

Seattle Information Technology Department

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Department Overview

The Seattle Information Technology Department (Seattle IT) provides strategic direction for and management of the City's information technology resources. These include telecommunications, data, and supporting physical infrastructure; applications and application infrastructure; computer engineering and operations; data centers, servers, storage, and backup equipment; desktop, mobile, and printing devices; cloud services; digital engagement services; and the services to provide, maintain, and support all of the above for the City.

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

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

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

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

The **Security and Infrastructure Division** delivers the extensive infrastructure technologies behind the City's digital capabilities. This division includes the security and cyber risk functions that help ensure the City's data and other technology assets are safe.

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

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

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

The **Chief of Staff Division** provides the services that enable the successful operation of the department including corporate performance management, human resources, communications, RSJI, change management, and administrative services.

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

As an internal service department, Seattle IT provides services to other City departments that in turn pay Seattle IT for the services they purchase. As such, Seattle IT 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 Construction and Inspections and the Retirement Fund. Seattle IT also receives funds from the City's Cable Television Fund, grants and other government agencies external to the City (e.g., Seattle Public Schools, the Port of Seattle) that buy Seattle IT services for special projects.

Cable Fund Overview

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

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

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

Budget Snapshot

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------------------|--------------------|--------------------|--------------------|
| Department Support | | | |
| Other Funding - Operating | 229,562,789 | 239,121,364 | 254,825,773 |
| Total Operations | 229,562,789 | 239,121,364 | 254,825,773 |
| Capital Support | | | |
| Other Funding – Capital | 36,864,241 | 37,438,137 | 27,985,346 |
| Total Capital | 36,864,241 | 37,438,137 | 27,985,346 |
| Total Appropriations | 266,427,030 | 276,559,501 | 282,811,119 |
| Full-Time Equivalents Total* | 701.10 | 673.10 | 657.50 |

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

Budget Overview

Adopting to a Hybrid Workplace

Seattle IT is committed to supporting a hybrid remote-in person workforce. Due to the COVID-19 pandemic, nearly

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all areas of Seattle IT's lines of businesses have experienced an increased demand from customer departments. Seattle IT is committed to prioritizing workloads and finding efficiencies to execute this increased workload. To ensure the sustainability of these efforts, the 2022 Proposed Budget contains increases that will enable the department to continue providing this level of service in the long term. Key changes include:

- decreasing the assumed vacancy rate from 6% to 4%;
- funding to reflect cost increases for Adobe and Microsoft licensing;
- aligning the PC replacement program to reflect increased device counts and costs; and
- adjusting ongoing maintenance costs for to support the Unified Communications (UC) rollout.

The Proposed Budget allocates Federal Coronavirus Local Fiscal Recovery (CLFR) Fund to Seattle IT as part of Seattle Rescue Plan 3 (SRP3). These changes will allow Seattle IT to staff areas of the department where increased demand for service is highest, enable continued support for telework, and support the implementation of Affordable Seattle ("Affordability Portal"). See the Seattle Rescue Plan section of this 2022 Budget Book for more details on SRP3.

Position Transfers

The 2022 Proposed Budget includes transfers of positions from Seattle IT to Seattle City Light (SCL) and Seattle Public Utilities (SPU) for work that was deemed to be specialized operational technology best suited in the departments outside Seattle IT. Further details on these transfers are in the Incremental Budget Changes section.

Seattle IT Initiatives

The 2022 Proposed Budget includes funding for Seattle IT to continue to provide core IT services, enhance the city's cyber security posture, and implement new projects on behalf of the City. Three key changes to improve the delivery of IT services include funding to replace end-of-life server hardware, continuing support for the Citywide Contract Management System, and continuing to increase funding for cybersecurity insurance.

Supporting the Citywide Public Records Act

In response to Mayor Durkan's Directive on Citywide Public Records Act (CPRA) improvements, Seattle IT is committing new staffing and technological resources to improve how the city handles Public Records. These investments will result in fewer fulfillment delays, increased response consistency across the City, and improve the way the City stores and handles public records.

Cable Television Franchise Fund

As described in the narrative above, the Cable Television Franchise Fund receives revenues from cable television provider franchise fees. These funds pay for programs such as the Seattle Channel, the Cable Customer Bill of Rights, initiatives that promote technology literacy and access, and technology that provides ways for residents to access City services. As Seattle residents increasingly discontinue their cable television service in favor of internet-based streaming video services that are not subject to the City's regulatory structure, the City has seen cable franchise fee revenues decline significantly and this trend continues in 2021. There are no programming changes proposed at this time.

Department Initiatives

Seattle IT's budget includes funding for two department-specific IT Initiatives projects: Seattle City Light IT Initiatives and Seattle Public Utilities IT Initiatives. These project funds are appropriated in both Seattle IT and in department budgets.

In addition, Seattle IT will be supporting department IT projects for the Department of Finance and Administrative Services (FAS), the Seattle Fire Department (SFD), the Seattle Police Department (SPD), the City Clerk, Seattle Department of Constructions and Inspections (SDCI), and the newly formed Community Safety and Communications Center (CSCC). Each of these projects will modernize or replace legacy systems that are critical to each department's core business functions. These initiatives and projects are shown in the Seattle IT budget book pages; however,

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additional detail is available in the budget book sections for those departments.

Incremental Budget Changes

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| | Dollars | FTE |
|--|--------------------|---------------|
| 2022 Beginning Budget | 261,506,710 | 673.10 |
| Baseline | | |
| Remove 2021 One-Time Items | (2,817,054) | - |
| Baseline Technical Adjustments | (1,367,423) | (39.60) |
| Realign Post-Rate Revenue Changes | 85,875 | - |
| Labor & Maintenance Realignment | 576,942 | - |
| Principal & Interest True-Up | 2,094,839 | - |
| Vacancy Rate Decrease from 6% to 4% | 2,160,963 | - |
| Inflation using CBO-provided values | 3,935,123 | - |
| Adjust Capital Projects Outyears | - | - |
| Proposed Operating | | |
| Unified Communications (UC) Ongoing Costs | 2,893,874 | - |
| Maintenance Funding for New Systems and Department Specific Technology | 2,188,837 | - |
| Funding for Adobe and Microsoft Annual Support Costs | 1,875,000 | - |
| Funding for Standard Device Lifecycle Replacement | 1,523,077 | 2.00 |
| Citywide Public Records Act Transfer and Resource Additions | 1,488,221 | 5.00 |
| Citywide Contract Management System Ongoing Support | 339,434 | 1.00 |
| True Up Funding for Cyber Security Insurance | 63,000 | - |
| Critical IT Infrastructure Needs | 4,000,000 | - |
| Affordable Seattle | 1,432,632 | - |
| Additional Funding to Support Hybrid Workplace | 500,000 | - |
| Software Costs for Vaccine Verification Platform | 10,200 | - |
| Process Automation Software | 198,450 | - |
| Transfer GIS Operational Staff to SPU | (169,316) | (1.00) |
| Transfer Operational Technology to SPU | (1,017,866) | (3.00) |
| Transfer GIS Operational Staff to SCL | (141,975) | (1.00) |
| Transfer Operational Technology to SCL | (1,987,335) | (7.00) |
| Business Systems Analyst for Utility Customer Applications | 171,599 | 1.00 |
| Developer for Utility Customer Applications | 171,599 | 1.00 |
| FAS Online Business Directory Replacement | 581,000 | - |
| FAS Risk/Envision System Replacement | 505,000 | - |
| FAS Investment Portfolio Management Software Replacement | 250,000 | - |

