digital Connectivity Act of 2021 - Establishing the purpose of ensuring every resident is supported by quality broadband Internet.
 - HB1328 Build Out Broadband Act of 2021 – Authorizing a County and municipal corporation to adopt certain policies to advance progress of infrastructure, equipment, and systems needed to extend broadband access to underserved areas.

Expenditures by Category

Internal Service Fund

Category	FY 2020 Actual	FY 2021 Approved	FY 2021 Estimate	% Change - Est vs App	FY 2022 Proposed	\$ Change	% Change
Compensation	\$ 6,837,119	\$ 7,935,100	\$ 6,981,300	-12.0%	\$ 7,935,100	\$ -	0.0%
Fringe Benefits	3,624,657	4,054,600	3,567,200	-12.0%	4,054,600	-	0.0%
Operating Expenses	28,358,594	34,724,400	34,683,000	-0.1%	37,892,000	3,167,600	9.1%
Total	\$ 38,820,370	\$ 46,714,100	\$ 45,231,500	-3.2%	\$ 49,881,700	\$ 3,167,600	6.8%

Proposed FY 2022 - FY 2026 Capital Improvement Program

Expended thru FY21	FY 2021 Estimate	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	Total Project Cost
\$ 71,090,000	\$ 2,652,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 73,742,000

Highlights

- No funding is included in the Proposed FY 2022 Capital Budget for the Office of Information Technology.

Key Projects:

Enterprise Resource Planning (ERP) – A \$73.7 million multiyear project that provides funding to purchase, develop, and implement software to support the automation and modernization of the business process for the County. The total project cost remaining will be utilized to continue the initiative.

- The Office reports that its Steering Committee voted to discontinue the agreement with Tyler Technologies for the development of the Tax Billing System due to significant customization issues based on Prince George's County unique requirements. The remaining FY 2021 Approved Budget (**\$1.2 million**) will be utilized to redevelop the system in-house. **Project Estimated Completion: FY 2023**



THE PRINCE GEORGE'S COUNTY GOVERNMENT

Office of Audits and Investigations

April 22, 2021

MEMORANDUM

TO: Calvin S. Hawkins, II, Chair
Prince George's County Council

THRU: David H. Van Dyke, County Auditor *DHV*
Turkessa M. Green, Deputy County Auditor *TMG*

FROM: Deneen Mackall, Senior Auditor *DM*

RE: Office of Information Technology (OIT)
Fiscal Year 2022 Budget Review

Budget Overview

The FY 2022 Proposed Budget for the Office of Information Technology is \$49,881,700, an increase of \$3,167,600, or 6.8%, over the FY 2021 Approved Budget. The overall increase is primarily due to increased costs to support ERP hosting, software maintenance renewal, and COVID-19 related cyber security.

The County interfund transfer to the Information Technology Internal Service Fund totals \$0, a decrease of \$2,311,100 or 100% from the FY 2021 approved budget.

The Office reports that a supplemental budget in the amount of \$2.4 million is necessary for FY 2021. The pending operating supplemental includes \$2.4 million transferred from the General Fund to the Information Technology Internal Service Fund to implement technical and communications improvements for both COVID-19 vaccination registration and appointment scheduling.

Budget Summary

Fund Types	FY 2020 Actual	FY 2021 Approved	FY 2021 Estimate	% Change - Est vs App	FY 2022 Proposed	\$ Change	% Change
General Fund	\$ 1,861,900	\$ 2,311,100	\$ 2,311,100	0.0%	\$ -	\$ (2,311,100)	-100.0%
Internal Service Funds	36,958,470	44,403,000	42,920,400	-3.3%	49,881,700	\$ 5,478,700	12.3%
Total	\$ 38,820,370	\$ 46,714,100	\$ 45,231,500	-3%	\$ 49,881,700	\$ 3,167,600	6.78%

