# Department of Information Technology

## 2025 Executive Proposed Budget

**Westchester County**

George Latimer, County Executive
Marguerite Beirne, Chief Information Officer
Department of Information Technology

# 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."
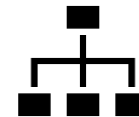
**Simply put:**

**"Do the right things the right way"**

**To support...**

**County Enterprise Goals**     **Stakeholder Departments**     **Internal Org/Staff**     **County Residents**

# Organizational Areas



## Leadership

**Marguerite Beirne** - CIO
**Lennox Harris** - Deputy CIO
**Aji Palappillil** - Deputy CIO

## Design & Support Services

- Design & Support Services
- Digital Printing
- Mail Delivery

## Archives & Records Center

- Records Storage, Retrieval, and Disposal
- Central Image Management
- County Archives

## Office Technologies

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

## Infrastructure

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

## Departmental Systems

- Workflow & Doc Management
- HR/Budget/Finance
- GIS
- Health & Human Services
- Legal/Criminal Justice
- Physical Facilities
- Radio Systems
- E-911

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# Budget Summary

- DoIT's 2025 proposed Budget totals **$61,250,153** in expenses and **$61,234,128** in revenues.

- Compared to 2024, expenditures decreased by **$4,460,480** and revenues increased by **$36,782**.

- Headcount remains flat at **133** (2024 vs. 2025).

- Personnel costs for DES Operators were included in prior DoIT budgets (**$5,290,279** in 2024), however for 2025 they have been moved to DES.

- DoIT budget holds relatively steady in an era of rapidly increasing costs caused by inflation, new vendor pricing models, increased cybersecurity threats, the need for large system upgrades, infrastructure modernization (e.g., Cloud), compliance requirements, etc.

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# Budget Summary

| ITEM | 2024 | 2025 |
|------|-----:|-----:|
| Operating Positions | 133 | 133 |
| Trust Positions | | |
| TOTAL POSITIONS | 133 | 133 |
| | | |
| Personal Service | 23,094,735 | 17,975,763 |
| Equipment | 339,291 | 246,277 |
| Materials & Supplies | 288,016 | 256,753 |
| Contractual Expenses | 40,161,642 | 40,996,926 |
| Inter-Departmental Charges | 1,826,961 | 1,774,434 |
| **TOTAL EXPENDITURES** | 65,710,633 | 61,250,153 |

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# Budget Summary

| ITEM | 2024 | 2025 |
|---|---:|---:|
| Inter-Departmental Revenue | 51,478,834 | 51,713,830 |
| Departmental Revenue | 9,311,512 | 9,273,298 |
| State & Federal Aid | 407,000 | 247,000 |
| **TOTAL REVENUE** | 61,197,346 | 61,234,128 |
| | | |
| **DEPARTMENT TAX LEVY** | 4,513,287 | 16,025 |

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# Strategic Priorities & Areas of Focus

- **Cybersecurity & Continuity of Operations (COOP):** Countywide cybersecurity training while expanding internal defense mechanisms in all areas of operation. Incident response planning and partner in countywide COOP efforts led by DES.

- **Infrastructure:** Ongoing support and modernization of core infrastructure (network/server/desktop/telecom) with security top of mind. Employee Productivity, Data Loss Prevention, Data Classification & Cloud are key areas.

- **Application Modernization:** Major upgrades to county applications ongoing. Close collaboration with departments to ensure applications are achieving stated goals. Standardized approach to software development & procurement.

- **Governance:** New project management tool & intake process to align resources with countywide goals/priorities. Increased focus on strategic planning and new policies to address emerging technologies, such as AI.

- **Digital Constituent/Vendor Services:** This includes a refresh of the County website, web application design standards and upgraded content management system. New web-based services (e.g., e-signature for vendors).

- **Staffing & Employee Skills Development:** Continued focus on recruitment and retention of staff to meet existing and future project demands while enhancing internal capacity through training, skills-building & mentorship.

