

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

537



FROM: Riverside County Information Technology

SUBMITTAL DATE:
December 23, 2015

SUBJECT: FY16/17 Service Rates for Riverside County Information Technology (RCIT), Districts: All
[\$89,129,274]

RECOMMENDED MOTION: That the Board of Supervisors approves the attached RCIT service rates for FY16/17.

BACKGROUND:

Summary

The RCIT FY16/17 budget represents the first budget year of a new, simple and easily understandable rate methodology that consolidates 64 rates into 12, to better serve the county departments in budgeting and understanding all the services being provided to them. In summary, RCIT has developed two major rate categories (device and server) to allocate its primary lines of business to its customer. The device rate allocates all available enterprise applications (PeopleSoft, GIS, and SharePoint), services (VoIP, and CorNet), and support (Helpdesk, PC Technicians, and Phone Technicians) to each participating department by number of users and devices. The server rate allocates all enterprise server infrastructure costs to each department by the number of physical servers and virtual server instances.

Steve Reneker
Chief Information Officer

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$ 89,129,274	\$ 89,129,274	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

SOURCE OF FUNDS: County Departmental Budgets **Budget Adjustment:** No
For Fiscal Year: 16/17

C.E.O. RECOMMENDATION: APPROVE
BY:
County Executive Office Signature Jennifer L. Sargent

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Benoit and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley
Nays: None
Absent: None
Date: February 2, 2016
xc: RCIT

Kecia Harper-Ihem
Clerk of the Board
By:
Deputy

Prev. Agn. Ref.: District: All Agenda Number:

3-30

FISCAL PROCEDURES APPROVED
PAUL ANGUIO, CPA, AUDITOR-CONTROLLER
BY

Departmental Concurrence

- A-30
- 4/5 Vote
- Positions Added
- Change Order

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: FY16/17 Service Rates for Riverside County Information Technology (RCIT), [Districts: All],
[\$89,129,274].
DATE: December 23, 2015
PAGE: 2 of 2

BACKGROUND:

Summary (continued)

Rates have also been developed for Laserfiche, and MS Dynamics, which are not yet fully utilized by all departments and RC3 (Riverside County Collaboration Center), and the Property Tax System.

The RCIT strategy for FY16/17 is to continue the reduction in "Total County IT Spend". RCIT will slow down and focus on priorities. RCIT will also eliminate Technology Service Agreements with a common County Service Level Agreement to allow true IT consolidation to take place. In FY16/17, RCIT will consolidate 8 Help Desks into a core RCIT Help Desk as well as work to consolidate 50 data centers into RC3, including consolidation of all system and network administrators.

RCIT's (RCIT, Information Security Office and Geographic Information Services) proposed budget, in the amount of \$89,129,274, is an increase of \$1,971,223 (2.26 percent) over the FY 15/16 budget, in the amount of \$87,158,051. This net increase is the result of anticipated projects providing enterprise benefit.

Impact on Residents and Businesses

RCIT is dedicated to providing information technology, GIS, and information security services while continuing the effort to reduce the total County IT spend as it provides a higher level of service countywide.

SUPPLEMENTAL:

Additional Fiscal Information

The new proposed rate structure and rates will insure full cost recovery for RCIT and help RCIT's customers in their budgeting by providing a pre-determined budgetary amount.

Internal Audits Review Comments:

The Auditor-Controller approved the FY 2016-17 rate methodology with the understanding that a plan will be developed and operative by January 2017 to address concerns involving required reserves and working capital.

RCIT FY16/17 Rates

	Rate	Unit	Yearly Rate
County Device Access	\$ 164.82	per MS EA User/per Month	\$ 1,977.84
County Device Support	\$ 88.59	per Device/per Month	\$ 1,063.08
Public Device Support	\$ 34.20	per Device/per Month	\$ 410.40
Physical Server Support	\$ 1,018.09	per Server/per Month	\$ 12,217.08
Virtual Server Support	\$ 543.58	per Instance/per Month	\$ 6,522.96
Laserfiche	\$ 126.61	per License/per Month	\$ 1,519.32
MS Dynamics	\$ 85.15	per License/per Month	\$ 1,021.80
Property System Support	\$ 167,652.24	per Month	
RC3 Outside Customers	\$ 137.87	per Unit/per Month	\$ 1,654.44
Application Developer	\$ 112.17	per Hour	
Business System Analyst	\$ 112.18	per Hour	
Database Administrator	\$ 113.44	per Hour	

