# IT PLAN

Note: Projects with a $0 total funding are active capital projects funded in prior CIP's that do not require additional resources.

| | FY 2020 and Before | FY 2021 | FY 2022 | FY 2023 | FY 2024 | FY 2025 | FY 2026 | FY 2027 | FY 2028 | FY 2029 | FY 2030 | FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Document Management | | | | | | | | | | | | |
| Document Imaging | 2,434,375 | 50,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 140,000 |
| Document Management Total | 2,434,375 | 50,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 140,000 |
| Financial Systems | | | | | | | | | | | | |
| Business Tax System/Reciprocity Contractor System | 1,424,595 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 305,000 | 0 | 0 | 305,000 |
| Employee Pension Administration System | 350,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Enterprise Resource Planning System | 4,395,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Personal Property Tax System | 850,000 | 1,597,139 | 144,900 | 152,200 | 159,800 | 167,800 | 176,200 | 185,000 | 194,200 | 203,900 | 214,100 | 3,195,239 |
| Phone, Web, Portable Device Payment Portals | 350,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Real Estate Account Receivable System | 1,810,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 | 200,000 |
| Real Estate Assessment System (CAMA) | 340,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 150,000 |
| Financial Systems Total | 9,519,595 | 1,677,139 | 224,900 | 232,200 | 239,800 | 247,800 | 216,200 | 225,000 | 539,200 | 243,900 | 454,100 | 4,300,239 |
| Geographic Information Systems | | | | | | | | | | | | |
| GIS Development | 2,494,500 | 30,000 | 70,000 | 30,000 | 70,000 | 30,000 | 85,000 | 40,000 | 70,000 | 30,000 | 70,000 | 525,000 |
| Geographic Information Systems Total | 2,494,500 | 30,000 | 70,000 | 30,000 | 70,000 | 30,000 | 85,000 | 40,000 | 70,000 | 30,000 | 70,000 | 525,000 |
| Network Services | | | | | | | | | | | | |
| Connectivity Initiatives | 11,823,270 | 579,000 | 608,000 | 639,000 | 670,000 | 704,000 | 740,000 | 780,000 | 780,000 | 400,000 | 400,000 | 6,300,000 |
| Database Infrastructure | 818,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Enterprise Camera System | 215,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Enterprise Collaboration | 650,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Enterprise Data Storage Infrastructure | 3,580,435 | 350,000 | 400,000 | 350,000 | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 1,800,000 |
| Enterprise Service Catalog | 220,000 | 160,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 320,000 |
| Information Technology Equipment Replacement | 2,952,740 | 900,000 | 750,000 | 750,000 | 900,000 | 900,000 | 900,000 | 900,000 | 700,000 | 700,000 | 700,000 | 8,100,000 |
| Information Technology Lump Sum Funding | 0 | 0 | 1,687,000 | 1,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,400,000 | 3,400,000 | 3,400,000 | 25,887,000 |
| IT Enterprise Management System | 510,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LAN Development | 459,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| LAN/WAN Infrastructure | 5,693,000 | 2,481,140 | 1,302,700 | 809,400 | 316,500 | 323,900 | 1,567,700 | 740,900 | 740,800 | 740,800 | 740,800 | 9,764,640 |
| Municipal Fiber | 12,410,000 | 2,000,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 3,544,000 |
| Network Security | 3,565,000 | 300,000 | 350,000 | 500,000 | 605,000 | 400,000 | 400,000 | 800,000 | 350,000 | 350,000 | 350,000 | 4,405,000 |
| Network Server Infrastructure | 8,011,143 | 410,000 | 300,000 | 300,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 0 | 1,310,000 |
| Remote Access | 833,000 | 165,000 | 170,000 | 175,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 510,000 |
| Time & Attendance System Upgrade | 70,000 | 80,000 | 0 | 0 | 40,000 | 0 | 0 | 0 | 0 | 55,000 | 0 | 175,000 |
| Upgrade Work Station Operating Systems | 3,313,950 | 150,000 | 150,000 | 300,000 | 200,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 1,100,000 |
| Voice Over Internet Protocol (VoIP) | 5,322,173 | 270,000 | 155,000 | 120,000 | 80,000 | 60,000 | 0 | 0 | 0 | 0 | 0 | 685,000 |
| Network Services Total | 60,446,710 | 7,950,140 | 6,157,700 | 5,435,400 | 6,960,500 | 6,544,900 | 7,002,700 | 6,624,900 | 6,183,800 | 5,867,800 | 5,822,800 | 64,550,640 |

Note: Projects with a $0 total funding are active capital projects funded in prior CIP's that do not require additional resources.

| | FY 2020 and Before | FY 2021 | FY 2022 | FY 2023 | FY 2024 | FY 2025 | FY 2026 | FY 2027 | FY 2028 | FY 2029 | FY 2030 | FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Other System Development Projects | | | | | | | | | | | | |
| Animal Shelter Server Replacement | 130,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Application Portfolio Management | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Council Chamber Technology Upgrade | 350,000 | 0 | 0 | 440,000 | 0 | 0 | 66,000 | 0 | 0 | 0 | 0 | 506,000 |
| Enterprise Maintenance Mgmt System | 730,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Fleet Management System | 0 | 140,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 140,000 |
| FOIA System Replacement | 70,000 | 15,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15,000 |
| General Services Facilities Management System | 0 | 0 | TBD | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HIPAA & Related Health Information Technologies | 628,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Impound Lot System Replacement | 0 | 50,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Library Public Access Computers and Print Mgmt System | 45,000 | 0 | 0 | 85,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 85,000 |
| Library Scanning Equipment and DAMS | 0 | 60,400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60,400 |
| Library Self-Service Stations/Equipment | 160,000 | 0 | 0 | 0 | 0 | 152,000 | 0 | 0 | 0 | 0 | 0 | 152,000 |
| Migration of Integrated Library System to SAAS Platform | 69,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office of Voter Registrations and Elections Equipment Replacement | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000,000 | 0 | 1,000,000 |
| OHA Point-of-Sale System Replacement | 0 | 0 | 0 | 0 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 150,000 |
| OHA Records Management System Replacement | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Permit Processing | 4,717,167 | 300,000 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 350,000 | 350,000 | 100,000 | 100,000 | 1,700,000 |
| Project Management Software | 185,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Recreation Database System | 110,000 | 200,000 | 200,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 480,000 |
| Small Systems Replacements | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 250,000 | 250,000 | 250,000 | 250,000 | 1,000,000 |
| Other System Development Projects Total | 7,494,167 | 830,400 | 515,000 | 700,000 | 325,000 | 327,000 | 201,000 | 635,000 | 635,000 | 1,385,000 | 385,000 | 5,938,400 |
| Public Access Development | | | | | | | | | | | | |
| Customer Relationship Management System | 1,725,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Electronic Government/Web Page | 1,618,196 | 60,000 | 160,000 | 50,000 | 250,000 | 50,000 | 50,000 | 50,000 | 50,000 | 0 | 0 | 720,000 |
| Public Access Development Total | 3,343,196 | 60,000 | 160,000 | 50,000 | 250,000 | 50,000 | 50,000 | 50,000 | 50,000 | 0 | 0 | 720,000 |
| Public Safety Systems | | | | | | | | | | | | |
| AJIS System | 3,512,893 | 6,593,120 | 3,368,000 | 1,838,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 13,675,120 |
| Computer Aided Dispatch (CAD) System Replacement | 16,375,500 | 300,000 | 0 | 0 | 0 | 6,700,000 | 0 | 0 | 0 | 0 | 0 | 7,000,000 |
| Courtroom Trial Presentation Technology | 307,500 | 100,000 | 0 | 100,000 | 0 | 0 | 100,000 | 100,000 | 25,000 | 0 | 0 | 425,000 |
| Electronic Citations Implementation | 420,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Emergency 911 Phone System Upgrade | 1,700,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EMS Records Management System | 240,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fire Dept RMS | 0 | 50,000 | 307,500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 357,500 |
| Parking Citation System Replacement | 0 | 530,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530,000 |
| Radio System Upgrade | 3,340,960 | 0 | 3,158,000 | 3,020,000 | 2,900,000 | 0 | 0 | 0 | 0 | 2,000,000 | 0 | 11,078,000 |
| Public Safety Systems Total | 25,896,853 | 7,573,120 | 6,833,500 | 4,958,000 | 3,168,000 | 6,968,000 | 368,000 | 368,000 | 293,000 | 2,268,000 | 268,000 | 33,065,620 |
| **Grand Total** | **111,629,395** | **18,170,799** | **13,971,100** | **11,415,600** | **11,023,300** | **14,177,700** | **7,932,900** | **7,952,900** | **7,781,000** | **9,804,700** | **7,009,900** | **109,239,899** |

# DOCUMENT IMAGING

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Document Management | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Document Imaging**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 2,574,375 | 2,434,375 | 50,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 140,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 2,197,375 | 2,057,375 | 50,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 140,000 |
| GO Bond Interest Earnings | 337,000 | 337,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prior Year CIP/Close-Out | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 2,574,375 | 2,434,375 | 50,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 140,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides a content management solution to digitally capture content to make it more readily available for searching and indexing. The retrieval of electronic records supports delivery of government services in a more efficient manner. Document imaging reduces physical storage. Technical investments will adhere to best practices and fit within the City's overall technology architecture.

Funds are used to support continual improvements and new development to document imaging technologies that support the City's core business applications. This project provides funding for hardware, software, licensing, upgrades, and professional services related to document imaging initiatives. The introduction of new enterprise applications has increased departmental interest in document imaging software and interfaces to line-of-business applications (APEX permitting system).

