

11.3.0

IT SERVICES

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RESPONSIBLE COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	INFORMATION TECHNOLOGY SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Overall Objective

- Information:
Maximising the effectiveness of the Council's activities by constantly seeking to develop and maintain information and technology resources and being the preferred supplier of information and technology services to meet the needs of the Council's customers, stakeholders and staff for decision-making, asset management and service delivery.

Key Changes

The outputs included in this budget and plan have been aligned to the core functions of IT Services:

- (1) ITS Department arising from the major review and restructure of MIS and Information Directorate in 2002 and the integration of those entities during 2003.
- (2) Data Maintenance Output is a new output in Business Support, with the Person & Property output becoming a sub-output of this.
- (3) The Geodata Product Delivery output becomes a sub-output of Data Maintenance and renamed Data Product Delivery.
- (3) Systems Strategy & Consultancy and Improvement Projects are new outputs in Information Development.
- (4) Corporate Projects and Business Unit Projects are new sub-outputs of the Improvement Projects output.
- (5) The GIS Development output is removed and incorporated into Systems Strategy & Consultancy and Improvements Projects outputs
- (6) The Telecommunications output is renamed to Voice Services and becomes a sub-output of the Network Connections output.
- (7) The Business Development output is removed
- (8) The Document Management output is removed and incorporated into Business Systems and Improvement Projects output
- (9) The Core Business Systems Operation output is incorporated into the Business Systems and Improvement Projects outputs.
- (10) Included is printers and copiers from Corporate Services.

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RESPONSIBLE COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	INFORMATION TECHNOLOGY SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Committed Costs (Operating)

<ul style="list-style-type: none"> Migration of Local Government software system (GEMS) to successor software system, definition and planning during 2004/05, with implementation during 2005/06. Operating costs are to maintain levels of service during the project. 	2004/05	\$56,000
	2005/06	\$400,000

Increased Costs due to Increased Demand

<ul style="list-style-type: none"> Internet Costs – increased cost due to increased demand by Libraries for public access 	\$21,000
<ul style="list-style-type: none"> Microsoft Select Software Licenses increase due to increase in number of Council desktops 	\$33,000

Capital Cost Increases > 2%

<ul style="list-style-type: none"> Migration of Local Government software system (GEMS) to successor software system, definition and planning during 2004/05, with implementation during 2005/06. Capital includes software, hardware and external resource. 	2005/06	
	Software	\$1,000,000
	Hardware	200,000
	External	\$430,000

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
ACTIVITY:	OUTPUT SUMMARY

	2003/2004 BUDGET \$	2004/2005 BUDGET \$
NET COST SUMMARY - IT SERVICES		
INFORMATION DEVELOPMENT		
ELECTRONIC SERVICES	904,969	913,134
INFORMATION DEVELOPMENT	0	0
BUSINESS SUPPORT		
DATA MAINTENANCE	0	0
DESKTOP SERVICES	0	0
NETWORK SERVICES	0	0
BUSINESS SYSTEMS	125,000	0
BUSINESS DEVELOPMENT		
BUSINESS DEVELOPMENT	0	0
TOTAL NET COST - IT SERVICES	----- 1,029,969 =====	----- 913,134 =====
COST OF CAPITAL EMPLOYED	478,098	408,506
CAPITAL OUTPUTS	970,500	3,924,733

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	INFORMATION DEVELOPMENT

OUTPUT CLASS EXPENDITURE**INFORMATION DEVELOPMENT**

ELECTRONIC SERVICES	904,969	913,134
INFORMATION DEVELOPMENT	284,000	2,123,715

BUSINESS SUPPORT

DATA MAINTENANCE	2,659,649	1,577,429
DESKTOP SERVICES	1,479,749	2,375,445
NETWORK SERVICES	2,431,096	2,407,391
BUSINESS SYSTEMS	3,359,875	3,278,295

BUSINESS DEVELOPMENT

BUSINESS DEVELOPMENT	381,748	0
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TOTAL OUTPUT CLASS EXPENDITURE - IT SERVICES

11,501,087	12,675,409
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OUTPUT CLASS REVENUES & RECOVERIES**INFORMATION DEVELOPMENT**

ELECTRONIC SERVICES	0	0
INFORMATION DEVELOPMENT	284,000	2,123,715

BUSINESS SUPPORT

DATA MAINTENANCE	2,659,649	1,577,429
DESKTOP SERVICES	1,479,749	2,375,445
NETWORK SERVICES	2,431,096	2,407,391
BUSINESS SYSTEMS	3,234,875	3,278,295

BUSINESS DEVELOPMENT

BUSINESS DEVELOPMENT	381,748	0
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TOTAL OUTPUT CLASS REVENUES & RECOVERIES - IT SERVICES

10,471,118	11,762,274
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TOTAL NET COST - IT SERVICES

1,029,969	913,134
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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

Description	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
RENEWALS & REPLACEMENTS					
LASER Project	1,200,000	1,910,000	1,710,000		
GEMS Upgrade - Hardware		0			
GEMS Upgrade - External		0			
Office Furniture & Equipment	10,000	7,000	6,000	11,000	9,000
Geo Data					
GIS Workstation				10,000	10,000
GIS Software	34,000	86,700			
Sub - Total Telecommunications	1,244,000	2,003,700	1,716,000	21,000	19,000
COMPUTER HARDWARE & SOFTWARE					
Software Development			5,000		10,000
Customer Services					150,000
NETWORK SERVICES					
Servers & Disk Storage	150,000	400,000	200,000	400,000	
Network Equipment	20,000	50,000	20,000	45,000	
DESKTOP					
PC Software Licensing			5,000		
Council Wide PC's, Printers, Photocopiers, Faxes	1,877,233	1,877,233	1,877,233	1,877,233	1,877,233
Sub - Total	2,047,233	2,327,233	2,107,233	2,322,233	2,037,233
Telecommunications	75,000	50,000	50,000	50,000	70,000
Sub - Total Telecommunications	75,000	50,000	50,000	50,000	70,000
TOTAL RENEWALS & REPLACEMENTS	3,366,233	4,380,933	3,873,233	2,393,233	2,126,233

