

Department of Information Technology

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Department Overview

The Department of Information Technology (DoIT) manages the City's information technology infrastructure and performs strategic information technology (IT) planning to help City government serve Seattle's residents and businesses. DoIT is organized into four major divisions: Technology Infrastructure; Technology Leadership and Governance; Office of Electronic Communications; and Finance and Administration.

The **Technology Infrastructure** division builds and operates the City's communications and computing assets, which include the City's telephone, radio, and e-mail systems, and the networks and servers. The City's technology and network infrastructure, as operated by DoIT, is used by every department to deliver power, water, recreation, public safety, and human services to the people of Seattle. DoIT also develops, supports, and oversees systems and policies that increase the convenience and security of the City's technology systems.

The **Technology Leadership and Governance** division provides strategic direction and coordination on technology for the City, including information security policy and management, development of a multi-year strategic plan for information technology, development of common standards and architectures to deliver City services more efficiently and effectively, and IT project management and monitoring.

The **Office of Electronic Communications** division oversees and operates the City's government-access television station (the Seattle Channel) and websites (seattlechannel.org and seattle.gov). Services provided include: new television and on-line programming, live Web streaming, indexed videos on demand, web-based applications, and other interactive services aimed at improving access to government services, information, and decision makers. It also oversees the City's cable television franchises with Comcast and Wave Division I and it manages the department's community outreach programs, including the Technology Matching Fund (TMF) program, which supports community efforts to close the digital divide and encourage a technology-healthy city.

The **Finance and Administrative Services** division provides finance, budget, accounting, human resources, administrative, and contracting services for DoIT.

DoIT provides services to other City departments that in turn pay DoIT for those services they purchase. As such, DoIT receives revenue from most of the major fund sources within the City, including the General Fund, Seattle City Light, Seattle Public Utilities, Seattle Department of Transportation, Seattle Department of Planning and Development, and the Retirement Fund. DoIT also receives funds from the City's Cable Television Subfund, as well as from grants, and from other government agencies external to the City (e.g., the Seattle School District, the Port of Seattle, etc.) that buy DoIT services for special projects.

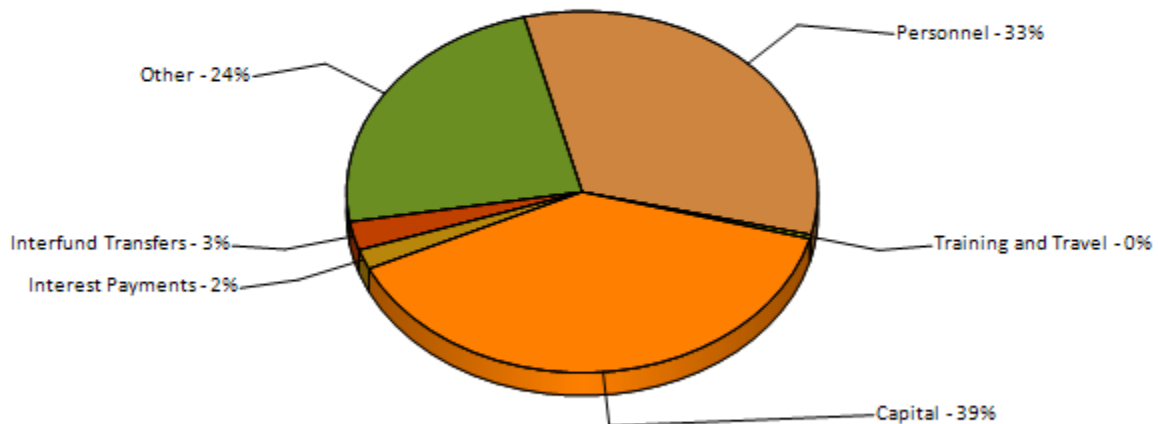
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Budget Snapshot

Department Support	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
General Fund Support	\$4,656,927	\$3,974,938	\$4,464,489	\$6,498,844
Other Funding - Operating	\$36,782,027	\$37,807,032	\$46,250,843	\$49,193,686
Total Operations	\$41,438,954	\$41,781,970	\$50,715,332	\$55,692,530
Other funding - Capital	\$12,706,919	\$37,807,362	\$31,695,129	\$11,185,363
Total Appropriations	\$54,145,873	\$79,589,332	\$82,410,461	\$66,877,893
Full-time Equivalent Total*	192.25	193.25	198.25	198.25

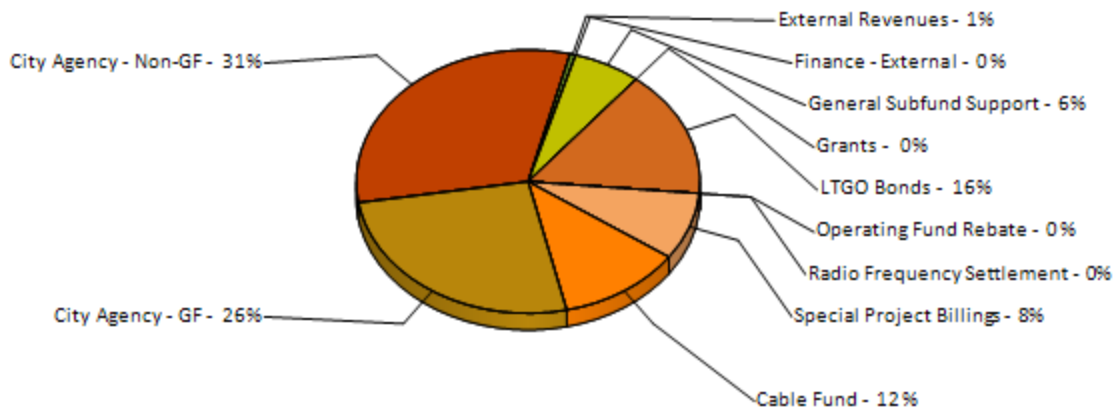
* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

