

# Department of Information Technology

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Michael Mattmiller, Director & Chief Technology Officer

(206) 684-0600

<http://www.seattle.gov/doi>

## Department Overview

The Department of Information Technology (DoIT) manages the City's information technology infrastructure and performs strategic information technology (IT) planning to help City government serve Seattle's residents and businesses. DoIT is organized into four major divisions: Engineering and Operations; Leadership, Planning and Security; Digital Engagement; and the Business Office.

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

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

The **Digital Engagement** division oversees and operates the City's government-access television station (the Seattle Channel) and websites ([seattlechannel.org](http://seattlechannel.org) and [seattle.gov](http://seattle.gov)). Services include: new television and online programming, live web streaming, indexed videos on demand, web-based applications, and other interactive services aimed at improving access to government services, information, and decision makers. It also oversees the City's cable television franchises with various providers and it manages the department's community outreach programs, including the Technology Matching Fund program, which supports community efforts to close the digital divide and encourage a technology-healthy city.

The **Business Office** division provides finance, budget, accounting, human resources, administrative, and contracting services for DoIT.

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

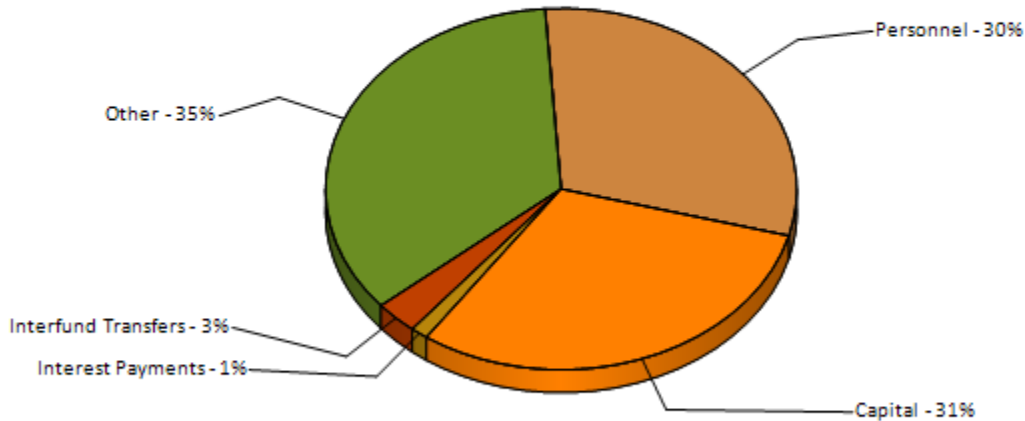
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## Budget Snapshot

Department Support	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
General Fund Support	\$3,016,316	\$4,464,489	\$6,498,844	\$3,875,519
Other Funding - Operating	\$37,384,001	\$46,495,139	\$49,262,340	\$23,123,590
<b>Total Operations</b>	<b>\$40,400,317</b>	<b>\$50,959,628</b>	<b>\$55,761,184</b>	<b>\$26,999,109</b>
Other funding - Capital	\$12,174,684	\$31,695,129	\$11,185,363	\$11,785,363
<b>Total Appropriations</b>	<b>\$52,575,001</b>	<b>\$82,654,757</b>	<b>\$66,946,547</b>	<b>\$38,784,472</b>
Full-time Equivalent Total*	193.25	198.25	198.25	205.00

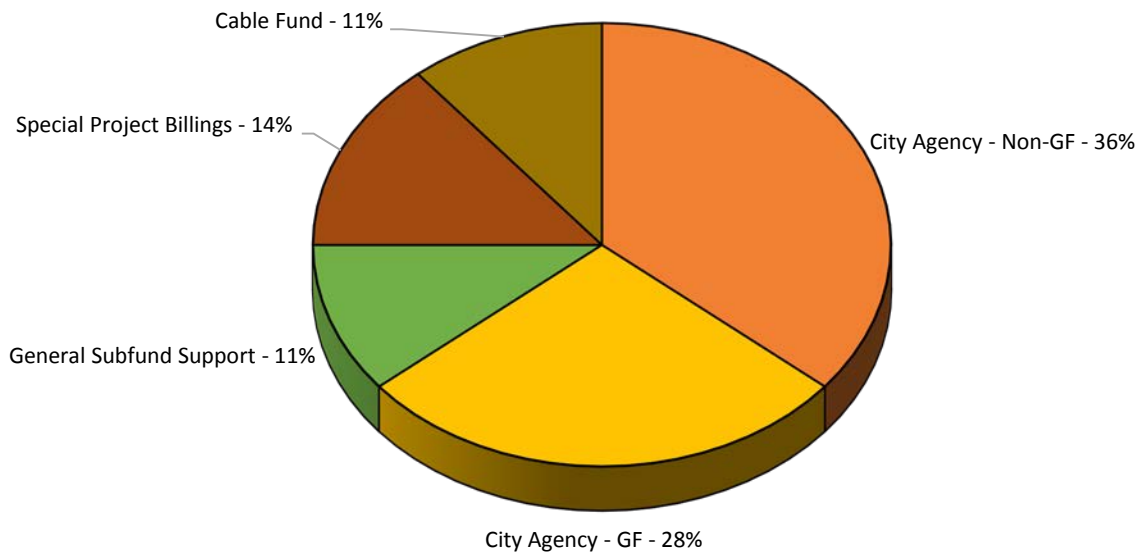
\* FTE totals are provided for information purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here.

