

# Seattle Information Technology Department

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## Department Overview

Seattle IT is a trusted partner that provides secure, reliable, and compliant technologies enabling the City to deliver equitable and responsive services to the public.

The Seattle Information Technology Department (Seattle IT) provides strategic direction for and management of the City's information technology resources. Our services include data, telephone, and radio networks; applications and application infrastructure; desktop, mobile, and printing device support; website and digital engagement tools; data centers, servers, storage, and backup; video production and coverage of public meetings; and community support for digital equity, civic technology, and public internet access initiatives. Seattle IT also manages designated projects on behalf of the City, other departments, and regional partners.

With a full view of the City's IT needs, Seattle IT looks for opportunities to consolidate multi-department IT requests into one Citywide project, identifies similar programs that can share a common platform, and considers where a department may already have a solution that another department could utilize.

Seattle IT is organized into 8 divisions: 1) Applications; 2) Collaboration and Workplace Technologies; 3) Security and Infrastructure; 4) Project Delivery; 5) Client and Community Engagement; 6) Data Privacy, Accountability, and Governance; 7) Chief of Staff; and 8) Finance.

The **Applications Division** is responsible for building, maintaining, and supporting applications that provide a variety of business functions performed by our clients. The division manages enterprise-wide software solutions including GIS, CRM, and Permitting; provides development and support for applications that are specific to departments' business needs, including finance and human resources, public safety and dispatch, and utility systems; and supports ongoing software maintenance and enhancements.

The **Collaboration and Workplace Technologies Division** provides the services, platforms, data, and modern tools and technologies to support City employees in performing their day-to-day work no matter where they are, including device and customer support, web support, automation, and IT service management. The division processes over 110,000 service tickets each year by solving problems, answering questions, and helping people seamlessly work together to effectively deliver City services and communicate information to the public.

The **Security and Infrastructure Division** delivers the City's extensive infrastructure technologies – servers, storage, backup, disaster recovery, phone and data networks – as well as middleware, identity management, security, and cyber risk functions that help ensure the City's data and other technology assets are safe.

The **Project Delivery Division** includes the project delivery teams, portfolio and resource management, and quality assurance to ensure the successful delivery of Citywide IT Portfolio projects.

The **Client and Community Engagement Division** oversees several business-critical areas including client engagement; governance; digital equity; broadband, cable television, and wireless telecommunication; the award-winning Seattle Channel; and ad hoc projects. The division serves as the primary liaison for our internal clients, our public, and our elected officials.

The **Data Privacy, Accountability & Compliance Division** provides structure and guidance essential for City departments to fully incorporate appropriate data management and compliance practices into daily operations, and to build public trust and confidence in how we collect and manage the public's information. This division oversees the City's privacy program and public records program.

The **Chief of Staff Division** provides the services that enable the successful operation of the department including

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corporate performance management, human resources, communications, RSJI, change management, and administrative services.

The **Finance Division** provides budget, accounting, payroll, contracting, and purchasing services to the department.

## Internet for All

After the unanimous passage of Resolution 31956 by the City Council in July 2020 and the Executive’s presentation to City Council of its Action Plan in September 2020, Seattle IT is focused on Internet for All strategies and will track outcomes from actions in the report. The resolution affirms the City Council's goal of enabling all Seattle residents the ability to access reliable and affordable broadband internet access.

In 2023 and 2024, Seattle IT has committed \$1.2M in funding to pay for a combination of staff time advancing digital equity priorities and grant programs available to community-based organizations. Additionally, CLFR funds appropriated during the 2021 mid-year supplemental and 2022 Adopted Budget continue to be spent on an expanded Technology Matching Fund (TMF) cohort. See Table 1 below for further information.

2021 Adopted	2021 Revised	2021 Total Spend	2022 Adopted <sup>1</sup>	2022 Revised <sup>2</sup>	2022 Projected Spend <sup>3</sup>	2023 Proposed Budget	2024 Proposed Budget
1,083,439	1,163,812	982,198	1,759,625	2,590,420	1,800,000	1,215,434	1,246,646

1 Includes \$550,000 due to two Council Budget Actions (CBA).

2 Change from 2022 adopted to revised is the result of automatic 2021 Technology Matching Fund (TMF) carryforward. Grantees are given a year to execute the scope of work as proposed to Seattle IT.

3 Anticipated underspend due to vacancies, underspend targets, and 2022 TMF recipients needing time to execute on their scope of work.

## Cable Fund Overview

Beginning in 1996, the City of Seattle entered into cable franchise agreements that included a franchise fee as compensation for cable television providers locating in the public right-of-way. The City has approved franchises with Comcast and Wave Division I.

The Cable Television Franchise Fund (created by Ordinance 118196) revenues come from the franchise fee collected from the agreements. Related expenditures are budgeted in Seattle IT and charged to the Cable Television Franchise Fund. Resolution 30379 establishes usage policies for the fund. The fund pays for the following services:

- Administration of the Cable Customer Bill of Rights as well as the public, education, and government access costs the City is obligated to fund under the terms of its cable franchise agreements;
- Support of the Seattle Channel, including both operations and capital equipment;
- Programs and projects promoting technology literacy and access, including related research, analysis, and evaluation; and
- Use of innovative and interactive technology, including television and online content, to provide ways for residents to access City services.

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## Budget Snapshot

	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
<b>Department Support</b>				
General Fund Support	-	550,000	-	-
Other Funding - Operating	212,892,191	255,125,773	264,921,179	267,554,993
<b>Total Operations</b>	<b>212,892,191</b>	<b>255,675,773</b>	<b>264,921,179</b>	<b>267,554,993</b>
<b>Capital Support</b>				
Other Funding - Capital	34,664,710	27,985,346	49,079,677	25,291,764
<b>Total Capital</b>	<b>34,664,710</b>	<b>27,985,346</b>	<b>49,079,677</b>	<b>25,291,764</b>
<b>Total Appropriations</b>	<b>247,556,901</b>	<b>283,661,119</b>	<b>314,000,856</b>	<b>292,846,758</b>
Full-Time Equivalents Total*	673.10	658.50	669.00	669.00

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

## Budget Overview

As an internal service department, Seattle IT provides services to other City departments that in turn fund Seattle IT's budget. Seattle IT will continue to achieve acceptable service levels across our service portfolio. However, several critical areas within IT's area of responsibility remain volatile and unpredictable:

- **Hybrid workforce.** The shift of the City's workforce to a hybrid-remote model will continue to put new and different pressures on the City and department.
- **Cybersecurity.** While Seattle IT has invested strategically in technologies and talent to meet these threats, cybersecurity remains one of the most volatile disciplines in IT.
- **Public records.** While improved tools and platforms Seattle IT implemented recently are helping, there remains a high degree of effort in this area across the City to meet increasing demand.
- **Unanticipated technology needs.** The City is rapidly responding to new and urgent challenges. The planning and desired delivery cycles for new IT solutions often do not align with budget development timelines and schedules.
- **Rapid and major changes in technology.** The continued rapid rate of change in technology presents a challenge for the City in anticipating costs of projects and services.
- **Recruitment and retention.** As the employment landscape shifted over the last 2-1/2 years, it's resulted in increased market competition for qualified IT staff. Seattle IT is investing in programs focused on employee well-being and satisfaction, prioritizing recruiting and retaining top IT talent.