2015 Proposed Budget - Expenditure by Category



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2015 Proposed Budget - Revenue by Category



Budget Overview

As an internal service department, the Department of Information Technology (DoIT) bills other City departments for the services it provides. In the 2015 and 2016 Proposed Budget, DoIT prioritizes the successful completion of high value, critical initiatives that are underway as well as ongoing support for core technology services that are critical to the operation of other City departments. The critical initiatives include: completing the transition to a new Next Generation Data Center environment, upgrading information systems security to meet more stringent regulatory and compliance requirements, completing the City's transition to Microsoft Office 365 and supporting the regional effort to replace the critical countywide 800Mhz radio system.

Citywide Information Technology Coordination

The Mayor has indicated that he would like DOIT to help review all IT projects throughout the City and develop a Citywide vision for how best to provide IT services. DOIT will be reaching out to all departments to develop a coordinated approach to reviewing, developing, approving and funding IT projects using multiple strategies and organizations. The Mayor's Office will chair a new IT Subcabinet executive group that will meet regularly to discuss IT strategy, direction and investments for the City, and will be staffed by the City's Chief Technology Officer. The Subcabinet will also identify opportunities to streamline and better coordinate the delivery of existing IT services throughout the City. In addition DOIT will revise the City's Municipal IT Investment Evaluation (MITIE) committee, which will serve as a review and recommendation board for evaluating all major IT projects across the City.

Online Interactive Budget Information

Working with the City Budget Office, DoIT has expanded a current contract with a local data and information firm to help make the City's budget more accessible to the public. The Mayor's 2015-2016 Proposed Budget will be

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partially displayed through an online interactive tool, showing budget information down to a program level for all departments. In future budgets, DoIT intends to explore implementing additional functionality, including things like Citywide expense reporting and dash-boarding of performance data.

Implementing the Next Generation Data Center

In 2013, work began on moving the City's primary data center and other information technology infrastructure out of the Seattle Municipal Tower as it no longer meets the City's IT needs. The City is shifting to a consolidated data center with a primary location in the Puget Sound region and a secondary recovery site outside the region to maximize options for data recovery in the event of a disaster.

In 2015, the project will build-out the new facilities and relocate the City IT systems into a new facility. As part of this process, an interdepartmental team is developing principles and governance rules for how departments will share network services, storage, management services and physical space in the new data center. The project budget includes resources for departments requiring additional staffing or backfill to complete their portion of the project. The project is anticipated to be completed by the end of 2015 and it will result in a new more resilient and modern data center environment for the City.

Increasing Information Security

DoIT's Information Security Office is tasked with managing the Information Security program for the entire City which includes managing security threats to the City's IT systems, monitoring potential security breaches and regulatory compliance. In order to keep up with the increasing number and complexity of security threats, DoIT is adding additional staff to manage the increase in workload. In addition, the City's number of annual credit card transactions has increased to a level that requires new reporting requirements and security upgrades to meet the regulations governing credit card payments. The Finance and Administrative Services Department will meet the annual reporting requirements and DoIT will provide the upgrades to existing systems to comply with the standards.

Replacing the Public Safety Radio Network

In 1992, voters approved a levy that funded a public safety radio system for all police, fire and emergency medical service agencies within King County, including Seattle. The system is jointly owned and governed by the Regional Communication Board with DoIT maintaining Seattle's portion of the system. Due to the end of vendor support for most of the existing system in use, the owners agreed to start a project to replace the radio system by 2018. The King County Executive will be proposing a regionwide measure funding the replacement of the entire system and related radios to be placed on a ballot.

Increasing Diverse Programming on the Seattle Channel and Public Access Channel

In 2015 DoIT will work with the Seattle Channel and the Public Access Channel, managed by the Seattle Community Colleges District (SCCtv) to increase programming to reflect the diverse communities in Seattle. This may result in new Seattle Channel programming, expanding existing programs such as Community Stories, expanding existing educational outreach programs to disadvantaged communities and providing more training programs to allow community members to produce their own programs. The Seattle Channel is managed by DoIT and provides programming on cable television and via the Internet to help citizens connect with their City, including series and special features highlighting the diverse and cultural landscape of Seattle. In addition, the City supports the Public Access Channel that is managed by the SCCtv. The Public Access Channel allows community members to create an array of programs including broadcasts specific a specific focus on youth, politics or in a particular language that can be seen by a wide audience throughout King County and the Internet.