## 2016 Adopted Budget - Expenditure by Category



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## 2016 Adopted Budget – Revenue by Category



## Budget Overview

The 2016 Adopted Budget prioritizes the successful completion of critical initiatives currently underway and ensures the City's information technology (IT) infrastructure and systems are safe, secure and compliant with regulatory standards. The Department of Information Technology (DoIT) is currently in the midst of several major initiatives: restructuring the way IT services are delivered across the City, implementing a privacy program, and ensuring the City's compliance with various regulatory standards. The adopted budget provides resources to support these key initiatives as they continue to develop.

The budget also sustains investments made in priority projects and initiatives including the City's public-facing performance measurement and tracking dashboard, replacement of the City's email archiving system, and the replacement of the current emergency alert and notification system. Finally, the adopted budget reflects the transition to the new Next Generation Data Center environment, completion of the Microsoft Office 365 migration and support for critical elements of the regional public safety 800Mhz radio system.

### Seattle Information Technology Department

Legislation passed in tandem with the adopted budget establishes a new Seattle Information Technology Department (Seattle IT) effective April 6, 2016 and transfers IT positions from executive departments across the City into Seattle IT. Over the course of the next few years, Seattle IT will restructure the way that IT services are delivered in the City and assess current capacity. By making this change, the City plans to:

- create capacity to deliver on the most important technology projects in the City within current levels of staffing;
- establish consistent standards and priorities for IT investments;
- make Seattle IT a strategic business partner, enabling the delivery of IT solutions for a safe, affordable, vibrant and innovative city;
- protect City resources from threats, especially related to security and privacy risks; and
- develop the workforce to evolve with technology, helping Seattle IT to continually deliver technology

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solutions to meet the City's objectives.

To reflect the creation of Seattle IT, the adopted budget for DoIT includes four months of funding after which point the remaining eight months of budget transfers to the new department. All of the new projects, initiatives and programs in the budget for 2016 are reflected in DoIT's budget at the full-year amount to more readily identify the full cost of implementation. The Seattle IT section of the budget provides more detail on the mission of the new department as well as the plan for restructuring IT services over time.

## **Increasing Information Security, Compliance and Privacy**

DoIT is tasked with managing security threats to the City's IT systems, monitoring potential security breaches and maintaining regulatory compliance. To support the ongoing work of the Information Security Office and respond to increased demand to mitigate the risk the City's IT systems face, the adopted budget adds resources to launch a sustainable IT security and compliance program. This program will implement processes, standards and tools to ensure the security of the City's IT systems and the data within them. Additionally, this program will assess compliance with a variety of regulatory laws and standards to which the City is subject to ensure compliance.

The City recently completed its first annual assessment of compliance to regulations governing credit card payments, requiring significant work to improve reporting practices and security upgrades. While the City was able to prove compliance with this new level of requirements regarding credit card payments, the review process highlighted the importance of ensuring IT systems and procedures across the City are compliant with constantly increasing levels of regulatory requirements. To ensure the City maintains its compliance with these standards and laws, the adopted budget provides resources to sustain several of the security investments made in 2015 and to invest in additional solutions in 2016.

In addition to mitigating the risks the City faces to its IT security and compliance, it is increasingly necessary to ensure the proper use and oversight of data collected by the City. As the City collects and uses data in new and innovative ways, it is important that there is a clear set of principles to guide compliance with privacy regulations and policies. To build trust in how the City collects, uses and handles data, the adopted budget includes resources to create a privacy program. This new program will formalize data handling practices, including the creation of privacy notices, implementation of data disposal practices, and review of new programs and technologies for privacy risk. A key piece of this work will be a comprehensive data inventory of all information that is subject to various regulatory standards to understand areas in need of additional refinement. Outreach and training will be essential to ensuring that City staff and the public are aware of standard policies, procedures and practices around privacy.

## **Sustaining the City's IT Investments**

A critical piece of the work of the department is maintaining the software, systems and infrastructure that keeps key programs and initiatives across the City running. The adopted budget includes resources to sustain several major investments made in prior years. These include resources to sustain Performance Seattle, a public-facing dashboard that displays progress towards goals by departments, support the email archiving system replacement and to transition to a new emergency notification and alert system. All of these require resources for ongoing licensing, maintenance or for deployment. The adopted budget also includes resources to begin the first steps towards replacing the City's aging Municipal Court Information System—a vital system that supports the needs of many of the City's public safety departments.

The adopted budget also reflects the progress made on the City's transition to a new data center. The City's primary data center used to be located at the Seattle Municipal Tower; however, this site no longer met the City's needs. In addition, several departments maintained their own individual data centers. In 2015, the City shifted to a consolidated data center with a primary location in the Puget Sound area and a secondary recovery site outside the region to maximize options for data recovery in the event of a disaster. The 2016 Endorsed Budget included funds to operate the new data center. As the project progressed and actual costs become known, DoIT refined its

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estimate of the operating costs and identified some cost savings. The budget includes these cost savings which reflect lower than estimated power costs as well as lower space costs.

## Cable Television Franchise Fund

The Cable Television Franchise Fund (Cable Fund) receives franchise fees from cable television providers. These revenues are used to support activities that improve public access to government. The 2016 Adopted Budget maintains the previous use of Cable Fund revenues for the Web Team, web application support and community outreach support. The budget also includes new uses of the Cable Fund to support the privacy program.