In FY 2019, the City migrated to an enterprise licensing model, which keeps the system viable and supports the product lifecycle. The upgrade affords better capabilities to integrate with the City's new Permitting system.

In FY 2021, ITS will research tools to improve workflow processes around digital signatures.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# BUSINESS TAX SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Business Tax System/Reciprocity Contractor System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,729,595 | 1,424,595 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 305,000 | 0 | 0 | 305,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,429,615 | 1,124,615 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 305,000 | 0 | 0 | 305,000 |
| GO Bonds | 299,980 | 299,980 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 1,729,595 | 1,424,595 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 305,000 | 0 | 0 | 305,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

In calendar years 2010 and 2011, the Finance Department implemented a new business tax system. The system integrates the accounts receivable processes and business licenses, business personal property taxes, and other business-related taxes. In FY 2019, funding was used to perform a necessary system upgrade.

City stakeholders have worked on this project in FY 2020 to implement new initiatives such as an online business tax portal. The final portion of the business tax portal was completed to include online filing and payments. This provided taxpayers a modern, online business tax payment experience, including online filing and payment features.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# EMPLOYEE PENSION ADMINISTRATION SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Employee Pension Administration System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pension Admin. Fees | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides funds to acquire and implement an Employee Pension Administration System to support the City's responsibilities for retirement plan administration. Currently, the City uses an outside contractor to provide all plan administration services for the Supplemental Retirement Plan. Jurisdictions larger than the City typically perform this function internally while those smaller than Alexandria outsource the function to contractors. Staff is studying whether bringing plan administration services in-house would provide cost or performance efficiencies. If the City ultimately decides to manage this in-house, a software system will be required. This project supports the Finance Department's strategic plans for long-term financial stability of the City.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ENTERPRISE RESOURCE PLANNING SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Enterprise Resource Planning System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 4,595,000 | 4,395,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,695,000 | 1,495,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| GO Bonds | 2,900,000 | 2,900,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 4,595,000 | 4,395,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced by $40,000 per year for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

In 2013-2014 the City implemented an Enterprise Resource Planning (ERP) software suite to improve the automation and support for a range of administrative and management applications. City staff have completed the implementation of the following modules: General Ledger, Accounts Payable, Purchasing, Budgeting, core Human Resources modules, Fixed Assets, and Payroll. Funds were used in FY 2019 to implement Bids and Contracts and Vendor Self-Service as well as to procure Cashiering and Accounts Receivables modules. Project funds will be used to complete several ancillary functions for this system, procure additional modules and implement application interfaces as applicable. Additional funding requests will occur in the out years to sustain and expand this system as needed as well as prepare for the system replacement.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# PERSONAL PROPERTY (VEHICLE/CAR) TAX SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Personal Property Tax System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 4,045,239 | 850,000 | 1,597,139 | 144,900 | 152,200 | 159,800 | 167,800 | 176,200 | 185,000 | 194,200 | 203,900 | 214,100 | 3,195,239 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 4,045,239 | 850,000 | 1,597,139 | 144,900 | 152,200 | 159,800 | 167,800 | 176,200 | 185,000 | 194,200 | 203,900 | 214,100 | 3,195,239 |
| Financing Plan Total | 4,045,239 | 850,000 | 1,597,139 | 144,900 | 152,200 | 159,800 | 167,800 | 176,200 | 185,000 | 194,200 | 203,900 | 214,100 | 3,195,239 |
| Additional Operating Impact | 1,270,000 | 0 | 0 | 115,000 | 121,000 | 127,000 | 134,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 1,270,000 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The personal property tax system accounts for the assessment and tax payment processing for all vehicles parked, stored, or garaged in the City; the processing of appeals for personal property assessments; maintenance of vehicle tax records; and the certification of qualified vehicles for personal property tax relief.

In the 1990s, ITS staff developed the City's current personal property tax system as a stand-alone software application for the administration of all vehicle taxes. Since then, ITS and Finance staff have reprogrammed and modified it over the years, as necessary. Nearing its fourth decade of service, the personal property tax system needs to be retired.

During FY 2019, staff explored a few viable solutions to replace the current system. These product reviews provided insights into the current practices and processes available in more modern systems. This analysis continued into FY 2020, to determine the most ideal timeline, costs, and methodology for making a decision regarding the path forward.

Funding will be used to begin implementing a modern, commercial-off-the-shelf personal property tax system. The scope of work will include installation, configuration, data conversion, training, and implementation of the new system.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

Implementation of project will likely require additional staff support for database administration; Personal Property processing have considerably more volume than the other modules that are part of this enterprise system.

# PORTABLE DEVICE (PHONE, WEB) REPORTING/PAYMENT PORTALS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Phone, Web, Portable Device Payment Portals**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 600,000 | 350,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 371,000 | 121,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| GO Bonds | 175,000 | 175,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prior Year CIP/Close-Out | 54,000 | 54,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 600,000 | 350,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides funding to implement improvements to the City's online payment and account maintenance portal, including providing compatibility with mobile devices such as smart phones and tablets. In FY 2016, the City implemented the ability for taxpayers to make personal property (car tax) payments online. In FY 2017, the City implemented online real estate tax payments. In FY 2019 and 2020, the City enabled taxpayers to create and maintain online accounts that they may access with a user name and password. This allowed taxpayers to view their billing and payment history, schedule payments, and receive electronic notifications.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Finance Department Work Plan

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# REAL ESTATE ACCOUNTS RECEIVABLE SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Real Estate Account Receivable System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 2,010,000 | 1,810,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 2,008,890 | 1,808,890 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 | 200,000 |
| GO Bonds | 1,110 | 1,110 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 2,010,000 | 1,810,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

This project supports the replacement of the City's Real Estate Accounts Receivable System (REARS), the system that generates the City's real estate tax bills. In FY 2017, ITS and Finance staff successfully migrated to a new system and retired the legacy system. The Finance Department first utilized the new system to successfully complete the tax year 2017 first-half and second-half real estate tax billings. The funding in the out years is for a major upgrade or anticipated replacement system.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Finance Department Work Plan

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# REAL ESTATE ASSESSMENT SYSTEM (CAMA)

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Financial Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 0 - 5 Years |

**Real Estate Assessment System (CAMA)**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 490,000 | 340,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 150,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 490,000 | 340,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 150,000 |
| Financing Plan Total | 490,000 | 340,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 150,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project funding reduced by $835,000 in FY 2021.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds improvements to the City's computer assisted mass appraisal (CAMA) system, which Finance staff uses to complete annual assessments of all real property in the City. The real estate accounts receivable system (REARS) relies on property valuations data from the CAMA system. Data from both systems are then used to generate the real estate tax bills. Prior year funding allowed for a critical system upgrade to the CAMA system. This upgrade retired outdated servers, moved all data to a modern database, and implemented a new browser-based user interface. The upgrade significantly extended the useful life of the CAMA system and eliminated the need for a full system replacement in the near term. The project is in a sustainment phase where additional capabilities and functionality will be added as needed, and the current focus is to keep the software aligned to the product lifecycle. The City will also strive to remain compliant with any required upgrades to ensure the application remains viable.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# GIS DEVELOPMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Geographic Information Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**GIS Development**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 3,019,500 | 2,494,500 | 30,000 | 70,000 | 30,000 | 70,000 | 30,000 | 85,000 | 40,000 | 70,000 | 30,000 | 70,000 | 525,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 2,897,251 | 2,372,251 | 30,000 | 70,000 | 30,000 | 70,000 | 30,000 | 85,000 | 40,000 | 70,000 | 30,000 | 70,000 | 525,000 |
| GO Bonds | 22,249 | 22,249 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prior Year CIP/Close-Out | 100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 3,019,500 | 2,494,500 | 30,000 | 70,000 | 30,000 | 70,000 | 30,000 | 85,000 | 40,000 | 70,000 | 30,000 | 70,000 | 525,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The City's Geographic Information System (GIS) is the primary source of information on hundreds of layers of spatial data (streets, parks, parcels, population, etc.). This project funds resources to collect, distribute, access and analyze this data. GIS data allows the City to better inform staff, decision makers and the public on many aspects of City operations. GIS provides this information through applications that address an extensive array of business needs. GIS capital funds are primarily used for GIS hardware and software and the biennial collection of base mapping data.

GIS data allows the City to better inform staff, decision makers and the public on many aspects of City operations. GIS provides this information through applications that address an extensive array of business needs. GIS data and technology is central to many of the City's most critical business applications including Computer Aided Dispatch, Asset Management, Real Estate Assessments, Permitting and Stormwater Utility.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# CONNECTIVITY INITIATIVES

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | N/A |

**Connectivity Initiatives**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 18,123,270 | 11,823,270 | 579,000 | 608,000 | 639,000 | 670,000 | 704,000 | 740,000 | 780,000 | 780,000 | 400,000 | 400,000 | 6,300,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 4,474,000 | 0 | 0 | 0 | 0 | 670,000 | 704,000 | 740,000 | 780,000 | 780,000 | 400,000 | 400,000 | 4,474,000 |
| Comcast Revenues | 1,826,000 | 0 | 579,000 | 608,000 | 639,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,826,000 |
| Private Capital Contributions | 11,823,270 | 11,823,270 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 18,123,270 | 11,823,270 | 579,000 | 608,000 | 639,000 | 670,000 | 704,000 | 740,000 | 780,000 | 780,000 | 400,000 | 400,000 | 6,300,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2030; funding in FY 2029 reduced by $380,000.