RCIT New Proposed FY16/17 Rate Structure
Summary by Service/Department

Department	County Device Access Allocation	County Device Support Allocation	Public Device Support Allocation	Total Device Support Allocation	BSA, App Dev, OBA Allocation	Physical Server Support Allocation	Virtual Server Support Allocation	Total Server Support Allocation	RC3 Allocation	Property Tax System Allocation	Laserfiche Allocation	M5 Dynamics Allocation	Other Services Allocation	New Operations/ISO/GIS Allocation	FY15/16 Operations/GIS Est. Doc	FY15/16 RCIT Operations/GIS Est. Doc	FY15/16 vs FY16/17 Allocation Variance	% Incr/Decr	FY15/16 Estimated Total Departmental IF Spend	FY15/16 IF Spend Outside of RCIT
Auditor	197,785	-	-	197,785	-	-	32,615	32,615	513,533	18,231	-	-	-	762,164	759,964	2,200	0%	802,970	43,006	
Assessor/Clerk Recorder	830,697	-	12,311	843,008	-	-	-	24,434	705,508	18,231	-	-	-	1,548,516	1,559,448	(10,932)	-1%	13,277,677	11,718,279	
Agricultural Commissioner	59,336	32,957	-	92,292	228	24,434	-	24,434	-	-	-	-	-	116,955	134,416	(17,461)	-13%	174,199	39,783	
Animal Services	405,459	245,582	-	651,042	-	61,085	78,275	139,360	-	-	-	-	-	790,402	827,029	(36,627)	-4%	1,704,488	877,459	
Ambulatory Care Department	522,153	-	-	522,153	114	342,078	45,660	387,738	-	-	-	52,109	-	522,153	3,094,807	(2,572,654)	83%	4,168,450	1,073,652	
Board of Supervisor	148,339	135,017	-	283,356	-	-	-	-	-	-	-	-	-	723,317	666,705	56,612	8%	935,586	268,881	
Community Action Partnership	108,782	-	-	108,782	-	-	-	-	-	-	-	-	-	108,782	155,954	(47,172)	-30%	327,067	171,113	
Coop Extension	-	-	-	-	-	24,434	-	24,434	-	-	-	-	-	268,775	205,234	63,541	31%	308,247	103,013	
County Counsel	158,228	86,113	-	244,341	-	-	-	-	-	-	-	-	-	79,114	27,666	51,448	186%	30,000	2,334	
Crest	79,114	-	-	79,114	-	-	-	-	-	-	-	-	-	1,443,831	1,120,479	323,352	29%	2,285,607	1,165,128	
DA	1,443,831	-	-	1,443,831	-	-	-	-	-	-	-	-	-	1,443,831	2,239,438	2,209,013	30,425	1%	2,230,255	21,242
DCSS	771,362	-	-	771,362	-	952,931	2,739,620	3,692,550	-	-	-	-	-	30,603,147	27,747,543	7,855,604	28%	63,238,086	40,491,543	
DPSS	10,383,715	9,490,527	114,488	19,988,731	6,921,865	952,931	2,739,620	3,692,550	-	-	-	-	-	4,863,226	5,091,749	(228,523)	-4%	7,028,191	1,936,442	
EDA	2,379,354	819,670	82,070	3,281,095	171	769,675	-	769,675	812,285	-	-	-	-	1,935,586	2,185,206	(249,620)	-11%	2,343,692	158,486	
Environmental Health	397,548	374,220	-	771,768	834,572	146,605	182,641	329,246	-	-	-	-	-	238,051	2,682	238,051	0%	871,210	87,120	
Emergency Services	142,405	46,778	-	189,183	-	48,868	-	48,868	-	-	-	-	-	112,368	130,000	(17,632)	-14%	177,483	47,483	
Executive Office	75,158	37,209	-	112,368	-	-	-	-	-	-	-	-	-	392,435	603,726	(211,291)	-35%	39,744	21,828	
Fire	391,614	-	821	392,435	-	-	-	-	-	-	-	-	-	57,358	15,916	41,442	260%	7,467,651	6,863,925	