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| | | |
|---|--------------------------|--------------------|
| FAS Capital Asset Management Software Implementation | 175,000 | - |
| FAS Lease Accounting System | 75,000 | - |
| RecordPoint Implementation | 478,800 | - |
| SDCI Labor Collection System (LCS) Replacement | 802,000 | - |
| SFD National Fire Incident Reporting System Modernization | 499,000 | - |
| SFD Safety and Training System | 318,100 | - |
| CSCC 911 Logging Recorder CAD Integration | 107,000 | - |
| CSCC Employee File Repository System | 59,000 | - |
| DAP Cloud Expenses | 76,076 | - |
| Add Staff for Department GIS Needs | 153,016 | 1.00 |
| Radio Communications Shop Sunset Positions | - | 2.00 |
| General Fund Backfill for Cable Fund | - | - |
| Proposed Capital | | |
| Work Schedule and Timekeeping Program | 1,500,000 | - |
| Technology Infrastructure CIP Adjustment | 1,100,000 | - |
| Proposed Technical | | |
| Baseline Adjustments for Personnel Costs | 879,771 | - |
| SPD Count Update | - | - |
| Healthcare Adjustment | 820,633 | - |
| Citywide Adjustments for Standard Cost Changes | 667,047 | - |
| Cable Fund Technical Adjustments | (756,793) | - |
| Indirect Cost Adjustment | 612,636 | - |
| Customer Engagement Applications Dissolution | 50,380 | - |
| Operating Impacts of Technology Infrastructure CIP Adjustment | 41,250 | - |
| GIS Small Department Billable Correction | 30,000 | - |
| Decrease in External Lease Costs | (42,131) | - |
| MCIS Technical | 3,000,000 | - |
| SPU's CIP Technology Adjustment | (2,150,000) | - |
| SDCI's Technology Budget Adjustment | 830,007 | - |
| Inflation Adjustment | 1,111,243 | - |
| Changes to Seattle IT's Funding Methodologies | (8,282) | - |
| SCL's CIP Technology Adjustment | (8,669,040) | - |
| Continuation of 2021 CLFR Positions | - | 23.00 |
| Total Incremental Changes | \$21,304,409 | (15.60) |
| Total 2022 Proposed Budget | \$282,811,119 | 657.50 |

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Description of Incremental Budget Changes

Baseline

Remove 2021 One-Time Items

| | |
|--------------|---------------|
| Expenditures | \$(2,817,054) |
| Revenues | \$(17,054) |

This item includes budget adjustments for one-time changes added in the 2021 Adopted Budget. This includes a transfer of \$2.3 million to the Department of Finance and Administrative Services (FAS).

Baseline Technical Adjustments

| | |
|---------------------|---------------|
| Expenditures | \$(1,367,423) |
| Revenues | \$(2,978,673) |
| Position Allocation | (39.60) |

This technical baseline change realigns the 2021 Retirement Driven Attrition budget with the final position reductions to be realized in 2021. In addition, IT is making a correction to the FTE count to reflect a position that was mistakenly included at 0.5 FTE. This change also reduces annual operating funding for a cancelled Seattle Police Department (SPD) project by \$1,346,340.

Realign Post-Rate Revenue Changes

| | |
|--------------|-------------|
| Expenditures | \$85,875 |
| Revenues | \$1,607,947 |

This baseline change updates budget and revenues to reflect changes made to Seattle IT's budget after customer rates were set during the 2021 budgeting process.

Labor & Maintenance Realignment

| | |
|--------------|-----------|
| Expenditures | \$576,942 |
| Revenues | \$576,942 |

This baseline change realigns Seattle IT's budget to where the corresponding body of work is occurring. It also realigns funding for annual software maintenance contracts with the projected IT service needs. The increase in budget represents the impact this realignment has on IT's share of its own services and does not impact the department's total cost of labor or maintenance.

Principal & Interest True-Up

| | |
|--------------|-------------|
| Expenditures | \$2,094,839 |
| Revenues | \$2,328,402 |

This baseline change adjusts the amount and distribution of principal and interest budget based on the debt service schedule and planned spending in the 2022 CIP

Vacancy Rate Decrease from 6% to 4%

| | |
|--------------|-------------|
| Expenditures | \$2,160,963 |
| Revenues | \$2,160,963 |

This item decreases Seattle IT's budgeted vacancy rate from 6% to 4%. This change better reflects IT's current head

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count and the increasing demand for IT services as a result of remote work.

Inflation using CBO-provided values

| | |
|--------------|-------------|
| Expenditures | \$3,935,123 |
| Revenues | \$3,935,123 |

This baseline change adjusts inflation factors as prescribed by the City Budget Office for the 2022 budget.

Adjust Capital Projects Outyears

| | |
|--------------|---|
| Expenditures | - |
|--------------|---|

This baseline update includes adjusting Seattle IT's budget to reflect the out year changes to our ongoing CIP projects.

Proposed Operating

Unified Communications (UC) Ongoing Costs

| | |
|--------------|-------------|
| Expenditures | \$2,893,874 |
| Revenues | \$2,893,874 |

This item adds funding to Seattle IT's Security & Infrastructure division for the ongoing costs to maintain the new Unified Communications (UC) system after rollout and stabilization in 2022.