### Reductions in Response to Citywide Direction

The General Fund revenue forecast for the City's 2023-24 Proposed Budget is insufficient to cover expected costs. General Fund reductions were identified to mitigate this shortfall in revenues. For ITD this resulted in \$11.1M in reductions (numbers represent total budget reduction, not just General Fund amount):

- (\$2.3M) – Increasing the personnel vacancy rate from 4% to 6%
- (\$5M) – reducing the reserve for public safety radios
- (\$1.2M) – decreasing replacement of PCs in General Fund-supported departments by 50%
- (\$800,000) – reducing the training and consultant budget by 15%
- (\$1.8M) – replacing General Fund support in digital equity, and correcting a wage inflation error

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## Large IT Projects

The City is underway with two large IT projects replacing critical infrastructure that underwent additional review in the last year, looking at the projects scope and cost among other planning factors. Both resulted in items included with the budget: conversion of the City to network-based phones, and replacing the Municipal Court’s IT system.

Unified Communications and Coordination (UCC) is the project to move the City from 30-year old phonenumber systems to a modern network-based phone system using soft phones through computers and devices. This project was created in 2017 and in hindsight under scoped for the complexity of the City’s network and the many department-specific call centers. COVID also created capacity issues and delays impacting the timeline and budget. This budget funds \$20.8M to complete the conversion of all the remaining City phones and call centers to the modern phone system.

Municipal Court Information System (MCIS) is the main technology platform used by Seattle Municipal Court, which is critically reliant on the software that’s past its useful life and in need of replacement. The MCIS project went under review and came back with an updated project plan funded in this budget. The \$17.7M for the MCIS project will complete the replacement and enable to SMC to continue its operations under the new system.

## Support for Newer Enterprise and Department Systems

Operating and maintaining the City’s multiple software systems newly implemented to the City, or to replace aging ones, is a core line of business. In working with departments, ITD sought funding for resource issues arising in this area, and three items funded in this budget include:

- \$3.9M – IT systems implemented as projects in recent years become license costs, operation and maintenance needs, which is represented in this funding.
- \$767,000 – staffing support for the growing Accela permitting system
- \$418,000 – staffing and service level support for the Citywide Contract Management System

## Affordable Seattle

The City’s 2023 Proposed Budget spends approximately \$294 million in JumpStart Payroll Expense Tax (payroll tax) proceeds, of which \$33 million is allocated to investments promoting economic revitalization and workforce development. This item adds \$548,000 in 2023 backed by payroll tax in ITD to expand the technology support behind the Affordable Seattle and CiviForm program led out of the Innovation and Performance team in the City Budget Office. This expansion of three staff will support the CiviForm platform that links community members to City support services in a streamlined and efficient process.

## Incremental Budget Changes

### Seattle Information Technology Department

	Dollars	FTE
<b>2023 Beginning Budget</b>	<b>276,322,142</b>	<b>658.50</b>
<b>Baseline</b>		
Removing 2022 Budget One-Time Items	(10,495,792)	-
Citywide Adjustments for Standard Cost Changes	(423,427)	-
Baseline Technical Adjustments	976,219	-
Inflation to ITD Base Budget	6,186,852	-
Adjusting the Retirement Rate for Personnel Costs	(659,185)	-

## Seattle Information Technology Department

Changes to CADD and 911 Calls Funding Methodologies	(55,007)	-
Updates to the Counts Used to Cost Department IT Budgets	726,377	-
Labor and Maintenance Realignment	(32,761)	-
Adjustments to Capital Projects Outyears	-	-
Depreciation, Principal and Interest True-Up	1,661,027	-
Realign Post-Rate Revenue Changes	50,921	-
<b>Proposed Operating</b>		
Increase Vacancy Rate from 4% to 6%	(2,265,346)	-
Correcting for Overbudgeting in Annual Wage Increases	(1,435,390)	-
Reduction to the Radio Reserve and Rebate for the General Fund	2,500,000	-
Reduction to the Computer Replacement Program for General Fund Departments	(1,244,551)	-
Reduce Training and Consultant Budget	(799,070)	-
Eliminate Digital Equity General Fund Backfill	-	-
Additional Funding for New Public Safety Emergency Radio Network (PSERN)	1,283,256	-
Expansion of the Affordable Seattle and CiviForm Program	548,420	3.00
Increase in GIS Costs	270,000	-
Ongoing Funding for the Citywide Public Records Act (CPRA) Program	(21,265)	-
Product Manager for Accela Permitting Team	226,848	1.00
Additional Support Team Resources for Accela Needs	540,201	3.00
Increased O&M support for Citywide Contract Management System	417,917	1.00
Carbon-Based Performance Standards Application for Buildings	1,981,062	4.50
Improved Technology to Provide Information for 911 Response Calls - SPD	-	-
Improved Technology to Provide Information for 911 Response Calls - SFD	-	-
Improved Health and Safety Tracking in the Seattle Fire Department	28,600	-
Maintenance Funding for New Systems and Department Specific Technology	3,923,100	-
Additional Technologist in the Fiber Program	180,067	1.00
Transfer Public Records Position to SPD	-	(1.00)
<b>Proposed Capital</b>		
Funding to Complete Conversion of the City's Phone System	13,600,000	-
Completing the Court's Municipal Court Information System (MCIS) Project	12,995,926	-
Hearing Examiner Case Management System Replacement	1,837,382	-
<b>Proposed Technical</b>		
Indirect Cost Adjustment	(73,437)	-
Cable Fund Technical Adjustments	528,374	-
Bond Payments for the UCC Phone System Transition Project	485,663	-
Eliminate Two Sunset Positions in the Radio Program	-	(2.00)
Seattle Public Utilities Technology Budget Adjustment	5,250,000	-
Seattle City Light Technology Budget Adjustment	(1,374,400)	-

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Reduction in Rates for SCL to Reflect Transfer of VPN	-	-
Transfer of Staff from the Information Technology Department to Seattle City Light	-	(5.00)
Utility Customer Service System (UCSS) Staffing Support	-	3.00
Staffing for the SPU Construction Contract Management System	180,067	1.00
Staffing for the Utility Assistance Program	180,067	1.00
<b>Total Incremental Changes</b>	<b>\$37,678,713</b>	<b>10.50</b>
<b>Total 2023 Proposed Budget</b>	<b>\$314,000,856</b>	<b>669.00</b>

### Description of Incremental Budget Changes

#### Baseline

##### Removing 2022 Budget One-Time Items

Expenditures	\$(10,495,792)
Revenues	\$(4,552,959)

This item includes budget adjustments for one-time changes in the 2022 Adopted Budget.

##### Citywide Adjustments for Standard Cost Changes

Expenditures	\$(423,427)
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Citywide technical adjustments made in the baseline phase reflect changes to internal services costs, including rates from the Department of Finance & Administrative Services, Seattle Information Technology Department, Seattle Department of Human Resources, and for healthcare, retirement, and industrial insurance charges for the department. These adjustments reflect initial assumptions about these costs and inflators early in the budget process.

