

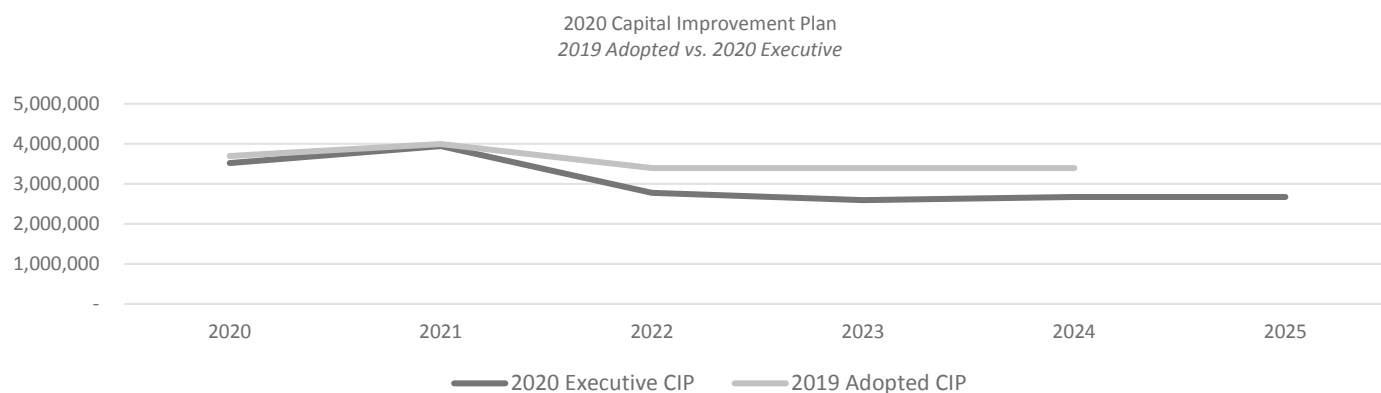
# Information Technology

## Capital Improvement Plan

### Project Summary

	2020	2021	2022	2023	2024	2025
Database Infrastructure	200,000	325,000	75,000	75,000	100,000	100,000
Digital Accessibility & Engagement	275,000	360,000	330,000	120,000	185,000	200,000
Disaster Recovery Plan	250,000	-	-	-	-	-
Enterprise Business Solutions	220,000	550,000	125,000	125,000	125,000	150,000
Fiber and Wireless	307,000	348,000	398,000	398,000	348,000	298,000
Network & Operations Infrastructure	900,000	650,000	700,000	725,000	775,000	805,000
Property Assessment System	-	600,000	-	-	-	-
Security, Risk, and Compliance	195,000	250,000	250,000	250,000	250,000	250,000
Tax System Replacement	300,000	-	-	-	-	-
Workstation Equip Lifecycle Mngmnt	870,000	860,000	900,000	900,000	890,000	870,000
<b>Total</b>	<b>\$ 3,517,000</b>	<b>\$ 3,943,000</b>	<b>\$ 2,778,000</b>	<b>\$ 2,593,000</b>	<b>\$ 2,673,000</b>	<b>\$ 2,673,000</b>

### Changes from 2019 CIP



### Programs Added

- Disaster Recovery Plan: Funding for development of a continuity of operations plan and election security (\$250k)

### Program Adjustments

- Broadband Management: Formally known as Expand Fiber and Wireless Network; funding increased (\$699k)
- Database Infrastructure: A new program in name only; funding comes from three capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements
- Digital Accessibility & Engagement: A new program in name only; funding comes from three capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements
- Enterprise Business Solutions: A new program in name only; funding comes from three capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements
- Network & Operations Infrastructure: A new program in name only; funding comes from three capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements
- Security, Risk, and Compliance: Formerly known as Network Security; funding decreased (\$180k)
- Workstation Equipment Lifecycle Management: A new program in name only; funding comes from three capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements

# Information Technology

## Budget Overview

### 2020 CIP by Expenditure Type

	2020	2021	2022	2023	2024	2025
Fiber Network	209,000	250,000	300,000	300,000	250,000	200,000
Machinery and Equipment	1,145,000	1,220,000	1,230,000	1,020,000	1,075,000	1,070,000
Other	1,843,000	2,173,000	1,223,000	1,248,000	1,313,000	1,368,000
Software and Licenses	320,000	300,000	25,000	25,000	35,000	35,000
<b>Total</b>	<b>\$ 3,517,000</b>	<b>\$ 3,943,000</b>	<b>\$ 2,778,000</b>	<b>\$ 2,593,000</b>	<b>\$ 2,673,000</b>	<b>\$ 2,673,000</b>

