

**Lead Agency:** Information Technology

**Program Contact:** Keith Johnson

**Program Offer Type:** Internal Service

**Related Programs:**

**Program Characteristics:**

### Executive Summary

Enterprise Applications provides and supports reliable services and software systems that are used across departmental boundaries and serve more than one or all County lines of business.

Services include geographic maps, platforms support for databases, web servers support and reporting tools used for decision making and results measurement. Specific service areas include Geographical Information System (GIS); Database Services, Reporting Services, Web Platform Administration, and related customer service management.

### Program Description

GIS services include taxation mapping and tax collection analysis, land use planning, bridge and road planning, crime tracking, law enforcement planning, demographic/population analysis and emergency management and mitigation. Creation of an Enterprise GIS environment is underway to allow departments to share data, and to provide tools to the departments which will allow them to create their own maps and perform analysis without requiring IT assistance.

Web Services provide the standard platforms for applications that enable access via the internet/intranet to County program information, citizen self-serve/direct access to County services, and electronic transaction processing.

Database and Reporting services provide the data storage and reporting structure and tools to allow information access and sharing with the public, County departments and external business partners. Currently converting to Microsoft Reporting Services to reduce the licensing costs of Crystal Reports and to allow more flexibility and integration to Microsoft SQL Database.

All services include understanding and defining enterprise business needs, recommending effective and innovative technology solutions, constructing and upgrading platforms as required and ensuring the integrity and security of the platforms.

Key to effectively providing these services is meeting common cross department needs and identifying new opportunities; while at the same time standardizing services and platforms in order to provide a low total cost of ownership.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Employee hours spent on new project requests vs maintenance requests	0.0%	0.0%	0.0%	30.0%
Outcome	Increase in employee hours spent on new project requests vs maintenance requests	0.0%	0.0%	0.0%	10.0%
Input	Percent of customers satisfied	0.0%	0.0%	0.0%	80.0%

### Performance Measure - Description

Output Measure = Employee hours spent on planned versus unplanned work: 60% planned/40% unplanned. Initial measurement taken at the end of FY10

Outcome Measure = Increase in employee hours spent on planned versus unplanned work: 10%. Initial measurement taken at the end of FY10.

Quality Measure = Percent of customers satisfied with end product, timeliness, and communication for Level 2 and 3 planned work: 80% A quality survey will be part of the required closing documents for all large projects.

**Legal/Contractual Obligation****Revenue/Expense Detail**

	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>
<b>Program Expenses</b>	2010	2010	2011	2011
Personnel	\$0	\$2,301,104	\$0	\$3,589,819
Contracts	\$0	\$156,000	\$0	\$407,088
Materials & Supplies	\$0	\$671,645	\$0	\$737,903
Internal Services	\$0	\$25,294	\$0	\$5,900
<b>Total GF/non-GF:</b>	<b>\$0</b>	<b>\$3,154,043</b>	<b>\$0</b>	<b>\$4,740,710</b>
<b>Program Total:</b>	<b>\$3,154,043</b>		<b>\$4,740,710</b>	
Program FTE	0.00	20.75	0.00	20.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$3,121,232	\$0	\$4,740,710
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$3,121,232</b>	<b>\$0</b>	<b>\$4,740,710</b>

**Explanation of Revenues****Significant Program Changes**

Last year this program was: #79012, IT Enterprise Application Services