

CITY OF MINNEAPOLIS

# 2015 Mayor's recommended budget

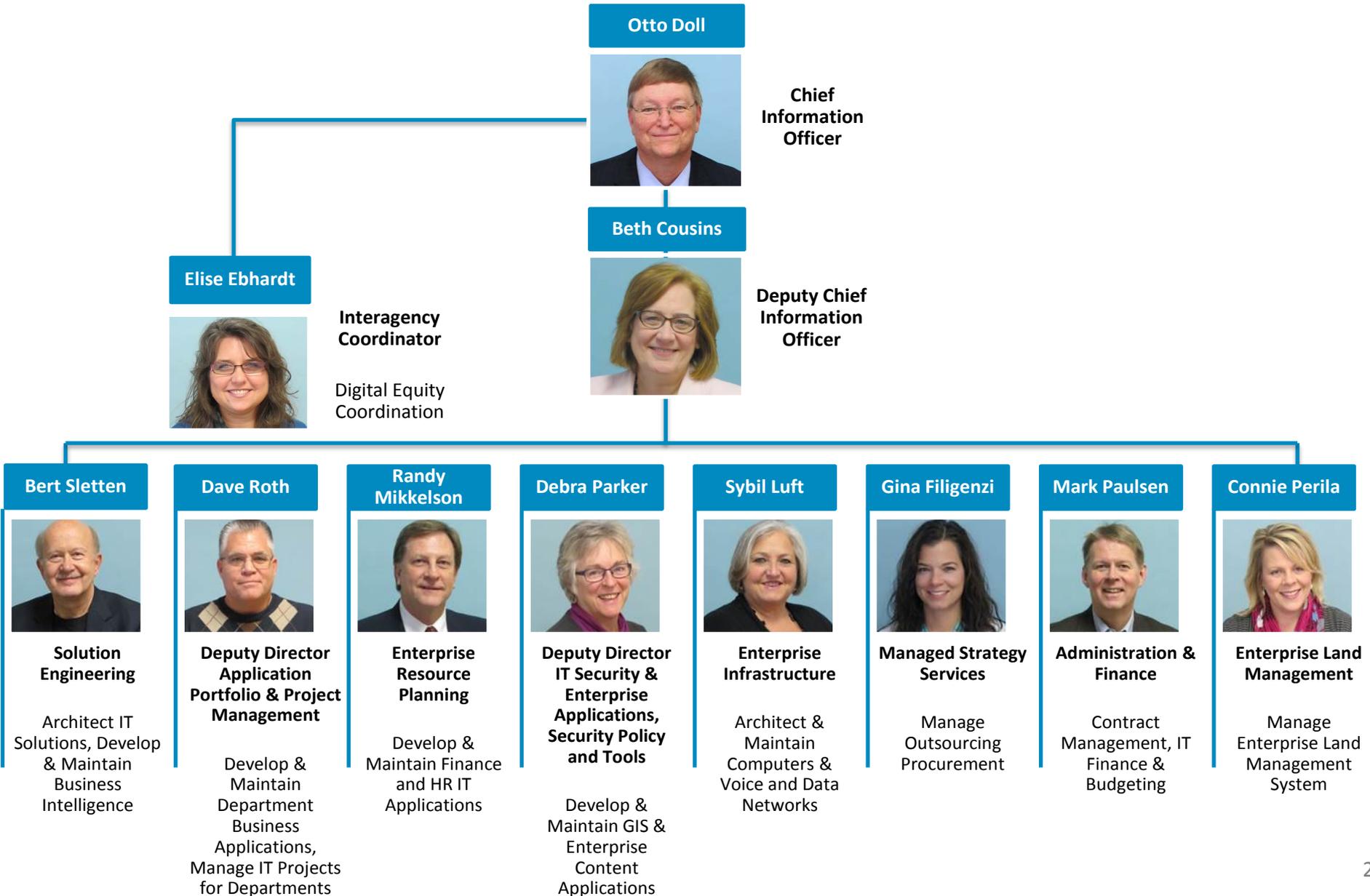
Information Technology

November 7, 2014

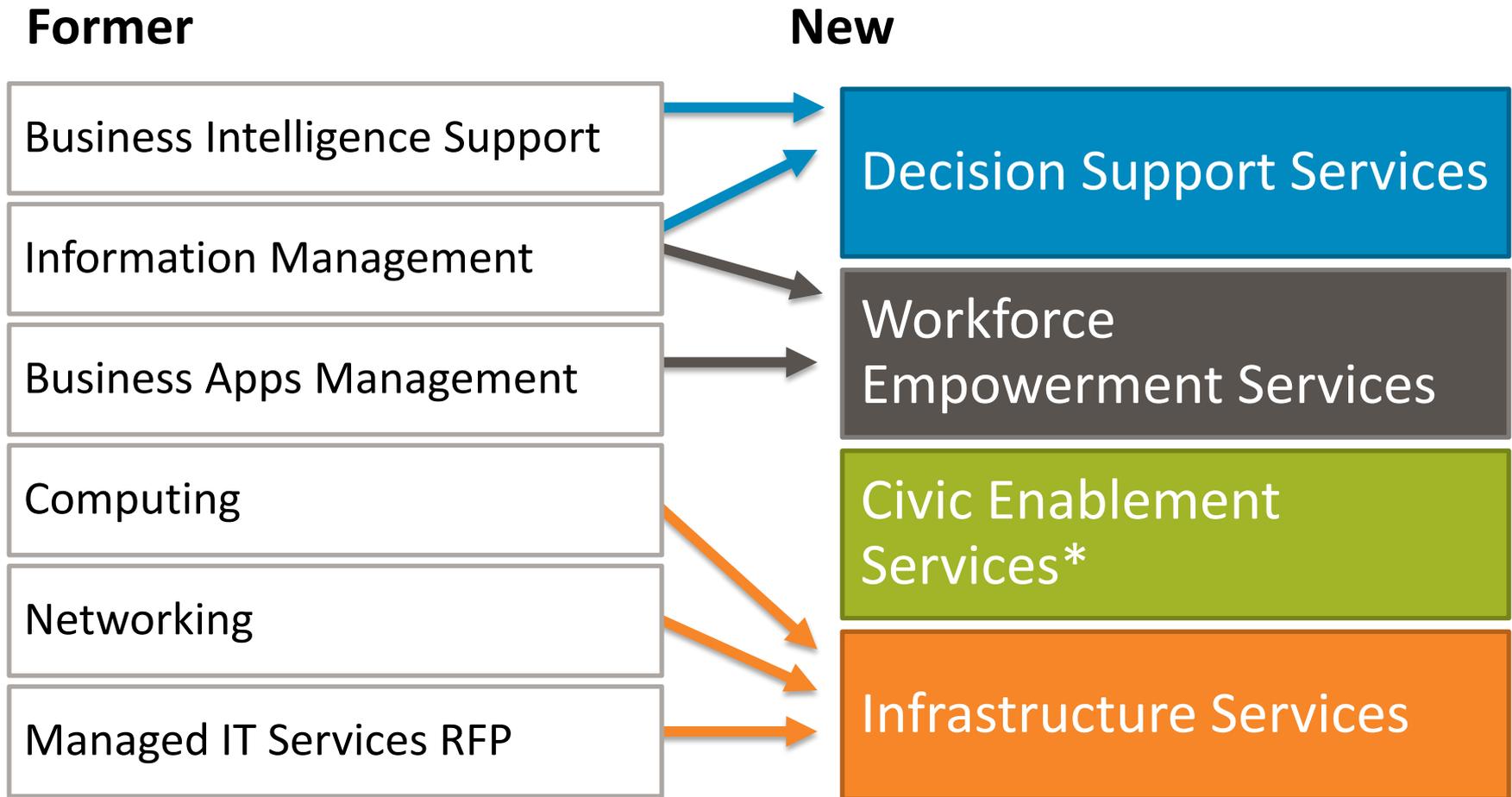
Budget Book Pages F109 - F116



# Department Organizational Chart



# IT Programs Restructured



\* One FTE cost spread across four programs moved to Civic Enablement Services

# Recommended budget program overview

Program name	Current funding		Enhancements (new dollars)		FTEs		Select type of funding	
	General fund	Non-general fund*	General fund	Non-general fund*	Current	Additional	One time	On-going
<b>A City That Works</b>								
Workforce Empowerment Services	\$0	\$9,091,768	\$0	\$0	32.66	0		X
Decision Support Services	\$0	\$2,948,596	\$0	\$0	12.38	0		X
Infrastructure Services	\$0	\$17,898,596	\$0	\$2,810,000	13.90	0		X
<b>One Minneapolis</b>								
Civic Enablement Services – Digital and Opportunity Gaps	\$0	\$218,838	\$0	\$0	1.06	0		X
<b>Total</b>	<b>\$0</b>	<b>30,157,798</b>	<b>\$0</b>	<b>\$2,810,000</b>	<b>60.00</b>	<b>0</b>		

\*approximately 78% of the IT department budget is supported through customer charges paid out of the General Fund