### 2020 CIP by Funding Source

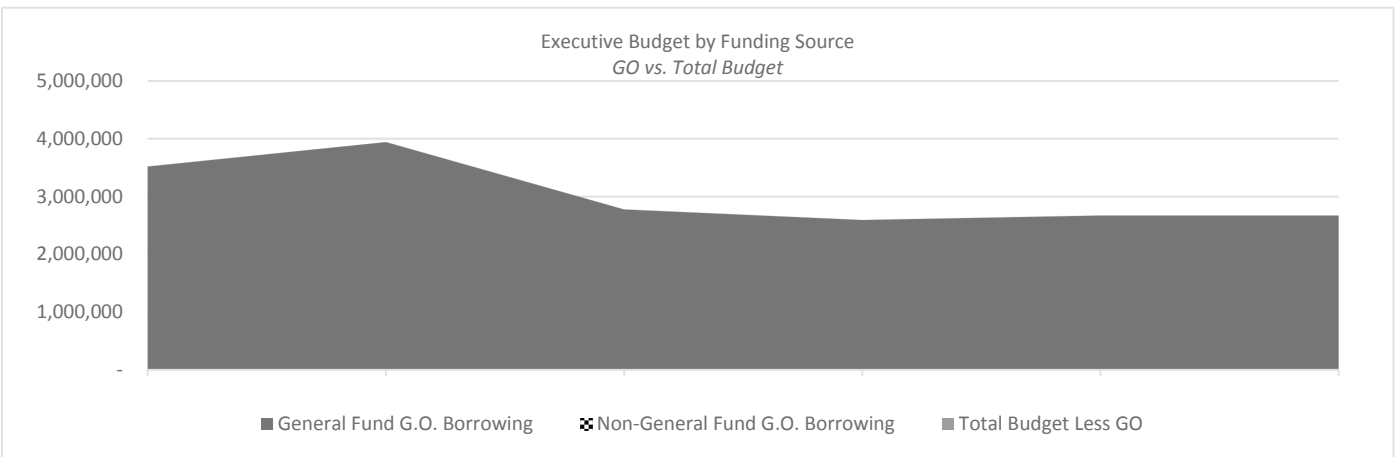
	2020	2021	2022	2023	2024	2025
GF GO Borrowing	3,517,000	3,943,000	2,778,000	2,593,000	2,673,000	2,673,000
<b>Total</b>	<b>\$ 3,517,000</b>	<b>\$ 3,943,000</b>	<b>\$ 2,778,000</b>	<b>\$ 2,593,000</b>	<b>\$ 2,673,000</b>	<b>\$ 2,673,000</b>

### Borrowing Summary

	2020	2021	2022	2023	2024	2025
<b>Borrowing Schedule</b>						
General Fund G.O. Borrowing	3,517,000	3,943,000	2,778,000	2,593,000	2,673,000	2,673,000
Non-General Fund G.O. Borrowing	-	-	-	-	-	-
<b>Total</b>	<b>\$ 3,517,000</b>	<b>\$ 3,943,000</b>	<b>\$ 2,778,000</b>	<b>\$ 2,593,000</b>	<b>\$ 2,673,000</b>	<b>\$ 2,673,000</b>

### Annual Debt Service

General Fund G.O. Borrowing	457,210	512,590	361,140	337,090	347,490	347,490
Non-General Fund G.O. Borrowing	-	-	-	-	-	-



# Information Technology

## Project Overview

<b>Project</b>	<b>Database Infrastructure</b>	<b>Project #</b>	<b>12413</b>
<b>Citywide Element</b>	<b>Effective Government</b>	<b>Project Type</b>	<b>Program</b>

### Project Description

This program funds the lifecycle management of the City’s database infrastructure hardware, software, licensing, upgrades, and tools. The goal of this program is to make continual improvements to the database infrastructure and to provide the funding for licensing tools and professional services needed to maintain the current software lifecycle. Progress will be measured by ensuring current database licensing stays current. Projects planned for 2020 include purchasing a Configuration Management Database software application and making upgrades to databases to stay current with licensing. The capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements have been broken down and distributed among six new programs, including this one. This was done to promote transparency in the 2020 capital budget and to better align with the Citywide Elements.

