

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



**ITEM: 3.40  
(ID # 11427)**

**MEETING DATE:**

**Tuesday, January 28, 2020**

**FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY:**

**SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: FY 20/21 Service  
Allocations and Rates for RCIT, All Districts. [\$0]**

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the attached Riverside County Information Technology (RCIT) service allocations and rates for FY 20/21.

**ACTION: Policy**

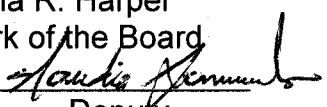
  
Dave Rogers, Assistant County Executive Officer / CIO 12/23/2019

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: January 28, 2020  
xc: RCIT

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 20/21</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

This Board item is for the establishment of RCIT's allocations and rates for Fiscal Year 20/21. In compliance with budget policy approved by the Board on November 19, 2019, RCIT have absorbed labor and pension increases. RCIT is submitting a preliminary budget of \$88,737,559 for Fiscal Year 20/21, which represents a net decrease of 4.2% (\$3,933,992) from its prior year. This includes an increase to the enterprise allocation offset by reductions in direct bill staff and decommissioning of the former property tax system.

The departmental enterprise allocation increase resulted from Executive Office direction to cover Geographical Information Systems (GIS) costs previously funded by Transportation and Land Management Agency (TLMA) development revenue and end of life, mission-critical projects supporting county-wide operations. The increase in the enterprise allocation will result in a minimal 2.5% (\$1,915,000) increase across county departments. All other rates have remained relatively flat from prior year.

For the past 3 years, RCIT has held its budget relatively flat and critical infrastructure supporting IT Operations have reached end of life and must be upgraded. Although, RCIT held its budget steady in the prior fiscal year and funded "end of life", mission critical equipment utilizing existing resources, there are still many projects that will require funding in future years. RCIT remains committed to using technology and more efficient management strategies to ensure resources are utilized in the most effective manner possible.

RCIT's fixed allocation model is comprised of calculating and establishing baseline percentages for determining cost allocations across departments for the Access and Support allocations now known as the "Enterprise" allocation. The Enterprise allocation encompasses core services such as the County phone system, CORNET, support for devices and the RC3 data center, back-up, disaster recovery, and Office 365, etc. Although the "Access" and "Support" allocations have been combined, departments are only charged if the service is managed by RCIT. Allocations have also been developed for Document Management, MS Dynamics, and Dedicated Staff, which are not fully utilized by all departments. RCIT continues to use a "Fixed

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Allocation Methodology" which has been further refined to eliminate large unpredictable swings and provide a more consistent way to bill and forecast IT spend across departments.

**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.

**Additional Fiscal Information**

The proposed fixed allocation and rates will ensure full cost recovery for RCIT and help RCIT's customers in their budgeting by providing a pre-determined budgetary amount.

**ATTACHMENTS:**

1. RCIT FY 20/21 Rate Schedule
2. RCIT FY 20/21 Department Allocation

  
Rene Casillas, Internal Audits Chief 1/6/2020

  
Venus Brambila 1/7/2020

# **RIVERSIDE COUNTY INFORMATION TECHNOLOGY FY20/21 RATE SCHEDULE - FULL COST RECOVERY**

PRODUCT OR SERVICE	UNIT	FY 20/21	FY 19/20	VARIANCE	% incr/decr
Enterprise IT Services (All)	see Cost Allocation Based on Adj IT Spend				
Laserfiche (Designated)	per License/per Month	\$ 47.52	\$ 47.52	\$ (0.00)	0%
MS Dynamics (Designated)	per License/per Month	\$ 26.64	\$ 32.27	\$ (5.63)	-17.44%
Property System Support (Designated)	per Month	\$ -	\$ 157,613.79	\$ (157,613.79)	-100.00%
Standard Server Rack Unit (upon request)	per Unit/per Month	\$ 60.16	\$ 60.16	\$ (0.00)	0.00%
3-Phase Server Rack Unit (upon request)	per Unit/per Month	\$ 86.36	\$ 86.46	\$ (0.10)	-0.12%
Application Developer (upon request)	actual cost		\$ 91.66	\$ (91.66)	-100.00%
Business System Analyst (upon request)	actual cost		\$ 91.54	\$ (91.54)	-100.00%
Database Administrator (upon request)	actual cost		\$ 100.76	\$ (100.76)	-100.00%

PRODUCT OR SERVICE	UNIT	FY 20/21	FY 19/20	VARIANCE	% incr/decr
Access Support	per User/per Month	\$ 163.76	\$ 163.76	\$ -	0%
Device Support	per Device/per Month	\$ 82.13	\$ 82.13	\$ -	0%
Public Device Support	per Device/per Month	\$ 31.01	\$ 31.01	\$ -	0%
Physical Server Support	per Server/per Month	\$ 2,334.70	\$ 2,334.70	\$ -	0%
Virtual Server Support	per Instance/per Month	\$ 773.57	\$ 773.57	\$ -	0%

