Department of Information Technology (DoIT)

2019 Proposed Operating Budget

November 19, 2018
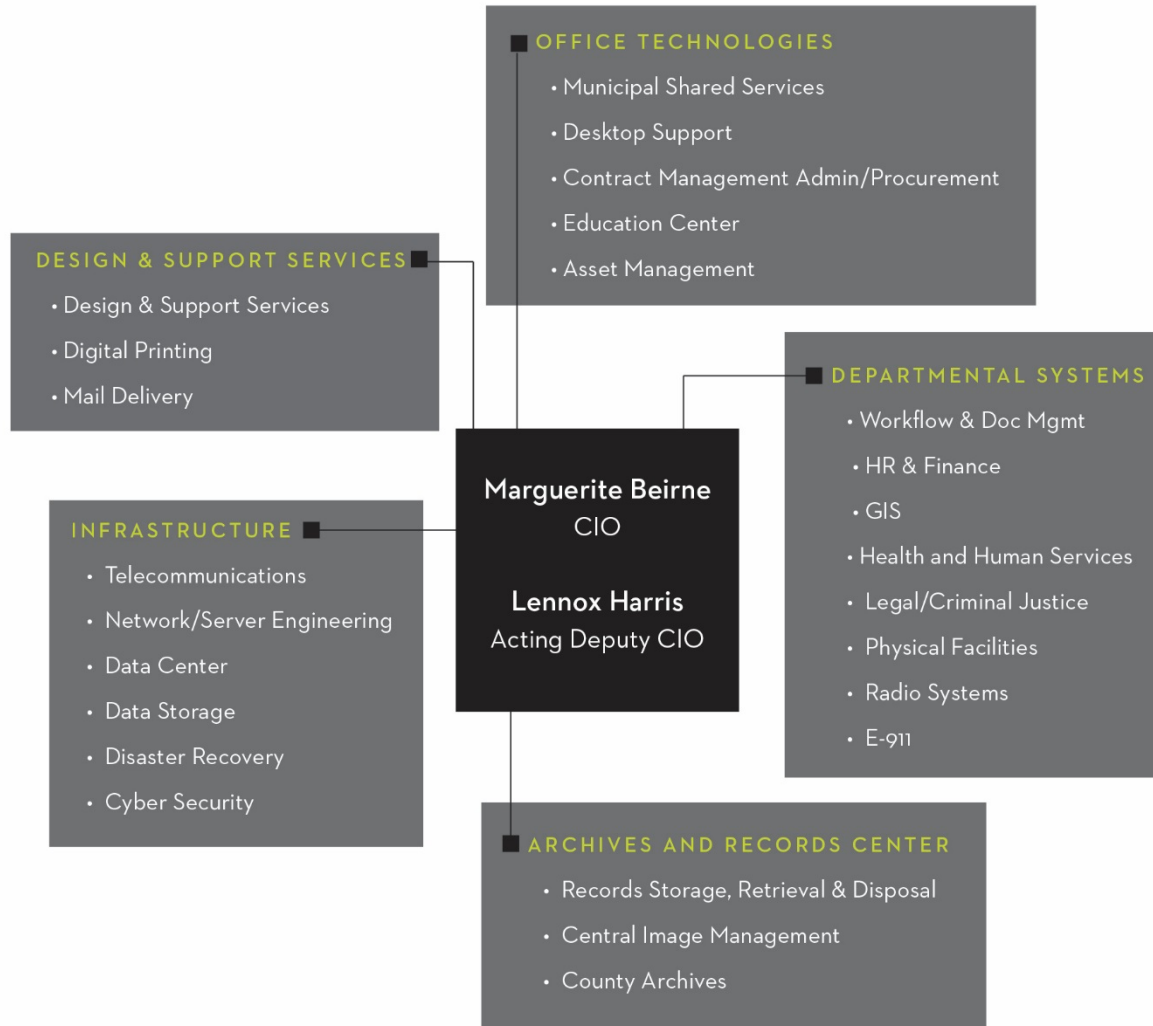
Marguerite Beirne, CIO
Lennox Harris, Acting Deputy CIO

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DoIT 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, meaning we collaborate with and provide service to all county departments and stakeholder agencies.