## PROJECT DESCRIPTION & JUSTIFICATION

This project reflects annual expenditures to Comcast for the monthly support of the City, Library and ACPS institutional network connections and is currently funded with Comcast Revenues. All remaining Comcast revenues have been programmed as funding for other eligible projects within the IT Plan.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# DATABASE INFRASTRUCTURE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Database Infrastructure**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,018,000 | 818,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 905,629 | 705,629 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| GO Bonds | 112,371 | 112,371 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 1,018,000 | 818,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides for new and replacement database infrastructure hardware, software, licensing, upgrades, and tools. This project provides funding to periodically (every 3-5 years) refresh the database technologies and stay current with the manufacturer's lifecycle. Keeping the City's database infrastructure compliant with vendor releases ensures the long-term viability of critical City applications that are used to assess taxes, issue bills, make payments, manage permitting and land management processes and others. In addition to core database technologies, this project also provides for new web reporting services and improvements to existing web reporting portals. This project will occasionally fund the acquisition of new database hardware, infrastructure, and services when new needs arise from City staff. Additionally, this project is used to evaluate the latest database technologies and tools, and provides for consulting services to properly maintain and enhance the City's database infrastructure. Funds in FY 2020 are for database licensing tools and professional services needed to keep the current software lifecycle and for continual improvements to the database infrastructure.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ENTERPRISE CAMERA SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | TBD |

**Enterprise Camera System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 215,000 | 215,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 215,000 | 215,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 215,000 | 215,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds a survey of the City's existing camera systems that have been installed around the City over the years. The goal is to identity if it is suitable to consolidate multiple stand-alone camera systems into a standardized city-wide enterprise system. City staff are considering the feasibility of a system that will utilize the City's I-Net to securely transmit video.

In addition, a masterplan will be created to identify the current state of the various camera security system deployments through-out the City and to map an integrated and complimentary digital camera solution. This will inform the strategic direction and investments to be made in the outyears.

In FY 2020, funding in the amount of $40,000 was used to procure exterior cameras at Beatley Central Library to maintain a safe and secure environment for both staff and visitors. Funding in the out years may be requested to enable standardization of camera systems used in the City.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ENTERPRISE COLLABORATION

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Enterprise Collaboration**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 850,000 | 650,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 810,000 | 610,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Prior Year CIP/Close-Out | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 850,000 | 650,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding eliminated for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds the roll-out of new features for the City's enterprise content collaboration platform, as well as to adhere to the system manufacturer's lifecycle. This is a web-based collaboration platform that integrates with the City's email, desktop productivity tools, messaging, and cloud-based storage functions. The approved funding supports the cost of migration of personal file shares to cloud-based storage; the roll-out and training associated with mobility and "work-from-anywhere" initiatives, including native apps on mobile devices; the training and promotional costs of driving end-user adoption of cloud computing; and the implementation of content management features, such as retention policies, classification for search, and cloud security tools. Funds budgeted in this project are used for research and development activities to define a roadmap to deploy new cloud products and features.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ENTERPRISE DATA STORAGE INFRASTRUCTURE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Enterprise Data Storage Infrastructure**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 5,380,435 | 3,580,435 | 350,000 | 400,000 | 350,000 | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 1,800,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 3,566,000 | 1,766,000 | 350,000 | 400,000 | 350,000 | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 1,800,000 |
| Code Fund Balance | 150,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 1,664,435 | 1,664,435 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 5,380,435 | 3,580,435 | 350,000 | 400,000 | 350,000 | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 1,800,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding eliminated for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

As the City continues to "go green" and digitize documents across the enterprise, the data storage requirements continue to increase which requires additional storage capacity and proper hardware/software to perform data backups. This project provides funding to maintain and upgrade the backend data storage required for the virtual infrastructure and the enterprise backups. This project includes Storage Area Network (SAN) hardware, software licensing, and enterprise backup hardware. The SANs that are deployed throughout the enterprise provide improved disk utilization and data management. This project provides funding to perform SAN upgrades to include adding needed storage capacity while maintaining optimal performance. Staff will continue to research next generation storage technology.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ENTERPRISE SERVICE CATALOG

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Enterprise Service Catalog**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 540,000 | 220,000 | 160,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 320,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 540,000 | 220,000 | 160,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 320,000 |
| Financing Plan Total | 540,000 | 220,000 | 160,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 320,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding eliminated for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

Funding will be used to support the technical service desk operations which includes incident, request, and change management directly related to technical support services for City staff. In FY 2019, ITS implemented a system that includes electronic workflows and automated email notifications. Overall IT efficiency is gained by leveraging this system to automate repetitive tasks and it serves as a central repository for IT service catalog items. Planned funding will be used to implement features and capabilities which includes asset and inventory management to best support and safeguard overall device management.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# INFORMATION TECHNOLOGY EQUIPMENT REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Information Technology Equipment Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 11,052,740 | 2,952,740 | 900,000 | 750,000 | 750,000 | 900,000 | 900,000 | 900,000 | 900,000 | 700,000 | 700,000 | 700,000 | 8,100,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 10,752,740 | 2,652,740 | 900,000 | 750,000 | 750,000 | 900,000 | 900,000 | 900,000 | 900,000 | 700,000 | 700,000 | 700,000 | 8,100,000 |
| Private Capital Contributions | 300,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 11,052,740 | 2,952,740 | 900,000 | 750,000 | 750,000 | 900,000 | 900,000 | 900,000 | 900,000 | 700,000 | 700,000 | 700,000 | 8,100,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The City needs hardware that meets modern technology standards and application requirements. Funds in this project are used to procure new City platform technologies (laptops, desktops, and related components or companion products). This project also provides for the labor costs of deploying the new computers at offices throughout the City. The IT Equipment Replacement project ensures that City staff have appropriate platform technologies and resources necessary to perform core job functions, and that the City's physical IT equipment is replaced on an appropriate schedule to minimize downtime and requests for service. The project's goal is to provide appropriate hardware and companion products to support the City's workforce in their day-to-day job functions.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# INFORMATION TECHNOLOGY LUMP SUM FUNDING

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Information Technology Lump Sum Funding**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 25,887,000 | 0 | 0 | 1,687,000 | 1,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,400,000 | 3,400,000 | 3,400,000 | 25,887,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 22,387,000 | 0 | 0 | 1,687,000 | 1,200,000 | 700,000 | 2,200,000 | 3,200,000 | 3,200,000 | 3,400,000 | 3,400,000 | 3,400,000 | 22,387,000 |
| Use of CIP Designated Fund Bala | 3,500,000 | 0 | 0 | 0 | 0 | 2,500,000 | 1,000,000 | 0 | 0 | 0 | 0 | 0 | 3,500,000 |
| Financing Plan Total | 25,887,000 | 0 | 0 | 1,687,000 | 1,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,200,000 | 3,400,000 | 3,400,000 | 3,400,000 | 25,887,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced in FY 2021 and FY 2023 to be applied to other now-determined IT Plan projects in development.

## PROJECT DESCRIPTION & JUSTIFICATION

This project reserves IT project future funding in FY 2022– FY 2030 for use on to-be-determined information technology initiatives.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# IT ENTERPRISE MANAGEMENT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**IT Enterprise Management System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 510,000 | 510,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 460,000 | 460,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Comcast Revenues | 50,000 | 50,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 510,000 | 510,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The IT Enterprise Management System project continues to support the proper lifecycle management of enterprise software installed on information technology equipment. This project provides funding to automate operating system deployment, software deployment, and automated software patching services. ITS deployed this tool to streamline and standardize the deployment of desktop and server software packages. This allows the City to efficiently stay current with the software manufacturer's lifecycle and/or address potential vulnerabilities.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# LAN DEVELOPMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**LAN Development**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 709,000 | 459,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 545,661 | 295,661 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| GO Bond Interest Earnings | 30,679 | 30,679 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 67,660 | 67,660 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 65,000 | 65,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 709,000 | 459,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added to project for FY 2021 – FY 2030.

## PROJECT DESCRIPTION & JUSTIFICATION

This project maintains or upgrades the local area network (LAN) infrastructure in City government buildings including: data cabling, demarcation boxes, racks, and cabinets. This project ensures that current data runs and new data connections associated with office moves and renovations will consistently provide staff sufficient data speeds, based on the latest network technologies deployed in the City. This project also funds upgrades to the physical spaces (network closets) where the LAN infrastructure resides to ensure that they are adequately cooled, lighted, and secured. The condition of the physical space is critical to the optimal performance of network equipment connecting to the City's I-Net. On an on-going basis, ITS ensures the quality of the local area network is consistent with I-Net by continuously performing required cable drop maintenance, installation of new or replacement network drops, and other related equipment replacements or upgrades.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# LAN/WAN INFRASTRUCTURE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**LAN/WAN Infrastructure**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 15,457,640 | 5,693,000 | 2,481,140 | 1,302,700 | 809,400 | 316,500 | 323,900 | 1,567,700 | 740,900 | 740,800 | 740,800 | 740,800 | 9,764,640 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 8,918,513 | 1,027,873 | 1,360,140 | 910,700 | 448,400 | 316,500 | 323,900 | 1,567,700 | 740,900 | 740,800 | 740,800 | 740,800 | 7,890,640 |
| Comcast Revenues | 2,015,000 | 141,000 | 1,121,000 | 392,000 | 361,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,874,000 |
| GO Bond Interest Earnings | 13,816 | 13,816 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 763,311 | 763,311 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 3,747,000 | 3,747,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 15,457,640 | 5,693,000 | 2,481,140 | 1,302,700 | 809,400 | 316,500 | 323,900 | 1,567,700 | 740,900 | 740,800 | 740,800 | 740,800 | 9,764,640 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project enables the City to deliver scalable wired and wireless access to data, voice and video communications on the City's Institutional Network (I-Net). This project funds the replacement and acquisition of networking equipment which includes core switches, edge switches, firewalls, routers, gigabit modules, fiber optic cable, various networking monitoring tools, packet filtering/ traffic shaping devices, and professional services. Consulting services are used when making network modifications, which are required for integration of products or services.