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# New Initiatives & Highlights

## New Systems & Upgrades

**Computer Aided Dispatch (CAD) system** used by DES dispatchers and 911 operators

**Public Safety Record Management System (RMS):** To also be used by 12 municipalities

**CGI AMS Upgrade:** Finance, Budget & HR

**Power BI:** tool for data visualization & sharing

**Fixed Route Bus Dispatch & Location Tracking CAD/AVL and Subsystems**

## Security & Infrastructure

**Okta Multi-Factor Authentication (MFA) Expansion** to secure County applications and infrastructure

**Countywide Incident Response & COOP** Key partner of DES to bolster readiness

**Continued expansion of the County's virtual infrastructure (Cloud)** to support Business Continuity

**Transition to new County phone recording solution**

**AI Leadership Academy** for CIO/Asst CIO to learn AI strategy best practices from leaders across the U.S.

## DoIT Projects Support Countywide Goals

## E-government

**E-signature portal for County Contracts** to enable fully automated contracts workflow

**County website & application design refresh** including ADA (accessibility) compliance

**New Housing Connect portal (Planning)**

## Public Health & Safety

**Upgrade of the security surveillance platform** designed to monitor and protect County sites (cameras, access controllers, etc.)

**Replacement of first responder and transit (Bee Line Bus) voice radio communication systems**

**E-911 Public Safety Answering Points Upgrade** to NextGen Technology

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# Highlighted Accomplishments

## Shared Services

**DoIT contracts (e.g., Xerox, Adobe)** leveraged by 40+ municipalities generating huge cost savings

**Crowdstrike Endpoint Detection & Response (EDR)** – now at 26 municipalities (1,786 endpoints), providing critical cybersecurity service at no cost

**Geographic Information Systems (GIS)** – DoIT's most popular shared service continued to deliver value to municipalities across many program areas.

**eLearning** – the County's online learning platform was made available to all municipalities at no added cost

## New Solutions

**Replaced the Electronic Health Record/Case Management System** used by the Department of Community Mental Health.

**Online portal for the Family Court Bureau of the County Attorney's Office**

**Automated the creation of agendas and minutes** for Board of Acquisition & Contract

**Streamlined online solution** for applying to County Boards & Commissions

## Key DoIT Achievements from the past year

## Cybersecurity

**Received NYS Cybersecurity Grant** to bolster efforts

**Implemented Okta Multi-Factor Authentication** to secure County applications and infrastructure

**Hosted a Countywide Cybersecurity Tabletop Exercise** with participation from all County departments to improver readiness & coordination

**Rolled out new cybersecurity tools & training** increased investment reflects strategic priorities

**Coordinated recovery from CrowdStrike disruption**

## Online Services

**Portal to track the sale of used (second-hand) goods**

**Online Residential Food Scrap Transportation and Disposal application (DEF)**

**Countywide Spring 2024 Aerial Photography/Data -** integrated into County and municipal GIS applications

**New Financial Disclosure Application** in partnership with Nassau County

**Incident Management System** for Department of Correction

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# In 2024, Westchester County Ranked 3rd among all U.S. counties in the 500,000 – 999,999 population category (NACo & Center for Digital Government)

The CDG said: "Westchester County climbed the ranks to third place in its population category this year thanks to the Department of Information Technology's (DoIT) continued commitment to improving digital equity and exploring emerging technologies."

The County's increased commitment to cybersecurity was also a significant factor, with cybersecurity ranked the #1 priority of U.S. counties according to this year's survey.

Westchester County Executive George Latimer said:

"Under the leadership of CIO Marguerite Beirne, our Department of Information Technology continues to deliver exceptional results. This award highlights the collaborative efforts of DoIT with all County departments, helping each to achieve their missions more effectively. I commend our team for their dedication and look forward to future innovations that will continue to benefit the people we serve."
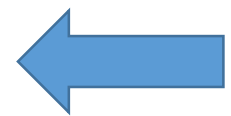


CENTER FOR DIGITAL GOVERNMENT

DIGITAL COUNTIES

2024 SURVEY WINNER

*Click on the image to view a recently updated report about the Department of Information Technology*