

# Department of Information Technology (DoIT)

2020 Proposed Operating Budget

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# Core Programs & Functions

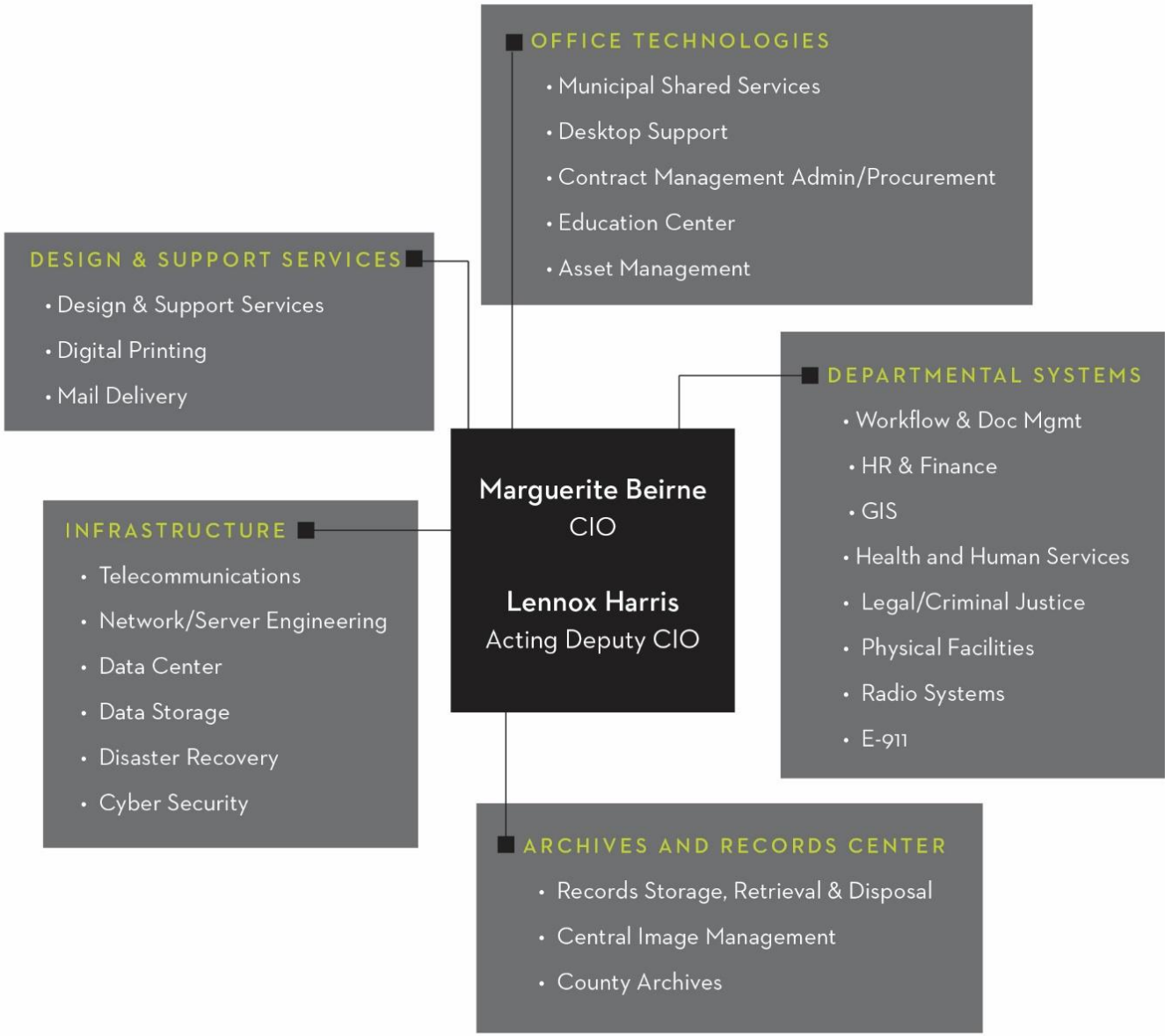
*"The **mission** of the Department of Information Technology is to design, build, procure, implement and support information systems and technology that help all Westchester County departments and stakeholder agencies operate more effectively and efficiently, and to make information more accessible, while maintaining a high priority on risk mitigation and cost avoidance and containment."*

## ***What is DoIT?***

- ✓ DoIT encompasses **all areas of technology** and is a centralized department, meaning we collaborate with and provide service to all county departments and stakeholder agencies.
- ✓ DoIT has **automated nearly every county business function** and streamlined processes that were previously manual, labor-intensive tasks. This has helped contain or reduce costs across all program areas.
- ✓ DoIT has a **robust shared services program** that provides municipalities services ranging from GIS support to network management, and use of our competitively priced contracts.
- ✓ The **applications, servers, computers, phones and miles of network** relied upon by county employees to do their jobs are built and maintained by dedicated DoIT staff.