SERVICE	DEFINITION	FY 20/21	FY 19/20	VARIANCE	% incr/decr
Application Expert Time	Business Process Analyst and Web Developer		\$ 63.99	\$ (63.99)	-100%
Application Expert Time Overtime	Business Process Analyst and Web Developer after-hours		\$ 95.99	\$ (95.99)	-100%
Engineering Expert Time	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator		\$ 78.87	\$ (78.87)	-100%
Engineering Expert Time Overtime	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator after-hours		\$ 118.30	\$ (118.30)	-100%
Technical Support Expert Time	System Operator, Telephone Coordinator, Telephone Technician and User Technician		\$ 54.80	\$ (54.80)	-100%
Technical Support Expert Time Overtime	System Operator, Telephone Coordinator, Telephone Technician and User Technician after-hours		\$ 82.20	\$ (82.20)	-100%
GIS Expert Time	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information	\$ 57.38	\$ 59.69	\$ (2.31)	-4%
GIS Expert Time Overtime	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information on weekends and after-hours	\$ 86.07	\$ 87.01	\$ (0.94)	-1%

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SERVICE	DEFINITION	FY 20/21	FY 19/20	VARIANCE	% incr/decr
Analog Line (per Month)	Analog line used for faxes, modems and TDD (Telecommunications Device for the Deaf).	3.62	\$ 3.53	\$ 0.09	2%
Analog Port - Auto Attendant (per Port per Month)	A device which answers callers with a digital recording and allows callers to route themselves to an extension through a touch tone input, in response to a voice prompt.	20.52	\$ 20.02	\$ 0.50	2%
Cisco Analog Line (per Month)	Analog line used for faxes, modems polycom conference phones, POS (point of Sale) and TDD (Telecommunications Device for the Deaf).	3.19	\$ 3.11	\$ 0.08	2%
Cisco Analog Phone (per Month)	Analog Phone Instrument.	9.57	\$ 9.34	\$ 0.23	2%
Cisco User Phone - Non Core (per Month)	A VoIP phone that is not assigned to a staff member (lobby phone, kitchen, wall phone, a count that is above what the COR is covering)	15.96	\$ 15.57	\$ 0.39	2%
Cornet Connectivity (per Desktop per Month)	Per PC charge for CORNET access and support.	24.47	\$ 23.88	\$ 0.60	3%
Norstar Phone (per Month)	Instruments: M7310, M7208, M7316, 7324, 7406 (Cordless).	1.26	\$ 1.23	\$ 0.03	2%
Norstar Voice Mailbox (per Month)	An electronic storage medium associated with the Norstar Key Telephone System. Voice mail provides the means to answer, page, notify "out of office" and store messages.	0.25	\$ 0.25	\$ 0.01	2%
PeopleSoft Financials (per Transaction)	PeopleSoft financial rate is based on transaction lines entered into the financial system.	6.38	\$ 6.22	\$ 0.16	2%
PeopleSoft HRMS (per Warrant)	PeopleSoft HRMS rate is based on the payroll warrants counted each pay period.	14.53	\$ 14.18	\$ 0.35	2%
Phone-Digital (per Month)	Instrument: 213	38.80	\$ 37.85	\$ 0.95	3%
Security Services (per Month)	Per PC charge for security services.	10.88	\$ 10.61	\$ 0.27	2%
Voice Mailbox (per Month)	An electronic storage medium directly integrated with the Cisco/VOIP. Voice mail	0.34	\$ 0.34	\$ 0.01	2%
VPN - Remote Access (per Account per Month)	Per remote access account to log into the Counties network (CORNET) remotely via virtual private network.	4.66	\$ 4.55	\$ 0.11	2%
Website Hosting, Static Content (per site per Month)	Hosting services for static content websites.	247.93	\$ 241.88	\$ 6.05	2%