Maintenance Funding for New Systems and Department Specific Technology

| | |
|--------------|-------------|
| Expenditures | \$2,188,837 |
| Revenues | \$2,188,837 |

This item adds annual maintenance budget for newly implemented technologies and existing contracts with significant increases. These increases affect business applications utilized by Seattle City Light (SCL), the Seattle Fire Department (SFD), the Seattle Police Department (SPD), Seattle Department of Human Resources (SDHR), and the Office of Inspector General (OIG).

Funding for Adobe and Microsoft Annual Support Costs

| | |
|--------------|-------------|
| Expenditures | \$1,875,000 |
| Revenues | \$1,875,000 |

This item adds \$1.3 million for the City's Microsoft Enterprise Agreement and \$575,000 for an Adobe contract to ensure the City is able to maintain and strengthen successful remote working and collaboration. In 2020, expenses for these contracts grew due to increased City usage and vendor pricing changes.

Funding for Standard Device Lifecycle Replacement

| | |
|---------------------|-------------|
| Expenditures | \$1,523,077 |
| Revenues | \$1,523,077 |
| Position Allocation | 2.00 |

This item increases device funding and add 2.0 FTEs (2.0 Information Technology Professional C) for the City's PC Lifecycle Replacement program. Additional funding is required to reflect increased device counts and cost increases.

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Citywide Public Records Act Transfer and Resource Additions

| | |
|---------------------|-------------|
| Expenditures | \$1,488,221 |
| Revenues | \$185,380 |
| Position Allocation | 5.00 |

This item transfers the Citywide Public Records Act (CPRA) program from the Finance and Administrative Services (FAS) department to Seattle IT by transferring the program's base budget and associated 1.0 FTE (1.0 Information Technology Professional B). Additionally, this item includes a request for additional budget, position authority for 4.0 FTE (4.0 Strategic Advisor 2), and three systems to help create a more mature CPRA program.

Citywide Contract Management System Ongoing Support

| | |
|---------------------|-----------|
| Expenditures | \$339,434 |
| Revenues | \$339,434 |
| Position Allocation | 1.00 |

This item creates a new Seattle IT cost pool for the new Citywide Contract Management System (CCMS), transfers existing IT budget to support the system into the cost pool, and adds funding for technical support and maintenance costs that will be initially charged to the Department of Finance and Administrative Services (FAS) costs but ultimately paid by Seattle IT. This item also requests position authority for an additional 1.0 FTE (Information Technology Professional B) to support the ongoing maintenance of the system.

True Up Funding for Cyber Security Insurance

| | |
|--------------|----------|
| Expenditures | \$63,000 |
| Revenues | \$63,000 |

This item adds \$63,000 to the Security & Infrastructure division to ensure adequate funding for the renewal of the City's cyber security liability insurance.

Critical IT Infrastructure Needs

| | |
|--------------|-------------|
| Expenditures | \$4,000,000 |
|--------------|-------------|

This CLFR item extends the funding for critical IT resources identified in 2021. The \$2.3M appropriated in 2021 is continued here to allow for a full twelve months of work for 20.0 FTEs. As a result of the COVID-19 pandemic, customer department demand has increased across all of Seattle IT's lines of business. This funding will provide staffing across the most in-demand lines of business such as the solution desk and cybersecurity. This item is backed by revenue from the Coronavirus Local Fiscal Recovery (CLFR) Fund.

Affordable Seattle

| | |
|--------------|-------------|
| Expenditures | \$1,432,632 |
|--------------|-------------|

This CLFR item provides support for optimization of existing City affordability investments and implementation of a unified application tool for those investments. In partnership with the City Budget Office (CBO), this program will improve efficacy of City aid programs addressing negative economic impacts by streamlining access to City benefit programs via a unified application portal. Seattle IT will provide development, QA/QC, and technical assistance to the product manager and end-users. There is a related item in CBO for impact evaluation staff and Affordable Seattle. This item is backed by revenue from the Coronavirus Local Fiscal Recovery (CLFR) Fund.

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Additional Funding to Support Hybrid Workplace

Expenditures \$500,000

This CLFR-backed item provides additional funding to support upgrading desktop computers to laptops and staffing for the PC Replacement Program in 2022. This funding will support emergent hybrid workplace needs that are not captured by the program's base budget. This item is backed by revenue from the Coronavirus Local Fiscal Recovery (CLFR) Fund.

Software Costs for Vaccine Verification Platform

Expenditures \$10,200

This CLFR-backed item increases appropriation to cover software costs supporting employee vaccination verification efforts. This item is backed by revenue from the Coronavirus Local Fiscal Recovery (CLFR) Fund.

Process Automation Software

Expenditures \$198,450

Revenues \$198,450

SPU and SCL have implemented a new software application, NICE robotic process automation, through their joint CIS Workflow capital project. This request adds the annual software subscription cost of \$198,450 for NICE to the Utilities annual ITD rates.

Transfer GIS Operational Staff to SPU

Expenditures \$(169,316)

Revenues \$(149,982)

Position Allocation (1.00)

This item transfers 1.0 FTE (Information Technology Professional B) from Seattle IT to Seattle Public Utilities (SPU) to support departmental operational GIS needs. Due to the specialized nature of SPU's GIS need, this position is best resourced within SPU.

Transfer Operational Technology to SPU

Expenditures \$(1,017,866)

Revenues \$(1,017,866)

Position Allocation (3.00)

This item transfers technology deemed operational to Seattle Public Utilities (SPU). This includes the transfer of 3.0 FTE (2 Information Technology Professional B, 1 Information Technology Professional A) and non-labor budget for the Maximo Work and Asset Management systems (WAMS). This system is proprietary to SPU.

Transfer GIS Operational Staff to SCL

Expenditures \$(141,975)

Revenues \$(122,641)

Position Allocation (1.00)

This item transfers 1.0 FTE (IT Programmer Analyst) from Seattle IT to Seattle City Light (SCL) to support departmental operational GIS needs. Due to the specialized nature of SCL's GIS need, this position is best resourced within SCL.

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Transfer Operational Technology to SCL

| | |
|---------------------|----------------|
| Expenditures | \$ (1,987,335) |
| Revenues | \$ (1,987,335) |
| Position Allocation | (7.00) |

This item transfers technology deemed operational to Seattle City Light (SCL). This includes the transfer of 7.0 FTE (7 Information Technology Professional B) and non-labor budget for the Outage Management (OMS), Asset Suite and Work and Asset Management system (WAMS). This system is proprietary to SCL.