The costs for a wireless engineer has been funded from this project since FY 2018 to review and architect secure wireless solutions to support mobile initiatives. Wireless access allows the workforce secure, real-time access to information from City-issued devices. Guest wireless access allows the public to access mobile content from designated areas within City facilities. ITS has made steady progress in developing and maturing its wireless infrastructure, including establishing a wireless standards platform. The City now has close to 400 wireless access points in 49 facilities.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# MUNICIPAL FIBER

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 30+ Years |

**Municipal Fiber**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | | | | | | | | | | | | | |
| Total Expenditure | | | | | | | | | | | | | |
| Previously Appropriated | 12,410,000 | 12,410,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Scope | 1,866,310 | 0 | 1,866,310 | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,866,310 |
| Staffing | 1,677,690 | 0 | 133,690 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 1,677,690 |
| Total Expenditure Total | 15,954,000 | 12,410,000 | 2,000,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 3,544,000 |
| Expenditure Budget Total | 15,954,000 | 12,410,000 | 2,000,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 3,544,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 15,128,427 | 11,584,427 | 2,000,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 3,544,000 |
| GO Bonds | 825,573 | 825,573 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 15,954,000 | 12,410,000 | 2,000,000 | 140,000 | 147,000 | 154,000 | 162,000 | 170,000 | 179,000 | 188,000 | 197,000 | 207,000 | 3,544,000 |
| Additional Operating Impact | 7,215,000 | 0 | 0 | 571,000 | 830,500 | 830,500 | 830,500 | 830,500 | 830,500 | 830,500 | 830,500 | 830,500 | 7,215,000 |

## CHANGES FROM PRIOR YEAR CIP

Funding in the amount of $2 million added for FY 2021, and funding in FY 2022 – FY 2030 added for the ongoing costs Municipal Fiber Engineer.

## PROJECT DESCRIPTION & JUSTIFICATION

The City currently leases a fiber optic network from Comcast that provides an institutional network (I-Net) connection to all City government facilities which includes Libraries, City government offices, and ACPS educational facilities. This project funds the design and build-out of a City-owned municipal fiber network which will replace the Comcast network with approximately 40 miles of fiber optic and will provide greater and more uniformly available wide area network services to meet current and future projected City service levels. Mandatory, critical City communications are supported over the I-Net: the City's VoIP telephone system, public safety dispatch systems, data network services, Internet, and mission-critical system applications. The City is seeking a technically superior alternative that is financially self-sustaining, both through avoidance of existing costs and providing potential new revenue streams.

After extensive research and evaluation of technological and market conditions, the City has determined that the construction and operation of its own fiber optic network will lead to long-term savings and increased service capabilities, as well as give the City potential revenue options with private entity leasing agreements of the second conduit that is being included in the construction. Allowing the leasing of the second conduit by the private sector would enable the private service providers to provide high speed internet connections to City businesses and residents, and represents an investment in future long-term positive economic development.

Project objectives include better management of long-term costs, reduction of the risk of pricing volatility, enhancement of City services and support of economic development. Alternatives are limited and wireless solutions are not sufficient. Approved FY 2018 and FY 2019 funds were used to contract a Municipal Fiber Engineer and to secure professional services to design and implement the Municipal Fiber project.

Funds included in FY 2021 in this project of $2.0 million reflect an increase in the project budget, for fiber management and mapping software, electronics, professional consulting services, construction management services, and contingency funds. Since the project is still in the bidding stage with cost uncertainty remaining, it is possible that a to-be-determined additional funding amount will be needed in FY 2022 for construction of the Municipal Fiber project.

There are various project dependencies as well as opportunities that could impact the overall design and costs of the municipal fiber network. Factors such as 5G wireless, public-private partnerships, smart mobility and construction site variables are all considerations that could increase costs or alter the original design.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

Maintenance and monitoring of a City-owned and operating I-Net will require additional software systems and staffing.

# NETWORK SECURITY

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Network Security**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 7,970,000 | 3,565,000 | 300,000 | 350,000 | 500,000 | 605,000 | 400,000 | 400,000 | 800,000 | 350,000 | 350,000 | 350,000 | 4,405,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 6,442,014 | 2,037,014 | 300,000 | 350,000 | 500,000 | 605,000 | 400,000 | 400,000 | 800,000 | 350,000 | 350,000 | 350,000 | 4,405,000 |
| Comcast Revenues | 590,000 | 590,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bond Interest Earnings | 80,000 | 80,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 57,986 | 57,986 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 800,000 | 800,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 7,970,000 | 3,565,000 | 300,000 | 350,000 | 500,000 | 605,000 | 400,000 | 400,000 | 800,000 | 350,000 | 350,000 | 350,000 | 4,405,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The purpose of this project is to fund the technical implementation of security technologies to protect data confidentiality, integrity, and availability of the City's Infrastructure. The City's information security program's function is to proactively identify, assess and implement solutions to address the City's IT vulnerabilities. Evaluating the role of new security technologies and methodologies is a continual process that requires capital investment. Funds programmed in the out years of this plan will be used to procure necessary tools, software, and services to better combat threats and improve the City's security posture. Funding in this project provides for continued IT and cyber security system protections, enhancements, replacements and upgrades, service consultation expenses, and future security product and service acquisitions to assist with ensuring the confidentiality, integrity, and availability of City systems and information.

The Network Security project funds initiatives that reduce the City's risk to cyber attacks. The average ransomware incident takes an organization offline for at least a week. A major security incident could potentially be very costly to the City, cause interruptions to City operations and damage the City's reputation. Investing pre-emptively in security measures reduces the risk of an incident occurring. IT security continues to be a fundamental component of the City's enterprise architecture and strategy.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# NETWORK SERVER INFRASTRUCTURE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Network Server Infrastructure**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 9,321,143 | 8,011,143 | 410,000 | 300,000 | 300,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 0 | 1,310,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 6,831,976 | 5,521,976 | 410,000 | 300,000 | 300,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 0 | 1,310,000 |
| GO Bonds | 717,042 | 717,042 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 1,772,125 | 1,772,125 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 9,321,143 | 8,011,143 | 410,000 | 300,000 | 300,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 0 | 1,310,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2021 – FY 2024.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides for the phased replacement of the hardware and software required to operate the City's network server environment in a secure, high performing, and reliable manner. This project provides funds for procuring necessary hardware, network software upgrades, client access licenses, virtualization licenses, and network operating system licenses. Typical equipment purchases include chassis, and chassis components, server blades, and memory.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# REMOTE ACCESS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Remote Access**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,343,000 | 833,000 | 165,000 | 170,000 | 175,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 510,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,343,000 | 833,000 | 165,000 | 170,000 | 175,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 510,000 |
| Financing Plan Total | 1,343,000 | 833,000 | 165,000 | 170,000 | 175,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 510,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP; Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

This project supports employee teleworking initiatives for City staff. Funding is provided to allow secure remote access for employees who telework and employees who work at remote locations. Funds programmed in the out years of this plan will be used to procure new licensing, assess applications compatibility, and procure related hardware devices in order to sustain the remote access infrastructure. In recent fiscal years, various improvements have been made including software upgrades and equipment replacement to enhance the remote worker experience as well as improve security.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# UPGRADE WORK STATION OPERATING SYSTEMS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Upgrade Work Station Operating Systems**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 4,413,950 | 3,313,950 | 150,000 | 150,000 | 300,000 | 200,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 1,100,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 3,893,671 | 2,793,671 | 150,000 | 150,000 | 300,000 | 200,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 1,100,000 |
| GO Bond Interest Earnings | 120,000 | 120,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 400,279 | 400,279 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 4,413,950 | 3,313,950 | 150,000 | 150,000 | 300,000 | 200,000 | 300,000 | 0 | 0 | 0 | 0 | 0 | 1,100,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2021 – FY 2025.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides funds to upgrade the Windows operating system, maintain a current Microsoft operating system service plan (N-1), and provide an up-to-date Microsoft productivity suite on City workstations, as well as to fund required improvements to computer laptops and desktops, peripherals, or other related hardware components as necessary. This project also provides funds for the labor costs of installing the new operating systems and related software components. Additionally, funding is used to test the viability of newer operating systems, mobile devices (e.g. tablets) and laptop technologies with current City applications and hardware. Testing workstations prior to enterprise implementation is necessary to help ensure efficient roll-out of new technology and minimizes disruptions and application or hardware compatibility problems.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# VOICE OVER INTERNET PROTOCOL (VOIP)

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Network Services | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Voice Over Internet Protocol (VoIP)**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 6,007,173 | 5,322,173 | 270,000 | 155,000 | 120,000 | 80,000 | 60,000 | 0 | 0 | 0 | 0 | 0 | 685,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 2,288,173 | 1,603,173 | 270,000 | 155,000 | 120,000 | 80,000 | 60,000 | 0 | 0 | 0 | 0 | 0 | 685,000 |
| GO Bonds | 621,000 | 621,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 3,098,000 | 3,098,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 6,007,173 | 5,322,173 | 270,000 | 155,000 | 120,000 | 80,000 | 60,000 | 0 | 0 | 0 | 0 | 0 | 685,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2021 – FY 2025.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides funds for the continuous improvements to Voice over Internet Protocol (VoIP), the City's enterprise telephony systems and services. Project funding is used for the City's telecommunications infrastructure, including software, servers, switches, and handsets. Routine hardware replacement and software upgrades need to be performed to maintain a viable and reliable VoIP infrastructure. ITS has been refining departmental VoIP configurations by deploying new features including voicemail to email and call center reporting enhancements. This enables the City to leverage the next generation capabilities and features to integrate with other City systems and applications.