# Civic enablement services

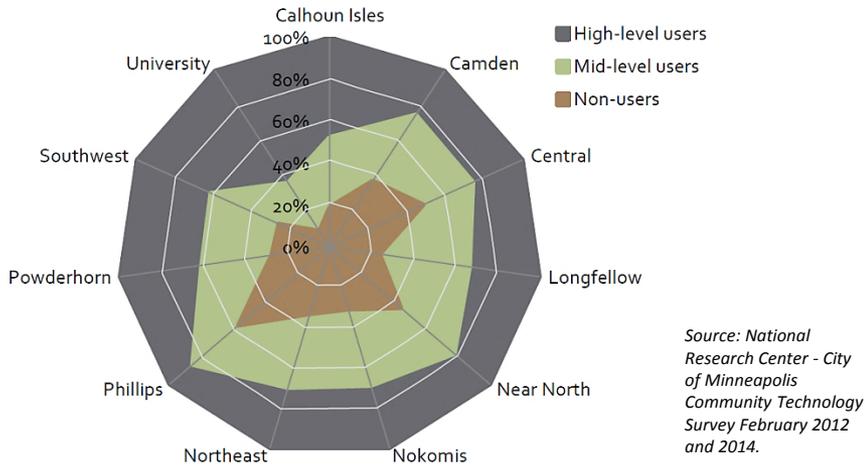
- Close the digital equity gap
  - Get residents to fully participate in the digital society
    - Have a computer with Internet access at home
    - Be digitally literate
    - See a strong value proposition to themselves and their family
- Close the opportunity equity gap
  - Minneapolis young adults will achieve their potential through professional careers

# Civic enablement services – cont'd

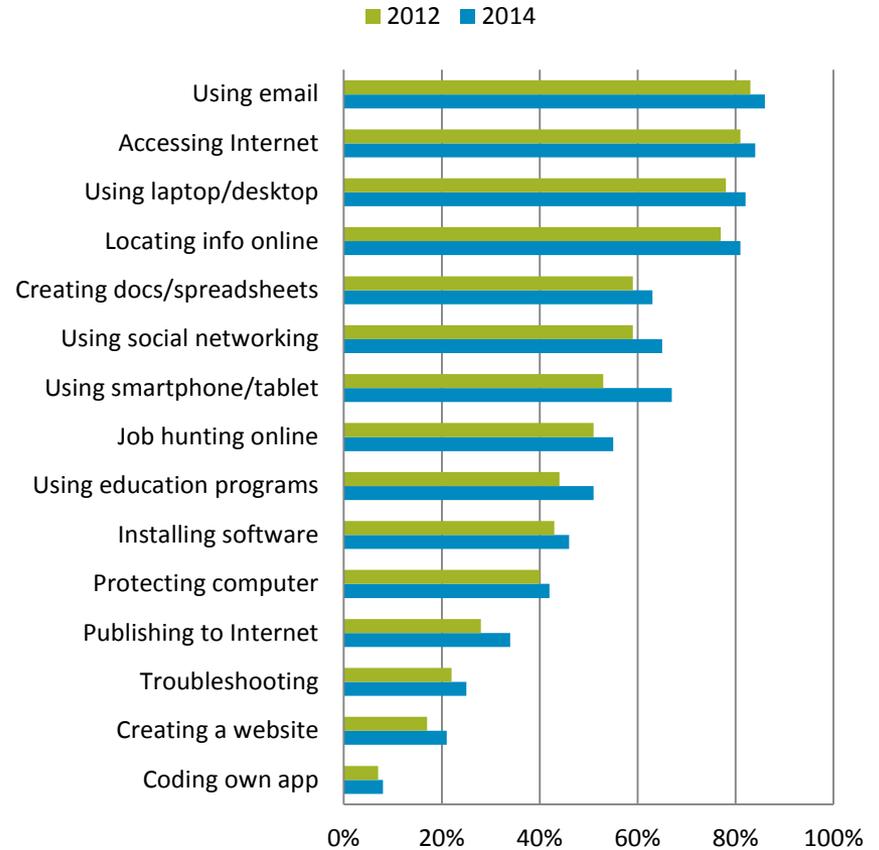
- Prepare City technically for growth
  - Ensure small businesses can compete in a digital society
    - Strong digital infrastructure
    - Highly digitally literate workforce
    - Hi-tech business friendly environment
  - 21st Century Civic Communications focused on Growth
    - Help Minneapolis small businesses fully leverage technology
    - Real-time collaboration among all community stakeholders
    - Data Visualization tools to revolutionize how we inform and engage constituents (reaching American Disabilities Act and language-restricted residents)