Cable Television Franchise Fee

The Cable Television Franchise Fund (Cable Fund) receives franchise fees from cable television providers. Over the

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last several years, the department used these revenues to support technology access programs previously funded by the General Fund. The 2015 and 2016 Proposed Budget continues previous uses of the Cable Fund for project management for the Web Team, web application support service to City departments, and administrative support for community outreach.

For the near future, the Cable Fund continues to have enough revenue growth to offset inflationary impacts on expenditures. DoIT will know more about future revenue projections after the current franchise agreements are renegotiated in 2015-2017.

Broadband Initiative

In 2014, the Mayor discussed plans to provide more and better broadband service in Seattle by reducing regulatory barriers, exploring public/private partnerships and exploring municipal broadband. As a result of these initial steps, CenturyLink announced that it plans to bring one-gigabit fiber internet access to tens of thousands of single-family homes in Beacon Hill, Central District, Ballard and West Seattle by the end of 2015.

Incremental Budget Changes

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	2015		2016	
	Budget	FTE	Budget	FTE
Total 2014 Adopted Budget	\$ 79,589,330	193.25	\$ 79,589,330	193.25
Baseline Changes				
Increase for Maintenance Costs	\$ 256,103	0.00	\$ 315,053	0.00
Adjustment for Wireless Charges	\$ 364,693	0.00	\$ 373,445	0.00
Citywide Adjustments for Standard Cost Changes	-\$ 1,783,334	0.00	-\$ 17,369,094	0.00
Adjustment for One-time Adds or Reductions	\$ 661,597	0.00	\$ 1,885,538	0.00
Technical Adjustments	\$ 9,507	0.00	-\$ 40,755	0.00
Proposed Changes				
Next Generation Data Center	\$ 1,092,641	2.00	\$ 373,342	2.00
Information Security Changes	\$ 1,248,295	2.00	\$ 1,138,982	2.00
Public Safety Radio System	\$ 276,853	1.00	\$ 178,703	1.00
Increase Diversity Programming	\$ 78,000	0.00	\$ 78,000	0.00
Upgrade Backup Alerting System for Seattle Fire Department	\$ 88,700	0.00	\$ 0	0.00
Increase Funding for Public Access Channel	\$ 61,704	0.00	\$ 36,346	0.00
Upgrade Project Portfolio Management System	\$ 91,276	0.00	\$ 94,835	0.00
Complete Office 365 Implementation	\$ 200,000	0.00	\$ 0	0.00
Upgrade Reporting System	\$ 146,974	0.00	\$ 0	0.00
Reduce Funding for Coordination of Senior Peer Computer Training	-\$ 22,333	0.00	-\$ 22,333	0.00

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Install IT Testing Tools	\$ 0	0.00	\$ 310,500	0.00
Delay Interactive Voice Response Upgrade Project	\$ 0	0.00	-\$ 562,817	0.00
Proposed Technical Changes				
Adjustments for Inflation and Debt Service Costs	-\$ 632,602	0.00	-\$ 627,603	0.00
Technical Adjustments	-\$ 94,063	0.00	-\$ 249,512	0.00
Transfer of Electronic Records Management Project	-\$ 69,525	0.00	-\$ 69,525	0.00
Align Budget for Personnel Costs	\$ 323,492	0.00	\$ 292,476	0.00
Final Citywide Adjustments for Standard Cost Changes	\$ 523,153	0.00	\$ 1,152,982	0.00
Total Incremental Changes	\$ 2,821,131	5.00	-\$ 12,711,437	5.00
2015 - 2016 Proposed Budget	\$ 82,410,461	198.25	\$ 66,877,893	198.25

Descriptions of Incremental Budget Changes

Baseline Changes

Increase for Maintenance Costs - \$256,103

This baseline item adjusts the budget to cover increased maintenance costs for the public safety radio system and other equipment.

Adjustment for Wireless Charges - \$364,693

This item provides DoIT appropriation to pay for the increase in wireless bills directly to the service vendor. The increased costs are recovered from the affected departments through DoIT rates.

Citywide Adjustments for Standard Cost Changes - (\$1,783,334)

Citywide technical adjustments made in the "Proposed Phase" reflect changes due to inflation, central cost allocation, retirement, healthcare, workers' compensation, and unemployment costs. These adjustments reflect updates to preliminary cost assumptions established in the "Baseline Phase." This also includes adjustments to DoIT's Capital Improvement Program (CIP) budget. DoIT runs their CIP through their operating budget and these adjustments reflect aligning funding from the 2014-2019 Adopted CIP with the 2015-2020 Proposed CIP. The majority of the CIP change is reduced funding for the Next Generation Data Center project, set for completion in 2015.

Adjustment for One-time Adds or Reductions - \$661,597

This item includes budget reductions in the 2015-16 Biennium for one-time salaries, equipment or expenses added in the 2014 Adopted Budget. It also includes one-time budget reductions taken in 2014.

Technical Adjustments - \$9,507

Changes reflected in this category include: adjustments within or between Budget Control Levels that align funding with spending requirements, corrections to baseline adjustments made during Executive phase, and other

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technical changes to staffing and program funding requirements. These changes are considered technical in nature because they do not significantly affect approved department service delivery or require new or additional policy decisions.