Funds in FY 2022 and FY 2023 will be used to replace end-of-life hardware, software, and desk handsets and upgrade to the next generation unified voice communication platform to meet the City's future business requirements.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# COUNCIL CHAMBERS TECHNOLOGY UPGRADE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | 301 King St, Council Chamber, Alexandria VA 22314 |
| MANAGING DEPARTMENT: | City Clerk's Office | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 0 - 5 Years |

**Council Chamber Technology Upgrade**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 856,000 | 350,000 | 0 | 0 | 440,000 | 0 | 0 | 66,000 | 0 | 0 | 0 | 0 | 506,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 506,000 | 0 | 0 | 0 | 440,000 | 0 | 0 | 66,000 | 0 | 0 | 0 | 0 | 506,000 |
| GO Bonds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 350,000 | 350,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 856,000 | 350,000 | 0 | 0 | 440,000 | 0 | 0 | 66,000 | 0 | 0 | 0 | 0 | 506,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

City Council Chambers is where elected and appointed officials, City staff, and the public meet to conduct official City business. Council Chambers hosts regular and special City Council meetings, City Council informational meetings, City Council Committee meetings, Planning Commission meetings, Boards of Architectural Review meetings, and other City meetings.

Planned funding in FY 2018 and FY 2019 was used to define the requirements, obtain cost proposals, and contract with vendor resources to perform the necessary audio visual improvements. The City Council Chambers was installed with modern, functional equipment that was suited to the task and environment. The equipment will have to be periodically replaced. The replacement lifecycle for the equipment and the funding will need to occur in the out years of the 10 year plan.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating budget impacts identified at this time.

# ENTERPRISE MAINTENANCE MGMT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Transportation and Environmental Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Enterprise Maintenance Mgmt System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 930,000 | 730,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 780,000 | 580,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| GO Bonds | 150,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 930,000 | 730,000 | 40,000 | 40,000 | 40,000 | 40,000 | 40,000 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced for FY 2026 – FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides for the expansion of the City's enterprise maintenance management system (EMMS) to add additional departments. This system is a service request/work order management system used by departments in the day-to-day activities associated with maintaining assets and infrastructure. Improvements to this system will provide full lifecycle management of City-owned assets. The EMMS integrates with the City's GIS system, serving as an asset inventory with location details and it is the foundational system behind the City's current service request system, Alex311.

Approved funding in prior years was used to begin a multi-year initiative to implement mobile workforce initiatives in the EMMS. These improvements have begun to be rolled out and they have allowed the City to provide mobile access to business applications by City employees in the field, and have added greater efficiencies in the tracking of labor, materials, equipment, scheduling, and contracting costs for asset maintenance.

This project is in a sustain and maintain mode where additional capabilities and functionality will be added as needed, but the focus is to keep the software aligned to the product lifecycle. The City will also strive to remain compliant with any required upgrades to ensure the applications continue to work appropriately within the City technology landscape.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# FLEET MANAGEMENT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Transportation and Environmental Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6- 10 Years |

**Fleet Management System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 140,000 | 0 | 140,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 140,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 140,000 | 0 | 140,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 140,000 |
| Financing Plan Total | 140,000 | 0 | 140,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 140,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project provides a technology refresh of the City's fleet management software to a next generation version of the software which is browser-based. The newer web version of the software will make it much easier to deploy and maintain. It is also compatible with tablets and handheld devices, where the older version requires a desktop computer. It is anticipated that having smaller devices available in a garage will make the repair environment more streamlined and allow for improved work order process flow. Efficiencies available in the newer version of software including web reports, handhelds, barcode scanning, and inventory management can only be achieved with the upgrade. Thus, the current version of software that the City is using is approaching its end-of-life.

This effort will be similar to a new system implementation, because it is essentially a different set of software. The scope will include new licensing, data migration, reports migration, new feature setup and configuration, testing, training, and go-live support. Funding in the out years for this project will be used to sustain and maintain the system properly.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# FOIA SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Office of the City Attorney | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | 0 - 5 Years |

**FOIA System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 85,000 | 70,000 | 15,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 85,000 | 70,000 | 15,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15,000 |
| Financing Plan Total | 85,000 | 70,000 | 15,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced in FY 2021 and FY 2022.

## PROJECT DESCRIPTION & JUSTIFICATION

The City Attorney's Office receives and processes Freedom of Information Act (FOIA) records requests made to the City. Under the Virginia Freedom of Information Act, the City has five working days to provide responses to requestors. In order to appropriately handle records requests, the office uses a system that tracks requests and communicates with staff when requests have been assigned. The system is used by the City Attorney's Office and designated department contacts to track the status of the requests, and any responses made to requestors.

Funds will be used to upgrade the existing FOIA Tracking System with new functionality and enhancements that will meet the current business needs of the City Attorney's Office and its customers. The enhancements included with the upgrade will help streamline the response process; thus making the process more efficient by decreasing the response time to customers and allowing City staff to work more efficiently.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# GENERAL SERVICES FACILITIES MANAGEMENT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of General Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 5- 10 Years |

**General Services Facilities Management System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 0 | 0 | 0 | TBD | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 0 | 0 | 0 | TBD | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 0 | 0 | 0 | TBD | TBD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

In 2017, the City Council adopted a resolution to establish the Ad Hoc Join City-Schools Facility Investment Task Force (the Task Force). It was established to develop and recommend a long-range joint City-Schools Facilities Capital Improvement Plan. Among the findings was a recommendation to improve and standardize data on capital assets between City and ACPS that would allow for comparison of assets' conditions. Additionally, the Task Force noted that the Department of General Services (DGS), Alexandria City Public Schools (ACPS), and Alexandria Fire Department (AFD) have three different work order tracking systems with varying and often limited capabilities for preventive maintenance scheduling, which creates inefficiencies and lacks standard performance outcomes.

Per the Joint City-Schools Facility Investment Task Force, Department of General Services with the help of Alexandria City Public Schools and Alexandria Fire Department are currently conducting a study with a third-party expert to review business processes and Computerized Maintenance Management System (CMMS) software in order to provide recommendations on best practices and software requirements to better align all three entities. This study will also include the review of project management software to better facilitate work and communication with the newly recommended CMMS and Capital Planning Software.

Once this study is completed, the City and Schools can begin to consider a project that will either expand the existing CMMS system or procure a new CMMS system, and a related project management software. Once a strategy is decided upon, a funding plan can be developed to acquire, configure, and implement CMMS solution.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# HIPAA & RELATED HEALTH INFORMATION TECHNOLOGIES

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Community and Human Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 9: Healthy Residents | ESTIMATE USEFUL LIFE: | Varies |

**HIPAA & Related Health Information Technologies**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 878,000 | 628,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 775,000 | 525,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Prior Year CIP/Close-Out | 28,000 | 28,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 75,000 | 75,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 878,000 | 628,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 25,000 | 250,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The Department of Community and Human Services adheres to the Health Insurance Portability and Accountability Act (HIPAA) and its established standards and safeguards that protect the confidentiality, integrity, and availability of protected electronic health information. HIPAA regulations impact all of the Department's functions, processes and systems that store, generate, or report on health information. Prior year funding was used towards security audits, a HIPAA secured document management solution, secure efax and a HIPAA secure printing and scanning solution for the Department.

This project funds a continued self-assessment of current business functions related to Health Information Technology infrastructure and use, as well as provides funding for HIPAA-mandated regulations and compliance. Planned funding ensures all processes associated with health information technology are continually monitored and improved upon in efforts to address required updates, data security requirements and hardware needs.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# IMPOUND LOT SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Transportation and Environmental Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6- 10 Years |

**Impound Lot System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 200,000 | 0 | 50,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 200,000 | 0 | 50,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Financing Plan Total | 200,000 | 0 | 50,000 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project supports the replacement of the City's impound/ towing management software system. The current system has been in use for more than 15 years, and it was custom developed in-house using a legacy programming language which is now end-of-life. The business processes associated with running an impound lot require an automated electronic software system. The current system has become increasingly difficult to maintain due to legacy technology. The new system will have more automation and it will manage the entire impound process. It will track a vehicle from impound through release or disposal, accounting for vehicle information, pickup and storage locations, towing information, and all fees, payments associated with the impound including credit card processing.

The funds in FY 2021 will allow the City to research some of the commercial-off-the-shelf software options available that will meet the needs of the City. The funds in FY 2022 will support the replacement of the legacy software with a new automated system.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# LIBRARY PUBLIC ACCESS COMPUTERS AND PRINT MGMT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Libraries | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 7: Thriving Children & Youth | ESTIMATE USEFUL LIFE: | Varies |

**Library Public Access Computers and Print Mgmt System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 130,000 | 45,000 | 0 | 0 | 85,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 85,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 130,000 | 45,000 | 0 | 0 | 85,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 85,000 |
| Financing Plan Total | 130,000 | 45,000 | 0 | 0 | 85,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 85,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding originally planned in FY 2022 is moved to FY 2023.