Business Systems Analyst for Utility Customer Applications

| | |
|---------------------|-----------|
| Expenditures | \$171,599 |
| Revenues | \$171,599 |
| Position Allocation | 1.00 |

This item adds 1.0 FTE (Information Technology Professional B) and the associated budget to support the ongoing maintenance and testing needs for the Seattle City Light (SCL) and Seattle Public Utilities (SPU) Customer Information Systems (CIS).

Developer for Utility Customer Applications

| | |
|---------------------|-----------|
| Expenditures | \$171,599 |
| Revenues | \$150,265 |
| Position Allocation | 1.00 |

This item adds 1.0 FTE (Information Technology Professional B) and the associated budget for on-going support, enhancements, and maintenance for the Seattle City Light (SCL) and Seattle Public Utilities (SPU) Customer Self Service Portal.

FAS Online Business Directory Replacement

| | |
|--------------|-----------|
| Expenditures | \$581,000 |
| Revenues | \$581,000 |

This item will fund the replacement of the existing Online Business Directory (OBD), which is used to display companies, including self-identified minority-owned, women-owned and LGBTQ business, who have expressed interest in doing business with the City.

FAS Risk/Envision System Replacement

| | |
|--------------|-----------|
| Expenditures | \$505,000 |
| Revenues | \$505,000 |

This item will replace the existing Risk Management Information System (RMIS) by potentially utilizing a system similar currently being used by the Seattle Department of Human Resources (SDHR). The current system requires manual processes that are manual and time-consuming, and the new system will provide a more streamlined system that will enable FAS to process claims more efficiently.

FAS Investment Portfolio Management Software Replacement

| | |
|--------------|-----------|
| Expenditures | \$250,000 |
| Revenues | \$250,000 |

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This item funds the procurement and implementation a new software for managing the City's investments. The current system is no longer supported by the vendor.

FAS Capital Asset Management Software Implementation

| | |
|--------------|-----------|
| Expenditures | \$175,000 |
| Revenues | \$175,000 |

This item implements AssetWorks' Capital Asset Management (CAM) with integration to the current fleet information management system, Fleet Anywhere (FA). CAM would enable FAS to model and compare different possible future fleet procurement plans to project future fleet capital costs and to help make policy decisions on fleet life cycles, electrification, maintenance operations staffing needs, and whether and how much to incorporate renewable fuels, etc. CAM integrates maintenance cost analysis and projections which would enhance FAS's ability to project citywide maintenance costs, improve rate calculations and methodology, and right-size fleet staffing to meet the demands of the fleet.

FAS Lease Accounting System

| | |
|--------------|----------|
| Expenditures | \$75,000 |
| Revenues | \$75,000 |

This item funds a system to support the City's GASB Statement 87 reporting requirements in recognition of certain lease assets and liabilities for leases in 2022. These were previously classified as operating leases and recognized as inflows of resources or outflows of resources based on the payment provisions of the contract.

RecordPoint Implementation

| | |
|--------------|-----------|
| Expenditures | \$478,800 |
| Revenues | \$478,800 |

This item funds the planning and implementation of a Citywide electronic records management system. Seattle IT has partnered with the City Clerk's office to pilot the use of RecordPoint for this purpose and this proposal will begin the work to turn this pilot into an enterprise system for all City departments to use.

SDCI Labor Collection System (LCS) Replacement

| | |
|--------------|-----------|
| Expenditures | \$802,000 |
| Revenues | \$802,000 |

This project will replace SDCI's aging Labor Collection System (LCS), which is nearing the end of its life, with an application that uses up-to-date development technology and can be more easily maintained.

SFD National Fire Incident Reporting System Modernization

| | |
|--------------|-----------|
| Expenditures | \$499,000 |
| Revenues | \$499,000 |

This project will fund the modernization of the Seattle Fire Department (SFD) National Fire Incident Reporting System (NFIRS). NFIRS captures fire incident data that is required to be reported to the State and Federal governments. Modernizing NFIRS will allow SFD to entire fire incident data more quickly, eliminate time-consuming manual processes, and increase the information quality of reports.

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SFD Safety and Training System

| | |
|--------------|-----------|
| Expenditures | \$318,100 |
| Revenues | \$318,100 |

This project funds a new Safety and Training system for Seattle Fire Department (SFD). SFD seeks a vendor hosted SaaS solution to replace the current 22-year-old, inhouse developed application. The solution will enhance SFD's ability to track, record, and report on safety standards and training across the department.

CSCC 911 Logging Recorder CAD Integration

| | |
|--------------|-----------|
| Expenditures | \$107,000 |
| Revenues | \$107,000 |

This item implements a connection between the NICE 911 logging recorder and the Versaterm Computer Aided Dispatch (CAD) system. This will allow CSCC to collect additional information on 911 calls to monitor and improve the call taking process.

CSCC Employee File Repository System

| | |
|--------------|----------|
| Expenditures | \$59,000 |
| Revenues | \$59,000 |

This project will fund an employee file repository system. As a new department, the Community Safety and Communications Center (CSCC) does not have a tool to formally document employee information and performance. This system will allow CSCC to capture this information and operationalize it to identify areas of improvement and inform positive feedback.

DAP Cloud Expenses

| | |
|--------------|----------|
| Expenditures | \$76,076 |
| Revenues | \$76,076 |

This item adds the estimated budget needed to fund the cloud usage costs associated with the Seattle Police Department's (SPD) Data Analytics Platform. These costs will be direct billed to SPD based on actuals usage.

Add Staff for Department GIS Needs

| | |
|---------------------|-----------|
| Expenditures | \$153,016 |
| Revenues | \$131,682 |
| Position Allocation | 1.00 |

This item adds one 1.0 FTE (Information Technology Professional C) to provide dedicated GIS support currently being performed by a term limited employee that is expiring. This position would reside in Seattle IT's GIS & CADD team

Radio Communications Shop Sunset Positions

| | |
|---------------------|------|
| Position Allocation | 2.00 |
|---------------------|------|

This item adds two sunset positions to the Radio Communications Shop to complete the installation of Seattle Police Department (SPD) and Seattle Fire Department (SFD) mobile device terminals. This proposal requests position authority only, as project funding for this body of work is already in place. These positions will sunset at the end of 2022.

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General Fund Backfill for Cable Fund

Revenues -

This item provides \$400,000 of ongoing General Fund support for the Digital Equity program in the Seattle Information Technology Department which was supported by Cable Franchise Fees prior to 2020. Cable Television Fund revenues are steadily declining, and these funds enable continuation of the program.