## City Council Changes to the Proposed Budget

The Council added resources to the proposed budget with a common theme: to advance race and social justice initiatives related to information technology. To help address gender and race gaps in Seattle's information technology workforce, the Council added funds to pay for three technical internships for individuals from underrepresented backgrounds. To support the City's goals to achieve equity in policy outcomes, the Council added staff support and funds to coordinate and support the City's interdepartmental Demographic Data Task Force charged with identifying improvements to the City's demographic data collection, disaggregation and analysis and developing ways to standardize this data across the City. In order to identify areas of the city that are disadvantaged and underserved with Wi-Fi, the Council added funds to hire a consultant to identify these areas and develop a strategy to pursue funding and partners to develop Wi-Fi projects to ensure equitable access to internet resources.

## Incremental Budget Changes

### Department of Information Technology

	2016	
	Budget	FTE
<b>Total 2016 Endorsed Budget</b>	<b>\$ 66,946,547</b>	<b>198.25</b>
<b>Baseline Changes</b>		
Citywide Adjustments for Standard Cost Changes	-\$ 308,315	0.00
Public Safety Radio System Sustainment	\$ 82,341	0.00
Technical Adjustments	\$ 0	0.00
Wireless Costs True Up	\$ 102,158	0.00
<b>Proposed Changes</b>		
City-wide IT Restructuring	\$ 1,496,300	2.00
Security and Compliance Program	\$ 925,712	3.00
PCI Compliance	\$ 707,689	0.00
Privacy Program	\$ 530,245	1.25
Performance Seattle	\$ 200,000	0.00
Office 365 Licensing	\$ 207,170	0.00
Email Archiving Sustainment	\$ 225,000	0.00
MCIS Replacement	\$ 348,576	1.00

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Emergency Notification and Alerting System Sustainment	\$ 196,523	0.00
Recognize NGDC Efficiencies	-\$ 782,000	0.00
Funding Source Realignment	\$ 45,829	1.00
Implement Self-Service for Cellular Services	-\$ 216,777	-2.00
Citywide Summit Re-Implementation Project	\$ 1,640,296	0.00
Transfer Divisions to Seattle Information Technology Department	-\$ 34,152,822	0.00
<b>Proposed Technical Changes</b>		
Technical Adjustments NGDC	\$ 0	0.00
<b>Council Changes</b>		
Technical Internship Positions	\$ 90,000	0.00
Support for Demographic Data Task Force	\$ 250,000	0.50
Public Wi-Fi Access Strategy	\$ 250,000	0.00
<b>Total Incremental Changes</b>	<b>-\$ 28,162,075</b>	<b>6.75</b>
<b>2016 Adopted Budget</b>	<b>\$ 38,784,472</b>	<b>205.00</b>

### Descriptions of Incremental Budget Changes

#### Baseline Changes

##### **Citywide Adjustments for Standard Cost Changes - (\$308,315)**

Citywide technical adjustments made in the initial planning phase reflect changes in the internal services costs, health care rate reduction, retirement contribution rate reduction, and updates to unemployment and industrial insurance charges. There was also an adjustment made to the 2016 base to recoup savings from a higher-than-expected inflation provided in the 2015 Adopted Budget for non-labor expenses. These adjustments reflect initial assumptions about these costs and inflators early in the budget process.

##### **Public Safety Radio System Sustainment - \$82,341**

The City is a joint owner of the 800 MHz Public Safety Radio System used by the Seattle Police and Fire departments for communication in emergencies. In 2013, the Regional Communication Board that collectively oversees the system voted in favor of replacing the system starting in 2015. A portion of the radio system, the Simulcast system, allows for the simultaneous broadcast of radio transmissions by a number of transmitters on a single radio frequency, and is critical for the public safety departments' use of the radio system. The Simulcast system was replaced in 2014, and this item funds the ongoing maintenance, patches and upgrades necessary to ensure functionality.

##### **Technical Adjustments**

This item transfers two positions within the department as part of an internal realignment to more accurately reflect where bodies of work are performed. This item also reflects budget-neutral adjustments between

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accounts to align costs where they are incurred within the department.

## **Wireless Costs True Up - \$102,158**

This item accounts for changes in the number of cellular devices used by departments. DoIT bills departments for mobile and smart phones based on the number of devices they use, and DoIT regularly adjusts its expenditure authority to align with department usage.

## **Proposed Changes**

### **City-wide IT Restructuring - \$1,496,300/2.00 FTE**

This item includes resources to support the creation of a new consolidated IT department-the Seattle Information Technology Department (Seattle IT)-to better coordinate the delivery of enterprise-grade, scalable, sustainable IT services across the City. One full-time finance analyst will support the creation of the budget for Seattle IT, including assessing the existing rate pool structure and implementing any revisions. Additional resources will facilitate change management and organizational redesign processes necessary to ensure efficient and coordinated integration across City IT functions. DoIT will use \$633,675 of fund balance to support these change and organizational management needs.

Additionally, the new Seattle IT Department will be substantially larger than DoIT is today and require more space to effectively integrate teams across functions. In order for the new department to begin organizing into new teams, this item also includes \$500,000 for one-time space planning costs and to support temporary transitional space in 2016 as teams form throughout the year.