##### Baseline Technical Adjustments

Expenditures	\$976,219
Revenues	\$2,602,789

This baseline change reflects a variety of technical changes to Seattle IT's 2023-24 budget.

- \$55,000 - Adds ongoing funding for the Video Voter's guide that was inadvertently removed during the 2021 baseline process
- \$360,000 - Recognizes 2.0 FTE positions for the direct bill Enterprise Content Management System (ECM) that were added during the 2021 year-end supplemental. These positions are direct bill to Seattle City Light.
- \$1,080,000 - Recognizes 6.0 FTE quality assurance / quality control positions that were added during the 2021 year-end supplemental. These positions are direct bill only and are only funded if project funding is available.
- (\$550,000) - Removes one-time 2022 council changes for Technology Matching Fund and Digital Equity.
- \$0 - Realigns existing budget to reflect reorganizations that were executed in the 2021 calendar year.

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## Inflation to ITD Base Budget

Expenditures	\$6,186,852
Revenues	\$6,157,111

This baseline change reflects inflation factors proved centrally by the City Budget Office for the budget.

## Adjusting the Retirement Rate for Personnel Costs

Expenditures	\$(659,185)
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This item reduces appropriation to match updated retirement assumptions sent out centrally.

## Changes to CADD and 911 Calls Funding Methodologies

Expenditures	\$(55,007)
Revenues	\$(55,007)

This item requests two changes to how Seattle IT collects revenues for services provided and results in an appropriation decrease. ITD is changing the cost recovery methodology for Computer Aided Design and Drafting (CADD) from floating licenses to named users, and the cost recovery methodology for 911 from number of radios to the number of 911 calls based on data provided by the King County 911 office.

## Updates to the Counts Used to Cost Department IT Budgets

Expenditures	\$726,377
Revenues	\$725,433

This baseline change updates the counts (of devices, licenses, employees, etc) used in Seattle IT's various cost recovery methodologies to better reflect current IT usage across the City. The increase in total budget is the result of changes to the double budgeting policy used in the City's overhead model.

## Labor and Maintenance Realignment

Expenditures	\$(32,761)
Revenues	\$(31,817)

This baseline change realigns Seattle IT's existing FTEs with the area of IT service that their corresponding body of work is in the budget resulting in an appropriation decrease. This baseline change also realigns Seattle IT's funding for annual software maintenance contracts with the projected IT service needs for the 2023-24 budget.

## Adjustments to Capital Projects Outyears

Expenditures	-
Revenues	\$13,539,760

This item adjusts capital project budgets with the 2023-2024 budget.

## Depreciation, Principal and Interest True-Up

Expenditures	\$1,661,027
Revenues	\$5,878,821

This baseline change adjusts the amount and distribution of Seattle IT's depreciation, principal and interest budget based on the debt service schedule and planned spending in the 2023-24 CIP.

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## Realign Post-Rate Revenue Changes

Expenditures	\$50,921
Revenues	\$1,559,550

This annual baseline change updates budget and revenues to reflect changes made to Seattle IT's budget after customer rates were locked during the 2022 budgeting process.

## Proposed Operating

### Increase Vacancy Rate from 4% to 6%

Expenditures	\$(2,265,346)
Revenues	\$(2,265,346)

Responding to Citywide direction for budget reductions, this item increases Seattle IT's budgeted vacancy rate from 4% to 6%, resulting in approximately \$2.3 million annually in budget savings. ITD will continue and increase its management of department vacancies to meet the higher target, meaning certain bodies of work could be delayed as positions are held open.

### Correcting for Overbudgeting in Annual Wage Increases

Expenditures	\$(1,435,390)
Revenues	\$(1,435,390)

This item aligns Seattle IT's labor budget with anticipated AWI adjustments made in 2022. The 2022 Adopted Budget was built on AWI assumptions that were higher than actuals, resulting in higher budget in 2023-2024 being corrected in this item.

### Reduction to the Radio Reserve and Rebate for the General Fund

Expenditures	\$2,500,000
Revenues	-

This item executes a one-time general fund transfer of \$5.0 million (\$2.5M in 2023, \$2.5M in 2024) from Seattle IT's public safety radio reserves. These reserves have been collected by Seattle IT and accumulated a significant fund balance that is not needed at this time.

### Reduction to the Computer Replacement Program for General Fund Departments

Expenditures	\$(1,244,551)
Revenues	\$(1,244,551)

Responding to Citywide direction for budget reductions, this item reduces the PC Replacement Program for departments funded completely or mostly by the General Fund by approximately 50%, a reduction sustainable for only a short period of time as it will increase the lifecycle of some computers by one to five years. ITD will need to address potential increases this in future budget processes as technology impacts are better understood.

### Reduce Training and Consultant Budget

Expenditures	\$(799,070)
Revenues	\$(799,070)

Responding to Citywide direction for budget reductions, this item reduces ITD's training and consultant budget by



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15%. This reduction could result in supplemental budget requests, as ITD supports training required and paid for by service departments.

## Eliminate Digital Equity General Fund Backfill

Revenues -

This item removes a \$400,000 General Fund subsidy of the otherwise 100% Cable Fund-funded digital equity program. This does not impact the level of support for the digital equity program in 2023 and 2024. Support from the General Fund for Cable Fund programs will need to be reevaluated as a part of the 2025-2026 budget.

## Additional Funding for New Public Safety Emergency Radio Network (PSERN)

Expenditures \$1,283,256

Revenues \$383,256

The Puget Sound Emergency Radio Network is a region-wide public safety radio system used for communicating between agencies during emergencies. King County is leading the project to update the outdated system with the new PSERN system which will be operational in 2023. As one of the participants in this network, City of Seattle, will pay a per radio fee to PSERN for accessing the new network which will be collected from participating departments by Seattle IT and passed on to PSERN. The additional budget needed for the new system are \$383,000 in 2023 and \$767,000 in 2024 This item reflects the additional budget identified as needed during the budget process, but ITD will continue to monitor PSERN implementation and bring additional budget revisions in future budget processes as needed.

## Expansion of the Affordable Seattle and CiviForm Program

Expenditures \$548,420

Position Allocation 3.00

This item increases JumpStart Payroll Expense Tax funding for the Affordable Seattle program, which includes the CiviForm application. Affordable Seattle reduces barriers for low-income residents to access programs such as utilities, childcare, transportation, and food. CiviForm is a common application across multiple departments that decreases the time and effort for residents and their trusted intermediaries (e.g., Community Based Organizations) to apply for City of Seattle programs. Seattle IT is working in partnership with City Budget Office Innovation & Performance Team and Office of Economic Development to accomplish this work. Seattle IT is responsible for maintenance and development of the pilot platform into a fully-featured application.

