ITEM: 3.16
(ID # 14243)
MEETING DATE:
Tuesday, February 02, 2021

FROM: RIVERSIDE COUNTY INFORMATION TECHNOLOGY:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approval of FY 21/22 Service Allocations and Rates and Approval of the update to the Capital Asset Plan for FY 20/21 - FY 24/25 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 21/22, shown in Attachment A & B; and

2. Approve the update of the Capital Asset/Project Plan for RCIT - $4,900,000 for the use of restricted net position designated for capital asset replacement requirements, as permitted by the department's available budget for FY 20/21 – FY 24/25. User rates not impacted.

ACTION: Policy

Dave Rogers, Asisstant County Executive Officer / CIO   12/31/2020

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Hewitt 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   Kecia R. Harper
Absent: None   Clerk of the Board
Date: February 2, 2021   By: _____
xc: RCIT   Deputy

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 0	$ 0	$ 0	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0

SOURCE OF FUNDS: N/A	Budget Adjustment: No
	For Fiscal Year: 20/21 – 24/25

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

This Board item is for the establishment of RCIT's allocations and rates for Fiscal Year (FY) 21/22. In compliance with the Executive Office Memo dated September 28, 2020, RCIT has absorbed labor and pension increases and has kept user cost consistent with FY 20/21 budget. RCIT is submitting a preliminary budget of $84,822,994 for FY 21/22 comprised of $82,875,975 for RCIT Operations and $1,947,019 for GIS, which represents a roll-over budget from prior year.

In FY 20/21, the department reduced costs to departments through a revised rate reduction in response to the pandemic and subsequent budget deficits. On June 16, 2020 (Item 3.15), the Board of Supervisors approved the revised rates for FY 20/21. The revision represented a cost reduction of ($3.9M) from the previously approved FY 20/21 rates. This resulted in the elimination of some services to departments and the delay in replacing end of life equipment.

Given direction from the Executive Office to maintain a roll-over budget from prior fiscal year there are still many projects and "end of life" mission critical equipment that will require funding in future years. RCIT remains committed to using technology and 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 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.

In light of current events and the need to be prepared for a county-wide emergency response and in accordance with Board Policy B-28, Riverside County Information Technology (RCIT) Operations is requesting to update its Capital Asset/Project Plan to set aside additional reserves as funding permits in the current and in future budgets for capital asset purchases and replacements. This five-year plan is part of the department's overall management strategy to ensure RCIT infrastructure and systems are properly maintained, managed, and updated. The plan identifies necessary upgrades to address future enterprise infrastructure needs and equipment.

This five-year plan incorporates maintaining an ongoing reserve of up to $4,900,000 - RCIT Budget. RCIT manages more than 3,000 county-wide mission critical capital assets. This plan will help to finance the continued investment necessary to properly maintain, replace or upgrade enterprise systems (e.g. PeopleSoft Upgrade) and core infrastructure equipment (e.g. servers, routers, "end of life" mission critical equipment, and data center equipment) and to ensure the department meets expected service levels.

This update does not increase rates and costs to the departments. Through more efficient management of resources (e.g. departmental restructure, enhanced contract negotiations and technology), financing where possible and reserving a portion of restricted net assets, RCIT plans to fund this Capital Asset/Project Plan going forward as permitted by the department's budget and available reserves.

All future capital asset purchases will be purchased in accordance with all applicable procurement guidelines and will come separately to the Board for approval as part of the annual or quarterly budget process or individually where required.

Impact on Residents and Businesses

Direct departmental service will still be available through direct billing, but some service levels maybe delayed. This updated five-year Capital Asset/Project Plan will positively impact the ability of our departments to serve the citizens and businesses of the County.

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:
    A. RCIT FY 21/22 Rate Schedule
    B. RCIT FY 21/22 Department Allocation

Tanya Harris

Tanya Harris, Assistant Auditor Controller   1/12/2021

Rene Casillas

Rene Casillas, Internal Audits Chief   1/12/2021

Venus Brambila

Venus Brambila   1/26/2021

RIVERSIDE COUNTY INFORMATION TECHNOLOGY FY 21/22 RATE SCHEDULE

PRODUCT OR SERVICE	UNIT	FY 21/22	FY 20/21	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%
MS Dynamics (Designated)	per License/per Month	$ -	$ 26.64	$ (26.64)	-100.00%
Standard Server Rack Unit (upon request)	per Unit/per Month	$ 60.16	$ 60.16	$ -	0.00%
3-Phase Server Rack Unit (upon request)	per Unit/per Month	$ 86.36	$ 86.36	$ -	0.00%
Application Developer (upon request)	actual cost			$ -	0.00%
Business System Analyst (upon request)	actual cost			$ -	0.00%
Database Administrator (upon request)	actual cost			$ -	0.00%