To facilitate the integration of over 650 employees from across departments, including DOIT, into Seattle IT this item also adds one full-time strategic advisor to work with the existing 1.5 FTE human resources staff currently in DOIT. The adopted budget also adds temporary resources to support the considerable human resources work needed to establish policies, procedures and protocols for the new department before its establishment in April. Two additional HR positions will be transferred to Seattle IT-one position each from Seattle City Light and Seattle Public Utilities-to provide proper resources for the size of the department. These two positions are reflected in the Seattle IT budget section.

### **Security and Compliance Program - \$925,712/3.00 FTE**

In order to ensure the City is in compliance with various regulatory standards and mitigate the risks to the City's IT systems, this adjustment adds resources to create a security and compliance program. This addition includes \$177,000 to develop a program strategy and implementation plan to refine the City's incident and breach response protocols and procedures. The program will ensure the City's compliance from a systems perspective with standards such as the Health Insurance Portability and Accountability Act, the Criminal Justice Information Services Security Policy, the Family Educational Rights and Privacy Act and others.

This item also includes two full-time strategic advisor positions to monitor the program, assess control effectiveness, and remediate identified weaknesses and gaps as necessary. This adjustment also reflects a position transferred in the 2015 First Quarter supplemental to manage the compliance program. This executive position was transferred from the Seattle Police Department to set up and run the program and will supervise the two new staff positions.

Finally, \$300,000 is provided for annual licensing and risk assessment fees as well as \$55,000 for firewall expertise related to payment card industry (PCI) compliance. Along with the tools to ensure sustained PCI compliance, the items in this adjustment provide the necessary resources to secure the City's systems and the data within them.

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## **PCI Compliance - \$707,689**

Working with the Finance and Administrative Services Department to ensure the City is compliant with the payment card industry (PCI) standards, DoIT is responsible for ensuring the City's IT systems and security infrastructure are capable of meeting the requirements. As part of this work, DoIT has identified several areas where additional investment would address deficiencies with current systems. Resources provided will support ongoing licensing for software acquired in 2015 to pass the first annual assessment, as well as necessary upgrades to the City's current endpoint and anti-virus solutions. An additional \$165,000 will allow the department to acquire new tools for various detections, assessments and testing that is currently provided by external services, providing more flexibility for the City to perform these services independently.

## **Privacy Program - \$530,245/1.25 FTE**

A new privacy program will support the City's privacy initiative intended to grow the public's trust in the City's collection, use and management of personal data. This initiative impacts all departments across the City and requires the development and formalization of data handling practices, policies and procedures. This adjustment adds one full-time position to serve as the City's Chief Privacy Officer and increases an existing strategic advisor position from 0.75 FTE to 1.0 FTE to support the program. \$250,000 is provided to conduct a full data inventory in 2016 to establish what types of data are collected by departments and to help define the policies and procedures that need to be established in response. Additionally, \$67,000 will provide training resources for employees, complemented by \$21,000 for internal and public outreach and awareness around privacy regulations.

## **Performance Seattle - \$200,000**

This adjustment provides ongoing funding for the annual licensing costs for the City's open performance dashboard, Performance Seattle. Performance Seattle was launched in 2015 to develop and display metrics to monitor the City's progress against goals and provide accountability and transparency for performance. Funding for this purpose was not included in the 2016 Endorsed Budget.

## **Office 365 Licensing - \$207,170**

The City is currently in the process of deploying the new Office 365 suite of products across departments. Original software licensing costs were estimated in 2013 and included in the 2016 Endorsed Budget. Since then, departments' needs have evolved and understanding of the functionality has increased. Some departments may need to increase the number of licenses to provide access to a greater number of employees. This item provides DoIT with additional expenditure authority to account for potential increased license counts in departments.

## **Email Archiving Sustainment - \$225,000**

This item funds the ongoing software licensing and maintenance costs associated with the new email archiving and discovery system. The Finance and Administrative Services Department (FAS) oversaw the acquisition and implementation of a replacement for the City's existing email archiving system and the project is budgeted within FAS's Capital Improvement Program, however, ongoing maintenance costs were not included in the project budget.

## **MCIS Replacement - \$348,576/1.00 FTE**

The Seattle Municipal Court Information System (MCIS) captures key court case events, providing a permanent record of events, hearings and outcomes as well as tracks defendant compliance with court ordered sanctions and collects relevant fees and fines. The system, originally developed in 1990, is due for replacement to ensure the continued functionality of these critical processes. This adjustment provides resources to start the first phase of work to gather business requirements, develop a cost-benefit analysis and recommend options for replacing the aging system. A project manager and temporary business analysts will work closely with the Seattle Municipal



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Courts and other departments in the City, including the Seattle Police Department, to develop a governance model to guide the project and ensure the replacement system meets the needs of the various departments that use the current system, and provides the reporting required by the State Administrative Office of the Courts.

## **Emergency Notification and Alerting System Sustainment - \$196,523**

The City's current emergency notification and alert system is in the process of being replaced with a new software solution. DoIT provides ongoing vendor coordination and contract and licensing management for the current system. When the new system goes live in 2016, both systems will need to run simultaneously while City departments transition off of the current system. This item provides a temporary, part-time position to assist with the operation and management of both systems in 2016, as well as resources for the ongoing licensing costs associated with the new system.