This item adds 2.0 FTE Information Technology Professional, B positions as Database Engineers, and 1.0 FTE Information Technology Professional, A position as Manager of the staff in ITD related to the program. The three current staff in ITD working on Affordable Seattle would also be moved from CLFR funding to the JumpStart Payroll Tax fund in 2024. See City Budget Office Section for more details regarding Affordable Seattle and CiviForm.

## Increase in GIS Costs

Expenditures \$270,000

Revenues -

This item adds funding to support the work ITD's GIS mapping team is doing on executive projects to increase transparency.

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## Ongoing Funding for the Citywide Public Records Act (CPRA) Program

Expenditures	\$(21,265)
Revenues	\$1,220,626

This item provides ongoing funding of \$1.2M for 3.0 FTEs and a software system put in place in 2021 by a Mayoral directive to add public disclosure officers to Seattle IT. The software funding is for a SMS message capture solution and 25 licenses for NUIX ringtail are being recognized. For 2022, these costs were mostly funded by fund balance, and 2023 will be the first year these costs will be built into customer rates.

The City received over 16,000 public records requests in 2021, a workload that increases 15% annually. This workload requires better tools for public disclosure officers to expedite identification, review, and production of responsive records. Continuing the existing CPRA program will support this increasing body of work.

## Product Manager for Accela Permitting Team

Expenditures	\$226,848
Revenues	\$226,848
Position Allocation	1.00

This item is for 1.0 FTE Information Technology Professional, A to fill the role of Accela Product Manager to increase support platform-wide. This position will sunset in 2024. Use of the Accela system has grown considerably, and the Product Manager will help strategically plan for the whole platform, including areas of need around improvements and growth in the platform.

## Additional Support Team Resources for Accela Needs

Expenditures	\$540,201
Revenues	\$540,201
Position Allocation	3.00

This item is for 3.0 FTE Information Technology Professional, B positions to add a support team to the Accela permitting program. These positions will sunset in 2024. Adding this team will provide designated support for OSE, FAS and SDOT, focusing on improvements and issues related to department-specific work. This addition along with a reorganization of staff will also lead to a designated support team working on platform-wide work to address issues and improvements to the permitting system as a whole.

## Increased O&M support for Citywide Contract Management System

Expenditures	\$417,917
Revenues	\$417,917
Position Allocation	1.00

This item funds an increased support level from the software vendor, and 1.0 FTE Information Technology Professional, B for additional staffing support of the Citywide Contract Management System (CCMS), a new enterprise software to be used by all City departments for the management of contracts in 2022. This program was originally intended to have 2.0 FTEs to support the enterprise software and program, and this brings their FTEs to that level.

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## Carbon-Based Performance Standards Application for Buildings

Expenditures	\$1,981,062
Revenues	\$1,981,062
Position Allocation	4.50

This item funded by JumpStart Payroll Expense Tax will support the potential implementation with the Office of Sustainability (OSE) of a Seattle carbon-based building performance standards (BPS) mandate for existing commercial and multifamily buildings 20,000 SF and larger. The software application will allow building owners and their representatives to comply with the BPS and benchmarking data verification requirements by submitting information through an online form.

## Improved Technology to Provide Information for 911 Response Calls - SPD

Expenditures	-
Revenues	-

The item funds \$154,000 of work to create a better link between systems used by public safety departments, allowing Community Safety and Communications Center 911 dispatchers to support safety for emergency responders and the people they interact on 911 calls, by providing more information to the responders. This is funded for 2024 after the existing CAD system is upgraded.

## Improved Technology to Provide Information for 911 Response Calls - SFD

Expenditures	-
Revenues	-

The item funds \$95,000 of work to create a better link between systems used by public safety departments, the Seattle Fire Department a link to Community Safety and Communications Center information that will support safety for emergency responders and the people they interact with on calls, by providing more information to the responders. This is funded for 2024 after the existing CAD system is upgraded.

## Improved Health and Safety Tracking in the Seattle Fire Department

Expenditures	\$28,600
Revenues	\$28,600

This item provides \$50,000 over 2023 and 2024 in budget appropriation for IT to create a central platform to identify, track and address safety concerns across SFD, replacing manual file keeping and offline documentation.

## Maintenance Funding for New Systems and Department Specific Technology

Expenditures	\$3,923,100
Revenues	\$3,923,100

This item adds funding to add annual maintenance budget for newly implemented technologies and existing contracts with significant increases. As IT projects are implemented, annual maintenance budget is needed to support the products and pay for licensing.

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## Additional Technologist in the Fiber Program

Expenditures	\$180,067
Revenues	\$180,067
Position Allocation	1.00

This item adds a 1.0 FTE Information Technology Professional, B for a third technologist in order to support the approximately 700 miles of high bandwidth fiber optic network that connect many of our critical networks and services within the City of Seattle. This position is funded by billing fiber network partners using the system.

## Transfer Public Records Position to SPD

Position Allocation	(1.00)
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This item transfers 1.0 FTE from Seattle IT to the Seattle Police Department (SPD). This position is intended to increase capacity for SPD to perform e-mail searches and be more responsive to Public Records requests. The position was originally added to Seattle IT in the 2021 2Q Supplemental.

## Proposed Capital

### Funding to Complete Conversion of the City's Phone System

Expenditures	\$13,600,000
Revenues	\$12,951,000

This item adds \$20.8M funding over 2023-2024 for ITD to complete the conversion of the City's telephone network and call centers to new network-based lines, bringing the total project cost to \$49.6M. The Unified Communication and Collaboration (UCC) is replacing the City's 30-year old phone system. It was initially scoped in 2017, resulting in inadequate resources for the complexity of the project and over forty department- specific call centers, in addition to delays created by the pandemic. With the additional funding, ITD will work with the vendor to complete the conversion of phones and call centers, estimated by the end of 2024.

### Completing the Court's Municipal Court Information System (MCIS) Project

Expenditures	\$12,995,926
Revenues	\$12,995,926

This item provides \$17.7M funding over 2023-2024 to complete the replacement of the Seattle Municipal Court's legacy MCIS system, bringing the total project cost to \$55.5M. The Court is critically dependent upon MCIS for all court operations to provide a continuing, permanent record of all case events, dates and outcomes. As the project has proceeded, a refinement of scope, schedule, and budget was conducted, leading to the new proposal and funding needed to complete the replacement of the MCIS system.

### Hearing Examiner Case Management System Replacement

Expenditures	\$1,837,382
Revenues	\$1,837,382

This item funds \$1.8M in 2023 and \$900,000 in 2024 to replace the Hearing Examiner's Case Management System which has reached the end of its lifecycle, it's at high risk of failure as only one resource can address problems, and would be better served by an off the shelf solution. The system includes case records back to 2010, and allows members of the public to directly access files, file appeals and track cases.

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## Proposed Technical

### **Indirect Cost Adjustment**

Expenditures	\$ (73,437)
Revenues	\$ (73,437)

This item represents the impacts of 2023-2024 budget items on Seattle IT's indirect cost model. As funding changes with budget decisions made, it affects the level of indirect cost charges made as levels increase or decrease in changing programs.