# DoIT Organizational Areas

1. **Office Technologies**: Responsible for office productivity software, all employee PCs, the IT Help Desk and procuring/implementing new hardware and software. Also includes Municipal Shared Services, Education Center, Help Desk and Procurement/Asset Management.
2. **Infrastructure**: Manages the network, data center, recovery and cyber security efforts; ensures constant connectivity and smooth county operations. Also includes all telecommunications services (video, voice, data) for the county and many municipalities.
3. **Departmental Systems**: Thematically divided development teams work with departments to create and implement software and business process improvement solutions for all areas of government, including public safety, environment and social services. This also includes Geographic Information Systems (GIS).
4. **Archives/Records Center**: The central repository for the county's records from 1680 to present; benefits community, conservation and our historical record. The Records Center assures the county's compliance with state and federal regulations regarding records retention and disposition/
5. **Design Support Services**: Provides professional and creative graphic, Web, advertising and marketing-arts solutions through cooperation with county public information officers and executive staff to promote county programs & services.



# Budget Summary

ITEM	2019	2020
Operating Positions	130	131
Trust Positions		
<b>TOTAL POSITIONS</b>	<b>130</b>	<b>131</b>
Personal Service	17,720,027	19,611,653
Equipment	288,871	230,904
Materials & Supplies	286,579	275,141
Contractual Expenses	26,030,604	26,326,017
Inter-Departmental Charges	1,412,501	1,440,647
<b>TOTAL EXPENDITURES</b>	<b>45,738,582</b>	<b>47,884,362</b>

# Budget Summary

ITEM	2019	2020
Inter-Departmental Revenue	38,067,063	39,365,483
Departmental Revenue	8,954,762	8,696,774
State & Federal Aid	166,828	127,000
<b>TOTAL REVENUE</b>	<b>47,188,653</b>	<b>48,189,257</b>
<b>DEPARTMENT TAX LEVY</b>	<b>(1,450,071)</b>	<b>(304,895)</b>

# Highlighted Accomplishments (2019)

- **Infor EAM:** Inventory tracking and management software implemented for Departments of Probation, Correction, DPW&T, DEF
- **New case management software** in the Law Department for docketing, case tracking, document management and billing.
- **Westchestergov.com redesign and upgrade** with enhanced accessibility.
- **Enhancements to Labs and Public Safety systems, data and workflow** to support requirements for the NYS Discovery Law.
- Countywide migration to **VoIP telephony** (saving \$10K/month since Jan. 2019)
- Automated on-line **certificates of residency** and civil service **grade notices** (HR).
- **Online DCMH Provider Directory** to efficiently deliver data/resources to residents
- **Oblique imagery (GIS)** provided to the local municipalities, police and fire districts, school districts, and county departments.
- New **Fixed Route Computer Aided Dispatch (CAD) and Automated Vehicle Location (AVL) system** for the Department of Public Works & Transportation.

# New Initiatives (2020)

- **“WestchesterShares” Online Shared Services Portal** to facilitate inter-municipal cooperation, save taxpayer dollars and support the County Executive’s Shared Services initiative.
- **Infor EAM Expansion:** DoIT plans to extend this enterprise asset management system to the County Airport & Parks Department, further reducing support costs.
- **Kronos Time Clock solution** also being expanded to include Labs, Public Safety, Emergency Services and Corrections. (Currently used by DEF, DSS and DoH)
- **Police Records Management System (RMS) RFP** to work toward a consolidated Police RMS for use by Westchester Police Departments.
- **Further enhancements to popular applications maintained by DoIT**, including HR’s Online Exam System,. – to continue to automate functions (save staff time) and improve the user experience.
- Development of an **online GIS hub**, a one-stop-shop for all Westchester County GIS-related data, applications, and resources.

***\*\*DoIT is committed to finding innovative, enterprise-wide solutions to drive efficiency gains, improve productivity and reduce costs across departments\*\****