Proposed Capital

Work Schedule and Timekeeping Program

| | |
|--------------|-------------|
| Expenditures | \$1,500,000 |
| Revenues | \$1,500,000 |

This item adds \$1.5M to support the Seattle Police Department (SPD) implementation of the Work, Schedule, and Timekeeping (WST) Project. This funding is needed to fund consultant, software, and backfill costs needed to complete the project.

Technology Infrastructure CIP Adjustment

| | |
|--------------|-------------|
| Expenditures | \$1,100,000 |
| Revenues | \$1,100,000 |

This funding supports the City's IT infrastructure lifecycle replacements and invest in newer, more secure technology. There are telephony upgrades to support the Seattle Police Department's (SPD) 911 functionality will be required. In addition, there are also some purchases needed to support the new Unified Communications backbone.

Proposed Technical

Baseline Adjustments for Personnel Costs

| | |
|--------------|-----------|
| Expenditures | \$879,771 |
|--------------|-----------|

This centrally administered change adjusts appropriations to restore the annual wage increase for non-represented Executives, Managers and Strategic Advisors, which was forgone in 2021 due to financial constraints.

SPD Count Update

This change represents the update to Seattle IT's cost recovery data to reflect the separation of Parking Enforcement Officers and the Community Safety Communication Center from Seattle Police Department.

Healthcare Adjustment

| | |
|--------------|-----------|
| Expenditures | \$820,633 |
| Revenues | \$820,633 |

This change aligns Seattle IT's healthcare budget with the anticipated 2022 need.

Citywide Adjustments for Standard Cost Changes

| | |
|--------------|-----------|
| Expenditures | \$667,047 |
|--------------|-----------|

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

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process.

Cable Fund Technical Adjustments

| | |
|--------------|-------------|
| Expenditures | \$(756,793) |
| Revenues | \$(756,793) |

This item adjusts the Cable Television Franchise Fee Fund (10101) budget to reflect the impact of changes with the Seattle Information Technology Operating Fund (50410) involving the use of Franchise Fee revenue. This change reflects budget changes as well as changes in cost allocation methodologies that have shifted where cost allocations away from the Cable Fund.

Indirect Cost Adjustment

| | |
|--------------|-----------|
| Expenditures | \$612,636 |
| Revenues | \$612,636 |

This item represents the impacts of 2022 proposed budget changes on Seattle IT's indirect cost model.

Customer Engagement Applications Dissolution

| | |
|--------------|----------|
| Expenditures | \$50,380 |
| Revenues | \$50,380 |

This item moves budget out of the Customer Engagement Applications detail project to reflect the impact of a recent management reorganization in Seattle IT. Beginning in 2021 this service is no longer offered, and the associated budget and resources have shifted under other IT cost pools.

Operating Impacts of Technology Infrastructure CIP Adjustment

| | |
|--------------|----------|
| Expenditures | \$41,250 |
| Revenues | \$41,250 |

This item reflects the operating impacts of CIP changes. As a result of the Technology Infrastructure CIP adjustment, this funding request is to cover the first year of interest costs on the proposed bond issuance.

GIS Small Department Billable Correction

| | |
|--------------|----------|
| Expenditures | \$30,000 |
| Revenues | \$30,000 |

This item adds funding for GIS billable work for various small departments.

Decrease in External Lease Costs

| | |
|--------------|------------|
| Expenditures | \$(42,131) |
|--------------|------------|

This item decreases appropriation authority to pay for decreases in Seattle IT's external lease costs.

MCIS Technical

| | |
|--------------|-------------|
| Expenditures | \$3,000,000 |
| Revenues | \$3,000,000 |

This change adds \$3 million of bond funding to the MCIS Replacement project in 2022. Early in 2021, based on the

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updated MCIS project spending plan, legal appropriation and the associated bond issuance was reduced from \$10 million to \$7 million. The \$3 million of legal appropriation was submitted for abandonment in the Q2 2021 Supplemental Ordinance, with the plan to then shift that appropriation and associated bond issuance into 2022 to better align with projected spending.

SPU's CIP Technology Adjustment

| | |
|--------------|----------------|
| Expenditures | \$ (2,150,000) |
| Revenues | \$ (2,150,000) |

This item reduces appropriation authority in the Applications BSL to align with the anticipated Seattle Public Utilities (SPU) CIP budget changes for technology projects in 2022.

SDCI's Technology Budget Adjustment

| | |
|--------------|------------|
| Expenditures | \$ 830,007 |
| Revenues | \$ 830,007 |

This item revises appropriation authority in the Applications BSL to align with the anticipated SDCI budget for technology projects in 2022.

Inflation Adjustment

| | |
|--------------|--------------|
| Expenditures | \$ 1,111,243 |
| Revenues | \$ 1,111,243 |

This change updates Seattle IT's personnel budget to reflect the most current inflation guidance provided by the City Budget Office.

Changes to Seattle IT's Funding Methodologies

| | |
|--------------|------------|
| Expenditures | \$ (8,282) |
| Revenues | \$ (8,282) |

This technical item adjusts Seattle IT's budget to reflect a change in two rate allocation mechanisms. These rate pools have changed due to internal departmental consolidations or transfers to Seattle City Light (SCL) and Seattle Public Utilities (SPU). It also implements a new mechanism to provide departments with an estimate for their GIS direct bill needs.

SCL's CIP Technology Adjustment

| | |
|--------------|----------------|
| Expenditures | \$ (8,669,040) |
| Revenues | \$ (8,669,040) |

This item reduces appropriation authority in the Applications BSL to align with the anticipated Seattle City Light (SCL) CIP budget changes for technology projects in 2022.

Continuation of 2021 CLFR Positions

| | |
|---------------------|-------|
| Position Allocation | 23.00 |
|---------------------|-------|

This technical change request recognizes CLFR-backed sunset positions that were added as part of the 2021 2Q Supplemental Process. 3.0 FTE will continue supporting the Affordable Seattle program, and the remaining 20.0 FTE will continue supporting Critical IT infrastructure needs that have arisen due to increased demand for IT services.