**RCIT FY 20/21 Department Allocation - Full Cost Recovery**  
**Summary of Services by Department**

Department	% based on FY18/19 Actual Enterprise Total	Enterprise	Dedicated Staff & Specialized Applications				FY 20/21 Total	FY 19/20 Total	Variance Increase/ (Decrease)	% Increase(+)/ Decrease(-)
		525840 FY 20/21 Budgeted Enterprise Allocation based on FY18/19 %	525810 Dedicated Staff	525830 Property Tax System Allocation	525890 Laserfiche Allocation	525900 MS Dynamics Allocation				
Account		78,291,307								
Auditor-Controller	0.44%	347,641	-	-	570	-	348,211	883,309	(535,098)	-60.58%
Assessor/Co Clerk-Recorder	1.17%	912,735	-	-	-	-	912,735	1,532,837	(620,102)	-40.45%
Agricultural Commissioner	0.15%	116,552	-	-	-	-	116,552	114,749	1,803	1.57%
Animal Services	1.25%	980,846	-	-	-	-	980,846	966,059	14,787	1.53%
Clerk of the Board/BOS	0.80%	627,370	46,084	-	-	-	673,453	196,311	477,142	243.05%
County Counsel	0.45%	356,139	-	-	-	-	356,139	350,629	5,510	1.57%
District Attorney	1.94%	1,519,481	-	-	-	-	1,519,481	1,495,974	23,507	1.57%
DCSS	2.54%	1,985,894	160,262	-	-	-	2,146,156	2,145,818	338	0.02%
DPSS	32.39%	25,361,394	3,186,690	-	-	-	28,548,084	28,819,792	(271,709)	-0.94%
EDA/Facilities Mgmt	5.28%	4,130,704	294,768	-	-	160,807	4,586,280	4,200,437	385,843	9.19%
Environmental Health	2.09%	1,640,146	500,151	-	1,140	-	2,141,438	2,376,392	(234,954)	-9.89%
Emergency Management	0.93%	731,197	177,015	-	-	-	908,212	958,279	(50,067)	-5.22%
Executive Office	0.28%	222,667	-	-	-	-	222,667	220,771	1,896	0.86%
Fire	0.59%	464,958	-	-	-	-	464,958	478,865	(13,907)	-2.90%
First Five	0.27%	209,090	-	-	2,851	-	211,941	-	211,941	100.00%
Flood	1.89%	1,480,655	386,838	-	-	-	1,867,493	1,840,590	26,903	1.46%
Human Resources	3.05%	2,390,128	1,017,443	-	27,941	-	3,435,513	3,532,241	(96,728)	-2.74%
Law Library	0.00%	2,081	-	-	-	-	2,081	2,049	32	1.57%
Office on Aging	0.45%	349,600	-	-	-	-	349,600	344,966	4,634	1.34%
Parks	0.52%	409,334	-	-	-	-	409,334	403,002	6,333	1.57%
Probation	5.05%	3,954,361	585,761	-	-	-	4,540,122	4,656,159	(116,037)	-2.49%
PSEC	0.17%	131,741	613,043	-	-	-	744,785	129,703	615,081	474.22% *
Public Defender	1.90%	1,490,599	-	-	-	-	1,490,599	1,467,539	23,060	1.57%
Purchasing and Fleet	0.67%	524,704	783,429	-	-	-	1,308,133	922,063	386,070	41.87%
RCA	0.03%	23,290	-	-	-	-	23,290	22,930	360	1.57%
RUHS - Behavioral Health	4.05%	3,168,013	-	-	-	-	3,168,013	3,119,390	48,623	1.56%
RUHS - Care Clinics	0.70%	549,511	-	-	-	-	549,511	541,010	8,501	1.57%
RUHS - Community Action Partnership	0.15%	114,481	-	-	-	-	114,481	112,710	1,771	1.57%
RUHS - Medical Center	11.04%	8,642,306	-	-	-	-	8,642,306	8,510,930	131,375	1.54%
RUHS - Public Health	1.63%	1,275,947	-	-	54,742	-	1,330,689	1,314,601	16,088	1.22%
Registrar of Voters	1.06%	830,197	-	-	-	-	830,197	1,008,146	(177,949)	-17.65%
Sheriff	10.96%	8,581,943	-	-	570	-	8,582,513	8,450,340	132,173	1.56%
TLMA	4.39%	3,433,108	1,000,932	-	42,767	-	4,476,807	4,806,671	(329,864)	-6.86%
Treasurer-Tax Collector	0.43%	333,037	-	-	-	-	333,037	1,073,201	(740,164)	-68.97%
Veterans Services	0.07%	56,276	-	-	-	-	56,276	55,405	871	1.57%
Waste Resources	1.20%	943,181	163,262	-	76,981	-	1,183,424	1,409,889	(226,466)	-16.06%
<b>Total</b>	<b>100.00%</b>	<b>78,291,307</b>	<b>8,915,679</b>	<b>-</b>	<b>207,563</b>	<b>160,807</b>	<b>87,575,356</b>	<b>88,463,759</b>	<b>(888,403)</b>	<b>-1.00%</b>
RCIT RC3 and Other Revenue							1,162,204	4,207,792	(3,045,588)	
<b>Total Budget</b>							<b>88,737,559</b>	<b>92,671,551</b>	<b>(3,933,992)</b>	<b>-4.25%</b>

Note(s):

Dedicated staff is an estimate based on top step for recruitment purposes; Departments will be billed based on actual filled positions only.

\$1.9M increase in Enterprise allocation is comprised of \$715K in GIS costs, previously funded by TLMA development revenue that RCIT was directed to be allocated Countywide and the costs of end of life critical infrastructure.

\* As a result of RCIT streamlining business processes and consolidating Admin staff, PSEC realized \$143K in cost savings.

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