

Fund 10040

Information Technology

Mission

Fund 10040, Information Technology (IT), supports the County's strategic IT investments in major technology projects that improve access to County services, promote government operational efficiencies and effectiveness, foster quality customer service, and enhance performance and security capabilities. Projects include automation for County agencies, ensuring requirements align with countywide strategic importance, enterprise technology infrastructure, and enterprise-level or inter-agency corporate systems.

Focus

Fund 10040 was established in FY 1995 to optimize centralized management of available resources by consolidating major IT projects into one fund. A General Fund transfer, revenue from the State Technology Trust Fund, other internal revenue funds, agencies' operating funds as appropriated, and interest earnings have all been sources for investment in IT projects.

The County's technological improvement strategy has two key elements: redesign business processes and apply technology to achieve improvements in service quality and efficiencies for agencies, and provide an adequate technology infrastructure that supports County technology solutions. The County's long-term commitment to providing quality customer service through the effective use of technology is manifested in service enhancements, expeditious response to citizen inquiries, provision of on-line service opportunities, improved operational efficiencies, and increased performance capabilities resulting in better information for management decisions and transparency.

The Senior Information Technology Steering Committee, which is comprised of the County Executive, Deputy County Executives, the Chief Financial Officer, and the Chief Technology Officer, adopted five IT priorities, which guide the direction of Fund 10040. They include:

- ◆ **Mandated Requirements:** Provide support for requirements enacted by the Federal government, Commonwealth of Virginia, Board of Supervisors, or those that are Court ordered or resulting from changes to County regulations.
- ◆ **Completion of Prior Investments:** Provide support for multi-year lease purchases and to implement a project phase or to complete a planned project.
- ◆ **Enhanced County Security:** Provide support for homeland security, physical security, information/cyber security and privacy requirements.
- ◆ **Improved Service and Efficiency:** Promote consolidated business practices; support more efficient government; optimize management and use of County assets and data; enhance systems to meet the expectations and needs of citizens; and promote service that can be provided on-line through the Internet/e-Government. This includes corporate and strategic initiatives that add demonstrable value to a broad sector of government or to the County as a whole, which also provide productivity benefits and/or effectively manages the County's information and knowledge assets.

Fund 10040

Information Technology

- ◆ **Maintaining a Current and Supportable Technology Infrastructure:** Focus on technology infrastructure modernizations, which upgrade, extend or enhance the overall architecture of major County infrastructure components, including hardware and software and its environments. Ensure that citizens, businesses, and County employees have appropriate access to information and services. This also includes cyber security protective measures solutions.

In line with the FY 2020 Budget Guidelines, agencies submitted new project funding requests that met one or more of the five above Senior IT strategic priorities. In addition, requests were to specify tangible project outcomes; clear project start and completion dates; anticipated implementation and budget plans over the next five years, including subsequent fiscal year(s) impact on enterprise-wide infrastructure and maintenance and support; linkage to agency strategic and business goals; and confirmation that the project would be completed and maintained without additional staff resources. Agencies carefully evaluated the urgency, feasibility, readiness, and the strategic business value of initiatives for which an IT Project funding request would be submitted. FY 2020 funding requests for existing projects were limited to projects requiring additional support to meet existing contractual obligations, to complete a planned phase of the project, and where appropriate progress against existing project plans had occurred.

This process is designed to facilitate the development of a solid business and technical case for IT project requests, and to update the business and technical status for continuing projects. In keeping with established procedures, a Project Review Team consisting of business and technical staff from the Department of Information Technology (DIT) and the Department of Management and Budget (DMB) reviewed the submissions. The project review included identification of projects that provide opportunities for operational improvement, those that help sustain the performance, security, and reliability of the County technology infrastructure, and those poised to take advantage of technological advancements. Projects requesting additional funding were reviewed for continued alignment with project plans from both a business and a technical perspective, including whether the continued implementation of the project would realize proposed benefits.

Benefits of the projects were weighed against the cost and several risk factors including potential of unknown expenses, changes in scope necessitated by new business drivers, technological relevance, operational changes, project schedule viability, and the impact of not funding or otherwise delaying the project. Technical factors examined include alignment with County technology architecture and standards, impact on existing County IT infrastructure, and availability of viable products and services. Also considered was the organizational experience with the solutions that support the project business goals, and the availability of staff resources both in DIT and the sponsoring agency to implement the projects.

Fund 10040

Information Technology

FY 2020 Initiatives

FY 2020 funding of \$450,000 for investments in IT projects is supported by interest income, and Cable Communication revenues. These initiatives meet one or multiple priorities established by the Senior Information Technology Steering Committee and include a mix of projects that benefits both citizens and employees and the need for securing and strengthening the County's technology infrastructure. Funded projects will support initiatives in general County services, public safety, human services and enterprise technology security and infrastructure. Although many initiatives meet more than one of the technology priorities, for narrative purposes below, projects have been grouped into only one priority area.

| Senior IT Strategic Priority | FY 2020 Adopted Budget |
|---------------------------------|------------------------------|
| Completion of Prior Investments | \$0.15 million |
| Enhanced County Security | \$0.10 million |
| Improved Service and Efficiency | \$0.20 million |
| TOTAL | \$0.45 million |

It should be noted, based on limited fiscal resources, some significant projects have not received funding as part of the FY 2020 Adopted Budget Plan. The decision to not fund these projects was based on a thorough review of available balances and upcoming requirements. It is anticipated that these projects will be funded with one-time balances and agency savings as part of a future quarterly review.