## **Recognize NGDC Efficiencies - (\$782,000)**

The Next Generation Data Center (NGDC) project will consolidate the City's information technology infrastructure into a primary location in Seattle and a secondary recovery site in eastern Washington to maximize options for data recovery in the event of a disaster. At the time of the 2016 Endorsed Budget, locations for sites had not yet been selected and the project included estimates for operating the two new data center environments. Over the course of 2015, DoIT selected locations for both the primary and secondary sites providing clarity on the actual cost of operations. This adjustment recognizes efficiencies from the initial estimates associated with running the new data centers, as well as reductions in the space and physical capacity required at both sites.

## **Funding Source Realignment - \$45,829/1.00 FTE**

This item adds one full-time position to assist with data and telephone logistical operations, including supporting department requests for moves and changes, network wiring and cabling, and network equipment and phone installation. This work was previously contracted. This adjustment also changes the funding source of an existing full-time project manager from allocated to billable. DoIT funds several project managers with billable projects for departments.

## **Implement Self-Service for Cellular Services - (\$216,777)/(2.00) FTE**

Currently, DoIT provisions mobile wireless devices centrally for all City departments except Seattle City Light. This includes placing the order with the selected cellular company, activating the device on arrival and delivering it to the department. This item would move the City to a self-service model where departments would order and set up the mobile devices for their new employees. DoIT will continue to centrally manage the cellular contracts and eligible plans for the City to ensure competitive pricing and consistency in service, however individuals within departments would be responsible for the selection, ordering and activation of their device. This item abrogates two positions that currently support this function within DoIT.

## **Citywide Summit Re-Implementation Project - \$1,640,296**

This item represents the department's work in support of the Citywide Summit Re-Implementation project. A description of the Summit Re-Implementation project is located within the Department of Finance and Administrative Services.

## **Transfer Divisions to Seattle Information Technology Department - (\$34,152,822)**

This item transfers the existing divisions in the Department of Information Technology to the new Seattle Information Technology Department effective April 6, 2016. Legislation accompanying the budget created the Seattle Information Technology Department and will transfer IT positions from across executive departments in the City to the new department. Positions are reflected in the appointing departments in the 2016 Adopted

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Budget and will be reflected in the Seattle Information Technology Department as part of the 2017-2018 Proposed Budget.

## Proposed Technical Changes

### **Technical Adjustments NGDC**

This item redistributes costs associated with the Next Generation Data Center (NGDC) to reflect more accurate cost recovery methodologies. Costs for the NGDC were reflected in the Finance and Administration Budget Control Level (BCL) in the 2016 Endorsed Budget and have been reassigned to the relevant programs in the Technology Infrastructure and Technology Leadership and Governance BCLs for the 2016 Adopted Budget.

## Council Changes

### **Technical Internship Positions - \$90,000**

The Council added funds to support three technical internship positions for individuals who are currently underrepresented in technical fields, such as women, those from economically distressed areas, and people of color. This addition will provide the City of Seattle the opportunity to partner with an outside organization that provides innovative access to technical training.

### **Support for Demographic Data Task Force - \$250,000/.50 FTE**

The Council added one half-time strategic advisor and additional funds to coordinate and support the City's interdepartmental Demographic Data Task Force. The Task Force was formed by Resolution 31613, which recognized the need to disaggregate data collection in the city. Both federal and city data collection aggregates diverse populations together into larger categories, which can mask the needs of subpopulations and thus impede the City's goals to achieve equity in policy outcomes. The Task Force is tasked with identifying improvements to the City's demographic data collection, disaggregation and analysis and developing ways to standardize this data across the City. The additional funds will support the Task Force's efforts to inventory and analyze data collection across the City.

### **Public Wi-Fi Access Strategy - \$250,000**

The Council transferred funds from the Cable Fund to DoIT hire a consultant to identify areas of the city that are disadvantaged and underserved with Wi-Fi and to develop a strategy to secure Wi-Fi service for them. The internet, and access to the information and services it provides, is essential for economic growth, job creation, education, and a better quality of life. However, the internet only creates value for those who have affordable access and the digital literacy skills to use that access effectively. Not all households in Seattle will be able to afford broadband service or be able to have a provider install the service in their dwelling. The chosen consultant will develop a "Public Wi-Fi Access Strategy" and help pursue both funding and partners to build out Wi-Fi projects. Council requested the consultant report be completed by September 1, 2016.