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Expenditure Overview

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|---|--------------------|--------------------|--------------------|
| Appropriations | | | |
| ITD - BC-IT-C0700 - Capital Improvement Projects | | | |
| 50410 - Information Technology Fund | 36,864,241 | 37,438,137 | 27,985,346 |
| Total for BSL: BC-IT-C0700 | 36,864,241 | 37,438,137 | 27,985,346 |
| ITD - BO-IT-D0100 - Leadership and Administration | | | |
| 50410 - Information Technology Fund | 26,606,532 | 25,128,813 | 29,039,619 |
| Total for BSL: BO-IT-D0100 | 26,606,532 | 25,128,813 | 29,039,619 |
| ITD - BO-IT-D0200 - Cable Franchise | | | |
| 10101 - Cable TV Franchise Fund | 6,199,140 | 7,171,058 | 6,414,265 |
| Total for BSL: BO-IT-D0200 | 6,199,140 | 7,171,058 | 6,414,265 |
| ITD - BO-IT-D0300 - Technology Infrastructure | | | |
| 50410 - Information Technology Fund | 51,130,398 | 44,052,149 | 49,714,696 |
| Total for BSL: BO-IT-D0300 | 51,130,398 | 44,052,149 | 49,714,696 |
| ITD - BO-IT-D0400 - Frontline Services and Workplace | | | |
| 50410 - Information Technology Fund | 40,975,695 | 40,822,566 | 51,505,057 |
| Total for BSL: BO-IT-D0400 | 40,975,695 | 40,822,566 | 51,505,057 |
| ITD - BO-IT-D0500 - Digital Security & Risk | | | |
| 50410 - Information Technology Fund | 5,269,354 | 8,448,605 | 7,209,229 |
| Total for BSL: BO-IT-D0500 | 5,269,354 | 8,448,605 | 7,209,229 |
| ITD - BO-IT-D0600 - Applications | | | |
| 14000 - Coronavirus Local Fiscal Recovery Fund | - | - | 5,942,832 |
| 50410 - Information Technology Fund | 94,503,612 | 108,420,387 | 99,631,328 |
| Total for BSL: BO-IT-D0600 | 94,503,612 | 108,420,387 | 105,574,160 |
| ITD - BO-IT-D0800 - Client Solutions | | | |
| 50410 - Information Technology Fund | 4,878,058 | 5,077,785 | 5,368,747 |
| Total for BSL: BO-IT-D0800 | 4,878,058 | 5,077,785 | 5,368,747 |
| Department Total | 266,427,030 | 276,559,501 | 282,811,119 |
| Department Full-Time Equivalents Total* | 701.10 | 673.10 | 657.50 |

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

Seattle Information Technology Department

Budget Summary by Fund Seattle Information Technology Department

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|--|--------------------|--------------------|--------------------|
| 10101 - Cable TV Franchise Fund | 6,199,140 | 7,171,058 | 6,414,265 |
| 14000 - Coronavirus Local Fiscal Recovery Fund | - | - | 5,942,832 |
| 50410 - Information Technology Fund | 260,227,890 | 269,388,442 | 270,454,022 |
| Budget Totals for ITD | 266,427,030 | 276,559,501 | 282,811,119 |

Revenue Overview

2022 Estimated Revenues

| Account Code | Account Name | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|--|-------------------------------------|--------------------|--------------------|--------------------|
| 321090 | Bus Lic&Perm-Cable Fran Fees | 7,134,025 | 7,122,396 | 5,919,382 |
| 321900 | Bus Lic&Perm-Other | 532,509 | - | - |
| 360020 | Inv Earn-Residual Cash | - | 22,000 | 2,044 |
| Total Revenues for: 10101 - Cable TV Franchise Fund | | 7,666,535 | 7,144,396 | 5,921,426 |
| 400000 | Use of/Contribution to Fund Balance | - | 26,662 | 492,839 |
| Total Resources for:10101 - Cable TV Franchise Fund | | 7,666,535 | 7,171,058 | 6,414,266 |
| 331110 | Direct Fed Grants | 3,054,452 | - | - |
| 333110 | Ind Fed Grants | (9,911) | - | - |
| 341400 | Fiber Communications Revenues | 2,371,573 | - | - |
| 342130 | Communication Service Fees | 470,409 | - | - |
| 348170 | Isf-Itld Alloc Rev | 157,845,041 | 170,434,488 | 189,124,180 |
| 348180 | Isf-Itld Billed Rev | 48,512,727 | 66,104,721 | 59,517,357 |
| 360020 | Inv Earn-Residual Cash | - | 290,610 | 275,939 |
| 360210 | Oth Interest Earnings | 22,345 | - | - |
| 360220 | Interest Earned On Delinquent A | 100 | - | - |
| 360900 | Miscellaneous Revs-Other Rev | 30,618 | - | - |
| 391010 | G.O.Bond Proceeds | 9,820,000 | 27,933,036 | 18,453,438 |
| 391080 | Premium On Gen Obl Bonds | 1,555,000 | - | - |
| Total Revenues for: 50410 - Information Technology Fund | | 223,672,355 | 264,762,855 | 267,370,913 |
| 400000 | Use of/Contribution to Fund Balance | - | 4,625,587 | 3,129,704 |
| Total Resources for:50410 - Information Technology Fund | | 223,672,355 | 269,388,442 | 270,500,617 |
| Total ITD Resources | | 231,338,889 | 276,559,501 | 276,914,883 |

Seattle Information Technology Department

Appropriations by Budget Summary Level and Program

ITD - BC-IT-C0700 - Capital Improvement Projects

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

| Program Expenditures | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|----------------------------------|-------------------------|-------------------------|--------------------------|
| Application Services CIP | 13,508,480 | 11,679,600 | 14,576,000 |
| Application Services CIP | 142,065 | - | - |
| Citywide IT Initiatives CIP | 5,547,932 | - | - |
| Communications CIP | 11,416,653 | 12,875,262 | 5,690,670 |
| Enterprise Compute Services CIP | 2,815,168 | 7,484,983 | 2,182,188 |
| Fiber Enterprise Initiatives CIP | 2,448,089 | 4,356,485 | 4,468,011 |
| Programmatic Initiatives CIP | 252,158 | - | - |
| Radio Communications CIP | 542,831 | 705,049 | 723,098 |
| Seattle Channel CIP | 190,867 | 336,759 | 345,380 |
| Total | 36,864,241 | 37,438,137 | 27,985,346 |

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

The following information summarizes the programs in Capital Improvement Projects Budget Summary Level:

Application Services CIP

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|--------------------------|-------------------------|-------------------------|--------------------------|
| Application Services CIP | 13,650,545 | 11,679,600 | 14,576,000 |

Citywide IT Initiatives CIP

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-------------------------|-------------------------|--------------------------|
| Citywide IT Initiatives CIP | 5,547,932 | - | - |