### Project Budget by Funding Source

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	200,000	325,000	75,000	75,000	100,000	100,000
<b>TOTAL</b>	<b>\$ 200,000</b>	<b>\$ 325,000</b>	<b>\$ 75,000</b>	<b>\$ 75,000</b>	<b>\$ 100,000</b>	<b>\$ 100,000</b>

<b>Project</b>	<b>Digital Accessibility &amp; Engagement</b>	<b>Project #</b>	<b>12417</b>
<b>Citywide Element</b>	<b>Effective Government</b>	<b>Project Type</b>	<b>Program</b>

### Project Description

This program is responsible for enabling online payment processing, citizen service requests, digital signage, open data, access to Geographical Information Systems (GIS) data, and web applications and services. It also supports the projects and programs of the City’s government access television channel. The goal of this program is to develop and support new technology and systems that improve accessibility and interaction with City services. Progress will be measured by increased traffic and engagement on the City website and increased viewership of the City television channel. Planned projects for 2020 include upgrading the AV equipment in the Council Chambers, Polycom replacements, the addition of robotic cameras in the Madison Municipal Building (MMB), Wyse terminals for improvement of digital presentations in MMB and the City County Building, and various improvements to the media team infrastructure. The capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements have been broken down and distributed among six new programs, including this one. This was done to promote transparency in the 2020 capital budget and to better align with the City’s strategic elements.

### Project Budget by Funding Source

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	275,000	360,000	330,000	120,000	185,000	200,000
<b>TOTAL</b>	<b>\$ 275,000</b>	<b>\$ 360,000</b>	<b>\$ 330,000</b>	<b>\$ 120,000</b>	<b>\$ 185,000</b>	<b>\$ 200,000</b>

**Project Citywide Element**                      **Disaster Recovery Plan Effective Government**                      **Project # Project Type**                      **12467 Program**

*Project Description*

This program includes funding for a study to analyze what the City needs in order to resume mission-critical business operations should a disaster occur that renders the City’s primary computer system infrastructure inoperable. The goal of this program is to increase the City’s ability to provide critical computing systems in the event of a disaster. Projects planned for 2020 include developing a continuity of operations plan and election security in advance of the 2020 presidential election.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	250,000	-	-	-	-	-
<b>TOTAL</b>	<b>\$ 250,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Project Citywide Element**                      **Enterprise Business Solutions Effective Government**                      **Project # Project Type**                      **12418 Program**

*Project Description*

This program supports minor changes to the Enterprise Business Systems such as Permitting (Accela), Asset Management (CityWorks), SharePoint, RecTrac, and IT Service Manager. The goal of this program is to continue the modernization of paper-based processes to digital processes and aligning enterprise systems. Projects planned for 2020 include the purchase of Java licenses, enterprise printer services, Adobe subscriptions, Skype/Polycom integration, Crystal report conversion, and the addition of the Department of Civil Rights (DCR) contract management module. The capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements have been broken down and distributed among six new programs, including this one. This was done to promote transparency in the 2020 capital budget and to better align with the City’s strategic elements.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	220,000	550,000	125,000	125,000	125,000	150,000
<b>TOTAL</b>	<b>\$ 220,000</b>	<b>\$ 550,000</b>	<b>\$ 125,000</b>	<b>\$ 125,000</b>	<b>\$ 125,000</b>	<b>\$ 150,000</b>

**Project Citywide Element**                      **Fiber and Wireless Effective Government**                      **Project # Project Type**                      **17404 Program**

*Project Description*

This program is for the expansion of the City’s high-speed fiber optic network. The goal of this program is to improve service delivery through interconnectivity and redundancy to City facilities by expanding the fiber optic infrastructure. Progress of this program will be measured by the growth in total mileage of fiber laid. Projects planned for 2020 include the expansion of fiber from Fire Station 12 to Pleasant View Rd and Fire Station 9 to Mineral Point Rd to create redundant loops and the fiber installation at the South Meriter Loop.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	307,000	348,000	398,000	398,000	348,000	298,000
<b>TOTAL</b>	<b>\$ 307,000</b>	<b>\$ 348,000</b>	<b>\$ 398,000</b>	<b>\$ 398,000</b>	<b>\$ 348,000</b>	<b>\$ 298,000</b>

**Project** **Network and Operations Infrastructure** **Project #** **12412**  
**Citywide Element** **Effective Government** **Project Type** **Program**

*Project Description*

This program is for the lifecycle management of the hardware and software required to operate the City’s IT infrastructure environment in a secure and reliable manner. The program is responsible for maintaining the City’s data network, data storage, systems hosting, backups, and internet access. The goal of this program is to establish a schedule to minimize downtime and impact on City operations. Progress will be measured by the percentage of network system uptime. Projects planned for 2020 include upgrading the media storage system, replacing end-of-life components in the ERP server and related storage, and replacing end-of-life switches and line cards in the network infrastructure. The capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements have been broken down and distributed among six new programs, including this one. This was done to promote transparency in the 2020 capital budget and to better align with the City’s strategic elements.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	900,000	650,000	700,000	725,000	775,000	805,000
<b>TOTAL</b>	<b>\$ 900,000</b>	<b>\$ 650,000</b>	<b>\$ 700,000</b>	<b>\$ 725,000</b>	<b>\$ 775,000</b>	<b>\$ 805,000</b>