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

Description	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
ASSET IMPROVEMENTS					
COMPUTER HARDWARE & SOFTWARE					
Software Development					
Development Tools					
PC Disk & Memory upgrades					
Customer Services Support					300,000
Training Material	10,000		10,000		
Equipment					
Upgrade Training Rm					
Customer Services Systems					
NETWORK SERVICES					
Servers & Storage	140,000	130,000	140,000	130,000	
Software	10,000		20,000	20,000	
LAN Upgrade					
WAN Upgrade					
Network Equipment	40,000	50,000	60,000	50,000	
DESKTOP					
Client PC upgrades					
Sub - Total	200,000	180,000	230,000	200,000	300,000
Telecommunications	75,000	20,000	20,000	20,000	20,000
Sub - Total Telecommunications	75,000	20,000	20,000	20,000	20,000
TOTAL ASSET IMPROVEMENTS	275,000	200,000	250,000	220,000	320,000

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

Description	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
NEW ASSETS					
E-Council Hardware & Software					
Geo Data					
Office Equipment	3,500	1,500	3,500	1,500	1,500
Sub - Total	3,500	1,500	3,500	1,500	1,500
COMPUTER HARDWARE & SOFTWARE					
Software Development		5,000			
Database Administration Software					
Development Tools					
PC Software					
Customer Services					170,000
Office Furniture & Equipment					
NETWORK SERVICES					
Servers & Storage	160,000	105,000	150,000	150,000	
Software	10,000		20,000	10,000	
Network Equipment	10,000	10,000	20,000	20,000	
Backup Equipment					
SAP - Business Warehouse and Workplace Portal					

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

Description	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
NEW ASSETS					
PC Hardware					
PC Software					
Sub - Total	180,000	120,000	190,000	180,000	170,000
Telecommunications	100,000	30,000	30,000	30,000	30,000
CIVIC OFFICES PABX					
Upgrades					
Call Centre Equipment					
Computer Telephony Integration					
Sub - Total Telecommunications	100,000	30,000	30,000	30,000	30,000
TOTAL NEW ASSETS	283,500	151,500	223,500	211,500	201,500
TOTAL CAPITAL EXPENDITURE	3,924,733	4,732,433	4,346,733	2,824,733	2,647,733
SALES :					
TOTAL SALES	0	0	0	0	0
NET CAPITAL EXPENDITURE	\$3,924,733	\$4,732,433	\$4,346,733	\$2,824,733	\$2,647,733
Annual Plan 2003/2004	\$970,500	\$917,500	\$943,200	\$758,500	\$941,500
			\$766,500		

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

	YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
RENEWALS & REPLACEMENTS					
Office Furniture & Equipment	11,000	11,000	11,000	11,000	11,000
Geo Data					
Software Upgrades					
RENEWALS & REPLACEMENTS					
Management					
Software Development					
Customer Services	255,000	150,000	430,000	150,000	200,000
Telecommunications	50,000	70,000	50,000	70,000	70,000
Council Wide PC's, Printers, Photocopiers, Faxes	1,877,233	1,877,233	1,877,233	1,877,233	1,877,233
TOTAL RENEWALS & REPLACEMENTS	<u>2,193,233</u>	<u>2,108,233</u>	<u>2,368,233</u>	<u>2,108,233</u>	<u>2,158,233</u>
ASSET IMPROVEMENTS					
Software Development					
Customer Services	300,000	300,000	290,000	300,000	300,000
Telecommunications	20,000	20,000	20,000	20,000	20,000
	<u>320,000</u>	<u>320,000</u>	<u>310,000</u>	<u>320,000</u>	<u>320,000</u>

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MONITORING COMMITTEE:	STRATEGY & FINANCE COMMITTEE
BUSINESS UNIT:	IT SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

	YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
NEW ASSETS					
Geo Data					
Office Equipment	1,500	1,500	1,500	1,500	1,500
Software Development	15,000				
Customer Services	180,000	180,000	180,000	180,000	180,000
Telecommunications	30,000	30,000	30,000	30,000	30,000
TOTAL NEW ASSETS	226,500	211,500	211,500	211,500	211,500
TOTAL CAPITAL EXPENDITURE	2,739,733	2,639,733	2,889,733	2,639,733	2,689,733
SALES :					
TOTAL SALES	0	0	0	0	0
NET CAPITAL EXPENDITURE	\$2,739,733	\$2,639,733	\$2,889,733	\$2,639,733	\$2,689,733
Annual Plan 2003/2004	\$851,500	\$751,500	\$1,001,500	\$751,500	

MONITORING COMMITTEE:		STRATEGY & FINANCE COMMITTEE				
BUSINESS UNIT:		IT SERVICES				
ACTIVITY:		FEES SCHEDULE				
Fees Description	2003/2004 Present Charge	2003/2004 Revenue from Present Charge	2004/2005 Proposed Charge	2004/2005 Projected Revenue From Proposed Charge	2004/2005 Projected Revenue as a percentage of Total Cost	Notes
Core Persons & Property Data Sale of Property Information		\$271,000		\$271,000	43.5%	
TOTAL		<div>-----</div> <div>\$271,000</div> <div>=====</div>		<div>-----</div> <div>\$271,000</div> <div>=====</div>		