Communications CIP

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

| | 2020 | 2021 | 2022 |
|--------------------|------------|------------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Communications CIP | 11,416,653 | 12,875,262 | 5,690,670 |

Enterprise Compute Services CIP

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

| | 2020 | 2021 | 2022 |
|---------------------------------|-----------|-----------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Enterprise Compute Services CIP | 2,815,168 | 7,484,983 | 2,182,188 |

Fiber Enterprise Initiatives CIP

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

| | 2020 | 2021 | 2022 |
|----------------------------------|-----------|-----------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Fiber Enterprise Initiatives CIP | 2,448,089 | 4,356,485 | 4,468,011 |

Programmatic Initiatives CIP

This budget program contains the Capital Improvement Program (CIP) funding for one-time Seattle IT Programmatic Initiatives including the acquisition and development of a new data center, the remodeling of Seattle IT space in the Seattle Municipal Tower, and the acquisition of new technology management tools.

| | 2020 | 2021 | 2022 |
|------------------------------|---------|---------|----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Programmatic Initiatives CIP | 252,158 | - | - |

Radio Communications CIP

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

| | 2020 | 2021 | 2022 |
|--------------------------|---------|---------|----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Radio Communications CIP | 542,831 | 705,049 | 723,098 |

Seattle Channel CIP

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|---------------------|-----------------|-----------------|------------------|
| Seattle Channel CIP | 190,867 | 336,759 | 345,380 |

ITD - BO-IT-D0100 - Leadership and Administration

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

| Program Expenditures | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------------|-------------------|-------------------|-------------------|
| Chief of Staff | 14,990,524 | - | - |
| Chief Privacy Office | 761,670 | - | - |
| Citywide Indirect Costs | 11,321,390 | 6,850,652 | 6,757,575 |
| CTO / Executive Team | 2,943,938 | - | - |
| Departmental Indirect Costs | - | 18,306,629 | 22,166,763 |
| Executive Advisor | 1,562,551 | - | - |
| Indirect Cost Recovery Offset | (5,428,988) | - | - |
| Pooled Benefits and PTO | 455,448 | (28,468) | 115,281 |
| Total | 26,606,532 | 25,128,813 | 29,039,619 |
| Full-time Equivalents Total* | 84.00 | 82.00 | 81.50 |

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

The following information summarizes the programs in Leadership and Administration Budget Summary Level:

Chief of Staff

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Chief of Staff | 14,990,524 | - | - |
| Full Time Equivalents Total | 60.00 | - | - |

Chief Privacy Office

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

| | 2020 | 2021 | 2022 |
|-----------------------------|---------|---------|----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Chief Privacy Office | 761,670 | - | - |
| Full Time Equivalents Total | 2.00 | - | - |

Citywide Indirect Costs

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

| | 2020 | 2021 | 2022 |
|-------------------------|------------|-----------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Citywide Indirect Costs | 11,321,390 | 6,850,652 | 6,757,575 |

CTO / Executive Team

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

| | 2020 | 2021 | 2022 |
|-----------------------------|-----------|---------|----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| CTO / Executive Team | 2,943,938 | - | - |
| Full Time Equivalents Total | 13.00 | - | - |

Departmental Indirect Costs

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

| | 2020 | 2021 | 2022 |
|-----------------------------|---------|------------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Departmental Indirect Costs | - | 18,306,629 | 22,166,763 |
| Full Time Equivalents Total | - | 82.00 | 81.50 |

Executive Advisor

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

| | 2020 | 2021 | 2022 |
|------------------|---------|---------|----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |

Seattle Information Technology Department

| | | | |
|-----------------------------|-----------|---|---|
| Executive Advisor | 1,562,551 | - | - |
| Full Time Equivalents Total | 9.00 | - | - |

Indirect Cost Recovery Offset

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------------|-----------------|-----------------|------------------|
| Indirect Cost Recovery Offset | (5,428,988) | - | - |

Pooled Benefits and PTO

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------|-----------------|-----------------|------------------|
| Pooled Benefits and PTO | 455,448 | (28,468) | 115,281 |

ITD - BO-IT-D0200 - Cable Franchise

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------------|------------------|------------------|------------------|
| Program Expenditures | | | |
| Cable Franchise for Info Tech | 6,199,140 | 7,171,058 | 6,414,265 |
| Total | 6,199,140 | 7,171,058 | 6,414,265 |

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

ITD - BO-IT-D0300 - Technology Infrastructure

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------------|-----------------|-----------------|------------------|
| Program Expenditures | | | |
| Business Advancement Team | 383,177 | - | - |
| Communications Infrastructure | 10,084,244 | 7,620,877 | 3,876,774 |
| Database Systems | 3,664,084 | 2,488,442 | 2,814,948 |

Seattle Information Technology Department

| | | | |
|------------------------------|-------------------|-------------------|-------------------|
| Enterprise Computing | - | - | 76,076 |
| Enterprise Services | 3,778,686 | 2,786,474 | 3,182,662 |
| Infrastructure Tools | 4,905,145 | 4,112,705 | 4,022,097 |
| Network Operations | 5,795,941 | 7,295,173 | 7,336,257 |
| Radio Management | 3,453,125 | 2,565,811 | 2,880,596 |
| Systems Engineering | 3,125,736 | 3,215,297 | 3,640,097 |
| Telephone Engineering | 5,759,447 | 6,095,207 | 10,862,162 |
| Windows Systems | 10,180,812 | 7,872,163 | 11,023,027 |
| Total | 51,130,398 | 44,052,149 | 49,714,696 |
| Full-time Equivalents Total* | 106.10 | 111.25 | 111.25 |

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

The following information summarizes the programs in Technology Infrastructure Budget Summary Level:

Business Advancement Team

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Business Advancement Team | 383,177 | - | - |
| Full Time Equivalents Total | 1.10 | - | - |

Communications Infrastructure

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-------------------------------|-----------------|-----------------|------------------|
| Communications Infrastructure | 10,084,244 | 7,620,877 | 3,876,774 |
| Full Time Equivalents Total | 4.80 | 2.00 | 2.00 |

Database Systems

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

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------|-----------------|-----------------|------------------|
|------------------|-----------------|-----------------|------------------|

Seattle Information Technology Department

| | | | |
|-----------------------------|-----------|-----------|-----------|
| Database Systems | 3,664,084 | 2,488,442 | 2,814,948 |
| Full Time Equivalents Total | 12.00 | 11.75 | 11.75 |