### **Cable Fund Technical Adjustments**

Expenditures	\$528,374
Revenues	\$528,374

This item adjusts the Cable Television Franchise Fee Fund (10101) budget to reflect the impact of changes with the Seattle Information Technology Operating Fund (50410) involving the use of Franchise Fee revenue. This change reflects budget changes as well as changes in methodologies that impact Cable-funded projects and shared services.

### **Bond Payments for the UCC Phone System Transition Project**

Expenditures	\$485,663
Revenues	-

This item reflects the operating impacts of the UCC project proposed in the budget, completing the transition of the City's phones to network-based lines, which is being bonded. As a result of the Technology Infrastructure CIP adjustment, this funding request is to cover the first and second year of principal and interest costs on the proposed bond issuances.

### **Eliminate Two Sunset Positions in the Radio Program**

Position Allocation	(2.00)
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This eliminates two positions in the Radio Program, both set to sunset by the end of 2022.

### **Seattle Public Utilities Technology Budget Adjustment**

Expenditures	\$5,250,000
Revenues	\$5,250,000

This item revises appropriation authority to the Applications BSL budget with the anticipated Seattle Public Utilities' budget for technology projects in 2023-2024.

### **Seattle City Light Technology Budget Adjustment**

Expenditures	\$ (1,374,400)
Revenues	\$ (1,374,400)

This item revises appropriation authority to the Applications BSL budget with the anticipated Seattle City Light's budget for technology projects in 2023-2024.

# Seattle Information Technology Department

## Reduction in Rates for SCL to Reflect Transfer of VPN

Revenues \$(405,000)

This item reduces rates for Seattle City light, reflecting the transfer of SCL's VPN community from ITD to SCL.

## Transfer of Staff from the Information Technology Department to Seattle City Light

Position Allocation (5.00)

This item annualizes the transfer of five full-time positions from the Seattle Information Technology Department (ITD) to Seattle City Light (SCL) made in the 2022 Third Quarter Supplemental. These staff support technologies deemed operational to SCL and as a result, should be located in that department. There will be no funding change in 2022, but Seattle IT and SCL will work together to ensure any rate changes are reflected in future budgets.

## Utility Customer Service System (UCSS) Staffing Support

Position Allocation 3.00

This item annualizes three FTE positions created in the 2022 Third Quarter Supplemental. These positions are needed to support the Utility Customer Service System (UCSS) which is scheduled to go-live in October 2022. This system is the public customer interface to the Utilities billing system and enables customers to access their billing information, make payments and other transactions associated with their utility service accounts.

## Staffing for the SPU Construction Contract Management System

Expenditures \$180,067

Revenues \$180,067

Position Allocation 1.00

This item annualizes a 2022 2nd Quarter Supplemental position add for a 1.0 FTE Information Technology Professional, B in the ITD Applications Division, funded by Seattle Public Utilities (SPU). This position will be dedicated to the ongoing operation and maintenance (O&M) of SPU's Construction Contract Management Division (CMD), and will also participate in the active CIP project to select and implement a replacement for these systems.

## Staffing for the Utility Assistance Program

Expenditures \$180,067

Revenues \$180,067

Position Allocation 1.00

This item annualizes a 2022 2nd Quarter Supplemental position add for a 1.0 FTE Information Technology Professional, B to be added to the Enterprise Content Management IT team for ongoing operation and maintenance (O&M) support of the Utilities Assistance Program application. This position will be funded by Seattle City Light and Seattle Public Utilities.

## Expenditure Overview

	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
<b>Appropriations</b>				
<b>ITD - BC-IT-C0700 - Capital Improvement Projects</b>				
50410 - Information Technology Fund	34,664,710	27,985,346	49,079,677	25,291,764
<b>Total for BSL: BC-IT-C0700</b>	<b>34,664,710</b>	<b>27,985,346</b>	<b>49,079,677</b>	<b>25,291,764</b>

## Seattle Information Technology Department

### ITD - BO-IT-D0100 - Leadership and Administration

50410 - Information Technology Fund	23,249,273	29,039,619	28,892,838	30,189,042
<b>Total for BSL: BO-IT-D0100</b>	<b>23,249,273</b>	<b>29,039,619</b>	<b>28,892,838</b>	<b>30,189,042</b>

### ITD - BO-IT-D0200 - Cable Franchise

10101 - Cable TV Franchise Fund	6,707,893	6,414,265	6,942,639	7,089,562
<b>Total for BSL: BO-IT-D0200</b>	<b>6,707,893</b>	<b>6,414,265</b>	<b>6,942,639</b>	<b>7,089,562</b>

### ITD - BO-IT-D0300 - Technology Infrastructure

50410 - Information Technology Fund	46,860,256	49,714,696	60,290,489	64,945,167
<b>Total for BSL: BO-IT-D0300</b>	<b>46,860,256</b>	<b>49,714,696</b>	<b>60,290,489</b>	<b>64,945,167</b>

### ITD - BO-IT-D0400 - Frontline Services and Workplace

00100 - General Fund	-	550,000	-	-
50410 - Information Technology Fund	40,245,257	51,505,057	47,500,375	48,504,022
<b>Total for BSL: BO-IT-D0400</b>	<b>40,245,257</b>	<b>52,055,057</b>	<b>47,500,375</b>	<b>48,504,022</b>

### ITD - BO-IT-D0500 - Digital Security & Risk

50410 - Information Technology Fund	6,600,710	7,509,229	7,169,916	7,306,069
<b>Total for BSL: BO-IT-D0500</b>	<b>6,600,710</b>	<b>7,509,229</b>	<b>7,169,916</b>	<b>7,306,069</b>

### ITD - BO-IT-D0600 - Applications

14000 - Coronavirus Local Fiscal Recovery Fund	610,245	5,942,832	-	-
14500 - Payroll Expense Tax	-	-	548,420	1,042,145
50410 - Information Technology Fund	84,806,376	99,631,328	108,295,153	103,004,703
<b>Total for BSL: BO-IT-D0600</b>	<b>85,416,621</b>	<b>105,574,160</b>	<b>108,843,573</b>	<b>104,046,848</b>

### ITD - BO-IT-D0800 - Client Solutions

50410 - Information Technology Fund	3,812,181	5,368,747	5,281,349	5,474,284
<b>Total for BSL: BO-IT-D0800</b>	<b>3,812,181</b>	<b>5,368,747</b>	<b>5,281,349</b>	<b>5,474,284</b>

<b>Department Total</b>	<b>247,556,901</b>	<b>283,661,119</b>	<b>314,000,856</b>	<b>292,846,758</b>
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<b>Department Full-Time Equivalents Total*</b>	<b>673.10</b>	<b>658.50</b>	<b>669.00</b>	<b>669.00</b>
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*\* FTE totals are provided for informational purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here*

## Seattle Information Technology Department

### Budget Summary by Fund Seattle Information Technology Department

	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
00100 - General Fund	-	550,000	-	-
10101 - Cable TV Franchise Fund	6,707,893	6,414,265	6,942,639	7,089,562
14000 - Coronavirus Local Fiscal Recovery Fund	610,245	5,942,832	-	-
14500 - Payroll Expense Tax	-	-	548,420	1,042,145
50410 - Information Technology Fund	240,238,762	270,754,022	306,509,796	284,715,051
<b>Budget Totals for ITD</b>	<b>247,556,901</b>	<b>283,661,119</b>	<b>314,000,856</b>	<b>292,846,758</b>