First Five	57,358	-	-	57,358	-	-	-	-	-	-	-	-	-	392,435	603,726	(211,291)	-35%	39,744	21,828	
Flood	490,507	229,635	-	720,142	472,427	439,814	-	439,814	-	-	-	-	-	1,632,383	1,204,258	428,125	36%	4,253,384	3,049,126	
Human Resources	668,513	523,058	-	1,191,572	1,420,906	305,426	332,568	638,095	60,771	-	-	-	-	3,311,343	3,729,003	(417,660)	-11%	5,537,515	1,808,512	
LAFCO	-	3,189	-	3,189	-	-	-	-	-	-	-	-	-	8,077	4,022	4,055	101%	40,859	36,837	
Law Library	-	1,063	-	1,063	-	-	-	-	-	-	-	-	-	1,063	2,683	(1,620)	-60%	2,700	17	
Mental Health	3,010,289	-	10,259	3,020,547	400	-	-	-	-	-	-	-	-	3,020,947	4,930,412	(1,909,465)	-39%	5,225,501	295,089	
Office on Aging	104,836	56,346	-	161,172	11,424	24,434	65,229	89,663	-	-	-	-	-	262,259	364,736	(102,477)	-28%	563,202	198,466	
Parks	237,342	184,984	-	422,326	-	48,868	13,046	61,914	-	-	-	-	-	484,240	538,691	(54,451)	-10%	1,260,683	721,992	
Probation	1,888,847	840,933	6,566	2,736,346	782,974	415,380	-	415,380	-	-	-	-	-	3,934,700	3,209,194	725,506	23%	5,135,733	1,926,559	
Public Defender	510,285	339,137	-	849,423	11,424	452,031	-	452,031	-	-	-	-	-	1,312,878	1,154,850	158,028	14%	1,646,031	491,181	
Public Health	1,212,422	-	-	1,212,422	49,811	-	-	-	60,771	-	-	-	-	1,323,004	4,827,534	(3,504,530)	-73%	5,942,314	1,144,780	
Purchasing	176,029	112,691	-	288,720	347,136	109,954	58,706	168,660	-	-	-	-	-	804,516	759,059	45,457	6%	1,279,845	520,786	
RCA	21,756	-	-	21,756	-	-	-	-	-	-	-	-	-	21,756	80,835	(59,079)	-73%	150,460	69,625	
PSEC	71,203	42,525	-	113,728	-	12,217	-	12,217	-	-	-	-	-	311,258	80,835	230,423	285%	2,641,344	2,560,500	
RCIT and All Other External	8,212,035	-	-	8,212,035	571	-	-	-	2,665,338	-	-	-	-	2,998,402	2,213,689	784,713	35%	2,213,689	2,560,500	
RCRMC	261,076	69,103	821	331,000	372,080	219,907	-	219,907	-	-	-	25,544	-	8,237,579	7,594,906	642,673	8%	24,157,052	16,562,146	
ROV	73,180	23,389	-	96,569	-	85,519	-	85,519	-	-	-	-	-	922,987	783,240	139,747	18%	1,235,993	450,749	
San Jacinto Sheriff	7,759,108	-	-	7,759,108	343	-	-	-	-	-	-	-	3,692	185,781	100,169	85,612	85%	101,000	831	
TLMA	990,903	586,846	-	1,577,749	768,474	610,853	332,668	943,521	-	-	-	-	-	7,759,451	5,828,077	1,931,374	33%	27,181,371	21,353,294	
Treasurer	203,719	-	-	203,719	-	-	-	-	792,786	-	-	-	-	996,505	1,115,422	(118,917)	-11%	1,501,511	386,089	
Veteran Services	29,668	31,894	-	61,562	-	-	-	-	-	-	-	-	-	61,562	57,814	3,748	6%	59,900	2,095	
Waste Management	312,500	178,605	-	491,105	477,471	183,256	52,183	235,439	-	-	-	-	-	1,204,016	1,095,170	108,846	10%	1,485,736	390,566	
WRCOG	-	24,452	-	24,452	-	-	-	-	-	-	-	-	-	100,811	125,263	24,452	237%	44,622	7,505	
Total	44,786,448	14,515,925	227,335	59,529,708	12,472,391	5,277,270	3,933,311	9,211,081	2,665,338	2,011,827	253,718	889,938	2,095,273	89,129,274	86,368,621	2,760,653	3%	209,083,302	122,714,681	