## PROJECT DESCRIPTION & JUSTIFICATION

Alexandria's libraries maintain an automated system for managing the computers made available to the public. The system manages the waiting lists for computers, monitoring time limits for computer sessions, and also manages customer printing. A new system with enhanced features that accepts credit card payments for print jobs was implemented in April 2017. The upgraded kiosk system has improved service options for Library users, including the ability to print from USB drives. In 2018, a wireless printing component was implemented, allowing users to print from their mobile devices. This updated system also accepts credit card payments using modern chip and pin compatible terminals, resulting in PCI Compliance. The system has also improved the Libraries' accounting and reporting functions. Library users have responded positively to an updated process that offers additional features and the convenience of credit card payments. Funds will be used in the latter part of FY 2023 to upgrade and/or replace necessary components.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Alexandria Library Five-Year Plan

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# LIBRARY SCANNING EQUIPMENT AND DAMS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Libraries | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 7: Thriving Children & Youth | ESTIMATE USEFUL LIFE: | Varies |

**Library Scanning Equipment and DAMS**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 60,400 | 0 | 60,400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60,400 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 60,400 | 0 | 60,400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60,400 |
| Financing Plan Total | 60,400 | 0 | 60,400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60,400 |
| Additional Operating Impact | 85,000 | 0 | 0 | 8,400 | 8,600 | 8,900 | 9,100 | 9,400 | 9,700 | 10,000 | 10,300 | 10,600 | 85,000 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Public Library's Local History/ Special Collections has a specialized collection which includes microfilm and microfiche. These materials are utilized by customers when doing historical and genealogical research. The Library's existing equipment is nearly 20 years old and is increasingly difficult to maintain. In addition, the equipment cannot be connected with the Library's print management system, making printing less efficient, as well as making paying for printouts cumbersome. The planetary scanner is also nearly 20 years old and it is used by researchers to photocopy historical books, documents, and maps which are housed in Local History.

Additionally, the Local History/ Special Collections branch is in need of a Digital Asset Management System (DAMS). A DAMS is an essential and important business need for special collection repositories due to the users being geographically dispersed. It is equally important to improve access to materials through a DAMS for those City agencies involved with planning, tourism, archaeology, and infrastructure. A DAMS will allow for digital access to materials, and it will also allow for the information to be re-used by other national, State, and City-level sites and projects.

Funding in FY 2021 will be used to do some initial discovery sessions of what's available on the market followed by the procurement of a replacement solution. Once the Library staff find a solution provider that meet the business needs of the City, then they will move forward with a procurement of the necessary hardware and software. The scope of work will include installation, configuration, training, and implementation of the new system(s).

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

There will be annual maintenance paid to the vendor to keep the software/hardware up to date and supported which usually amounts to 10-15 % of the acquisition costs.

# LIBRARY SELF-SERVICE STATIONS/EQUIPMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Libraries | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 7: Thriving Children & Youth | ESTIMATE USEFUL LIFE: | 0 - 5 Years |

**Library Self-Service Stations/Equipment**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 312,000 | 160,000 | 0 | 0 | 0 | 0 | 152,000 | 0 | 0 | 0 | 0 | 0 | 152,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 312,000 | 160,000 | 0 | 0 | 0 | 0 | 152,000 | 0 | 0 | 0 | 0 | 0 | 152,000 |
| Financing Plan Total | 312,000 | 160,000 | 0 | 0 | 0 | 0 | 152,000 | 0 | 0 | 0 | 0 | 0 | 152,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Library's self-service equipment (offering options for actions such as borrowing and renewing materials and paying fines and fees) began to be upgraded in FY 2018. The equipment was replaced at the Beatley Central Library with new improved self-service equipment that includes the Payment Card Industry Data Security Standard (PCI) for credit card payments, RFID integration, and higher accuracy.

This system allows staff to have more flexibility freeing them from clerical duties, allowing them to focus on additional responsibilities such as program planning, passport processing and outreach services. Neighboring library systems, including Arlington, Prince George's, and Baltimore Counties, also report that 80% to 90% of all circulation transactions (checkout, renewals, fine payments) take place using self-service equipment, allowing Library staff to focus on other tasks.

This software/equipment was installed in every branch of the Library and began service in FY 2020. There will be a need for a replacement or refresh of the system in the coming years. The hardware and software that is in place will be reaching end-of-life in five years and the equipment will need to be replaced with updated hardware and software to maintain reliability. Funds in FY 2025 are to replace the current system. The project aligns with the Library's 2015-2020 Five-Year Plan, which seeks to increase technology use in Library facilities, focus staff attention on educational programming for the community, improve access to Library collections, and highlight efforts to improve customer service.

| EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION | ADDITIONAL OPERATING IMPACTS |
|---|---|
| Alexandria Library Five-Year Plan | No additional operating impacts identified at this time. |

# MIGRATION OF INTEGRATED LIBRARY SYSTEM TO SAAS PLATFORM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Libraries | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 7: Thriving Children & Youth | ESTIMATE USEFUL LIFE: | Varies |

**Migration of Integrated Library System to SAAS Platform**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 69,000 | 69,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 69,000 | 69,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 69,000 | 69,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Library migrated from an on-premises Integrated Library Management System (ILS) to a "software-as-a-service"(SAAS)-based system. Through an annual SAAS agreement, equipment replacement, maintenance, and upgrading costs are absorbed with the Libraries' ILS provider. All ILS software and hardware services were migrated to cloud services with the exception of various telephone notification services and 3rd party bank payment systems. By moving to a cloud-based platform, the Library realized many benefits, including:

- Continuous technical support and monitoring; seamless system upgrades with no downtime; remote repairs, replacements and maintenance;
- Secure 24/7 system access and monitoring from any computer/device with online access for/by library staff;
- Creation of more opportunities for enhancing community outreach services; and
- Improved compatibility with Library third party vendor services.

This project is nearing completion with the exception of replacing the Library's remote patron authentication (RPA) server to a cloud based model (SIP server). This server authenticates user accounts, enabling them to access their online accounts (for paying bills, placing holds, etc.) and using the Library's digital collections (e-books, downloadable content, research portals, etc.).

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Alexandria Library Five-Year Plan

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# OFFICE OF VOTER REGISTRATIONS AND ELECTIONS EQUIPMENT REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Voter Registration and Elections | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 5-7 years |

**Office of Voter Registrations and Elections Equipment Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000,000 | 0 | 1,000,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000,000 | 0 | 1,000,000 |
| Financing Plan Total | 1,100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000,000 | 0 | 1,000,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

The City keeps current with its required electronic poll books (EPBs) through a program administered by the Virginia State Board of Elections (SBE). This program enables the City to periodically purchase electronic poll books (laptops) and related hardware and software. Funds will be used to replace the City's EPBs prior to the November 2020 Presidential Election.

Funds are budgeted in FY 2030 for the anticipated replacements which might change as a result of a State mandate.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# OHA POINT-OF-SALE SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | 801 South Payne Street |
| MANAGING DEPARTMENT: | Office of Historic Alexandria | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 5: Flourishing Arts, Culture & Recreation | ESTIMATE USEFUL LIFE: | 6- 10 Years |

**OHA Point of Sale System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 150,000 | 0 | 0 | 0 | 0 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 150,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 150,000 | 0 | 0 | 0 | 0 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 150,000 |
| Financing Plan Total | 150,000 | 0 | 0 | 0 | 0 | 150,000 | 0 | 0 | 0 | 0 | 0 | 0 | 150,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The purpose of the Point of Sale (POS) system is to provide for in-person and online retail sales for the Office of Historic Alexandria's museums and retail stores. The City's Office of Historic Alexandria implemented the point of sale system as a pilot in 2012. The application has been in production for over 8 years. The point of sale system is currently used at 8 brick and mortar locations and it has an integrated online shop. The current point of sale system is now near end-of-life and it will need to be replaced in the near future. The Office of Historic Alexandria also has a need for a tablet module that could be used at outdoor events, but this is not available from the current vendor.

Funding in FY 2024 will be used to do some initial discovery sessions of what's available on the market followed by the procurement of a replacement solution. Once the Office of Historic Alexandria finds a suitable solution they will move forward with a procurement of the necessary hardware and software. The scope of work will include installation, configuration, training, and implementation of the new system(s).

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# OHA RECORDS MANAGEMENT SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | 801 South Payne Street |
| MANAGING DEPARTMENT: | Office of Historic Alexandria | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 5: Flourishing Arts, Culture & Recreation | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**OHA Records Management System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

No changes from previous CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds the upgrade of the Office of Historic Alexandria's Records Management System. This software is used for tracking the large collections of City records and making them available to both City employees and the public, in accordance with all applicable state and local regulations governing the management of City records. The upgraded records management software is essential to providing business process efficiency while ensuring regulatory compliance. This software was successfully upgraded and is currently in a sustainment phase.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Office of Historic Alexandria Departmental Five-Year Strategic Plan, FY 2012-2016, currently undergoing revision.