### Revenue Overview

#### 2023 Estimated Revenues

Account Code	Account Name	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
321090	Bus Lic&Perm-Cable Fran Fees	7,701,768	5,919,382	5,818,573	5,703,156
321900	Bus Lic&Perm-Other	7,922	-	-	-
360020	Inv Earn-Residual Cash	-	2,044	30,621	15,277
<b>Total Revenues for: 10101 - Cable TV Franchise Fund</b>		<b>7,709,690</b>	<b>5,921,426</b>	<b>5,849,194</b>	<b>5,718,433</b>
400000	Use of/Contribution to Fund Balance	-	492,839	1,093,445	1,371,129
<b>Total Resources for:10101 - Cable TV Franchise Fund</b>		<b>7,709,690</b>	<b>6,414,266</b>	<b>6,942,640</b>	<b>7,089,562</b>
331110	Direct Fed Grants	610,245	-	-	-
<b>Total Revenues for: 14000 - Coronavirus Local Fiscal Recovery Fund</b>		<b>610,245</b>	<b>-</b>	<b>-</b>	<b>-</b>
331110	Direct Fed Grants	(37,384)	-	-	-
333110	Ind Fed Grants	21,211	-	-	-
341400	Fiber Communications Revenues	2,072,699	-	-	-
342130	Communication Service Fees	221,696	-	-	-
348170	Isf-Itld Alloc Rev	166,535,164	189,124,180	202,567,629	205,331,137
348180	Isf-Itld Billed Rev	48,480,937	59,817,357	64,956,477	59,017,474
360020	Inv Earn-Residual Cash	-	312,516	-	-
360690	Building/Oth Space Rent	1	-	-	-
360900	Miscellaneous Revs-Other Rev	280,876	-	-	-
391010	G.O.Bond Proceeds	14,680,000	18,453,438	21,554,147	10,911,700
391080	Premium On Gen Obl Bonds	3,253,036	-	-	-
397010	Operating Transfers In	11,897,487	-	12,995,926	4,709,708



## Seattle Information Technology Department

<b>Total Revenues for: 50410 - Information Technology Fund</b>	<b>247,405,722</b>	<b>267,707,490</b>	<b>302,074,179</b>	<b>279,970,018</b>
400000 Use of/Contribution to Fund Balance	-	3,046,531	4,435,618	4,745,032
<b>Total Resources for:50410 - Information Technology Fund</b>	<b>247,405,722</b>	<b>270,754,021</b>	<b>306,509,797</b>	<b>284,715,050</b>
<b>Total ITD Resources</b>	<b>255,725,657</b>	<b>277,168,287</b>	<b>313,452,436</b>	<b>291,804,612</b>

### Appropriations by Budget Summary Level and Program

#### **ITD - BC-IT-C0700 - Capital Improvement Projects**

The Capital Improvement Projects Budget Summary Level provides support for citywide or department-specific IT projects and initiatives within Seattle IT's Capital Improvement Program (CIP).

<b>Program Expenditures</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Application Services CIP	9,989,372	14,576,000	14,833,308	5,628,399
Citywide IT Initiatives CIP	2,542,475	-	-	-
Communications CIP	12,202,382	5,690,670	17,918,147	8,702,477
Enterprise Compute Services CIP	6,101,658	2,182,188	10,650,000	5,135,000
Fiber Enterprise Initiatives CIP	2,804,648	4,468,011	4,582,392	4,701,534
Radio Communications CIP	727,859	723,098	741,609	760,891
Seattle Channel CIP	296,315	345,380	354,221	363,463
<b>Total</b>	<b>34,664,710</b>	<b>27,985,346</b>	<b>49,079,677</b>	<b>25,291,764</b>

*\*FTE totals are provided for informational 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 Capital Improvement Projects Budget Summary Level:

#### **Application Services CIP**

This budget program contains Capital Improvement Program (CIP) funding associated with developing, implementing and enhancing various software applications used by City departments.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Application Services CIP	9,989,372	14,576,000	14,833,308	5,628,399

# Seattle Information Technology Department

## Citywide IT Initiatives CIP

This budget program contains the Capital Improvement Program (CIP) funding associated with a portfolio of capital IT initiatives. Projects in this program may support multiple departments.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Citywide IT Initiatives CIP	2,542,475	-	-	-

## Communications CIP

This budget program contains the Capital Improvement Program (CIP) funding associated with ongoing design, acquisition, replacement and upgrading of software, infrastructure and major hardware for the City's data, communications and telephonic systems which may include switches, and or connectivity infrastructure.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Communications CIP	12,202,382	5,690,670	17,918,147	8,702,477

## Enterprise Compute Services CIP

This budget program contains the Capital Improvement Program (CIP) funding associated with the ongoing acquisition, replacement, and upgrading of server and storage systems.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Enterprise Compute Services CIP	6,101,658	2,182,188	10,650,000	5,135,000

## Fiber Enterprise Initiatives CIP

This budget program (formerly Technology Engineering & Project Management CIP) contains the Capital Improvement Program (CIP) funding associated with major maintenance and installation of a high-speed fiber-optic communication network for the City and its external fiber partners.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Fiber Enterprise Initiatives CIP	2,804,648	4,468,011	4,582,392	4,701,534

## Radio Communications CIP

This budget program contains the Capital Improvement Program (CIP) funding associated with the ongoing acquisition, replacement and upgrading of software and hardware for the City of Seattle's portion of the King County Regional 800 MHz radio system.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Radio Communications CIP	727,859	723,098	741,609	760,891

# Seattle Information Technology Department

## Seattle Channel CIP

This budget program contains the Capital Improvement Program (CIP) funding associated with the ongoing acquisition, replacement and upgrading of the cablecasting and production systems for the Seattle Channel.

Expenditures/FTE	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Seattle Channel CIP	296,315	345,380	354,221	363,463

### **ITD - BO-IT-D0100 - Leadership and Administration**

The Leadership and Administration Budget Summary Level provides executive, community, financial, human resource, and business support to Seattle IT.

Program Expenditures	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Chief of Staff	-	-	-	-
Chief Privacy Office	-	-	-	-
Citywide Indirect Costs	12,115,125	6,757,575	7,027,634	7,723,031
CTO / Executive Team	-	-	-	-
Departmental Indirect Costs	15,917,016	22,166,763	21,884,867	22,523,094
Executive Advisor	-	-	-	-
Indirect Cost Recovery Offset	(6,008,249)	-	-	-
Pooled Benefits and PTO	1,225,381	115,281	(19,663)	(57,083)
<b>Total</b>	<b>23,249,273</b>	<b>29,039,619</b>	<b>28,892,838</b>	<b>30,189,042</b>
Full-time Equivalents Total*	82.00	83.75	80.50	80.50

*\*FTE totals are provided for informational 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 Leadership and Administration Budget Summary Level:

### **Chief of Staff**

This budget program contains the funding associated with the leadership and accountability of core administrative support to ITD's divisions. These efforts include the oversight of ITD's talent, workforce planning and training, communications, finance, corporate performance, and organizational change management.