Proposed Changes

Next Generation Data Center - \$1,092,641/2.00 FTE

In 2013, the City funded a project to replace and consolidate the City's existing data centers and server rooms. In 2015, the project will begin migrating the IT infrastructure and applications to the new location. This item provides funding for the project to support this work and funding for City departments to complete their portion of the move with temporary staffing. Fund balance will be used to fund this one-time expense.

Additional full-time staffing is also necessary for DoIT to manage the new data center and sustain an increased level of service and larger customer base than currently exists. These ongoing costs will be part of the cost allocation for the new data center.

Information Security Changes - \$1,248,295/2.00 FTE

DoIT is implementing many changes to improve the security of the City's networks in 2015-2016 to comply with new higher level Payment Card Industry Data Security Standards due to the City's increased number of credit card transactions. These changes include:

- Adding staff to DoIT's Information Technology Security Office to implement the new security standards;
- Upgrading and enhancing existing various IT security systems; and
- Purchasing new specialized preventative and detective cybersecurity devices to improve security.

Public Safety Radio System - \$276,853/1.00 FTE

The City is a joint owner of the 800 MHz Public Safety Radio System used by the Seattle Police and Fire Departments for communication in emergencies. In 2013, the Regional Communication Board that collectively oversees the system, voted in favor of replacing the outdated system starting in 2015. The King County Executive intends to propose a regionwide measure funding the replacement of the entire system and related radios to be placed on a ballot. This item provides \$182,000 for a term-limited project manager for the City's portion of this project and will not be staffed nor funded if the project does not move forward.

The radios used by the Police and Fire Departments for communications in emergencies are due to be replaced in 2019. As the regional project is planning to fund the replacement of these radios, the City is reducing the amount of reserves set aside annually for this purpose. In addition, this item funds \$90,000 for the replacement of test equipment at the end of its lifecycle to keep the City's portion of the existing system maintained until it is replaced.

Increase Diversity Programming - \$78,000

This item provides funding to increase the diversity of programming on the Seattle Channel and the public access channel to reflect the communities in Seattle. DoIT will work with the Office of Immigrant and Refugee Affairs and the Seattle Office of Civil Rights to develop specific activities.

Upgrade Backup Alerting System for Seattle Fire Department - \$88,700

The Seattle Fire Department's back-up system for alerting stations to emergencies is out of date and needs to be replaced. The main 9-1-1 alerting system is wired to each station and is fully operational, but in cases where the network is down the back-up system is used to alert the fire stations from the Fire Alarm Center. A new system

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will ensure the critical alternative communication structure is in place for the 9-1-1 system.

Increase Funding for Public Access Channel - \$61,704

This item provides a \$36,000 increase in the annual contract with the Seattle Community Colleges District (SCCtv) to manage the Seattle Public Access Channel due to inflation. Also, there is \$25,000 in one-time funding to replace aging equipment and support the upgrade to high-definition television.

Upgrade Project Portfolio Management System - \$91,276

This proposal replaces DoIT's software system to track and manage the City's current IT projects that the Chief Technology Officer is required to monitor. The current software is out of date and no longer supported by the vendor. The new system is easier to use and should reduce training time and facilitate more frequent updates to project information

Complete Office 365 Implementation - \$200,000

This item funds the final implementation stages of the City's transition to Microsoft Office 365 for completion in 2016. Office 365 will provide both local and cloud licensing for key office products including email, calendaring, Office, Lync and Sharepoint. As part of this work, DoIT will replace the City's aging email infrastructure with Microsoft Exchange Online, a cloud-based email service that will reduce costs by reducing the need for on premise infrastructure while increasing security and service availability

Upgrade Reporting System - \$146,974

A data reporting system currently in use by DoIT for customer service reports is at the end of its useful life. This funding provides temporary staffing to transition the data into a different reporting system. It is more efficient for DoIT convert the data for reporting into an existing licensed system than to invest in upgrading the other outdated system.

Reduce Funding for Coordination of Senior Peer Computer Training - (\$22,333)

In 2011, funding from the Cable Franchise Fund was directed to fund a half-time position in the Human Services Department (HSD) to coordinate senior peer computer training for a limited time. This item reduces that funding by half and HSD will use existing resources in 2015-2016 to continue to fund this half-time position.

Install IT Testing Tools

This item provides funding in 2016 (\$310,000) to implement a new suite of technology testing tools which will allow the City to more efficiently mitigate risks from rapid technology changes that are driven by IT service providers. Routine upgrades to operating systems will occur more frequently as the City moves toward increased use of cloud computing. Previously, the City controlled the upgrade timelines and the impacts could be managed manually. These automated IT testing tools will allow rapid and efficient management of the upgrade impacts to other systems.

Delay Interactive Voice Response Upgrade Project

The software upgrade for the City's Interactive Voice Response project planned for 2016 will be delayed until 2017. The current system continues to function well with planned routine maintenance and does not need to be upgraded at this time.

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Proposed Technical Changes

Adjustments for Inflation and Debt Service Costs - (\$632,602)

This item adjusts DoIT's budget due to double counting of inflation factors during the baseline development and reduction of debt service payments for 2015 and 2016.