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# PERMIT PROCESSING

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Code Administration | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 6: Strong Economy | ESTIMATE USEFUL LIFE: | 11 - 15 Years |

**Permit Processing**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 6,417,167 | 4,717,167 | 300,000 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 350,000 | 350,000 | 100,000 | 100,000 | 1,700,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Code Fund Balance | 6,417,167 | 4,717,167 | 300,000 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 350,000 | 350,000 | 100,000 | 100,000 | 1,700,000 |
| Financing Plan Total | 6,417,167 | 4,717,167 | 300,000 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 350,000 | 350,000 | 100,000 | 100,000 | 1,700,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2021 – FY 20230 for further upgrades and functionality of APEX system.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds the system used for the administration of the City's land development process and is used by multiple agencies including Code Administration, Transportation & Environmental Services, Planning & Zoning, Fire, Office of Historic Alexandria, Finance, and the Health Department. The City recently implemented a new land management system, APEX. APEX replaces the 20-year old system and offers electronic application, plan submission and review for permits and land use applications; online payments; real-time status tracking for permit and land use applications; online inspection scheduling, tracking and updates; advanced search capabilities; and easy, effective communication with customers.

Permit processes include the administration of commercial and residential permits for building and trade work, fire prevention, outdoor dining, elevators, noise permits, and the residential rental inspections program. The permitting system also supports administrative and City ordinance processes such as site plans, developmental special use permits (DSUP), special use permits (SUP), board of architectural review cases (BAR), Board of Zoning Appeal cases (BZA), certificates of occupancy (CO), code modifications, vacant building registrations, unfit properties, hauling, reserved parking, and complaint processes regarding maintenance of existing structures, civil penalties, fire inspections, tenant/ landlord complaints, SUP and BAR violations.

In FY 2021 APEX application software will be upgraded to incorporate desired functionality improvements and maintain software viability and industry compliance. The upgraded application will provide enhanced interoperability to include mobile platform readiness. Additionally, improvements to electronic review provide City inspectors and planners an even more efficient and transparent method of interacting with City customers. As a result of the upgrade requirement, vendor support services will be required for deployment and training.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A.

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# RECREATION DATABASE SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Recreation, Parks, and Cultural Activities | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 5: Flourishing Arts, Culture & Recreation | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Recreation Database System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 590,000 | 110,000 | 200,000 | 200,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 480,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 590,000 | 110,000 | 200,000 | 200,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 480,000 |
| Financing Plan Total | 590,000 | 110,000 | 200,000 | 200,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 480,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added in FY 2021 and FY 2022 for upgrade of system.

## PROJECT DESCRIPTION & JUSTIFICATION

This system manages the day-to-day operations of the recreation centers and other ancillary programs administered by the Department of Recreation, Parks, and Cultural Activities. The Recreation Database System is a central citizen/customer database, providing financial and statistical reporting, activity registration, facility reservations, and pass management. A full version upgrade of this system is planned for FY 2021. Funding will be used to perform the comprehensive upgrade of the recreation management database software. Activities include staff training, data preparation, and professional services needed to develop new configurations and utilize new features.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# SMALL SYSTEMS REPLACEMENTS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Information Technology Services | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 5 - 10 Years |

**Small Systems Replacements**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,000,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 250,000 | 250,000 | 250,000 | 250,000 | 1,000,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,000,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 250,000 | 250,000 | 250,000 | 250,000 | 1,000,000 |
| Financing Plan Total | 1,000,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 250,000 | 250,000 | 250,000 | 250,000 | 1,000,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

Funding in the out years for this project will be for programming services for applications or the acquisition of applications that are primarily single-use and provide artificial support for department priorities. ITS staff supports and administers about 10 or more of these applications that must be properly sustained.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# TIME & ATTENDANCE SYSTEM UPGRADE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Other System Development Projects | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Finance Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Time & Attendance System Upgrade**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 245,000 | 70,000 | 80,000 | 0 | 0 | 40,000 | 0 | 0 | 0 | 0 | 55,000 | 0 | 175,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 245,000 | 70,000 | 80,000 | 0 | 0 | 40,000 | 0 | 0 | 0 | 0 | 55,000 | 0 | 175,000 |
| Financing Plan Total | 245,000 | 70,000 | 80,000 | 0 | 0 | 40,000 | 0 | 0 | 0 | 0 | 55,000 | 0 | 175,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

The project funds will be used to perform a major system upgrade or identify a system replacement for the enterprise time and attendance software. The funding for this project has been programmed to ensure the enterprise time and attendance application remains viable and is compatible with the City's overall technology environment. Continued analysis will be performed to ensure the system is compatible with the Enterprise Resource Planning application. The current application has been in use for 10 plus years.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Access Development | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Emergency and Customer Communications | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Customer Relationship Management System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 1,725,000 | 1,725,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 1,525,000 | 1,525,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bond Interest Earnings | 125,000 | 125,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 75,000 | 75,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 1,725,000 | 1,725,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding reduced in FY 2029.

## PROJECT DESCRIPTION & JUSTIFICATION

The goal of the Customer Relationship Management System (CRM) is to provide a central coordination of requests for service from the public and other external stakeholders. This is a City-wide effort to meet customers' expectations by connecting them to information, services and solutions. Current work on the Alex311 project is being managed by an interdepartmental team, with representation from DECC, the City Manager's Office, Information Technology Services, the Office of Communications and Public Information, and the departments with the highest volume of customer requests. The Alex311 team will be the front line of assistance for all customer service requests, inquiries, complaints and commendations.

To support the 311 customer service efforts the City has purchased new customer relationship management software to manage our relationships with customers by tracking requests, actions and communications. The City's new CRM solution (replacing Call-Click-Connect) was launched in February 2020. New and enhanced capabilities such as a knowledge base of commonly asked questions, custom response templates, collaboration tools, GIS data, and integrations with other city enterprise systems will be available to help staff provide efficient and accurate customer service. Expansive reporting capabilities are also built into this new software which will allow the Alex311 team to gauge how well we meet customer service goals.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# ELECTRONIC GOVERNMENT/WEB PAGE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Access Development | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | Varies |

**Electronic Government/Web Page**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 2,338,196 | 1,618,196 | 60,000 | 160,000 | 50,000 | 250,000 | 50,000 | 50,000 | 50,000 | 50,000 | 0 | 0 | 720,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 2,113,196 | 1,393,196 | 60,000 | 160,000 | 50,000 | 250,000 | 50,000 | 50,000 | 50,000 | 50,000 | 0 | 0 | 720,000 |
| GO Bond Interest Earnings | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GO Bonds | 125,000 | 125,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 100,000 | 100,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 2,338,196 | 1,618,196 | 60,000 | 160,000 | 50,000 | 250,000 | 50,000 | 50,000 | 50,000 | 50,000 | 0 | 0 | 720,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Ten year funding plan increased by $35,000.

## PROJECT DESCRIPTION & JUSTIFICATION

The E-Government project includes enhancements to, and applications for, the City of Alexandria's public website, www.alexandriava.gov, related sites and various technology innovation initiatives in the City to benefit both the general public and City employees. The current major initiative is the replacement of the City's Content Management System (CMS) which runs both the City's public facing website and its internal Intranet. Work includes enhancements to both in design and functionality of the sites and the identification and implementation of new on-line services to further expand the public's and City employees' digital experience. This work will result in website that is more easily edited, and whose front page is more engaging and has a higher value content shared with page visitors at the initial point of entry.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# AJIS SYSTEM

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Judges Chamber, 4th Floor Courthouse 520 King St. Alexandria, VA 22314 |
| MANAGING DEPARTMENT: | Circuit Court | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | Varies |

**AJIS System**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 17,188,013 | 3,512,893 | 6,593,120 | 3,368,000 | 1,838,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 13,675,120 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 16,879,011 | 3,203,891 | 6,593,120 | 3,368,000 | 1,838,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 13,675,120 |
| GO Bonds | 309,002 | 309,002 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 17,188,013 | 3,512,893 | 6,593,120 | 3,368,000 | 1,838,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 268,000 | 13,675,120 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Justice Information System (AJIS) provides multiple City agencies and the law enforcement community with access to civil, criminal court and inmate management data, mug shots, documents, and reports. Users depend on AJIS to provide mission-critical judicial and jail management information. AJIS interfaces with other systems to furnish data to other local, regional, and national law enforcement agencies. The AJIS system is critically important to the entire judicial process for the City.

The AJIS system is beyond the end of its useful life and needs to be replaced. Continuing maintenance is becoming a challenge, making this a high priority project. In FY 2020, staff defined system needs, analyzed available products, and determined the additional budgetary needs that would be required to replace AJIS. During this process an in-depth third party assessment was conducted, and the stakeholders determined the best option was to use the state's court system and identify the needed technology for judicial processes and jail management The project funding (of $13.7 million) will include contracting assistance that will be required throughout the multi-year implementation to assist with requirements gathering, system acquisition and implementation. Estimated funding request for system is based on third-party expertise and market research.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# COMPUTER AIDED DISPATCH (CAD) SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Emergency Communications | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | 11 - 15 Years |

**Computer Aided Dispatch (CAD) System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 23,375,500 | 16,375,500 | 300,000 | 0 | 0 | 0 | 6,700,000 | 0 | 0 | 0 | 0 | 0 | 7,000,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 6,876,400 | 5,716,500 | 300,000 | 0 | 0 | 0 | 859,900 | 0 | 0 | 0 | 0 | 0 | 1,159,900 |
| GO Bonds | 16,184,100 | 10,344,000 | 0 | 0 | 0 | 0 | 5,840,100 | 0 | 0 | 0 | 0 | 0 | 5,840,100 |
| Prior Year CIP/Close-Out | 315,000 | 315,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private Capital Contributions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Financing Plan Total | 23,375,500 | 16,375,500 | 300,000 | 0 | 0 | 0 | 6,700,000 | 0 | 0 | 0 | 0 | 0 | 7,000,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Funding added for outyear system upgrade or replacement.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds ongoing improvements to the City's state-of-the-art Computer Aided Dispatch (CAD) system that meets the consolidated requirements of the Department of Emergency Communications (DEC), Alexandria Police, Alexandria Fire, and Alexandria Sheriff's Office. This system provides reliable and assured response to the region while performing mission-critical public safety functions.