Add-On Rates

PRODUCT OR SERVICE	UNIT	FY 21/22	FY 20/21	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%

Additional Expert Time - Direct Billing based on Actual cost

SERVICE	DEFINITION	FY 21/22	FY 20/21	VARIANCE	% incr/decr
Application Expert Time	Business Process Analyst and Web Developer			$ -	0%
Application Expert Time Overtime	Business Process Analyst and Web Developer after-hours			$ -	0%
Engineering Expert Time	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator			$ -	0%
Engineering Expert Time Overtime	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator after-hours			$ -	0%
Technical Support Expert Time	System Operator, Telephone Coordinator, Telephone Technician and User Technician			$ -	0%
Technical Support Expert Time Overtime	System Operator, Telephone Coordinator, Telephone Technician and User Technician after-hours			$ -	0%
GIS Expert Time	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information	$ 57.38	$ 57.38	$ -	0%
GIS Expert Time Overtime	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information on weekends and after-hours	$ 86.07	$ 86.07	$ -	0%

	Outside Agencies (Non-County Departments)				
SERVICE	DEFINITION	FY 21/22	FY 20/21	VARIANCE	% incr/decr
Analog Line (per Month)	Analog line used for faxes, modems and TDD (Telecommunications Device for the Deaf).	3.62	3.62	$ -	0%
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	20.52	$ -	0%
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	3.19	$ -	0%
Cisco Analog Phone (per Month)	Analog Phone Instrument.	9.57	9.57	$ -	0%
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	15.96	$ -	0%
Cornet Connectivity (per Desktop per Month)	Per PC charge for CORNET access and support.	24.47	24.47	$ -	0%
Norstar Phone (per Month)	Instruments: M7310, M7208, M7316, 7324, 7406 (Cordless).	1.26	1.26	$ -	0%
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%
PeopleSoft Financials (per Transaction)	PeopleSoft financial rate is based on transaction lines entered into the financial system.	6.38	6.38	$ -	0%
PeopleSoft HRMS (per Warrant)	PeopleSoft HRMS rate is based on the payroll warrants counted each pay period.	14.53	14.53	$ -	0%
Phone-Digital (per Month)	Instrument: 213	38.80	38.80	$ -	0%
Security Services (per Month)	Per PC charge for security services.	10.88	10.88	$ -	0%
Voice Mailbox (per Month)	integrated with the Cisco/VOIP. Voice mail provides the means to answer, page, notify "out	0.34	0.34	$ -	0%
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	4.66	$ -	0%
Website Hosting, Static Content (per site per Month)	Hosting services for static content websites.	247.93	247.93	$ -	0%

RCIT FY 21/22 Department Allocation - Full Cost Recovery
Summary of Services by Department