Technical Adjustments - (\$94,063)

Changes reflected in this category include: adjustments within or between Budget Control Levels that align funding with spending requirements, corrections to baseline adjustments made during Executive phase, and other technical changes to staffing and program funding requirements. These changes are considered technical in nature because they do not significantly affect approved department service delivery or require new or additional policy decisions.

Transfer of Electronic Records Management Project - (\$69,525)

This item reflects the transfer of the debt service for the Electronic Records Management Project to the Finance and Administrative Services Department (FAS). This project was originally in the DoIT CIP, but has been managed by FAS and will replace the current email archive system that is no longer supported by the vendor.

Align Budget for Personnel Costs - \$323,492

This item aligns DoIT's budget for salaries and other personnel services to match what is actually spent and where in the organization the expenses are occurring.

Final Citywide Adjustments for Standard Cost Changes - \$523,153

Citywide technical adjustments made in the "Proposed Phase" reflect changes due to inflation, central cost allocation, retirement, healthcare, workers' compensation, and unemployment costs. These adjustments reflect updates to preliminary cost assumptions established in the "Baseline Phase."

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Expenditure Overview

Appropriations	Summit Code	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Finance and Administration Budget Control					
Finance and Administration		2,607,984	2,724,395	3,793,632	3,403,302
General and Administration		5,349,477	28,047,250	28,679,940	12,961,346
Total	D1100	7,957,461	30,771,645	32,473,572	16,364,648
Office of Electronic Communications Budget Control					
Citywide Web Team		2,019,504	2,279,791	2,156,449	2,170,692
Community Technology		1,285,646	1,344,485	1,353,971	1,366,670
Office of Cable Communications		648,727	729,693	781,488	762,195
Seattle Channel		3,108,019	3,269,938	3,434,041	3,449,325
Total	D4400	7,061,896	7,623,907	7,725,949	7,748,882
Technology Infrastructure Budget Control					
Communications Shop		2,168,040	1,893,256	1,809,549	1,831,265
Data Network Services		3,702,468	4,027,052	4,176,486	4,130,951
Enterprise Computing Services		7,474,825	8,469,845	8,055,838	7,723,804
Messaging, Collaboration and Directory Services		2,602,865	3,566,472	2,847,715	2,894,519
Radio Network		4,120,510	2,602,167	1,528,751	1,378,226
Service Desk		1,262,384	1,209,240	1,477,426	2,249,134
Technical Support Services		1,983,142	2,032,829	2,239,556	2,564,229
Technology Engineering and Project Management		2,963,623	4,881,909	5,216,198	5,407,704
Technology Infrastructure Grants		781,745	0	0	0
Telephone Services		9,113,125	8,747,424	9,769,775	9,399,083
Warehouse		943,504	1,273,481	1,258,020	1,282,182
Total	D3300	37,116,232	38,703,675	38,379,314	38,861,097
Technology Leadership and Governance Budget Control					
Citywide Technology Leadership and Governance		2,010,283	1,852,633	2,075,900	2,092,098
Information Security Office		0	637,472	1,755,726	1,811,168
Total	D2200	2,010,283	2,490,105	3,831,626	3,903,266
Department Total		54,145,873	79,589,332	82,410,461	66,877,893
Department Full-time Equivalent Total*		192.25	193.25	198.25	198.25

* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

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Revenue Overview

2015 Estimated Revenues

Summit Code	Source	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
542810	Cable Fund Allocation	8,446,884	8,709,785	8,199,394	8,227,829
	Total Cable Fund	8,446,884	8,709,785	8,199,394	8,227,829
541490	Technology Allocation (GF Depts)	10,787,904	12,378,548	13,690,757	14,321,545
541710	Rates (GF Depts)	128,388	0	0	0
541810	Rates (GF Depts)	184,494	142,834	1,416,233	1,506,260
542810	Rates (GF Depts)	3,204,818	2,755,173	2,099,559	2,126,435
542810	Special Project Billings (GF Depts)	127,372	0	0	0
542850	Rates (GF Depts)	1,127,268	1,084,762	991,349	1,011,701
562210	Rates (GF Depts)	103,591	72,512	73,983	75,439
	Total City Agency - GF	15,663,835	16,433,829	18,271,882	19,041,380
541490	Technology Allocation	16,552,920	17,617,045	19,777,289	24,422,495
541710	Rates	51,389	0	0	0
541810	Rates	131,901	133,407	1,097,053	1,182,581
542810	Rates	1,397,066	1,439,471	970,164	982,349
542810	Special Project Billings	354,689	0	0	0
542850	Rates	110,830	204,345	184,768	188,561
562210	Rates	42,108	56,952	64,956	66,234
	Total City Agency - Non-GF	18,640,903	19,451,221	22,094,230	26,842,221
441710	Rates	2,189	0	0	0
442810	Rates	183,579	147,736	184,647	186,395
442810	Special Project Billings	910,256	0	0	0
442850	Rates	248,982	206,853	38,193	38,977
462210	Rates	131,697	100,603	160,594	161,850
469990	Other Miscellaneous Revenues	31,108	0	0	0
	Total External Revenues	1,507,811	455,193	383,434	387,221
461110	Interest Earnings	-59,241	0	0	0
	Total Finance - External	-59,241	0	0	0
587001	Rates (pure GF)	47,919	168	188	190
587001	Technology Allocation (pure GF)	4,609,008	3,974,770	4,464,301	6,498,654
	Total General Subfund Support	4,656,927	3,974,938	4,464,489	6,498,844
433010	Federal Grants - Indirect	781,745	0	0	0
439090	Private Contributions & Donations	0	0	0	0
	Total Grants	781,745	0	0	0
569990	Long-Term General Obligation (LTGO) Bonds - Capital Assets Replacement	0	3,170,096	3,675,000	0
569990	Long-Term General Obligation	0	3,000,000	0	0