FY 2020 Funded Project Summary Table

The following Project Summary table lists the projects funded in FY 2020 in Fund 10040, Information Technology. Descriptions for these projects are also included on the following pages. Information regarding technology initiatives will also be available in the FY 2020 Information Technology Plan prepared by the Department of Information Technology and available July 2019.

| Project | FY 2020 Adopted Budget Plan | Senior IT Strategic Priority |
|---|-----------------------------------|---------------------------------|
| 2G70-052-000, Cyber Security Enhancement Initiative | \$100,000 | Enhanced County Security |
| IT-000017, Enterprise Document Management System | 150,000 | Completion of Prior Investments |
| IT-000036, DTA Target Project | 200,000 | Improved Service and Efficiency |
| Total Funds | \$450,000 | |

Fund 10040 Information Technology

2G70-052-000, Cyber Security Enhancement Initiative

IT Priorities:

- Enhanced County Security
- Maintaining a Current and Supportable Infrastructure
- Mandated Requirements
- Improved Service and Efficiency

| FY 2018 Expenditures | FY 2019 Revised Budget Plan | FY 2020 Advertised Budget | FY 2020 Adopted Budget |
|-------------------------|--------------------------------|------------------------------|---------------------------|
| \$416,000 | \$984,102 | \$500,000 | \$100,000 |

Description: This project supports ongoing IT security initiatives that safeguard the County’s IT assets from evolving cyber security threats and provides for regulatory compliance activities. The Department of Information Technology defines and enforces the security standards and policies necessary to protect the County’s information assets and technology infrastructure.

In FY 2020, funding of \$100,000 will provide continued IT and cyber security system protections, enhancements, replacements and upgrades, service consultation expenses, and future security product and service acquisitions to assist with ensuring the confidentiality, integrity, and availability of County systems and information.

Return on Investment (ROI): The IT security program ensures confidentiality of information, integrity of data, systems and operations, technical compliance with legal mandates such as the Health Insurance Portability and Accountability Act (HIPPA) and Payment Card Industry (PCI) privacy, and availability of information processing resources. The basic elements of identification, authentication, authorization, access control and monitoring are employed throughout the County’s technology enterprise. IT security continues to be a fundamental component of the County’s enterprise architecture and strategy. The security architecture and practices fuse best practice principles with a hardware and software infrastructure supported by policies, plans, and procedures. This multi-layered approach is designed to provide an appropriate level of protection of all County information processing resources, regardless of platform, and includes incorporation of industry best practices for an overall risk reduction. The secure network architecture is a defense-in-depth approach to network security design. The County is dedicated to the protection of its IT assets from evolving cyber security threats and blocking unauthorized access to County data and information.

Fund 10040 Information Technology

IT-000017, Enterprise Document Management System

IT Priorities:

- Completion of Prior Investments
- Improved Service and Efficiency

| FY 2018 Expenditures | FY 2019 Revised Budget Plan | FY 2020 Advertised Budget | FY 2020 Adopted Budget |
|-------------------------|--------------------------------|------------------------------|---------------------------|
| \$12,600 | \$646,697 | \$300,000 | \$150,000 |

Description: This project provides funding and support for implementation of a contemporary enterprise document management platform and its utilization in support of County business functions.

In FY 2020, funding of \$150,000 is included to provide continued support for the deployment of the County’s Enterprise Document Management System, Open Text. Enterprise licenses were procured and validation and migration to Open Text is underway in multiple agencies. Existing Document Imaging systems will be migrated to the Open Text platform as well.

Return on Investment (ROI): Enterprise document imaging systems enable the County to have a rich document management and business process flow for capturing, retrieving and storing a vast quantity of required paper records. The new platform automates workflows, improves business process efficiencies and productivity, reduces paper records and storage needs, and makes data more accessible, easily retrievable, secure, and compliant with records management regulations such as the Freedom of Information Act (FOIA). Implementing a more current document management solution enables digital documents to be searched for on-line, which will result in significant improvements in efficiency for County agencies using data as an integral part of daily operations. It also allows for more effective use of advanced analytics for decision making, resulting in service improvements for Fairfax County residents.

Fund 10040 Information Technology

IT-000036, DTA Target Project (NEW)

IT Priorities:

- Improved Service and Efficiency
- Mandated Requirement
- Maintaining a Current and Supportable Technology Infrastructure

| FY 2018 Expenditures | FY 2019 Revised Budget Plan | FY 2020 Advertised Budget | FY 2020 Adopted Budget |
|-------------------------|--------------------------------|------------------------------|---------------------------|
| \$0 | \$0 | \$200,000 | \$200,000 |

Description: This project supports the redesign of the Department of Tax Administration’s (DTA) Tax Evader/Target website into a more interactive application, integrated with County revenue systems, GIS, CRM solutions, and available via web/mobile platforms for easy access and use by County citizens and staff.