In FY 2013, the City of Alexandria initiated a project for the design, implementation and support of a Computer Aided Dispatch (CAD) System for Law Enforcement and Fire/EMS with an integrated Mobile Data client (Mobile), Law Enforcement Records Management System (RMS) and Electronic Patient care reporting (ePCR) System. In January 2015, the City successfully deployed several critical components of the system that best met its functional, technical and integration requirements in a cost-effective manner. In April 2017, the Police Records Management (RMS) and Field Based Reporting (FBR) systems went live. The City continues to work with vendors to implement critical system element (for Police RMS, CAD, and Fire/EMS). In FY 2018, the CAD governance committee approved using a portion of the project funds for the Police Department's eCitation pilot. In FY 2021, funding will be used to periodically replace the CAD servers, which supports the essential functions of the CAD and mapping server. Because these systems are never turned off and must function (and be redundant) 24 hours a day and 7 days a week, replacements must be made to hardware to support the long-term maintenance of the CAD project. Additional funds were placed in the out years to develop a roadmap for the system refresh or replacement of the entire CAD system architecture and related systems. Staff will also work with consultants to analyze the current industry roadmap on next-gen CAD technologies.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# COURTROOM TRIAL PRESENTATION TECHNOLOGY

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Circuit Court Judges Chambers<br>Franklin P. Backus Courthouse<br>520 King Street, 4th Floor<br>Alexandria, VA 22314 |
| MANAGING DEPARTMENT: | Information Technology Services Department | REPORTING AREA: | Old Town |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | Varies |

**Courtroom Trial Presentation Technology**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 732,500 | 307,500 | 100,000 | 0 | 100,000 | 0 | 0 | 100,000 | 100,000 | 25,000 | 0 | 0 | 425,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 732,500 | 307,500 | 100,000 | 0 | 100,000 | 0 | 0 | 100,000 | 100,000 | 25,000 | 0 | 0 | 425,000 |
| Financing Plan Total | 732,500 | 307,500 | 100,000 | 0 | 100,000 | 0 | 0 | 100,000 | 100,000 | 25,000 | 0 | 0 | 425,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

For the past decade, the use of electronic presentation technology in courtrooms has become a widely accepted and successful practice throughout the judicial system, and is currently in use in Fairfax, Arlington and Prince William Counties. The Alexandria Circuit Court has three courtrooms that are used for various court proceedings including jury trials, bench trials, motions, and hearings.

This project provides funding for Courtroom Trial Presentation Technology that will provide citizens, the Commonwealth Attorneys, Public Defenders, private attorneys and litigants a more modern and convenient way to present evidence during court proceedings. In addition, the courtrooms are utilized by City departments and agencies such as the Court Service Unit for their court-ordered parenting classes (FOCUS); the Alexandria Bar Association for their continuing legal education seminars; and the Sheriff's Office for their swearing-in ceremonies and occasional training sessions. The upgrades also enable video conferencing technology, which allows witnesses and inmates to testify at trial without being physically present in the courtroom.

This is a multi-year project, which will be completed in phases, where several courtrooms are getting technology refreshes of electronic presentation systems and audio video (A/V) equipment.

| EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION | ADDITIONAL OPERATING IMPACTS |
|---|---|
| N/A | No additional operating impacts identified at this time. |

# FIRE DEPARTMENT RMS

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Alexandria Fire Department | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | 11 - 15 Years |

**Fire Dept RMS**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 357,500 | 0 | 50,000 | 307,500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 357,500 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 357,500 | 0 | 50,000 | 307,500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 357,500 |
| Financing Plan Total | 357,500 | 0 | 50,000 | 307,500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 357,500 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

The Fire Records Management System (RMS) is an enterprise level application that supports all facets of the fire department operations and encompasses modules for human resource management, training, staffing, emergency incident reporting, billing, emergency preplanning, quality assurance, performance analysis, community outreach, and logistics. The systems are highly integrated and provide efficiencies of scale. In Fall 2016, the Department implemented a replacement system under a highly compressed timeline to meet mandatory NEMSIS-3 compliance. The new vendor's EMS reporting minimally met the federal requirements; however, the Fire (NFIRS) reporting was unusable. The Department went back to the old NFIRS software which has been used since 2005. This software is approaching end-of-life and has incompatibilities with Windows 10. Therefore, the Fire Department needs to evaluate and replace the Fire Records Management System and ensure a seamless integration with the EMS Records Management System.

The Fire and EMS/RMS marketplace has been working since the 2016 federal standards to create new software that is both compliant with the NEMSIS-3 standards and can provide one source for data sharing and analysis. In FY 2021, Fire Department staff will engage a consultant to identify and scope project costs. In FY 2022, the Fire Department intends to replace the RMS with a comprehensive system and will provide refined costs for out years funding as needed.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# PARKING CITATION SYSTEM REPLACEMENT

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Finance | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 3: Well-Managed Government | ESTIMATE USEFUL LIFE: | 6 - 10 Years/ (Hardware is less) |

**Parking Citation System Replacement**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 530,000 | 0 | 530,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 530,000 | 0 | 530,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530,000 |
| Financing Plan Total | 530,000 | 0 | 530,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

New project added to FY 2021 – FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project funds the parking citation system which includes parking citation issuance devices, citation processing, collections, online management of parking citation accounts receivables, and reconciliation reporting. The current contract will soon expire, and the system will need to be replaced. Funding in FY 2021 provides for a replacement system that would be used citywide for parking enforcement but would be particularly focused in areas with metered parking and residential parking restrictions such as Old Town and Carlyle. The project is mainly for the procurement of an internal enforcement and citation management system to be administered by the Alexandria Police Department (APD) and Finance. City staff anticipate that an outside vendor would provide the entire solution that would be implemented for the City.

The scope of the implementation will be to provide a turnkey parking citation processing system and software hosting solution. The new system will provide all of the current services including citation issuance, citation processing, accounts receivables, and collections with reporting flexibility.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

# RADIO SYSTEM UPGRADE

| | | | |
|---|---|---|---|
| DOCUMENT SUBSECTION: | Public Safety Systems | PROJECT LOCATION: | Citywide |
| MANAGING DEPARTMENT: | Department of Emergency Communications | REPORTING AREA: | Citywide |
| | | PROJECT CATEGORY: | IT Plan |
| PRIMARY STRATEGIC THEME: | Theme 4: Safe & Resilient Community | ESTIMATE USEFUL LIFE: | 6 - 10 Years |

**Radio System Upgrade**

| | A (B + M) Total Budget & Financing | B Through 2020 | C FY 2021 | D FY 2022 | E FY 2023 | F FY 2024 | G FY 2025 | H FY 2026 | I FY 2027 | J FY 2028 | K FY 2029 | L FY 2030 | M (C:L) Total FY 2021 - FY 2030 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expenditure Budget | 14,418,960 | 3,340,960 | 0 | 3,158,000 | 3,020,000 | 2,900,000 | 0 | 0 | 0 | 0 | 2,000,000 | 0 | 11,078,000 |
| Financing Plan | | | | | | | | | | | | | |
| Cash Capital | 14,418,960 | 3,340,960 | 0 | 3,158,000 | 3,020,000 | 2,900,000 | 0 | 0 | 0 | 0 | 2,000,000 | 0 | 11,078,000 |
| Financing Plan Total | 14,418,960 | 3,340,960 | 0 | 3,158,000 | 3,020,000 | 2,900,000 | 0 | 0 | 0 | 0 | 2,000,000 | 0 | 11,078,000 |
| Additional Operating Impact | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CHANGES FROM PRIOR YEAR CIP

Project recosted, and the scope increased and defined, as part of the development of the Proposed FY 2021 - FY 2030 CIP.

## PROJECT DESCRIPTION & JUSTIFICATION

This project consists of several specific goals spread over multiple fiscal years that are needed to maintain the radio system's current level of reliability, to add features, and to ensure sufficient capacity for radio system users, and implement radio management best practices. The system is seeing capacity issues as the use by Alexandria City Public Schools (ACPS) has increased substantially.

Prior year funding was used to upgrade the core radio components and the 9-1-1 system recorder. The funds were also used to replace the backup power supply at the Masonic Temple, and to replace the air conditioning units. The encryption on the Police Department & Sheriff's Office radios was also upgraded. In FY 2021 work will continue on upgrading the radio system fiber network equipment. A third-party consultant assisted in providing a radio hardware replacement strategy which will be funded over 3 fiscal years from FY 2022 to FY 2024. These funds will allow for a replacement of the radios and associated infrastructure. A review of alternative communication technology for non-public safety radio users will also be conducted, as alternative technology may prove to be an effective lower cost solution.

## EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

DHS Office of Emergency Communications, "Guidelines for Encryption in Land Mobile Radio Systems", September 2013; National Capital Region Strategic Interoperable Encryption Plan, Approved by Police Chief's Committee April 28th, 2013;

## ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.