## **City Council Provisos**

*There are no Council provisos.*

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## Expenditure Overview

Appropriations	Summit Code	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
<b>Business Office Budget Control</b>					
Finance and Administration		2,521,344	3,793,632	3,403,302	1,989,338
General and Administration		8,130,415	28,679,940	12,961,346	5,866,905
<b>Total</b>	<b>D1100</b>	<b>10,651,759</b>	<b>32,473,572</b>	<b>16,364,648</b>	<b>7,856,243</b>
<b>Digital Engagement Budget Control</b>					
Citywide Web Team		2,149,806	2,156,449	2,170,692	906,650
Community Technology		1,278,856	1,503,971	1,366,670	703,404
Office of Cable Communications		721,291	875,784	830,849	275,363
Seattle Channel		3,228,695	3,434,041	3,449,325	1,452,622
<b>Total</b>	<b>D4400</b>	<b>7,378,649</b>	<b>7,970,245</b>	<b>7,817,536</b>	<b>3,338,039</b>
<b>Engineering and Operations Budget Control</b>					
Communications Shop		1,978,827	1,809,549	1,831,265	605,248
Data Network Services		3,167,018	4,176,486	4,130,951	2,404,636
Enterprise Computing Services		6,273,844	8,055,838	7,723,804	6,462,866
Messaging, Collaboration and Directory Services		3,356,013	2,847,715	2,894,519	1,736,007
Radio Network		1,201,860	1,528,751	1,378,226	876,940
Service Desk		1,196,266	1,477,426	2,249,134	1,059,664
Technical Support Services		2,068,660	2,239,556	2,564,229	1,015,152
Technology Engineering and Project Management		3,047,517	5,216,198	5,407,704	4,456,963
Technology Infrastructure Grants		323,471	0	0	0
Telephone Services		8,629,774	9,769,775	9,399,083	3,881,783
Warehouse		1,071,605	1,258,020	1,282,182	426,037
<b>Total</b>	<b>D3300</b>	<b>32,314,855</b>	<b>38,379,314</b>	<b>38,861,097</b>	<b>22,925,296</b>
<b>Leadership, Planning and Security Budget Control</b>					
Citywide Technology Leadership and Governance		1,810,304	2,075,900	2,092,098	2,587,221
Information Security Office		419,434	1,755,726	1,811,168	2,077,673
<b>Total</b>	<b>D2200</b>	<b>2,229,738</b>	<b>3,831,626</b>	<b>3,903,266</b>	<b>4,664,894</b>
<b>Department Total</b>		<b>52,575,001</b>	<b>82,654,757</b>	<b>66,946,547</b>	<b>38,784,472</b>
<b>Department Full-time Equivalents Total*</b>		<b>193.25</b>	<b>198.25</b>	<b>198.25</b>	<b>205.00</b>

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

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## Revenue Overview

### 2016 Estimated Revenues

Summit Code	Source	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
542810	Cable Fund Allocation	8,763,048	8,293,690	8,296,483	4,049,267
	<b>Total Cable Fund</b>	<b>8,763,048</b>	<b>8,293,690</b>	<b>8,296,483</b>	<b>4,049,267</b>
541490	Technology Allocation (GF Depts)	12,378,563	13,690,757	14,321,545	7,309,838
541710	Rates (GF Depts)	174,753	0	0	0
541810	Rates (GF Depts)	237,749	1,416,233	1,506,260	1,581,277
542810	Rates (GF Depts)	3,194,579	2,099,559	2,126,435	716,834
542810	Special Project Billings (GF Depts)	121,760	0	0	0
542850	Rates (GF Depts)	1,090,114	991,349	1,011,701	341,384
562210	Rates (GF Depts)	93,367	73,983	75,439	25,560
	<b>Total City Agency - GF</b>	<b>17,290,884</b>	<b>18,271,882</b>	<b>19,041,380</b>	<b>9,974,894</b>
541490	Technology Allocation	15,824,985	19,777,289	24,422,495	10,762,421
541710	Rates	112,976	0	0	0
541810	Rates	181,371	1,097,053	1,182,581	1,249,467
542810	Rates	1,560,573	970,164	982,349	332,698
542810	Special Project Billings	276,083	0	0	0
542850	Rates	229,231	184,768	188,561	63,627
562210	Rates	144,598	64,956	66,234	22,441
	<b>Total City Agency - Non-GF</b>	<b>18,329,817</b>	<b>22,094,231</b>	<b>26,842,221</b>	<b>12,430,654</b>
441710	Rates	1,391	0	0	0
442810	Rates	150,012	184,647	186,395	58,528
442810	Special Project Billings	720,172	0	0	0
442850	Rates	151,163	38,193	38,977	13,152
462210	Rates	141,267	160,594	161,850	58,446
469990	Other Miscellaneous Revenues	36,957	0	0	0
	<b>Total External Revenues</b>	<b>1,200,963</b>	<b>383,434</b>	<b>387,221</b>	<b>130,126</b>
461110	Interest Earnings	616,149	0	0	0
	<b>Total Finance - External</b>	<b>616,149</b>	<b>0</b>	<b>0</b>	<b>0</b>
587001	Rates (pure GF)	7,564	188	190	0
587001	Technology Allocation (pure GF)	3,008,752	4,464,301	6,498,654	3,875,519
	<b>Total General Subfund Support</b>	<b>3,016,316</b>	<b>4,464,489</b>	<b>6,498,844</b>	<b>3,875,519</b>
433010	Federal Grants - Indirect	323,471	0	0	0
433110	Federal Grants - Indirect	150,000	0	0	0
587326	Operating Transfer In - From Public Safety Fund	212,614	0	0	0
	<b>Total Grants</b>	<b>686,085</b>	<b>0</b>	<b>0</b>	<b>0</b>
569990	Long-Term General Obligation (LTGO) Bonds - Capital Assets Replacement	0	3,675,000	0	0