Budget Comparison – Information Technology Internal Service Fund

Approved Fiscal Year 2021 to Proposed Fiscal Year 2022

Category	FY 2020 Actual	FY 2021 Approved	FY 2021 Estimate	% Change - Est vs App	FY 2022 Proposed	\$ Change	% Change
Compensation	\$ 6,837,119	\$ 7,935,100	\$ 6,981,300	-12.0%	\$ 7,935,100	\$ -	0.0%
Fringe Benefits	3,624,657	4,054,600	3,567,200	-12.0%	4,054,600	-	0.0%
Operating Expenses	28,358,594	34,724,400	34,683,000	-0.1%	37,892,000	3,167,600	9.1%
Total	\$ 38,820,370	\$ 46,714,100	\$ 45,231,500	-3.2%	\$ 49,881,700	\$ 3,167,600	6.8%

Authorized Staffing Count - Information Technology Fund

	FY 2021 Approved	FY 2022 Proposed	Change Amount	Percentage Change
Full-Time	71	71	0	0.0%
Part-Time	4	4	0	0.0%
Total	75	75	0	0.0%

Staffing Changes and Compensation

- In FY 2022, compensation is proposed at \$7,935,100, the same level as the FY 2021 approved amount. Compensation includes funding for 68 out of 71 full-time positions and four (4) part-time positions.
- In addition to the 71 full-time positions, OIT staff includes 95 contract positions. (See **Attachment C** of the responses to the First Round Questions (pages 24-25) for a list of the outsourced positions.
- As of March 2021, the Office reports thirteen (13) vacant positions of which eleven (11) are full-time positions, and two (2) part-time positions. In FY 2022, three (3) full-time vacant positions will not be funded. The remaining ten (10) vacant positions are funded.
- The Office reports that employee retirement and resignations have contributed to its current attrition level of 6.67%. The Office reported that attrition has temporarily reduced its capacity to fulfill escalating requests for services. The positions most affected by attrition are:
 - Public Service Aide 2G
 - General Clerk 3G
 - IT Project Coordinators 3G; and
 - IT Project Coordinators 5G