# Justification: Civic enablement services

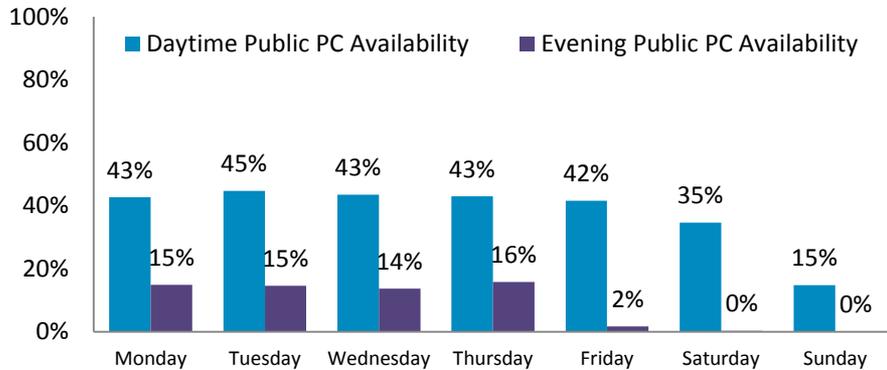
**User Level by Community (2014)**



**Percentage of Residents Very Comfortable with Technologies**



**Percentage of Public Computers Available in Daytime (8-5pm) and Evening (5-10pm) at Libraries, Park Facilities and Community Technology Centers (Based on 1,698 computers)**



Source: Minneapolis IT Department, October 2014

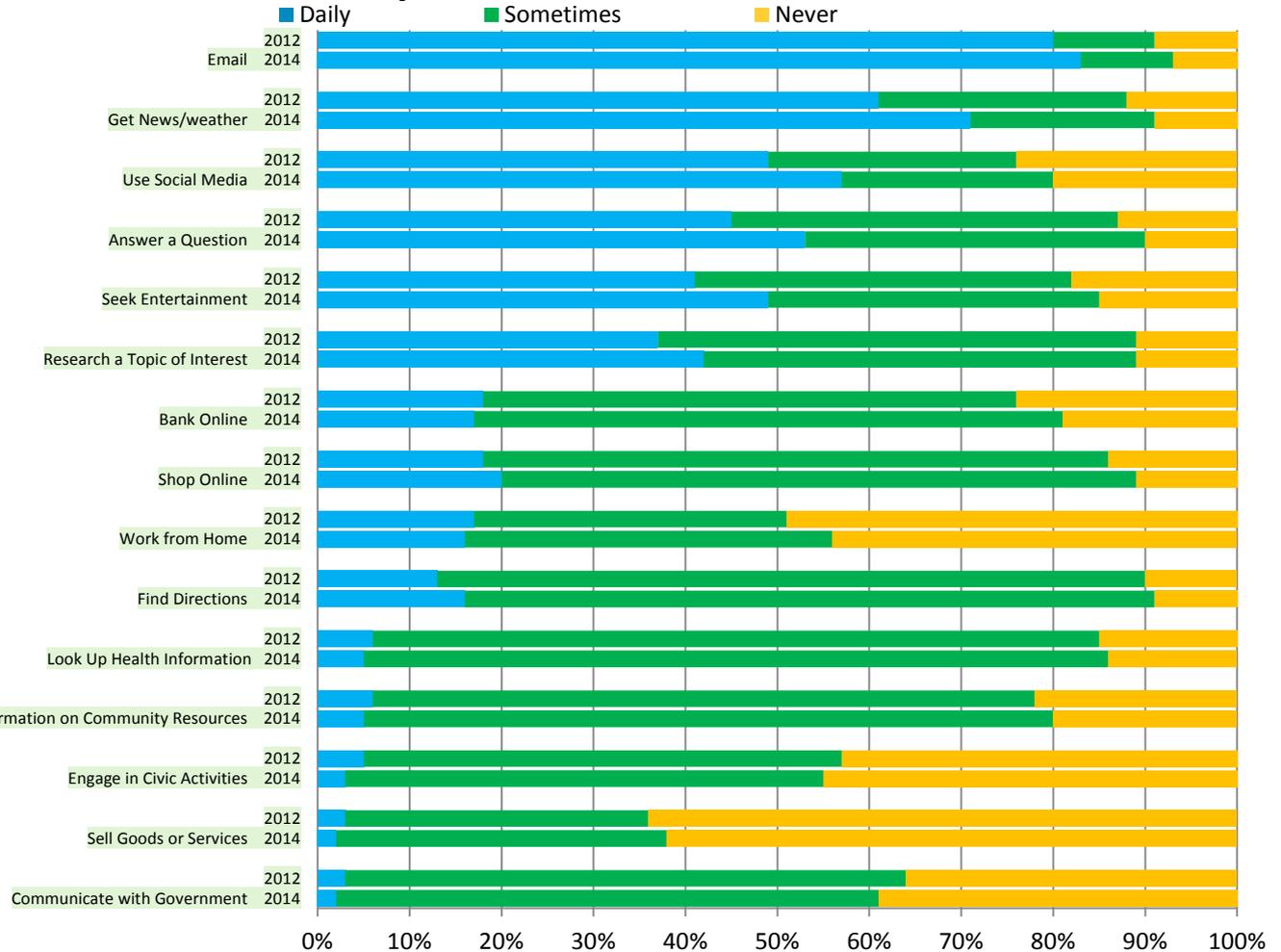
Note: The question asked, "How comfortable, if at all, are you at each of the following?"

Source: National Research Center - City of Minneapolis Community Technology Survey February 2012 and 2014.