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	(LTGO) Bonds - Electronic Records Management System Planning				
569990	Long-Term General Obligation (LTGO) Bonds - Next Generation Data Center	2,623,785	26,200,000	7,287,000	0
	Total LTGO Bonds	2,623,785	32,370,096	10,962,000	0
569990	Operating Fund Rebate	0	-2,615,164	0	0
	Total Operating Fund Rebate	0	-2,615,164	0	0
469400	Radio Frequency Settlement	5,200	0	0	0
	Total Radio Frequency Settlement	5,200	0	0	0
542810	Special Project Billings	807,389	5,410,871	5,819,790	6,355,482
	Total Special Project Billings	807,389	5,410,871	5,819,790	6,355,482
	Total Revenues	53,075,238	84,190,769	70,195,219	67,352,978
379100	Use of (Contributions to) Fund Balance	1,070,635	-4,601,437	12,215,243	-475,085
	Total Use of (Contributions to) Fund Balance	1,070,635	-4,601,437	12,215,243	-475,085
	Total Resources	54,145,873	79,589,332	82,410,462	66,877,893

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Appropriations By Budget Control Level (BCL) and Program

Finance and Administration Budget Control Level

The purpose of the Finance and Administration Budget Control Level is to provide human resources, contracting, finance, budget, and accounting services (planning, control, analysis, and consulting) to the Department, and to manage funding associated with Citywide initiatives.

	2013	2014	2015	2016
Program Expenditures	Actual	Adopted	Proposed	Proposed
Finance and Administration	2,607,984	2,724,395	3,793,632	3,403,302
General and Administration	5,349,477	28,047,250	28,679,940	12,961,346
Total	7,957,461	30,771,645	32,473,572	16,364,648
Full-time Equivalents Total*	21.00	21.00	25.00	25.00

* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

The following information summarizes the programs in Finance and Administration Budget Control Level:

Finance and Administration Program

The purpose of the Finance and Administration Program is to provide human resources, contracting, finance, budget, and accounting services (planning, control, analysis, and consulting) to the Department.

	2013	2014	2015	2016
Expenditures/FTE	Actual	Adopted	Proposed	Proposed
Finance and Administration	2,607,984	2,724,395	3,793,632	3,403,302
Full-time Equivalents Total	21.00	21.00	25.00	25.00

General and Administration Program

The purpose of the General and Administration Program is to provide general administrative services and supplies to the Department's internal programs.

	2013	2014	2015	2016
Expenditures	Actual	Adopted	Proposed	Proposed
General and Administration	5,349,477	28,047,250	28,679,940	12,961,346

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Office of Electronic Communications Budget Control Level

The purpose of the Office of Electronic Communications Budget Control Level is to operate the Seattle Channel, Cable Office, Web sites, and related programs so that technology delivers services and information to residents, businesses and visitors.

	2013	2014	2015	2016
Program Expenditures	Actual	Adopted	Proposed	Proposed
Citywide Web Team	2,019,504	2,279,791	2,156,449	2,170,692
Community Technology	1,285,646	1,344,485	1,353,971	1,366,670
Office of Cable Communications	648,727	729,693	781,488	762,195
Seattle Channel	3,108,019	3,269,938	3,434,041	3,449,325
Total	7,061,896	7,623,907	7,725,949	7,748,882
Full-time Equivalents Total*	35.00	36.00	35.00	35.00

* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

The following information summarizes the programs in Office of Electronic Communications Budget Control Level:

Citywide Web Team Program

The purpose of the Citywide Web Team Program is to provide leadership in using Web technology and a Web presence for residents, businesses, visitors, and employees so that they have 24-hour access to relevant information and City services.

	2013	2014	2015	2016
Expenditures/FTE	Actual	Adopted	Proposed	Proposed
Citywide Web Team	2,019,504	2,279,791	2,156,449	2,170,692
Full-time Equivalents Total	12.75	13.75	12.75	12.75

Community Technology Program

The purpose of the Community Technology Program is to provide leadership, education, and funding so that all residents have access to computer technology and online information.

	2013	2014	2015	2016
Expenditures/FTE	Actual	Adopted	Proposed	Proposed
Community Technology	1,285,646	1,344,485	1,353,971	1,366,670
Full-time Equivalents Total	4.25	4.25	4.25	4.25

Office of Cable Communications Program

The purpose of the Office of Cable Communications Program is to negotiate with and regulate private cable communications providers so that residents receive high-quality and reasonably priced services.