**Project** **Property Assessment System** **Project #** **10043**  
**Citywide Element** **Effective Government** **Project Type** **Project**

*Project Description*

This project is for the purchase of a new computer system for property assessments, specifically property data management, sales analysis, and property valuation. The goal of the project is to replace an obsolete system from the mid-1990’s with a modern system that combines all assessment functions into one integrated program. Progress will be measured by increased capabilities and integration with GIS mapping within and to the satisfaction of the Assessor’s Office. The anticipated go live date for the system is 2022.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	-	600,000	-	-	-	-
<b>TOTAL</b>	<b>\$ -</b>	<b>\$ 600,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Project** **Security, Risk, and Compliance** **Project #** **17401**  
**Citywide Element** **Effective Government** **Project Type** **Program**

*Project Description*

This program is for the protection of information technology and the information contained, processed, or transmitted by information technology systems. The goal of this program is to reduce the City’s overall risk of security incident to moderate or below. This program is responsible for developing and measuring compliance with security policies and procedures and to minimize risk through implementation of effective technical, administrative, and physical security controls. Funds will be used to procure necessary tools, software, and services to better combat threats and improve the City’s security posture. Projects for 2020 include remote access improvements, a security vulnerability assessment, and phase one of the networks security services minor project focusing on Criminal Justice Information Services (CJIS) and Health Insurance Portability and Accountability Act (HIPAA) compliance.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	195,000	250,000	250,000	250,000	250,000	250,000
<b>TOTAL</b>	<b>\$ 195,000</b>	<b>\$ 250,000</b>	<b>\$ 250,000</b>	<b>\$ 250,000</b>	<b>\$ 250,000</b>	<b>\$ 250,000</b>

**Project Citywide Element**                      **Tax System Replacement Effective Government**                      **Project # Project Type**                      **17049 Project**

*Project Description*

This project is for the replacement of an aging tax system by purchasing a browser-based, highly-configurable solution that operates on industry standard technology. Progress for this project will be measured by an increase in collection of tax payments online. This system is expected to go live in 2021.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	300,000	-	-	-	-	-
<b>TOTAL</b>	<b>\$ 300,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Project Citywide Element**                      **Workstation Equipment Lifecycle Management Effective Government**                      **Project # Project Type**                      **12411 Program**

*Project Description*

This program is for the lifecycle management of City hardware and tools that meet modern technology standards and application requirements. This program is responsible for upkeep of appropriate hardware and companion products to support the City’s workforce in their day-to-day job functions. The goal of this program is to replace equipment on an appropriate schedule to minimize downtime and requests for service. Projects planned for 2020 include procurement of new City workstation equipment such as laptops, desktops, tablets, printers, police/fire mobile computing devices, phones, and related components or companion products. Progress will be measured by replacing out of warranty devices which are tracked by IT Asset Management Software. The capital programs previously known as Hardware/Software Upgrades, Mobile Computing Laptops, and Purchased Software Enhancements have been broken down and distributed among six new programs, including this one. This was done to promote transparency in the 2020 capital budget and to better align with the City’s strategic elements.

*Project Budget by Funding Source*

	2020	2021	2022	2023	2024	2025
GF GO Borrowing	870,000	860,000	900,000	900,000	890,000	870,000
<b>TOTAL</b>	<b>\$ 870,000</b>	<b>\$ 860,000</b>	<b>\$ 900,000</b>	<b>\$ 900,000</b>	<b>\$ 890,000</b>	<b>\$ 870,000</b>

# Information Technology

## 2020 Appropriation Schedule

### 2020 Appropriation

### Executive Budget

	Request	GO Borrowing	Other	Total
Database Infrastructure	200,000	200,000	-	200,000
Digital Engagement Initiatives	150,000	275,000	-	275,000
Digital Equity	50,000	-	-	-
Disaster Recovery Plan	250,000	250,000	-	250,000
Enterprise Business Solutions	220,000	220,000	-	220,000
Fiber and Wireless	307,000	307,000	-	307,000
Network and Operations Infrastructure	900,000	900,000	-	900,000
Security, Risk, and Compliance (formally Network Security)	195,000	195,000	-	195,000
Tax System Replacement	300,000	300,000	-	300,000
Workstation Equipment Lifecycle Management	870,000	870,000	-	870,000
<b>Total 2020 Appropriation</b>	<b>\$ 3,442,000</b>	<b>\$ 3,517,000</b>	<b>\$ -</b>	<b>\$ 3,517,000</b>