# Justification: Civic enablement services

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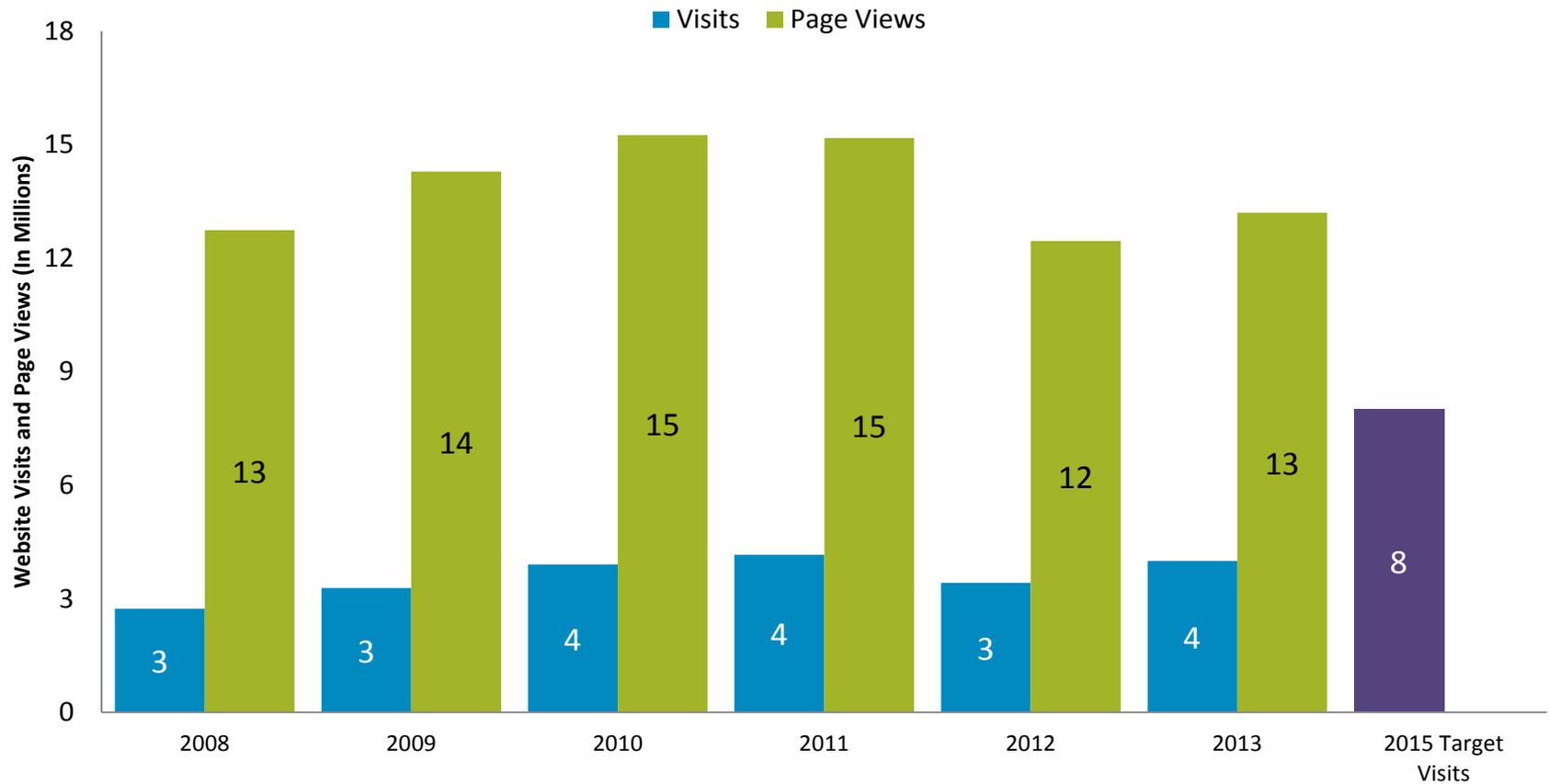
## Residents Self Reported Internet Activities



*Note: The question asked, "How frequently, if ever, do you do each of the following things on the Internet (using any device)?"*

# Justification: Civic enablement services

City Public Website Visits and Page Views (in millions)



Source: Information from Google Analytics

# Civic enablement services

Goals	
Does this program move the City closer to achieving any of the following goals?	
<b>Living well:</b> Minneapolis is safe and livable and has an active and connected way of life	
<b>One Minneapolis:</b> Disparities are eliminated so all Minneapolis residents can participate and prosper	X
<b>A hub of economic activity and innovation:</b> Businesses, big and small, start, move, stay and grow here	X
<b>Great places:</b> Natural and built spaces work together and our environment is protected	
<b>A City that works:</b> City government runs well and connects to the community it serves	

Values	
Does this program move the City closer to achieving any of the following values?	
Equity	X
Safety	
Health	
Vitality	
Connectedness	
Growth	X

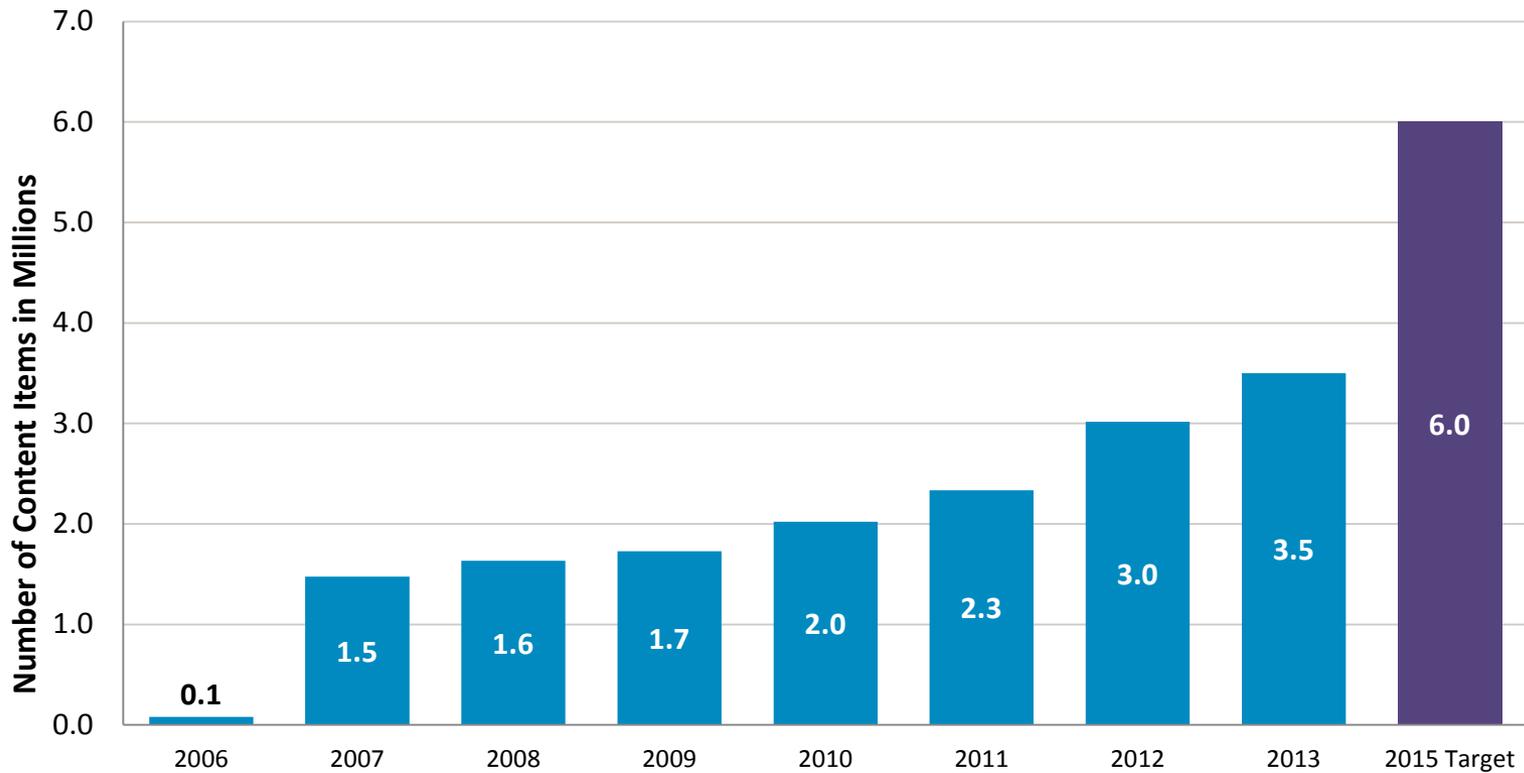
# Decision support services

- Technology to turn the City's data into information/knowledge for better decision making
  - Solution development and engineering
  - Enterprise applications for document management, business intelligence, advanced analytics, etc.