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569990	Long-Term General Obligation (LTGO) Bonds - Next Generation Data Center	0	7,287,000	0	2,100,000
	<b>Total LTGO Bonds</b>	<b>0</b>	<b>10,962,000</b>	<b>0</b>	<b>2,100,000</b>
569990	Short Term Loan from City Cash Pool	0	0	0	-2,100,000
	<b>Total Short Term Loan from City Cash Pool</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-2,100,000</b>
542810	Special Project Billings	473,494	5,819,790	6,355,482	4,926,288
	<b>Total Special Project Billings</b>	<b>473,494</b>	<b>5,819,790</b>	<b>6,355,482</b>	<b>4,926,288</b>
	<b>Total Revenues</b>	<b>50,376,756</b>	<b>70,289,515</b>	<b>67,421,631</b>	<b>35,386,749</b>
379100	Use of (Contributions to) Fund Balance	2,198,244	12,365,243	-475,085	3,397,724
	<b>Total Use of (Contributions to) Fund Balance</b>	<b>2,198,244</b>	<b>12,365,243</b>	<b>-475,085</b>	<b>3,397,724</b>
	<b>Total Resources</b>	<b>52,575,000</b>	<b>82,654,758</b>	<b>66,946,546</b>	<b>38,784,472</b>

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## Appropriations By Budget Control Level (BCL) and Program

### Business Office Budget Control Level

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

	2014	2015	2016	2016
<b>Program Expenditures</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Finance and Administration	2,521,344	3,793,632	3,403,302	1,989,338
General and Administration	8,130,415	28,679,940	12,961,346	5,866,905
<b>Total</b>	<b>10,651,759</b>	<b>32,473,572</b>	<b>16,364,648</b>	<b>7,856,243</b>
Full-time Equivalents Total*	21.00	25.00	25.00	24.00

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

**The following information summarizes the programs in Business Office Budget Control Level:**

#### **Finance and Administration Program**

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

	2014	2015	2016	2016
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Finance and Administration	2,521,344	3,793,632	3,403,302	1,989,338
Full-time Equivalents Total	21.00	25.00	25.00	23.00

#### **General and Administration Program**

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

	2014	2015	2016	2016
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
General and Administration	8,130,415	28,679,940	12,961,346	5,866,905
Full-time Equivalents Total	0.00	0.00	0.00	1.00

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## **Digital Engagement Budget Control Level**

The purpose of the Digital Engagement Budget Control Level is to operate the Seattle Channel, Cable Office, Web sites, and related programs.

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Program Expenditures</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Citywide Web Team	2,149,806	2,156,449	2,170,692	906,650
Community Technology	1,278,856	1,503,971	1,366,670	703,404
Office of Cable Communications	721,291	875,784	830,849	275,363
Seattle Channel	3,228,695	3,434,041	3,449,325	1,452,622
<b>Total</b>	<b>7,378,649</b>	<b>7,970,245</b>	<b>7,817,536</b>	<b>3,338,039</b>
Full-time Equivalents Total*	36.00	35.00	35.00	35.00

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

**The following information summarizes the programs in Digital Engagement Budget Control Level:**

### **Citywide Web Team Program**

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Citywide Web Team	2,149,806	2,156,449	2,170,692	906,650
Full-time Equivalents Total	13.75	12.75	12.75	12.75

### **Community Technology Program**

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Community Technology	1,278,856	1,503,971	1,366,670	703,404
Full-time Equivalents Total	4.25	4.25	4.25	4.25

### **Office of Cable Communications Program**

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Office of Cable Communications	721,291	875,784	830,849	275,363
Full-time Equivalents Total	2.75	2.75	2.75	2.75

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## Seattle Channel Program

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

Expenditures/FTE	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Seattle Channel	3,228,695	3,434,041	3,449,325	1,452,622
Full-time Equivalents Total	15.25	15.25	15.25	15.25

## Engineering and Operations Budget Control Level

The purpose of the Engineering and Operations Budget Control Level is to build and operate the City's corporate communications and computing assets.

Program Expenditures	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Communications Shop	1,978,827	1,809,549	1,831,265	605,248
Data Network Services	3,167,018	4,176,486	4,130,951	2,404,636
Enterprise Computing Services	6,273,844	8,055,838	7,723,804	6,462,866
Messaging, Collaboration and Directory Services	3,356,013	2,847,715	2,894,519	1,736,007
Radio Network	1,201,860	1,528,751	1,378,226	876,940
Service Desk	1,196,266	1,477,426	2,249,134	1,059,664
Technical Support Services	2,068,660	2,239,556	2,564,229	1,015,152
Technology Engineering and Project Management	3,047,517	5,216,198	5,407,704	4,456,963
Technology Infrastructure Grants	323,471	0	0	0
Telephone Services	8,629,774	9,769,775	9,399,083	3,881,783
Warehouse	1,071,605	1,258,020	1,282,182	426,037
<b>Total</b>	<b>32,314,855</b>	<b>38,379,314</b>	<b>38,861,097</b>	<b>22,925,296</b>
Full-time Equivalents Total*	122.50	122.50	122.50	122.50

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



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*The following information summarizes the programs in Engineering and Operations Budget Control Level:*

## Communications Shop Program

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

Expenditures/FTE	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Communications Shop	1,978,827	1,809,549	1,831,265	605,248
Full-time Equivalents Total	11.40	10.50	10.50	10.50

## Data Network Services Program

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

Expenditures/FTE	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Data Network Services	3,167,018	4,176,486	4,130,951	2,404,636
Full-time Equivalents Total	15.00	14.95	14.95	14.95

## Enterprise Computing Services Program

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

Expenditures/FTE	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Enterprise Computing Services	6,273,844	8,055,838	7,723,804	6,462,866
Full-time Equivalents Total	24.25	22.75	22.75	23.75