	2013	2014	2015	2016
Expenditures/FTE	Actual	Adopted	Proposed	Proposed
Office of Cable Communications	648,727	729,693	781,488	762,195
Full-time Equivalents Total	2.75	2.75	2.75	2.75

Department of Information Technology

Seattle Channel Program

The purpose of the Seattle Channel Program is to inform and engage residents in Seattle's governmental, civic, and cultural affairs by using television, the Web, and other media in compelling ways.

Expenditures/FTE	2013	2014	2015	2016
	Actual	Adopted	Proposed	Proposed
Seattle Channel	3,108,019	3,269,938	3,434,041	3,449,325
Full-time Equivalents Total	15.25	15.25	15.25	15.25

Technology Infrastructure Budget Control Level

The purpose of the Technology Infrastructure Budget Control Level is to build and operate the City's corporate communications and computing assets so that the City can manage information more effectively, deliver services more efficiently, and make better informed decisions.

Program Expenditures	2013	2014	2015	2016
	Actual	Adopted	Proposed	Proposed
Communications Shop	2,168,040	1,893,256	1,809,549	1,831,265
Data Network Services	3,702,468	4,027,052	4,176,486	4,130,951
Enterprise Computing Services	7,474,825	8,469,845	8,055,838	7,723,804
Messaging, Collaboration and Directory Services	2,602,865	3,566,472	2,847,715	2,894,519
Radio Network	4,120,510	2,602,167	1,528,751	1,378,226
Service Desk	1,262,384	1,209,240	1,477,426	2,249,134
Technical Support Services	1,983,142	2,032,829	2,239,556	2,564,229
Technology Engineering and Project Management	2,963,623	4,881,909	5,216,198	5,407,704
Technology Infrastructure Grants	781,745	0	0	0
Telephone Services	9,113,125	8,747,424	9,769,775	9,399,083
Warehouse	943,504	1,273,481	1,258,020	1,282,182
Total	37,116,232	38,703,675	38,379,314	38,861,097
Full-time Equivalents Total*	123.50	122.50	122.50	122.50

* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

Department of Information Technology

The following information summarizes the programs in Technology Infrastructure Budget Control Level:

Communications Shop Program

The purpose of the Communications Shop Program is to install, maintain, and repair the dispatch radio infrastructure and mobile and portable radios for City departments and other regional agencies for common, cost-effective communications.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Communications Shop	2,168,040	1,893,256	1,809,549	1,831,265
Full-time Equivalents Total	11.20	11.40	10.50	10.50

Data Network Services Program

The purpose of the Data Network Services Program is to provide data communications infrastructure and related services to City employees so that they may send and receive electronic data in a cost-effective manner and residents may electronically communicate with City staff and access City services.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Data Network Services	3,702,468	4,027,052	4,176,486	4,130,951
Full-time Equivalents Total	14.75	15.00	14.95	14.95

Enterprise Computing Services Program

The purpose of the Enterprise Computing Services Program is to provide a reliable production computing environment that allows departments to effectively operate their technology applications, operating systems, and servers.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Enterprise Computing Services	7,474,825	8,469,845	8,055,838	7,723,804
Full-time Equivalents Total	24.25	24.25	22.75	22.75

Messaging, Collaboration and Directory Services Program

The purpose of the Messaging, Collaboration and Directory Services Program is to provide, operate, and maintain an infrastructure for e-mail, calendar, directory, and related services to City employees and the general public so that they can communicate and obtain City services.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Messaging, Collaboration and Directory Services	2,602,865	3,566,472	2,847,715	2,894,519
Full-time Equivalents Total	12.25	12.25	12.25	12.25

Radio Network Program

The purpose of the Radio Network Program is to provide dispatch radio communications and related services to City departments and other regional agencies so that they have a highly available means for mobile communications.

Department of Information Technology

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Radio Network	4,120,510	2,602,167	1,528,751	1,378,226
Full-time Equivalents Total	1.00	0.00	0.85	0.85

Service Desk Program

The purpose of the Service Desk Program is to provide an initial point of contact for technical support, problem analysis and resolution, and referral services for customers in non-utility departments.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Service Desk	1,262,384	1,209,240	1,477,426	2,249,134
Full-time Equivalents Total	9.75	9.25	9.25	9.25

Technical Support Services Program

The purpose of the Technical Support Services Program is to provide, operate, and maintain computer services for City employees so that they have a reliable computing environment to conduct City business and to provide services to other government entities and the public.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Technical Support Services	1,983,142	2,032,829	2,239,556	2,564,229
Full-time Equivalents Total	14.25	13.75	15.25	15.25

Technology Engineering and Project Management Program

The purpose of the Technology Engineering and Project Management Program is to engineer communications systems and networks, to manage large technology infrastructure projects for City departments, and to facilitate reliable and cost-effective communications and technology.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Technology Engineering and Project Management	2,963,623	4,881,909	5,216,198	5,407,704
Full-time Equivalents Total	6.00	6.00	7.00	7.00

Technology Infrastructure Grants Program

The purpose of the Technology Infrastructure Grants Program is to display expenditures related to technology projects funded by City and non-City sources and where appropriations for such projects are often made outside of the budget book.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures				
Technology Infrastructure Grants	781,745	0	0	0

Telephone Services Program

The purpose of the Telephone Services Program is to provide, operate, and maintain a telecommunications infrastructure, and to provide related services to City employees so that they have a highly available means of communication.