Enterprise Computing

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|----------------------|-----------------|-----------------|------------------|
| Enterprise Computing | - | - | 76,076 |

Enterprise Services

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Enterprise Services | 3,778,686 | 2,786,474 | 3,182,662 |
| Full Time Equivalents Total | 8.00 | 11.00 | 11.00 |

Infrastructure Tools

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Infrastructure Tools | 4,905,145 | 4,112,705 | 4,022,097 |
| Full Time Equivalents Total | 5.00 | 11.20 | 11.20 |

Network Operations

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Network Operations | 5,795,941 | 7,295,173 | 7,336,257 |
| Full Time Equivalents Total | 17.20 | 17.80 | 17.80 |

Radio Management

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

Seattle Information Technology Department

| | 2020 | 2021 | 2022 |
|-----------------------------|-----------|-----------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Radio Management | 3,453,125 | 2,565,811 | 2,880,596 |
| Full Time Equivalents Total | 10.00 | 11.00 | 13.00 |

Systems Engineering

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

| | 2020 | 2021 | 2022 |
|-----------------------------|-----------|-----------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Systems Engineering | 3,125,736 | 3,215,297 | 3,640,097 |
| Full Time Equivalents Total | 12.00 | 5.00 | 5.00 |

Telephone Engineering

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

| | 2020 | 2021 | 2022 |
|-----------------------------|-----------|-----------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Telephone Engineering | 5,759,447 | 6,095,207 | 10,862,162 |
| Full Time Equivalents Total | 14.00 | 14.10 | 14.10 |

Windows Systems

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

| | 2020 | 2021 | 2022 |
|-----------------------------|------------|-----------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Windows Systems | 10,180,812 | 7,872,163 | 11,023,027 |
| Full Time Equivalents Total | 22.00 | 27.40 | 25.40 |

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

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

| Program Expenditures | 2020 | 2021 | 2022 |
|------------------------------------|------------|------------|------------|
| | Actuals | Adopted | Proposed |
| Community Technology and Broadband | 1,725,010 | 1,264,200 | 1,349,403 |
| Digital Workplace | 10,758,278 | 12,340,264 | 15,551,295 |
| Frontline Digital Services | 28,492,407 | 27,218,103 | 34,604,359 |

Seattle Information Technology Department

| | | | |
|---|-------------------|-------------------|-------------------|
| Total | 40,975,695 | 40,822,566 | 51,505,057 |
| Full-time Equivalents Total* | 186.76 | 169.26 | 155.66 |
| <i>*FTE totals are provided for informational purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here</i> | | | |

The following information summarizes the programs in Frontline Services and Workplace Budget Summary Level:

Community Technology and Broadband

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------------------------|-----------------|-----------------|------------------|
| Expenditures/FTE | | | |
| Community Technology and Broadband | 1,725,010 | 1,264,200 | 1,349,403 |
| Full Time Equivalents Total | 5.50 | 5.50 | 5.50 |

Digital Workplace

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Expenditures/FTE | | | |
| Digital Workplace | 10,758,278 | 12,340,264 | 15,551,295 |
| Full Time Equivalents Total | 42.04 | 27.54 | 23.94 |

Frontline Digital Services

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

| | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-----------------|-----------------|------------------|
| Expenditures/FTE | | | |
| Frontline Digital Services | 28,492,407 | 27,218,103 | 34,604,359 |
| Full Time Equivalents Total | 139.22 | 136.22 | 126.22 |

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

The Digital Security and Risk Budget Summary Level provides security and risk mitigation services for the City's computing environments, and develops, applies, and monitors compliance with

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technology policies and procedures. This Budget Summary Level also includes the department's Emergency Management team.

| Program Expenditures | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------------------|-------------------------|-------------------------|--------------------------|
| Digital Security & Risk | 5,269,354 | 8,448,605 | 7,209,229 |
| Total | 5,269,354 | 8,448,605 | 7,209,229 |
| Full-time Equivalents Total* | 15.00 | 19.00 | 19.00 |

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

ITD - BO-IT-D0600 - Applications

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

| Program Expenditures | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------------------|-------------------------|-------------------------|--------------------------|
| Business Applications | 29,678,730 | 23,302,474 | 22,717,398 |
| Department Initiatives | 37,736,713 | 55,887,219 | 52,709,187 |
| Platform Applications | 16,857,344 | 17,662,168 | 20,526,078 |
| Service Modernization | 10,230,825 | 11,568,526 | 9,621,497 |
| Total | 94,503,612 | 108,420,387 | 105,574,160 |
| Full-time Equivalents Total* | 279.18 | 274.53 | 277.13 |

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

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

Applications

This budget program contains the funding associated with the Applications team which designs, develops, integrates and supports solutions in accordance with Citywide architecture and governance.

| Expenditures/FTE | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|-----------------------------|-------------------------|-------------------------|--------------------------|
| Full Time Equivalents Total | - | - | 3.00 |

Business Applications

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

| | 2020 | 2021 | 2022 |
|-----------------------------|------------|------------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Business Applications | 29,678,730 | 23,302,474 | 22,717,398 |
| Full Time Equivalents Total | 71.67 | 63.89 | 61.99 |

Department Initiatives

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

| | 2020 | 2021 | 2022 |
|-----------------------------|------------|------------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Department Initiatives | 37,736,713 | 55,887,219 | 52,709,187 |
| Full Time Equivalents Total | 48.97 | 84.39 | 98.89 |

Platform Applications

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

| | 2020 | 2021 | 2022 |
|-----------------------------|------------|------------|------------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Platform Applications | 16,857,344 | 17,662,168 | 20,526,078 |
| Full Time Equivalents Total | 99.54 | 79.70 | 70.70 |

Service Modernization

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

| | 2020 | 2021 | 2022 |
|-----------------------------|------------|------------|-----------|
| Expenditures/FTE | Actuals | Adopted | Proposed |
| Service Modernization | 10,230,825 | 11,568,526 | 9,621,497 |
| Full Time Equivalents Total | 59.00 | 46.55 | 42.55 |

ITD - BO-IT-D0800 - Client Solutions

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

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practices across all customer-facing divisions.

| Program Expenditures | 2020 Actuals | 2021 Adopted | 2022 Proposed |
|------------------------------|-------------------------|-------------------------|--------------------------|
| Client Solutions | 4,878,058 | 5,077,785 | 5,368,747 |
| Total | 4,878,058 | 5,077,785 | 5,368,747 |
| Full-time Equivalents Total* | 30.06 | 17.06 | 12.96 |

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