Department	% based on FY18/19 Actual Enterprise Total (Roll-Over)	Enterprise 525840 FY 21/22 Budgeted Enterprise Allocation based on FY18/19 %	Dedicated Staff & Specialized Applications 525810 Dedicated Staff	525830 Property Tax System Allocation	525890 Laserfiche Allocation	525900 MS Dynamics Allocation	FY 21/22 Total Dedicated Staff & Specialized Applications	FY 21/22 Total	FY 20/21 Total	Variance Increase/(Decrease)	% Increase(+)/Decrease(-)
Account		74,376,742									
Auditor-Controller	0.44%	330,259	-	-	570	-	570	330,829	330,829	-	0.00%
Assessor/Co Clerk-Recorder	1.11%	827,992	-	-	-	-	-	827,992	867,098	(39,106)	-4.51%
Agricultural Commissioner	0.15%	110,725	-	-	-	-	-	110,725	110,725	-	0.00%
Animal Services	1.25%	931,804	-	-	-	-	-	931,804	931,804	-	0.00%
Business Development and Community S	0.75%	554,955	-	-	-	-	-	554,955	554,955	-	0.00%
Clerk of the Board/BOS	0.80%	596,001	47,152	-	-	-	47,152	643,153	642,085	1,068	0.17%
County Counsel	0.45%	338,332	-	-	-	-	-	338,332	338,332	-	0.00%
Crest	0.05%	39,106	-	-	17,109	-	17,109	56,215	-	56,215	100.00%
District Attorney	1.94%	1,443,507	-	-	-	-	-	1,443,507	1,443,507	-	0.00%
DCSS	2.54%	1,886,599	163,671	-	2,851	-	166,523	2,053,122	2,046,861	6,261	0.31%
DPSS	32.33%	24,046,797	3,212,396	-	-	-	3,212,396	27,259,193	27,233,486	25,707	0.09%
Facilities Mgmt	2.68%	1,991,419	166,071	-	-	-	166,071	2,157,490	2,152,227	5,263	0.24%
Environmental Health	2.09%	1,558,139	432,125	-	570	-	432,695	1,990,833	2,059,430	(68,597)	-3.33%
Emergency Management	0.93%	694,637	47,152	-	-	-	47,152	741,789	871,652	(129,863)	-14.90%
Executive Office	0.28%	211,534	-	-	6,273	-	6,273	217,807	211,534	6,273	2.97%
Fire	0.59%	441,710	-	-	-	-	-	441,710	441,710	-	0.00%
First Five	0.27%	198,635	-	-	2,851	-	2,851	201,486	201,486	-	0.00%
Flood	1.89%	1,406,622	422,038	-	-	-	422,038	1,828,660	1,793,460	35,200	1.96%
HHPWS	1.97%	1,462,029	187,915	-	-	-	187,915	1,649,944	1,756,797	(106,853)	-6.08%
Human Resources	3.05%	2,270,622	619,224	-	36,499	-	655,723	2,926,345	3,316,006	(389,661)	-11.75%
Law Library	0.00%	1,977	-	-	-	-	-	1,977	1,977	-	0.00%
Office on Aging	0.45%	332,120	-	-	-	-	-	332,120	332,120	-	0.00%
Parks	0.52%	388,868	-	-	-	-	-	388,868	388,868	-	0.00%
Probation	5.05%	3,756,643	615,153	-	-	-	615,153	4,371,796	4,342,404	29,392	0.68%
PSEC	0.17%	125,154	-	-	-	-	-	125,154	738,197	(613,043)	-83.05%
Public Defender	1.90%	1,416,069	-	-	-	-	-	1,416,069	1,416,069	-	0.00%
Purchasing and Fleet	0.67%	498,469	666,004	-	-	-	666,004	1,164,474	1,281,898	(117,424)	-9.16%
RCA	0.03%	22,126	-	-	-	-	-	22,126	22,126	-	0.00%
RUHS - Behavioral Health	4.05%	3,009,612	-	-	-	-	-	3,009,612	3,009,612	-	0.00%
RUHS - Care Clinics	0.70%	522,035	-	-	-	-	-	522,035	522,035	-	0.00%
RUHS - Medical Center	11.04%	8,210,190	-	-	-	-	-	8,210,190	8,210,190	-	0.00%
RUHS - Public Health	1.63%	1,212,150	-	-	80,412	-	80,412	1,292,562	1,266,892	25,670	2.03%
Registrar of Voters	1.06%	788,687	-	-	-	-	-	788,687	788,687	-	0.00%
Sheriff	10.96%	8,152,846	-	-	-	-	-	8,152,846	8,153,416	(570)	-0.01%
TLMA	4.48%	3,332,504	1,037,055	-	42,772	-	1,079,828	4,412,332	4,376,203	36,129	0.83%
Treasurer-Tax Collector	0.43%	316,385	-	-	-	-	-	316,385	316,385	-	0.00%
Veterans Services	0.07%	53,462	-	-	-	-	-	53,462	53,462	-	0.00%
Waste Resources	1.20%	896,022	166,071	-	5,703	-	171,774	1,067,796	1,136,265	(68,469)	-6.03%
Total	100.00%	74,376,742	7,782,028	-	195,611	-	7,977,640	82,354,382	83,660,790	(1,306,408)	-1.56%
RCIT RC3 and Other Revenue								2,468,613	1,162,204	1,306,409	
Total Budget								84,822,994	84,822,994	-	0.00%

Note(s):

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

* * EDA/FM was separated into three departments: Business and Community Services, Facilities Management, and Housing, Homelessness, and Workforce Solutions. The reorganization of EDA/FM happened after the Rates/Allocations were uploaded to RivcoBudget.

PSEC Five-Year Capital Asset Plan
Business Unit: PEARC
Fund-Dept ID: 45520-7400600000

Project Title	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25	Total
PSEC End Of Life Equipment	$130,000	$507,050	$507,050	$1,870,000	$1,725,000	$4,739,100
UPS Upgrades	$930,000	$900,000	$900,000			$2,730,000
Total	**$1,060,000**	**$1,407,050**	**$1,407,050**	**$1,870,000**	**$1,725,000**	**$7,469,100**

Note:

We are asking for an incremental increase of $1.75M for End of Life Equipment and UPS Upgrades.