# Justification: Decision support services

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**Growth of Enterprise Content Management System (ECMS) Items**



Source: Minneapolis IT Department – October 2014

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# Infrastructure services

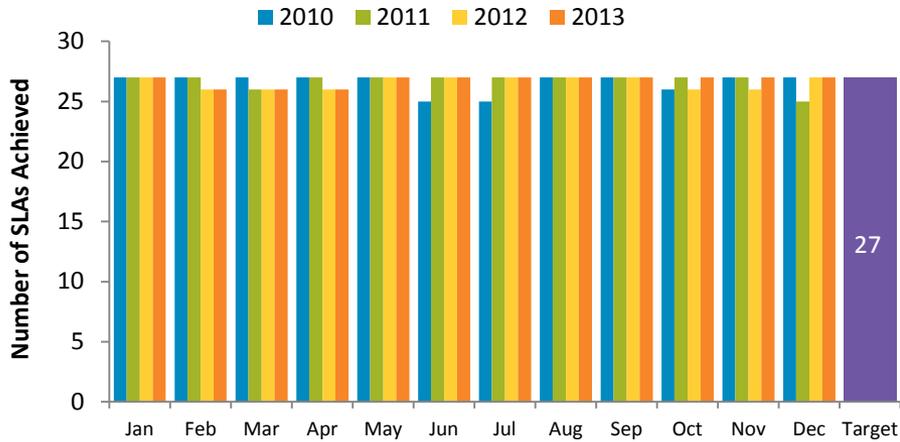
- Maintain computers and networks for high availability, reliability and performance
  - Architect IT services
  - Oversee managed services (i.e. Unisys contract)
  - Telecommunications and network services
  - Broadband services (i.e. USIW contract)
  - Multi-function devices (i.e. convenience copiers)
  - Enterprise applications (i.e. email, office apps, etc.)

# Infrastructure services enhancements

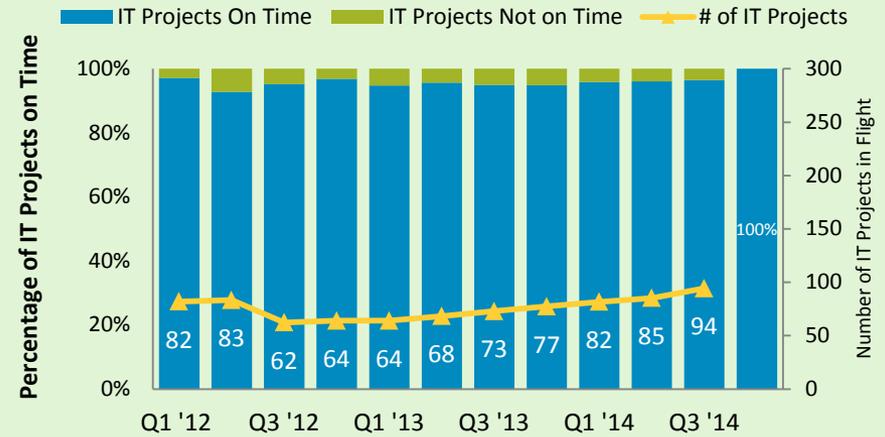
- IT outsourcing transition costs - \$2.7 Million
- Technology tool refresh - \$10,000
- Web infrastructure - \$100,000

# Justification: Infrastructure services

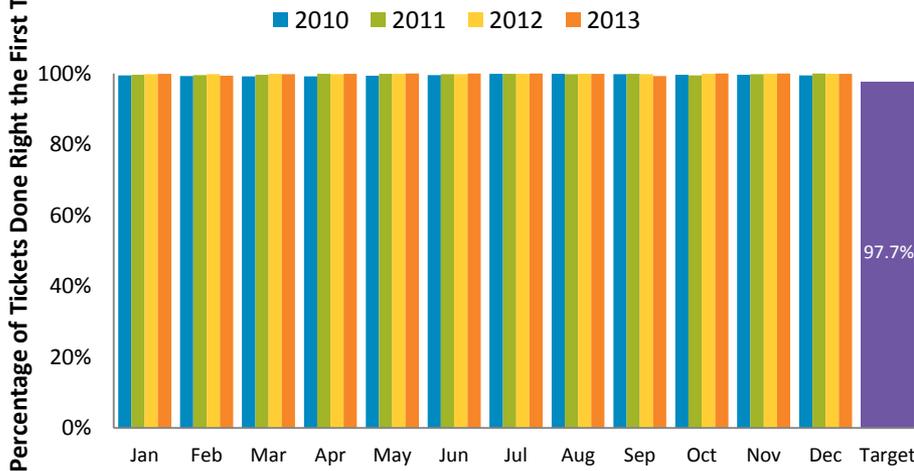
Managed Services Provider On Time Record



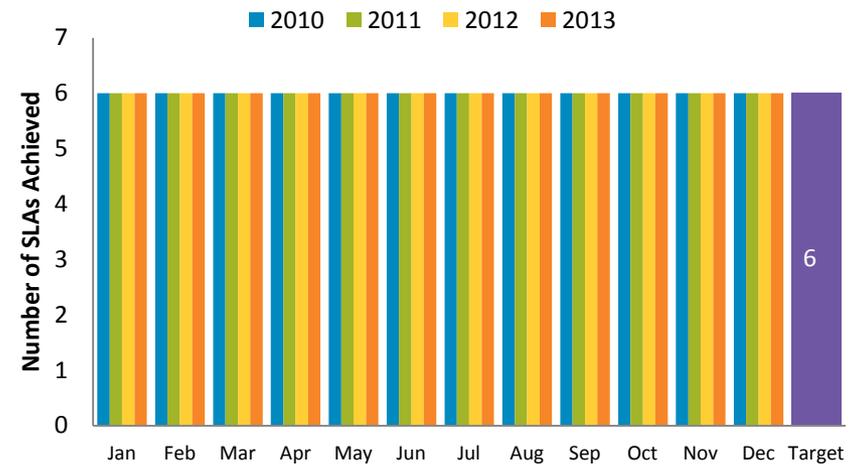
IT Department Projects On Time Record



Service Desk Break-Fix Record (Project Work Excluded)