Expenditures/FTE	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Chief of Staff	-	-	-	-

# Seattle Information Technology Department

## Chief Privacy Office

This budget program provides oversight and guidance required for City Departments to incorporate appropriate privacy and surveillance ordinance compliance practices into City operations with the objective of building public trust and confidence in how we collect and manage the public's personal information.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Chief Privacy Office	-	-	-	-
Full Time Equivalents Total	-	1.00	-	-

## Citywide Indirect Costs

This budget program contains the funding associated with the various overhead costs charged to Seattle IT, including budget and expenses that have been allocated from other City departments.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Citywide Indirect Costs	12,115,125	6,757,575	7,027,634	7,723,031

## CTO / Executive Team

This budget program contains the funding associated with the Chief Technology Officer (CTO) and the Seattle IT Executive Team. The CTO sets technology standards and strategies to ensure the City's technology investments are used efficiently and effectively.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
CTO / Executive Team	-	-	-	-

## Departmental Indirect Costs

The purpose of the Departmental Indirect Costs program is to fund costs associated with management of the department including executive, financial, communications, human resources, business support, and strategic planning and analysis services. It also includes the costs for the City's Privacy and Surveillance program.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Departmental Indirect Costs	15,917,016	22,166,763	21,884,867	22,523,094
Full Time Equivalents Total	82.00	82.75	80.50	80.50

# Seattle Information Technology Department

## Executive Advisor

This budget program contains funding for key administrative support functions including process improvement, governance, interdepartmental service delivery, support for ITD's Racial Social Justice Initiative and community focused technology strategies.

Expenditures/FTE	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Executive Advisor	-	-	-	-

## Indirect Cost Recovery Offset

This budget program is used for the indirect cost recovery of Citywide and Departmental indirect costs incurred by Seattle IT.

Expenditures/FTE	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Indirect Cost Recovery Offset	(6,008,249)	-	-	-

## Pooled Benefits and PTO

This budget program contains the funding associated with employee leave, time off, and benefit-related costs for Workers' Compensation, healthcare and other centrally distributed benefit costs for Seattle IT staff.

Expenditures/FTE	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Pooled Benefits and PTO	1,225,381	115,281	(19,663)	(57,083)

## ITD - BO-IT-D0200 - Cable Franchise

The purpose of the Cable Fee Support to Information Technology Fund Budget Control Level is to authorize the transfer of resources from the Cable Television Franchise Fund to the Seattle Information Technology Department's Information Technology Fund. These resources are used by the department for a variety of programs consistent with Resolution 30379.

Program Expenditures	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Cable Franchise for Info Tech	6,707,893	6,414,265	6,942,639	7,089,562
<b>Total</b>	<b>6,707,893</b>	<b>6,414,265</b>	<b>6,942,639</b>	<b>7,089,562</b>

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

# Seattle Information Technology Department

## ITD - BO-IT-D0300 - Technology Infrastructure

The Technology Infrastructure Budget Summary Level develops, maintains, and manages core IT services including communications and data networks, data center and cloud computing infrastructure, and database systems.

<b>Program Expenditures</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Business Advancement Team	-	-	-	-
Communications Infrastructure	9,566,773	3,876,774	4,193,987	4,788,200
Database Systems	2,773,426	2,814,948	2,626,135	2,707,638
Enterprise Computing	207,164	76,076	210,060	210,060
Enterprise Services	2,548,831	3,182,662	3,323,030	3,412,073
Infrastructure Tools	4,028,286	4,022,097	4,714,262	4,754,904
Middleware	-	-	2,622,930	2,715,571
Network Operations	5,337,947	7,336,257	8,154,920	8,794,484
Radio Management	2,695,384	2,880,596	6,475,123	6,031,852
Systems Engineering	2,946,093	3,640,097	3,793,866	3,972,649
Telephone Engineering	7,239,151	10,862,162	12,793,952	15,936,743
Windows Systems	9,517,201	11,023,027	11,382,223	11,620,993
<b>Total</b>	<b>46,860,256</b>	<b>49,714,696</b>	<b>60,290,489</b>	<b>64,945,167</b>
Full-time Equivalents Total*	111.25	108.75	118.00	118.00

*\*FTE totals are provided for informational 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 Infrastructure Budget Summary Level:

### **Business Advancement Team**

This budget program contains funding to support project planning and delivery support for ITD operating projects. This program includes business analysts and project managers.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Business Advancement Team	-	-	-	-

### **Communications Infrastructure**

This budget program contains funding to provide data center services as well as costs for major moves, additions, or changes to communication network infrastructure.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Communications Infrastructure	9,566,773	3,876,774	4,193,987	4,788,200
Full Time Equivalents Total	2.00	3.00	3.00	3.00

# Seattle Information Technology Department

## Database Systems

This budget program contains funding associated with maintenance and direct labor costs for database administrators and data architecture. This includes installing and upgrading database structures, controlling and monitoring access to databases, and backing up and restoring databases.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Database Systems	2,773,426	2,814,948	2,626,135	2,707,638
Full Time Equivalents Total	11.75	11.25	10.25	10.25

## Enterprise Computing

This budget program contains the funding associated with providing and managing public cloud services for Seattle IT customers.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Enterprise Computing	207,164	76,076	210,060	210,060

## Enterprise Services

This budget program contains the funding associated with Seattle IT's messaging support and identity management services.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Enterprise Services	2,548,831	3,182,662	3,323,030	3,412,073
Full Time Equivalents Total	11.00	10.00	9.00	9.00

## Infrastructure Tools

This budget program contains funding for major system controls, switches and components to support the technology infrastructure system operations.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Infrastructure Tools	4,028,286	4,022,097	4,714,262	4,754,904
Full Time Equivalents Total	11.20	10.00	13.00	13.00

# Seattle Information Technology Department

## Middleware

This budget program contains funding to support translation layers that enable communication between an operating platform and applications running on that platform.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Middleware	-	-	2,622,930	2,715,571
Full Time Equivalents Total	-	-	12.00	12.00

## Network Operations

This budget program contains funding for the design, operations, and maintenance of the City's fiber optic, wireless, and data networks, including City's internet access.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Network Operations	5,337,947	7,336,257	8,154,920	8,794,484
Full Time Equivalents Total	17.80	14.25	14.00	14.00

## Radio Management

This budget program contains funding for maintenance of the City's emergency radio and dispatch systems including radios, pagers, and radio towers, base stations microwave and the fiber network for all the City's radio operations. The program also provides radio programming, installation and maintenance to City Departments and external partners.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Radio Management	2,695,384	2,880,596	6,475,123	6,031,852
Full Time Equivalents Total	11.00	13.00	10.00	10.00

## Systems Engineering

This budget program contains funding associated with core computing services Seattle IT provides its customers, including the backup, recovery, and storage of customer data.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Systems Engineering	2,946,093	3,640,097	3,793,866	3,972,649
Full Time Equivalents Total	5.00	5.00	5.50	5.50



# Seattle Information Technology Department

## Telephone Engineering

This budget program contains funding for the design, maintenance and operations of the City's consolidated telephone systems.