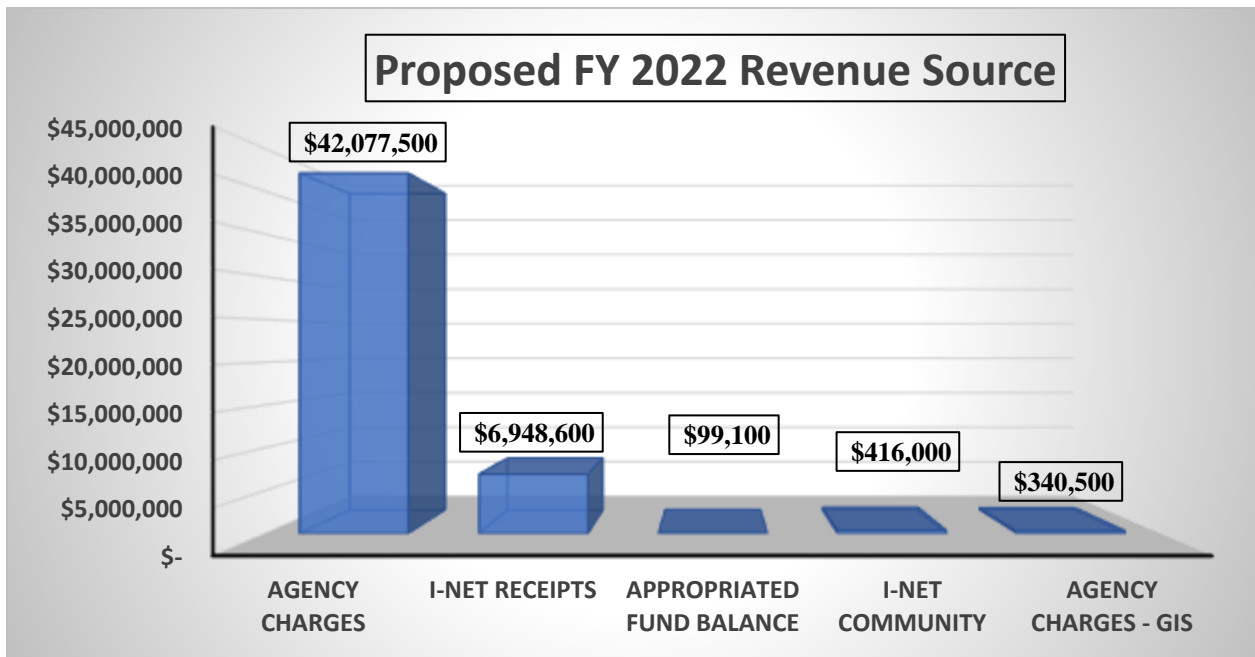
Fringe Benefits

- FY 2022 Fringe Benefits remain unchanged from FY 2021. Fringe benefit expenditures include funding for Other Post-Employment Benefits (OPEB) totaling \$978,400.
- A five-year trend analysis of fringe benefit expenditures is included below:

Fringe Benefits Historical Trend					
	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Proposed
Fringe Benefits	\$ 2,987,680	\$ 2,904,314	\$ 3,624,657	\$ 3,567,200	\$ 4,054,600
As a % of Compensation	51.1%	45.4%	53.0%	51.1%	51.1%

Revenue Sources

- Funding for the Office is anticipated from the following sources:



- Agency Charges: OIT charges each agency a “fixed-charge” per year to provide information technology services. In FY 2022, OIT’s agency charges (technology cost allocation) are proposed to increase by approximately \$5.4 million based on the anticipated countywide costs for technology. See **Attachment A** for a detailed list of Agency Charges by Branch/Department/Agency.

- **I-Net Receipts:** A portion of the Public, Educational, and Government Access Channels (PEG) fees collected by Comcast and Verizon to operate I-Net. Proposed FY 2022 I-Net Receipts increased by \$27,000, or 0.4%, over the FY 2021 Approved Budget.
- **Agency Charges - GIS:** Geographic Information Systems (GIS) services provided to the Maryland-National Capital Park and Planning Commission (budgeted as a project charge to the M-NCPPC). Agency Charges – GIS remains unchanged in FY 2022.

Operating Expenses

- In FY 2022, total operating expenses from the internal service fund are proposed at approximately \$37.9 million, an increase of \$3,167,600, or 9.1%, over the FY 2021 approved level.
- The accompanying table compares the FY 2022 Proposed Budget operating expenditures with the FY 2021 Approved Budget operating expenditures. In thirteen (13) of the categories, the FY 2022 Proposed Budget increases planned spending over the FY 2021 budget. In five (5) of the categories, the FY 2022 Proposed Budget level remains unchanged compared to the FY 2021 budget. FY 2022 proposed expenditures decrease in two (2) categories.

Operating Objects	FY 2020 Actual	FY 2021 Budget	FY 2022 Proposed	FY 2021 - FY 2022	
				\$ Change	% Change
Office & Op. Eq. Non Capital	\$ 13,209,040	\$ 17,712,500	\$ 19,398,400	\$ 1,685,900	9.5%
Op. Contracts Serv.	13,637,657	15,247,100	16,685,200	1,438,100	9.4%
GA Contracts	671,859	1,063,900	1,095,700	31,800	3.0%
Data/Voice	236,617	210,100	216,400	6,300	3.0%
Telephone	143,607	152,400	156,500	4,100	2.7%
Eq. Lease	45,849	92,100	94,900	2,800	3.0%
Gen. Office Supp.	45,537	52,000	53,600	1,600	3.1%
Training	14,334	42,600	43,900	1,300	3.1%
Allowances	15,000	14,400	14,800	400	2.8%
Memb. Fees	-	5,000	5,200	200	4.0%
Printing	116	1,900	2,000	100	5.3%
Travel Non-Training	9,701	2,000	2,100	100	5.0%
Gas & Oil	2,054	3,200	3,300	100	3.1%
Utilities	193,219	-	-	-	N/A
Office Automation	1,265	-	-	-	N/A
Mileage Reimbursement	-	200	200	-	0.0%
Other Op. Eq. Maintenance	77,000	-	-	-	N/A
Miscellaneous	(72,981)	-	-	-	N/A
Interagency Charges	103,369	98,700	98,200	(500)	-0.5%
Vehicle Eq Repair/Maintenance	25,350	26,300	21,600	(4,700)	-17.9%
TOTAL	\$ 28,358,593	\$ 34,724,400	\$ 37,892,000	\$ 3,167,600	9.1%