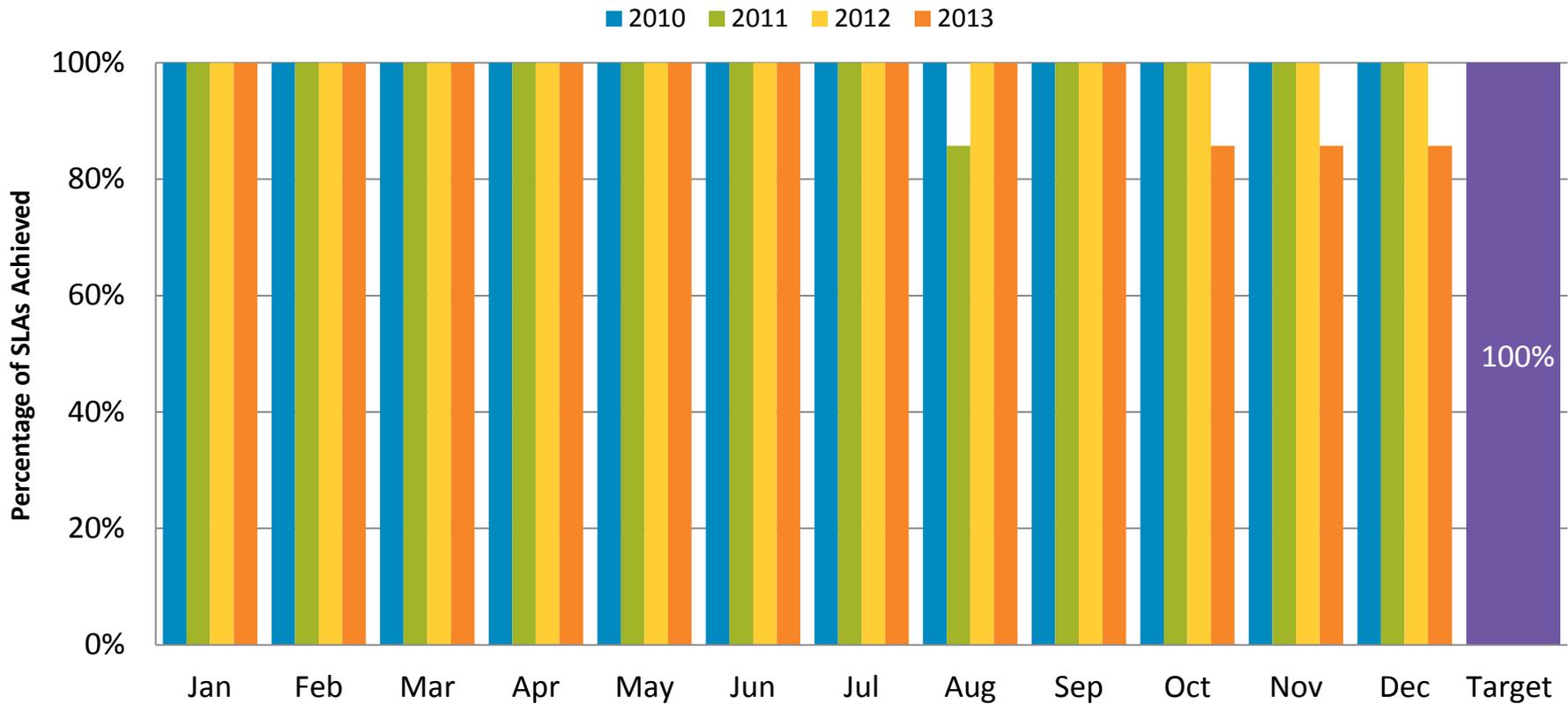


Availability of Key IT Services (e.g. Email and City Network)



# Justification: Infrastructure services

## Performance on Key Service Desk and Deskside Services



*Note: Service Level Agreements (SLAs) are not at zero outages.*

# Infrastructure services

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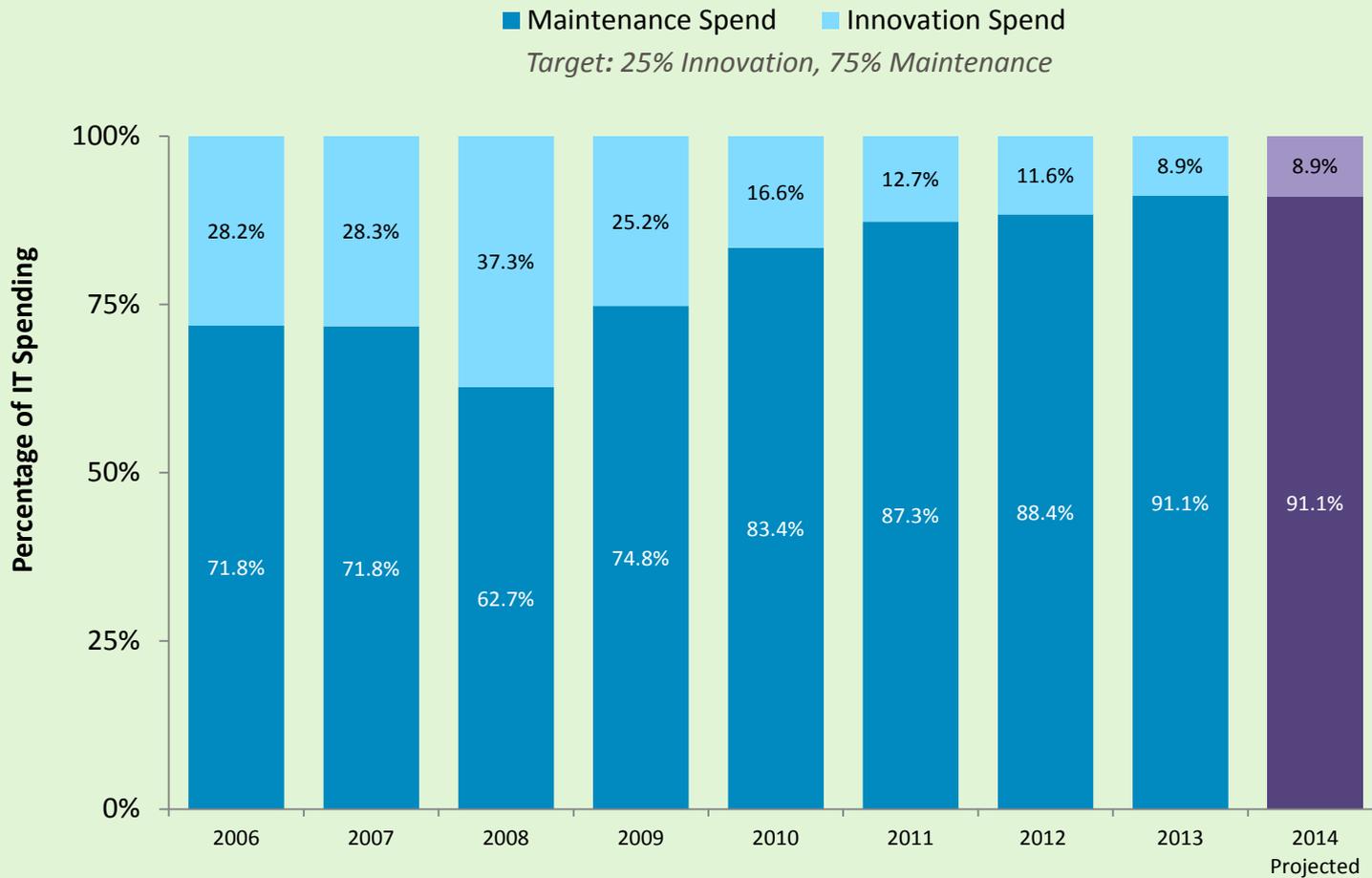
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<b>Health</b>	
<b>Vitality</b>	
<b>Connectedness</b>	
<b>Growth</b>	