Department of Information Technology

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Telephone Services	9,113,125	8,747,424	9,769,775	9,399,083
Full-time Equivalents Total	27.05	27.60	26.70	26.70

Warehouse Program

The purpose of the Warehouse Program is to acquire, store, and distribute telephone, computing, data communications, and radio components to the Department so that equipment is available when requested.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Warehouse	943,504	1,273,481	1,258,020	1,282,182
Full-time Equivalents Total	3.00	3.00	3.00	3.00

Technology Leadership and Governance Budget Control Level

The purpose of the Technology Leadership and Governance Budget Control Level is provide strategic direction and coordination on technology for the City, including information security policy and management, development of common standards and architectures, development of a multi-year strategic IT plan, and IT project management and monitoring.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Program Expenditures				
Citywide Technology Leadership and Governance	2,010,283	1,852,633	2,075,900	2,092,098
Information Security Office	0	637,472	1,755,726	1,811,168
Total	2,010,283	2,490,105	3,831,626	3,903,266
Full-time Equivalents Total*	12.75	13.75	15.75	15.75

* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

The following information summarizes the programs in Technology Leadership and Governance Budget Control Level:

Citywide Technology Leadership and Governance Program

The purpose of the Citywide Technology Leadership and Governance Program is to establish strategic directions; identify key technology drivers; provide project management, oversight and quality assurance services; and provide information, research, and analysis to departments' business and technology managers.

	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Expenditures/FTE				
Citywide Technology Leadership and Governance	2,010,283	1,852,633	2,075,900	2,092,098
Full-time Equivalents Total	12.75	11.75	11.75	11.75

Information Security Office Program

Department of Information Technology

The purpose of the Information Security Office is to manage the Information Security program for the City including the creation and enforcement of policy, threat and vulnerability management, monitoring, and response, and regulatory compliance.

Expenditures/FTE	2013 Actual	2014 Adopted	2015 Proposed	2016 Proposed
Information Security Office	0	637,472	1,755,726	1,811,168
Full-time Equivalent Total	0.00	2.00	4.00	4.00

Information Technology Fund Table

Information Technology Fund (50410)

	2013 Actuals	2014 Adopted	2014 Revised	2015 Proposed	2016 Proposed
Beginning Fund Balance	45,874,959	18,984,626	24,625,302	25,390,812	13,175,570
Accounting and Technical Adjustments	-20,179,022	0	0	0	0
Plus: Actual and Estimated Revenues	53,075,238	84,190,769	85,547,075	70,195,219	67,352,978
Less: Actual and Budgeted Expenditures	54,145,873	79,589,332	84,781,566	82,410,461	66,877,893
Ending Fund Balance	24,625,302	23,586,063	25,390,812	13,175,570	13,650,654
Reserves Against Fund Balance	17,589,878	22,972,632	20,992,899	12,595,649	13,036,516
Total Reserves	17,589,878	22,972,632	20,992,899	12,595,649	13,036,516
Ending Unreserved Fund Balance	7,035,424	613,431	4,397,913	579,921	614,138

Department of Information Technology

Capital Improvement Program Highlights

The Department of Information Technology (DoIT) builds, manages, and maintains City government information technology infrastructure including radio, data, communications, and computer networks. DoIT also manages the Seattle Channel, the City's central data center, and the development of computer application projects on behalf of the City. The central data center houses most of the City's computer servers and computing architecture. DoIT's Capital Improvement Program (CIP) provides new technology investments and also upgrades, maintains and improves to the City's existing technology networks and systems.

The Next Generation Data Center project work continues in 2015 with a build out of the new facilities and relocation of the City IT systems into these facilities. As part of the process, an interdepartmental team is developing principles and governance rules for how departments will share network services, storage, management services and physical space in the new data center. The project budget includes resources for departments requiring additional staffing or backfill to complete their portion of the project. DoIT expects to complete this project in 2015 which will result in a new more resilient and modern data center environment for the City.

The DoIT CIP includes various systems upgrades in the IT Security Project and enhancements to meet new security requirements due to the City's increased number of credit card transactions. In addition, the project started in 2014 to update software systems that track help desk tickets and changes to the network system continues in 2015. Both systems are outdated and are in need of upgrades. The Technology Management Tools project will replace both of these systems with a new integrated tool suite. Also in 2015, as part of the Computing Services Architecture program, DoIT will acquire a new suite of testing tools to allow City IT organizations to address rapid technology changes in a more effective manner.

Additional capital project work in 2015 includes:

- fiber optic cable link installation;
- planning, repair, replacement, and modification of software, hardware, and electronics in the City's data and communications infrastructure;
- equipment replacement and upgrades in the 800 MHz radio network program;
- computing services architecture environment software and hardware replacement and upgrades; and
- replacement of Seattle Channel equipment.

Additional information on DoIT's CIP can be found in the [2015-2020 Proposed CIP](#).