- Over the past two decades 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 effectively are built and maintained by dedicated DoIT staff.

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DoIT Organization

OFFICE TECHNOLOGIES
- Municipal Shared Services
- Desktop Support
- Contract Management Admin/Procurement
- Education Center
- Asset Management

DESIGN & SUPPORT SERVICES
- Design & Support Services
- Digital Printing
- Mail Delivery

Marguerite Beirne
CIO

Lennox Harris
Acting Deputy CIO

DEPARTMENTAL SYSTEMS
- Workflow & Doc Mgmt
- HR & Finance
- GIS
- Health and Human Services
- Legal/Criminal Justice
- Physical Facilities
- Radio Systems
- E-911

INFRASTRUCTURE
- Telecommunications
- Network/Server Engineering
- Data Center
- Data Storage
- Disaster Recovery
- Cyber Security

ARCHIVES AND RECORDS CENTER
- Records Storage, Retrieval & Disposal
- Central Image Management
- County Archives

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Five Main 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, cyber security and recovery 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), responsible for maintaining and distributing digital data and map-related information, services and programs in county and local governments.

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, including new Federal Rules for Civil Procedure, Freedom of Information Law requirements and legal discovery of e-records.

5. **Design Support Services:** Provides professional, original and creative graphic, Web, advertising and marketing-arts solutions through cooperation with county public information officers and executive staff to promote county programs and services.

Budget Summary

ITEM	2018	2019
Operating Positions	129	130
Trust Positions	0	0
TOTAL POSITIONS	**129**	**130**
Personal Service	16,538,304	17,820,027
Equipment	196,309	198,526
Materials & Supplies	261,935	274,757
Contractual Expenses	23,009,958	24,286,122
Inter-Departmental Charges	1,349,138	1,412,501
TOTAL EXPENDITURES	**41,355,644**	**43,991,933**

Budget Summary

ITEM	2018	2019
Inter-Departmental Revenue	33,286,452	38,067,063
Departmental Revenue	8,436,428	8,954,762
State & Federal Aid	0	166,828
TOTAL REVENUE	**41,722,880**	**47,188,653**
DEPARTMENT TAX LEVY	**(367,236)**	**(3,196,720)**

New Initiatives & Highlights: Top Priorities

1. **Rebuilding the organization** by identifying critical gaps in teams, filling key vacancies, providing promotional and training opportunities where appropriate.

2. **Reorganize the Office for the CIO** to formalize and coordinate DoIT's strategy, governance, compliance, project management and procurement efforts.

3. **Increased communication & collaboration with the administration, Board of Legislators and county departments** to ensure close alignment of goals and priorities. The ongoing redesign of Westchestergov.com is one high-priority collaborative initiative.

4. **Renewed focus on DoIT shared services,** including increased promotion of existing services and developing new offerings to benefit municipalities and county residents.

5. **Increased cross-team collaboration** (fewer silos), sharing of resources and optimizing resources.

6. **Creation of a comprehensive cybersecurity program,** including a county-wide awareness campaign, data loss prevention (DLP) training, new tools and dedicated resources.

New Initiatives & Highlights: Top Priorities (cont'd)

7. **Continued optimization and upgrades** to existing systems and applications and the retirement of antiquated and under-utilized systems. This includes the roll-out of upgraded workstations and migration to newer Windows 10 environment.

8. **Researching and promoting new technology** that will benefit the county and stakeholder departments.

9. **Increase the accessibility of all county websites/domains** as per NYS and Federal ADA compliance guidelines, including more mobile-friendly service delivery.

10. **Enhanced project management**, including an improved vetting process for new projects that are requested by user departments, to ensure the optimal use of county resources

11. **Streamlined contracting & procurement** to contain costs and negotiate multi-year discounts with vendors where possible.

12. **Continued focus on core mission while thinking outside the box** to put DoIT on a sustainable path for success moving forward.

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