# Workforce empowerment services

- Leverage technology to increase worker productivity
  - IT Solutions Development and Engineering
  - Portfolio Management – ERP, Public Safety, Land Management, etc.
  - IT Project Management Office
  - Contract administration

# Justification: Workforce empowerment services

## IT Department Funding Available for Innovation



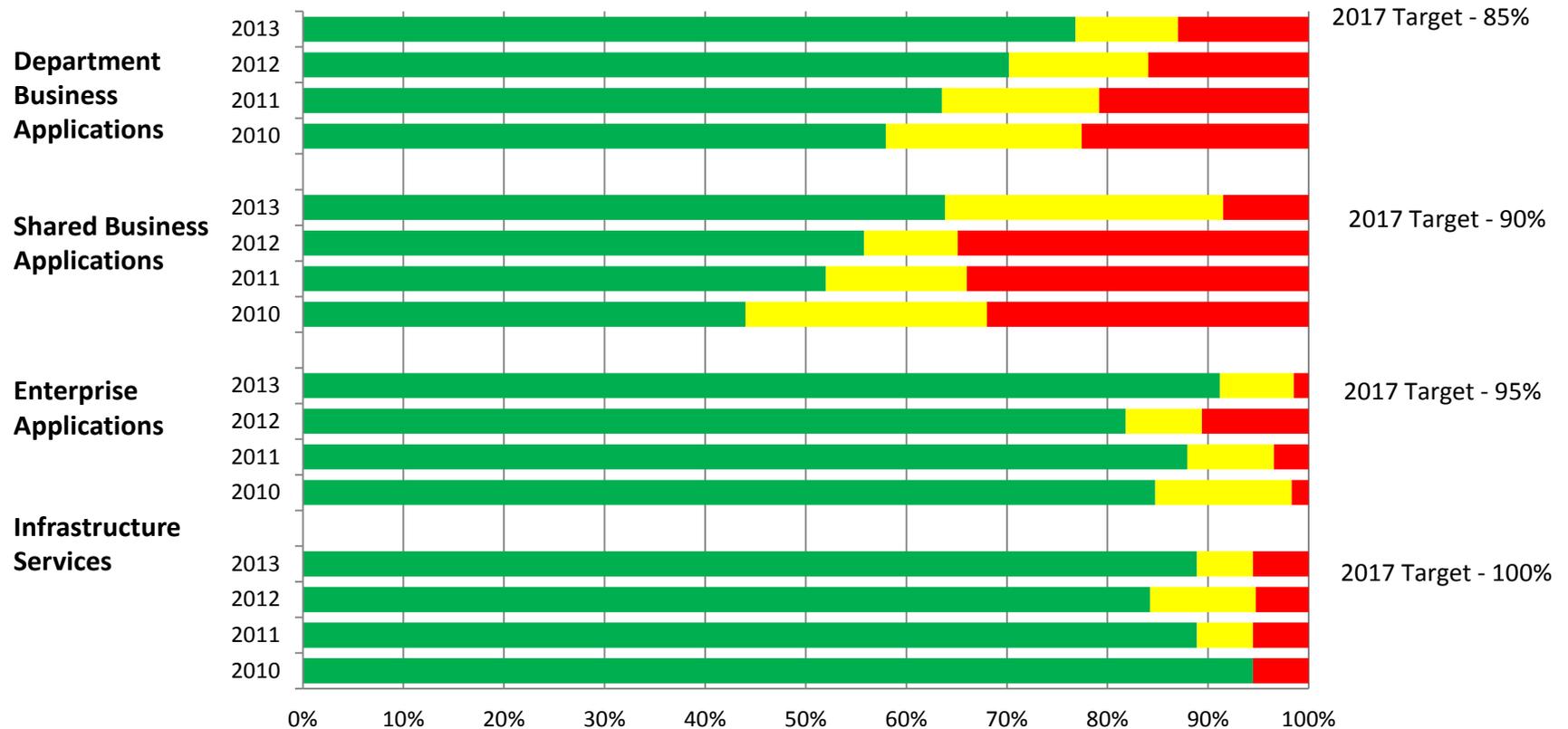
*Note:  
Innovation IT expenditures are IT department dollars spent for the advancement of new initiatives or new technology within the City. Maintenance expenditures are defined as costs to maintain existing technology*

Source Minneapolis IT Department – October 2014

# Justification: Workforce empowerment services

## City IT Systems Life Expectancy - Percentage of City Systems

■ City IT Assets with at least 3 Years of Life 
 ■ City IT Assets with less than 3 Years of expected Life 
 ■ City IT assets past life expectancy



Source: Minneapolis IT Department – October 2014

# Workforce empowerment services

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# What We Have Accomplished

## PCs for People

1,595 City computers donated through Unisys since 2009 for Minneapolis residents

## Technology Literacy Collaborative

Leadership, events, community resources, local/state/national efforts

## Northstar Digital Literacy Standards

City is a proctored site to provide the assessments

## Digital Equity Pilot

10 families: Computers with Internet at home, training & support with Build Wealth Minnesota

## Partnerships with Public Housing and Neighborhoods for New Computer Labs

5<sup>th</sup> Ave Highrise  
Logan Park / Holland Highrise

## Phillips Technology Hub

Facilitating the group to collaborate on tech services in Phillips

## Digital Equity Program Expansion

40 Families in 2014: North, Phillips, and American Indian Community

## CTEP AmeriCorps

City position focused on technology access and skills to overcome the racial employment gap

## North Minneapolis

City CTEP AmeriCorps service with WorkForce Center, U of M UROC, Neighborhood Associations, and youth engagement film project

# Closing the Digital Equity Gap

## Digital Equity Program for 1,000 Households

- Support City's racial equity and economic development goals
- Focus on job seekers and youth toward ending disparities in employment and academic achievement
- Partner with employment and financial planning service providers

Program Components	Households	\$
• Digital Equity Specialist provides customized training • Refurbished PC, laptop or tablet • One year Internet access • Help desk support	100	\$157,000
	250	\$272,500
	500	\$465,000
	750	\$657,500
	1000	\$850,000



# Enterprise Data Management

CAPRS KIVA MINS ERP ROWay  
City Data SWIS ELMS

100s Independent  
Department Databases

100s Products

Master Data Management  
Governance

InfoSphere

1

Enterprise Addressing  
Linkable data via a common key

2

Data Quality Assurance  
Cleaner data

City IT Department

3

InfoSphere

4

Enterprise Data Source  
What the data means

5

Intelligent Operations Center

Public Facing

Enterprise  
Analytics  
(IOP)

Mapping  
(ArcGIS)

Enterprise  
Reporting  
(Cognos)