- The most significant dollar increase between the FY 2022 Proposed Budget and the FY 2021 Approved Budget is in Office & Op. Eq. Non Capital (**approx. \$1.7 million**), due to costs for Cyber Security, operating support for telework, ERP licenses, network sustainment, and inflationary technology requirements.

- Operational Contracts are also increasing by approximately \$1.4 million, primarily due to increased costs for ERP agency support.
- The most significant dollar reduction between the FY 2022 Proposed Budget and the FY 2021 Approved Budget is in Vehicle Equipment Repair and Maintenance (**\$4,700 decrease**).
- The Proposed FY 2022 beginning fund balance for the Information Technology Internal Service Fund is \$6,704,109. In FY 2022, the Office plans to use \$99,100 of fund balance, leaving a projected \$6.6 million in the fund as of June 30, 2022. (See **Attachment B** - Fund Operating Summary)

Workload & Program Impact

- The Office reported that the following legislation(s), which passed the Maryland General Assembly 2021 Session, will have a direct impact on the its programs and operations to include staffing, cybersecurity capabilities, process and solutions.

- **HB0097 – Digital Connectivity Act of 2021 (Digital Inclusion 2021)**

Statewide broadband in the Department of Housing and Community Development; establishing the purpose of the ensuring that every resident of the State is supported by quality broadband Internet service at an affordable price and has the tools necessary to use and take advantage of the Internet; requiring the Office to develop, by July 1, 2022, a statewide plan to ensure all State residents can connect to reliable broadband Internet by December 31, 2026.

OIT reports it does not have a position dedicated to broadband wireless community access, thus a position or contractor as a subject matter expert (SME) supporting County efforts related to this bill would be needed. The Office reports the cost for a full-time Contractor SME with a projected contractor hourly rate of \$150 would cost the County \$312,000 annually.

- **HB1328 – Build Out Broadband Act of 2021 (Broadband 2021)**

Authorizing a County or municipal corporation to adopt certain policies to advance progress of infrastructure, equipment, and systems needed to extend broadband access to underserved areas.

The Office reports that the legislation will expand the workload for OIT needing a broadband SME and may impact the direct work of DPIE, DPWT, EDC, and DHCD, and others. Given there are communities in parts of the County that do not have broadband access, this legislation is positive if there is impartiality. If enacted, the County may need to modify any related policies or technical manuals.

- For a full list of anticipated and/or proposed legislation considered during the Maryland General Assembly 2021 session, that could impact the Office of Information Technology, see the *1st Round Responses, Pages 15-18*.

Highlights

- In FY 2021, the Office accelerated the expansion of the County's virtual environment to ensure that additional employees could work effectively and safely through teleworking. In addition, the Office has expanded capacity to support the County's remote workforce by upgrading the network hardware and adding Virtual Private Networks (VPN) capacity.
- The Office report that it has enhanced cyber security to mitigate breaches by increasing 24-hour IT security infrastructure protections and increasing coverage from 5,000 endpoints to 7,000 endpoints due to increase coverage.
- The Office previously reported the replacement of aging infrastructure and a County-wide computer refresh as key initiatives in FY 2021. The FY 2021 approved budget included \$2.7 million for the laptop refresh.
- The Office plans to continue the network/hardware refresh initiatives in FY 2022. The Office reports that there are 6,000 workstations that remain eligible for the laptop refresh. The Police MDC, Kiosks, Conference Room, and Training Rooms are ineligible. The table below depicts the FY 2022 proposed costs:

