Department of Information Technology (DoIT)

2021 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."*

- DoIT encompasses **all areas of technology** and is a centralized department that collaborates with and provides 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 network infrastructure** 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	2020	2021
Operating Positions	131	131
Trust Positions		
TOTAL POSITIONS	**131**	**131**
Personal Service	19,611,653	18,837,282
Equipment	258,318	160,903
Materials & Supplies	282,641	277,110
Contractual Expenses	27,958,767	29,624,445
Inter-Departmental Charges	1,440,646	1,509,183
TOTAL EXPENDITURES	**49,552,025**	**50,408,923**

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Budget Summary

ITEM	2020	2021
Inter-Departmental Revenue	39,365,483	38,920,779
Departmental Revenue	8,696,774	8,610,483
State & Federal Aid	127,000	176,828
TOTAL REVENUE	**48,189,257**	**47,708,090**
DEPARTMENT TAX LEVY	**1,362,768**	**2,700,833**

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New Initiatives & Highlights – DoIT Covid-19 Response Efforts

- [Automated Quarantine or Self Isolate Tool](#) to help the public determine whether they are subject to an Order of Isolation, an Order of Quarantine, or if it is recommended that they Self-Quarantine.

- [COVID-19 Quarantine and Isolation Release Letter Request Application](#) to allow Westchester County residents to request an Isolation or Quarantine Release Letter.

- Provided telework solutions to keep County operations running smoothly – including deployment of 252 additional laptops, 572 cellular devices, 535 Webex (virtual meeting) accounts.

- Processed over 32,000 calls into the COVID hotline, as well as 23,000+ calls into health care experts.

- Network design and engineering for the County Center Hospital Network.

- Collaborated on the design and setup of an alternate Emergency Operations Center.

- Portal for Westchester County School Districts to report to DOH positive Covid cases.

- Covid-19 surveillance dashboard using geospatial technology to monitor Covid genomes found in County owned/operated sewage treatment plants.

- Online Health Attestation application (reopen.westchestergov.com) for County employees.

- Assessment of ongoing technology needs in response to Covid.

- Developed Contract Tracer Network for the Health Department supporting the CommCare application.

- WCIDA application to accept loan applications from small businesses and not-for-profits impacted by Covid.

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Other New Initiatives & Highlights

- Replacement and upgrade of 448 multi-function Xerox devices, including an infrastructure upgrade and replacement of the billing software. (n)

- Major upgrade of CGI/AMS Finance, Human Resources and Budget systems. (n)

- Implementation of a countywide Records Management System (RMS) for Department of Public Safety that will provide greater transparency and collaboration between the County and local police agencies. (n)

- Roll-out of new web-based project management software to enhance PM efforts in County departments. (n)

- Development of new online dashboards to visualize data for a variety of business purposes – for example, to support the County's Minority and Women-Owned Business program. (c)

- Working with the Planning Department to provide an online application to identify locations for future development.

- Cyber Security Awareness Program expansion to include additional training opportunities. (o)

- Implementation of Kronos Workforce Central Suite in additional departments to automate the clock-in/out process. (o)

- Project to increase the accessibility of all Westchester County websites/domains (both external and internal) and county applications. (o)

- Support to address all BOE technology issues leading up to and following the 2020 General Election, including implementation of Online Election Inspector Procedure Training. (c)

- Implementation of Cyber Security Risk Remediation Plan in collaboration with BOE. (o)

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(n) = new
(o) = ongoing
(c) = completed