Business  
Intelligence

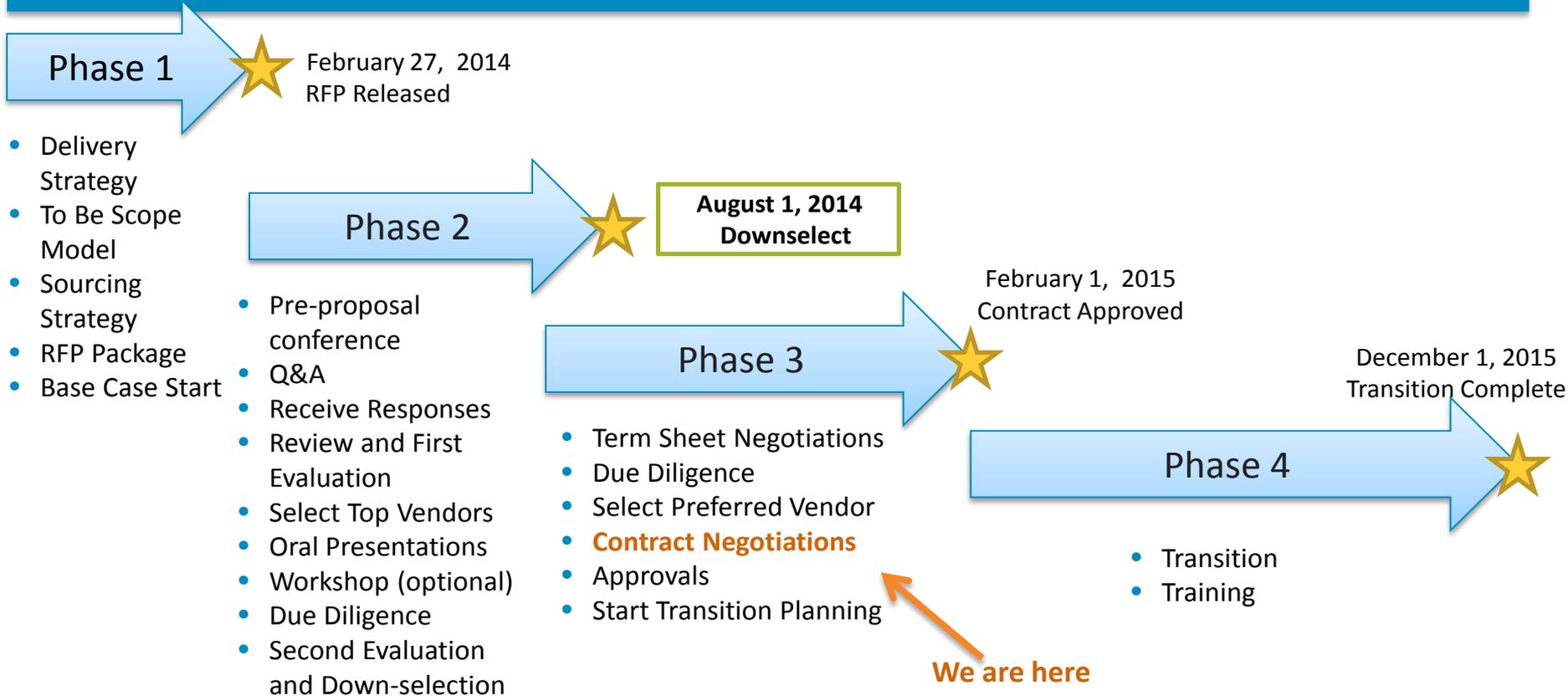
Web  
Reporting

Data in  
Context  
(MapIT)

Open Data  
Portal

# Outsourcing RFP Status

2013                      2014    2015  
 Oct Nov Dec    Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec    Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec



# Outsourcing: What We've Learned

- Cost
  - Going through the RFP process will save the City money over time
- Solution
  - The solutions varied in the level of flexibility and overall fit with the City
  - Network transport should be handled as a separate scope—we plan to address this opportunity in early 2015
  - Proposed Client Computing solutions (Service Desk and Deskside Support areas) did not fit well with our objectives and expectations around flexibility and proactive support
- Next Steps
  - Contract(s) are expected to be finalized and signed in Q1 2015
  - Planning activities around the Client Computing area are underway

# Operating capital request - CARS

IN THOUSANDS

Capital Asset Request (CARs)	Capital Asset Request Description	IT Requested 2015	Mayor's Rec'd 2015	Rec'd Other Funding*	Rec'd General Fund Amount	Annual Operating Cost
<b>IT Outsourcing Transition</b>	Transition costs for outsourcing initiative (not full cost)	2,700	2,700	2,700	0	210
<b>Technology Tool Refresh</b>	Update productivity tools for engineering	10	10	10	0	0
<b>Web Infrastructure</b>	Web Infrastructure to comply with PCI standards	100	100	100	0	20
<b>Total</b>		\$2,810	\$2,810	\$2,810	\$0	\$230

\*Recommendation reflects use of accumulated funds in the Intergovernmental Services Fund

# CLIC capital requests

IN THOUSANDS

<b>CLIC Capital Requests</b>	<b>IT Requested 2015</b>	<b>CLIC Recommended 2015</b>	<b>Mayor Recommended 2015</b>
<b>Enterprise Infrastructure Modernization</b>	850	850	850
<b>Police Report Management System Upgrade</b>	2,000	2,000	2,000
<b>Total</b>	<b>\$2,850</b>	<b>\$2,850</b>	<b>\$2,850</b>

# 2015 Budget Compared to 2014

	2014 Adopted	2015 Mayor's Recommended	Per Cent Change	Dollar Change
<b>General Fund</b>				
Salaries and Wages	193,197	0	(100%)	(193,197)
Fringe Benefits	31,803	0	(100%)	(31,803)
Contractual Services	500,000	0	(100%)	(500,000)
<b>General Fund - Total</b>	<b>725,000</b>	<b>0</b>	<b>(100%)</b>	<b>(725,000)</b>
<b>Internal Service Fund</b>				
Salaries and Wages	5,595,871	5,801,650	3.7%	205,779
Fringe Benefits	1,866,013	1,922,680	3.0%	56,667
Contractual Services	20,070,548	20,928,634	4.3%	858,086
Operating Costs	1,159,577	1,385,730	19.5%	226,153
Capital	119,105	2,929,105	2359.3%	2,810,000
<b>Internal Service Fund - Total</b>	<b>28,811,114</b>	<b>32,967,799</b>	<b>14.4%</b>	<b>4,156,685</b>
<b>General &amp; Internal Service Funds - Total</b>	<b>29,536,114</b>	<b>32,967,799</b>	<b>11.62%</b>	<b>3,431,685</b>

# 2015 Expenditure Budget Highlights

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- 2015 CSL is \$30.1 million — 4.7% increase
- Additionally \$2.81 million enhancements are recommended in 2015 — including \$2.7 million transition costs for outsourcing
- 2014 budget included a one-time \$.725 million General Fund appropriation with approximately 78% from the General Fund

# 2015 Revenue Budget Highlights

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- 2015 revenue budget of \$30.6 million, an increase of \$2.0 million or a 7.1% increase
- All revenues are supported through an allocation model from IT customer departments with approximately 78% from the General Fund

Questions?

THANK YOU