	Description	FY 2022 Equipment Cost (Proposed to be purchased)	Purpose for Request
1	Laptops/Desktops/Docking stations	\$ 2,593,500	Hardware Refresh
2	Network Infrastructure/Switches	832,900	Network Refresh
	Total	\$ 3,426,400	

- The Office's top priorities in FY 2022 include:
 - Supporting the Office of Community Relations by replacing the legacy 311 system with a best practices platform and business process that increases responsiveness to County residents' needs and to provide faster analytics, and situational cognizance for management.
 - Implementing the new Performance Management Dashboard Solution (OpenGov) as part of County Executive's initiative, **(FY 2022 Proposed Budget: \$185,400)**.
 - Supporting the Health Department by providing implementation support for a new data analytics system.

- Supporting the OIT Technology Roadmap and County Forward – a “Going Paperless” and digitization effort that will enable employees to perform government services virtually.
- Continuing the website redesign which will include a digital experience to enhance the overall website appearance, and the capability to integrate with internal and external services. The website will also inspire public engagement. **(FY 2022 Proposed Budget: \$750,000).**
- The Office reports plans to change from implementing the SAP SuccessFactors Employee Performance Evaluations, and its Learning Management System (LMS), to NeoGov’s “Perform” and “Learn” systems. The cost for implementation is approximately \$2.0 million. The Office reports that the Office of Human Resources Management (OHRM) is actively driving the implementation costs, accounting for \$587,728 of the costs expended . These costs are included in OHRM’s operating budget. For a complete breakdown of anticipated costs and completion dates, see the 2nd Round Responses, Pages 3-4.
- The Office plans to relocate its data center the from Largo Government Center (LGC) to a commercial service. The total project includes establishing a private-fiber network connection to the commercial data center site **(\$168,615)**; consultant services **(\$31,786)**; relocation of equipment **(\$16,344)**; reconfiguring equipment **(\$10,000)**; and recurring annual cost for Hosting **(\$74,485)**. The anticipated completion date for this initiative is FY 2023.

Capital Improvement Program (CIP) Overview – OIT manages a wide range of technology projects to improve the efficiency of the County’s operations. Replacing the systems are critical to efficient County operations.

- **Enterprise Resource Planning (ERP)** – A \$73.7 million multiyear project that provides funding to purchase, develop, and implement software to support the automation and modernization of the business process for the County. The FY 2022 Proposed Capital Budget does not include additional funding for this project. The total funds remaining will be utilized in FY 2021 to continue the following projects:

Item	FY2021 Approved	FY 2021 Estimate
Tax Billing	\$ 1,180,000	\$ 677,332
Cloud Migration	420,000	420,000
Employee Central	515,300	515,300
Contingency	321,700	824,368
Total	\$ 2,437,000	\$ 2,437,000

- The FY 2021 Approved Budget **(\$1.2 million)** will be utilized for the redevelopment of the Tax Billing System. However, the Office reports that the project Steering Committee voted to discontinue the agreement with Tyler Technologies for the development of the Tax Billing System due to significant customization issues based on the County’s unique requirements. The Office reports that prior to terminating the contract with the vendor, \$495,429 was expended. The Office also reports that no additional costs will be incurred for the project is estimated at \$598,222. *Project Estimated Completion:* FY 2023. For additional information regarding the redevelopment of the Tax Billing System, see the 2nd Round Responses, Pages 1-2.