	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Expenditures/FTE				
Telephone Engineering	7,239,151	10,862,162	12,793,952	15,936,743
Full Time Equivalents Total	14.10	17.25	17.00	17.00

## Windows Systems

This budget program contains funding associated with the centralized hosting, management and support of Windows applications.

	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Expenditures/FTE				
Windows Systems	9,517,201	11,023,027	11,382,223	11,620,993
Full Time Equivalents Total	27.40	25.00	24.25	24.25

### **ITD - BO-IT-D0400 - Frontline Services and Workplace**

The Frontline Services and Workplace Budget Summary Level develops, maintains, and manages all client support services, including incident resolution, end-user equipment and software deployment, device maintenance, operating system configuration and management, digital tools that enable everyday work, public-facing communications software development, and support. This Budget Summary Level also includes the Seattle Channel as the public-facing entity of the department and the Broadband and Community Technology programs.

Program Expenditures	2021 Actuals	2022 Adopted	2023 Proposed	2024 Proposed
Community Technology and Broadband	1,073,845	1,899,403	1,304,813	1,338,610
Digital Workplace	11,650,840	15,551,295	12,558,281	12,692,185
Frontline Digital Services	27,520,572	34,604,359	33,637,281	34,473,227
<b>Total</b>	<b>40,245,257</b>	<b>52,055,057</b>	<b>47,500,375</b>	<b>48,504,022</b>
Full-time Equivalents Total*	169.26	162.75	152.75	152.75

*\*FTE totals are provided for informational 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 Frontline Services and Workplace Budget Summary Level:

# Seattle Information Technology Department

## Community Technology and Broadband

This budget program contains the funding associated with the Community Technology Services team and the Technology Matching Fund. The Technology Matching Fund provides grants to community-based organizations for projects centered on improving digital equity.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Community Technology and Broadband	1,073,845	1,899,403	1,304,813	1,338,610
Full Time Equivalents Total	5.50	5.25	5.00	5.00

## Digital Workplace

This budget program contains funding to enable digital tools and capabilities for the City’s workforce including SharePoint, Office 365 Collaboration, Windows Enterprise, Process Automation, eDiscovery, and Mobility.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Digital Workplace	11,650,840	15,551,295	12,558,281	12,692,185
Full Time Equivalents Total	27.54	23.50	17.50	17.50

## Frontline Digital Services

This budget program contains funding to develop, maintain, and manage client support services, including incident resolution, end-user equipment and software deployment, device maintenance, operating system configuration and management, digital tools that enable everyday work, and public-facing communications software development and support. Major services include Seattle Channel, Solutions Desk, Desktop Support, IT Asset Management, Computer Lifecycle and IT Service Management.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Frontline Digital Services	27,520,572	34,604,359	33,637,281	34,473,227
Full Time Equivalents Total	136.22	134.00	130.25	130.25

## **ITD - BO-IT-D0500 - Digital Security & Risk**

The Digital Security and Risk Budget Summary Level provides security and risk mitigation services for the City's computing environments, and develops, applies, and monitors compliance with technology policies and procedures. This Budget Summary Level also includes the department’s Emergency Management team.

<b>Program Expenditures</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Digital Security & Risk	6,600,710	7,509,229	7,169,916	7,306,069
<b>Total</b>	<b>6,600,710</b>	<b>7,509,229</b>	<b>7,169,916</b>	<b>7,306,069</b>
Full-time Equivalents Total*	19.00	19.00	16.00	16.00

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## ITD - BO-IT-D0600 - Applications

The Applications Services Budget Summary Level designs, develops, and supports application solutions for both individual business and enterprise platform needs. In addition, it advances several IT functions, practices, and services such as vendor management, enterprise architecture, automation, quality assurance and analytics.

<b>Program Expenditures</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Business Applications	17,979,594	22,717,398	25,538,132	25,938,466
Department Initiatives	41,176,449	52,709,187	46,880,141	40,514,603
Platform Applications	17,801,704	20,526,078	24,167,597	24,993,989
Service Modernization	8,458,875	9,621,497	12,257,704	12,599,790
<b>Total</b>	<b>85,416,621</b>	<b>105,574,160</b>	<b>108,843,573</b>	<b>104,046,848</b>
Full-time Equivalents Total*	274.53	258.59	276.87	276.87

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The following information summarizes the programs in Applications Budget Summary Level:

### **Business Applications**

This budget program contains funding to design, develop, support application solutions that are focused towards individual business needs, in accordance with Citywide architecture and governance. Major business applications include Financial, HRIS, Police & Fire, Customer Care Billing (Utility), and Work Order Asset Management Systems.

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Business Applications	17,979,594	22,717,398	25,538,132	25,938,466
Full Time Equivalents Total	63.89	49.50	54.50	54.50

### **Department Initiatives**

This budget program contains funding to citywide or department-specific IT projects and initiatives that are outside the scope of Seattle ITD's Capital Improvement Program (CIP).

<b>Expenditures/FTE</b>	<b>2021 Actuals</b>	<b>2022 Adopted</b>	<b>2023 Proposed</b>	<b>2024 Proposed</b>
Department Initiatives	41,176,449	52,709,187	46,880,141	40,514,603
Full Time Equivalents Total	84.39	99.59	99.12	99.12

# Seattle Information Technology Department

## Platform Applications

This budget program contains funding to design, develop, and support solutions for enterprise platform applications and middleware in accordance with Citywide architecture and governance. Major platform applications include GIS & CADD, Permitting, and Customer Relationship Management systems.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Platform Applications	17,801,704	20,526,078	24,167,597	24,993,989
Full Time Equivalents Total	79.70	72.50	79.25	79.25

## Service Modernization

This budget program contains funding to mature and advance essential IT functions, practices and services including vendor management, enterprise architecture, quality assurance, and business intelligence and analytics.

	2021	2022	2023	2024
Expenditures/FTE	Actuals	Adopted	Proposed	Proposed
Service Modernization	8,458,875	9,621,497	12,257,704	12,599,790
Full Time Equivalents Total	46.55	37.00	44.00	44.00

## **ITD - BO-IT-D0800 - Client Solutions**

The Client Solutions Budget Summary Level provides account management and support for Seattle IT customers, which includes services that build and mature relationships, support and facilitate strategic planning, guide technology learning and decisions through customer innovation labs, establish standards for Project Management and Business Analysis services for all IT projects, facilitate IT project intake analysis, and support consistent communication and customer service practices across all customer-facing divisions.

Program Expenditures	2021	2022	2023	2024
	Actuals	Adopted	Proposed	Proposed
Client Solutions	3,812,181	5,368,747	5,281,349	5,474,284
<b>Total</b>	<b>3,812,181</b>	<b>5,368,747</b>	<b>5,281,349</b>	<b>5,474,284</b>
Full-time Equivalents Total*	17.06	25.66	24.88	24.88

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