In FY 2020, funding of \$200,000 is included for the redesign and deployment of a single application for reporting vehicle tag and location information and integration with: the Master Address Services (GIS), County tax apps for vehicle registration, license plate reader applications, and CRM MS Dynamics for workflow management, tracking and reporting.

Return on Investment (ROI): The redesign effort will provide a single point application for reporting vehicle tag and location information, accessible to County citizens and staff using web and mobile platforms. Integration with the County’s Master Address and Location services (GIS), County Tax applications for vehicle information retrieval and automated registration, License Plate Reader applications and County’s CRM system significantly enhances the County’s ability to track and manage revenue collection and provide the public and staff easy online access to revenue collection activities.

Code of Virginia § 58.1-3518 requires all owners of vehicles normally garaged in Fairfax County to report their property to DTA for taxation. If a taxpayer fails to do so, Code of Virginia § 58.1-3519 empowers DTA to make a statutory assessment based on the best information available. This redesigned application improves the County’s ability to track and manage revenue collection.

Fund 10040

Information Technology

Changes to FY 2019 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2019 Revised Budget Plan since passage of the FY 2019 Adopted Budget Plan. Included are all adjustments made as part of the FY 2018 Carryover Review, FY 2019 Third Quarter Review, and all other approved changes through April 30, 2019.

- ◆ **Carryover Adjustments** **\$36,794,031**

As part of the *FY 2018 Carryover Review*, the Board of Supervisors approved funding of \$36,794,031 due to the carryover of unexpended project balances of \$33,278,241. The remaining increase of \$3,515,790 is associated with an adjustment of \$2,415,490 to support continuing and new IT projects and for support of the current FIDO/Lifeline project until the PLUS project is complete and \$1,100,300 associated with revenues. Adjustments related to revenue include an increase of \$370,628 reflecting higher than anticipated interest income received in FY 2018 and anticipated in FY 2019 and the appropriation of revenues received in FY 2018 including \$262,212 in Electronic Summons revenue, as well as \$214,640 in State Technology Trust Fund revenue and \$252,820 in Courts Public Access Network (CPAN) revenue to be used for Circuit Court operations.

- ◆ **Third Quarter Adjustments** **\$18,894,430**

As part of the *FY 2019 Third Quarter Review*, the Board of Supervisors approved funding of \$18,894,430, which \$17,904,750 is a General Fund transfer and \$989,680 is revenues received in specific projects to provide support for continuing and new IT projects.

Fund 10040 Information Technology

FUND STATEMENT

Fund 10040, Information Technology

| | FY 2018 Actual | FY 2019 Adopted Budget Plan | FY 2019 Revised Budget Plan | FY 2020 Advertised Budget Plan | FY 2020 Adopted Budget Plan |
|--|---------------------|-----------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Beginning Balance | \$25,629,952 | \$0 | \$34,178,541 | \$0 | \$0 |
| Revenue: | | | | | |
| Interest | \$270,628 | \$100,000 | \$300,000 | \$200,000 | \$200,000 |
| Other Revenue ¹ | 1,872,634 | 0 | 989,680 | 0 | 0 |
| Total Revenue | \$2,143,262 | \$100,000 | \$1,289,680 | \$200,000 | \$200,000 |
| Transfers In: | | | | | |
| General Fund (10001) | \$9,485,617 | \$3,254,750 | \$23,574,990 | \$1,200,000 | \$0 |
| Consolidated County and Schools Debt Service (20000) | 6,937,760 | 0 | 0 | 0 | 0 |
| Cable Communications (40030) | 2,300,000 | 250,000 | 250,000 | 250,000 | 250,000 |
| Total Transfers In | \$18,723,377 | \$3,504,750 | \$23,824,990 | \$1,450,000 | \$250,000 |
| Total Available | \$46,496,591 | \$3,604,750 | \$59,293,211 | \$1,650,000 | \$450,000 |
| Expenditures: | | | | | |
| IT Projects | \$12,318,050 | \$3,604,750 | \$59,293,211 | \$1,650,000 | \$450,000 |
| Total Expenditures | \$12,318,050 | \$3,604,750 | \$59,293,211 | \$1,650,000 | \$450,000 |
| Total Disbursements | \$12,318,050 | \$3,604,750 | \$59,293,211 | \$1,650,000 | \$450,000 |
| Ending Balance² | \$34,178,541 | \$0 | \$0 | \$0 | \$0 |

¹ In FY 2018, Other Revenue reflects \$508,819 in Circuit Court Management revenue, \$201,010 in Land Records Fees revenue, \$395,538 in Technology Trust Fund revenue, and \$767,267 in Electronic Summons revenue.

² Information Technology projects are budgeted based on total project costs. Most projects span multiple years. Therefore, funding is carried forward each fiscal year, and ending balances fluctuate, reflecting the carryover of these funds.