OFFICE OF INFORMATION TECHNOLOGY (OIT)
AGENCY CHARGES

Agency/Branch	Approved FY 2021	Proposed FY 2022	\$ Increase/ (Decrease)	% Change
Police	\$ 8,033,400	\$ 9,433,400	\$ 1,400,000	17.43%
Fire/EMS	5,662,800	6,562,000	899,200	15.88%
Corrections	2,520,300	2,981,600	461,300	18.30%
Health	2,429,200	2,723,600	294,400	12.12%
Permitting, Inspection and Enforcement	2,176,100	2,362,400	186,300	8.56%
Public Works & Transportation	1,655,100	1,878,500	223,400	13.50%
Environment	1,530,100	1,706,200	176,100	11.51%
Sheriff	1,444,400	1,699,900	255,500	17.69%
Circuit Court	1,417,500	1,665,500	248,000	17.50%
Central Services	1,238,100	1,389,600	151,500	12.24%
State's Attorney	1,031,600	1,193,300	161,700	15.67%
Homeland Security	873,000	1,031,700	158,700	18.18%
County Council	877,500	960,700	83,200	9.48%
Human Resources Management	754,300	832,000	77,700	10.30%
Finance	775,700	748,800	(26,900)	-3.47%
Housing and Community Development	561,800	659,900	98,100	17.46%
Family Services	517,700	573,000	55,300	10.68%
Community Relations	518,700	539,800	21,100	4.07%
County Executive	501,400	536,200	34,800	6.94%
Management and Budget	184,300	370,400	186,100	100.98%
Revenue Authority	309,300	363,600	54,300	17.56%
Elections	396,400	363,100	(33,300)	-8.40%
Employ Prince George's	280,100	327,700	47,600	16.99%
Social Services	254,200	291,800	37,600	14.79%
Law	258,400	286,500	28,100	10.87%
Economic Development Corporation	157,200	184,100	26,900	17.11%
License Commissioners	96,400	112,200	15,800	16.39%
Soil Conservation	80,200	94,300	14,100	17.58%
Ethics and Accountability	45,900	53,900	8,000	17.43%
Conference Vistor's Bureau	45,800	53,900	8,100	17.69%
Citizen Complaint Oversight Panel	59,700	53,000	(6,700)	-11.22%
Orphans Court	30,500	35,900	5,400	17.70%
Personnel Board	7,800	9,000	1,200	15.38%
TOTAL	\$ 36,724,900	\$ 42,077,500	\$ 5,352,600	14.57%

OFFICE OF INFORMATION TECHNOLOGY (OIT)
INFORMATION TECHNOLOGY INTERNAL SERVICE FUND
FUND OPERATING SUMMARY

Description	FY 2020 Budget	FY 2021 Budget	FY 2021 Estimated	FY 2022 Proposed	Dollar Change	% Change
Beginning Fund Balance	\$ 4,963,649	\$ 5,704,849	\$ 5,221,509	\$ 6,704,109	\$ 999,260	17.5%
Revenues:						
Agency Charges	\$ 29,678,700	\$ 36,724,900	\$ 36,724,900	\$ 42,077,500	5,352,600	14.6%
I-Net Receipts	6,768,252	6,921,600	6,921,600	6,948,600	27,000	0.4%
I-Net Community	423,878	416,000	416,000	416,000	-	0.0%
Agency Charges - GIS	340,500	340,500	340,500	340,500	-	0.0%
Miscellaneous (loss of disposal asset)	5,000	-	-	-	-	N/A
Appropriated Fund Balance	-	-	-	99,100	99,100	N/A
Transfer In - General Fund	1,861,900	2,311,100	2,311,100	-	(2,311,100)	-100.0%
Total Revenues	\$ 39,078,230	\$ 46,714,100	\$ 46,714,100	\$ 49,881,700	\$ 3,167,600	6.8%
Expenditures:						
Compensation	\$ 6,837,119	\$ 7,935,100	\$ 6,981,300	\$ 7,935,100	\$ -	0.0%
Fringe Benefits	3,624,657	4,054,600	3,567,200	4,054,600	-	0.0%
Operating Expenses	21,166,464	27,386,800	27,345,400	30,527,400	3,140,600	11.5%
Operating Expenses - I-Net	7,192,130	7,337,600	7,337,600	7,364,600	27,000	0.4%
Total Expenditures	\$ 38,820,370	\$ 46,714,100	\$ 45,231,500	\$ 49,881,700	\$ 3,167,600	6.8%
Excess Revenues over Expenditures	257,860	-	1,482,600	-	-	0.0%
Other Adjustments	-	-	-	(99,100)	(99,100)	N/A
Ending Fund Balance	\$ 5,221,509	\$ 5,704,849	\$ 6,704,109	\$ 6,605,009	\$ 900,160	15.8%