## Messaging, Collaboration and Directory Services Program

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

Expenditures/FTE	2014 Actuals	2015 Adopted	2016 Endorsed	2016 Adopted
Messaging, Collaboration and Directory Services	3,356,013	2,847,715	2,894,519	1,736,007
Full-time Equivalents Total	12.25	12.25	12.25	12.25

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## Radio Network Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Radio Network	1,201,860	1,528,751	1,378,226	876,940
Full-time Equivalents Total	0.00	0.85	0.85	0.85

## Service Desk Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Service Desk	1,196,266	1,477,426	2,249,134	1,059,664
Full-time Equivalents Total	9.25	9.25	9.25	9.25

## Technical Support Services Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Technical Support Services	2,068,660	2,239,556	2,564,229	1,015,152
Full-time Equivalents Total	13.75	15.25	15.25	15.25

## Technology Engineering and Project Management Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Technology Engineering and Project Management	3,047,517	5,216,198	5,407,704	4,456,963
Full-time Equivalents Total	6.00	7.00	7.00	8.00

## Technology Infrastructure Grants Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Technology Infrastructure Grants	323,471	0	0	0

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## Telephone Services Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Telephone Services	8,629,774	9,769,775	9,399,083	3,881,783
Full-time Equivalents Total	27.60	26.70	26.70	24.70

## Warehouse Program

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Warehouse	1,071,605	1,258,020	1,282,182	426,037
Full-time Equivalents Total	3.00	3.00	3.00	3.00

# Department of Information Technology

## **Leadership, Planning and Security Budget Control Level**

The purpose of the Leadership, Planning and Security Budget Control Level is to provide strategic direction and coordination on technology for the City.

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Program Expenditures</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Citywide Technology Leadership and Governance	1,810,304	2,075,900	2,092,098	2,587,221
Information Security Office	419,434	1,755,726	1,811,168	2,077,673
<b>Total</b>	<b>2,229,738</b>	<b>3,831,626</b>	<b>3,903,266</b>	<b>4,664,894</b>
Full-time Equivalents Total*	13.75	15.75	15.75	23.50

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

**The following information summarizes the programs in Leadership, Planning and Security Budget Control Level:**

### **Citywide Technology Leadership and Governance Program**

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Citywide Technology Leadership and Governance	1,810,304	2,075,900	2,092,098	2,587,221
Full-time Equivalents Total	11.75	11.75	11.75	19.50

### **Information Security Office Program**

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
<b>Expenditures/FTE</b>	<b>Actuals</b>	<b>Adopted</b>	<b>Endorsed</b>	<b>Adopted</b>
Information Security Office	419,434	1,755,726	1,811,168	2,077,673
Full-time Equivalents Total	2.00	4.00	4.00	4.00

# Department of Information Technology

## Information Technology Fund Table

### Information Technology Fund (50410)

	2014 Actuals	2015 Adopted	2015 Revised	2016 Endorsed	2016 Adopted
<b>Beginning Fund Balance</b>	<b>45,393,974</b>	<b>25,390,812</b>	<b>52,454,631</b>	<b>13,025,570</b>	<b>13,010,955</b>
Accounting and Technical Adjustments	9,258,902	0	0	0	0
Plus: Actual and Estimated Revenues	50,376,756	70,289,515	79,231,981	67,421,631	123,695,229
Less: Actual and Budgeted Expenditures	52,575,001	82,654,757	118,675,657	66,946,547	122,207,868
<b>Ending Fund Balance</b>	<b>52,454,631</b>	<b>13,025,570</b>	<b>13,010,955</b>	<b>13,500,654</b>	<b>14,498,317</b>
Reserve Against Fund Balance	49,426,678	12,595,649	12,718,269	13,036,516	14,805,625
<b>Total Reserves</b>	<b>49,426,678</b>	<b>12,595,649</b>	<b>12,718,269</b>	<b>13,036,516</b>	<b>14,805,625</b>
<b>Ending Unreserved Fund Balance</b>	<b>3,027,954</b>	<b>429,921</b>	<b>292,686</b>	<b>464,138</b>	<b>-307,308</b>

## Capital Improvement Program Highlights

The Department of Information Technology (DoIT) builds, manages and maintains the City's information technology infrastructure including radio, data, communications and computer networks. DoIT also manages the Seattle Channel, the City's central data center and the development of computer application projects on behalf of the City. The central data center houses most of the City's computer servers and computing architecture. DoIT's Capital Improvement Program (CIP) focuses on ensuring the continued reliability and operation of the City's technology tools and systems, maintaining technology and data security and making government more accessible, accountable and transparent.

Significant technology investments in the adopted CIP include major maintenance and replacements of server and data storage equipment, upgrades of software and hardware for the City's data and telephone systems, and acquisition, maintenance and upgrades of IT security systems hardware and software. Routine equipment upgrades and maintenance are also planned for the Seattle Channel and the City's new IT incident management and change management systems purchased as part of the Technology Management Tools project.

The DoIT CIP includes one new multi-year project to acquire, renovate and expand space for the newly created Seattle Information Technology Department (Seattle IT). The first stage of the project will occur in 2016, working with the Department of Finance and Administrative Services (FAS) to identify the space needs of Seattle IT and develop a range of options for consideration to accommodate the department. This project will also include the renovation of the current data center space that will be vacated once migration to the Next Generation Data Center is completed.

Additional information on DoIT's CIP can be found in the 2016-2021 Adopted CIP.