

IT PLAN

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

	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2023 - FY 2032
IT Plan												
Document Management												
Document Imaging	2,394,375	10,000	10,000	50,000	10,000	-	10,000	10,000	10,000	10,000	10,000	130,000
Document Management Total	2,394,375	10,000	10,000	50,000	10,000	-	10,000	10,000	10,000	10,000	10,000	130,000
Financial Systems												
Business Tax System/Reciprocity Contractor System	1,224,595	-	-	-	-	-	-	-	-	-	-	-
Enterprise Resource Planning System	4,063,312	-	40,000	75,000	75,000	320,000	-	-	-	-	-	510,000
Personal Property Tax System	2,592,039	-	-	-	-	-	-	-	600,000	-	-	600,000
Phone, Web, Portable Device Payment Portals	275,000	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	1,635,000	-	-	-	175,000	-	-	-	200,000	-	-	375,000
Real Estate Assessment System (CAMA)	325,000	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	10,114,946	40,000	80,000	115,000	290,000	360,000	40,000	40,000	840,000	40,000	40,000	1,885,000
Geographic Information Systems												
GIS Development	2,594,500	30,000	70,000	30,000	85,000	40,000	70,000	30,000	70,000	30,000	70,000	525,000
Geographic Information Systems Total	2,594,500	30,000	70,000	30,000	85,000	40,000	70,000	30,000	70,000	30,000	70,000	525,000
Network Services												
Connectivity Initiatives	13,618,270	600,000	630,000	661,500	694,600	-	-	-	-	-	-	2,586,100
Database Infrastructure	898,000	40,000	40,000	40,000	-	-	-	-	-	-	-	120,000
Enterprise Camera System	50,000	60,000	-	-	-	-	-	-	-	-	-	60,000
Enterprise Collaboration	757,095	170,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	440,000
Enterprise Data Storage Infrastructure	4,380,435	800,000	450,000	350,000	-	1,200,000	175,000	175,000	175,000	174,000	690,000	4,189,000
Enterprise Service Catalog	260,000	-	40,000	40,000	200,000	-	40,000	-	40,000	-	-	360,000
Information Technology Equipment Replacement	4,804,793	995,000	1,000,000	1,005,000	1,010,000	1,016,000	972,000	978,000	984,000	991,000	998,000	9,949,000
Information Technology Lump Sum Funding	-	-	2,200,000	3,200,000	3,200,000	3,200,000	3,400,000	3,400,000	3,400,000	2,050,000	2,050,000	26,100,000
IT Enterprise Management System	510,000	-	-	-	-	-	-	-	-	-	-	-
LAN Development	518,921	-	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	225,000
LAN/WAN Infrastructure	9,638,055	1,064,000	1,080,000	1,742,000	740,000	1,004,000	1,048,000	1,143,000	449,000	471,000	685,000	9,426,000
Municipal Fiber	18,963,000	174,500	154,000	912,000	320,000	329,000	338,000	347,000	357,000	367,000	228,000	3,526,500
Network Security	4,379,881	500,000	605,000	400,000	400,000	800,000	350,000	350,000	350,000	500,000	500,000	4,755,000
Network Server Infrastructure	8,721,143	70,000	1,030,000	-	-	-	-	-	800,000	300,000	-	2,200,000
Remote Access	1,168,000	175,000	250,000	800,000	-	-	-	-	-	-	-	1,225,000
Time & Attendance System Upgrade	70,000	8,000	8,000	48,000	8,000	8,000	8,000	88,000	8,000	8,000	8,000	200,000
Upgrade Work Station Operating Systems	3,819,003	472,000	380,000	490,000	200,000	210,000	220,000	231,000	243,000	255,000	264,000	2,965,000
Voice Over Internet Protocol (VoIP)	5,747,173	-	84,000	249,000	932,000	850,000	-	-	-	-	-	2,115,000
Network Services Total	78,300,768	5,128,500	8,006,000	9,992,500	7,759,600	8,672,000	6,606,000	6,767,000	6,861,000	5,171,000	5,478,000	70,441,600
Other System Development Projects												
Computerized Maintenance Management System (CMMS)	325,000	-	165,600	-	-	-	-	-	-	-	-	165,600
Council Chamber Technology Upgrade	350,000	750,000	-	-	130,000	-	-	-	-	500,000	-	1,380,000
Data Quality and Intelligence Platforms	-	-	-	150,000	300,000	350,000	-	-	-	-	-	800,000
DCHS Integrated Client Information System	300,000	200,000	1,200,000	-	-	-	-	-	-	-	-	1,400,000
Enterprise Maintenance Mgmt System	429,400	60,000	40,000	40,000	40,000	-	-	-	-	-	-	180,000
Fleet Management System	140,000	-	-	-	-	-	-	-	-	-	-	-
FOIA System Replacement	115,000	-	-	-	-	-	-	-	-	-	-	-
HIPAA & Related Health Information Technologies	678,000	60,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	285,000
Impound Lot System Replacement	200,000	-	-	-	-	-	-	-	-	-	-	-
Library Information Technology Equipment Replacement	257,438	61,400	35,300	133,100	38,900	89,900	43,000	45,000	183,300	49,700	52,200	731,800
Library Public Access Computers and Print Mgmt System	45,000	80,500	-	-	-	-	113,200	-	-	-	-	193,700
Library Scanning Equipment and DAMS	-	-	-	1,600	71,600	-	1,900	-	-	88,100	7,200	170,400
Library Self-Service Stations/Equipment	158,296	-	-	-	-	-	-	-	-	-	-	-
Migration of Integrated Library System to SAAS Platform	42,000	166,100	83,600	3,000	3,000	3,000	213,900	109,100	3,000	3,000	166,100	753,800
Office of Voter Registrations and Elections Equipment Replacement	100,000	-	-	-	-	-	-	1,001,800	-	-	-	1,001,800
OHA Point-of-Sale System Replacement	-	293,100	-	-	-	-	-	-	108,700	-	-	401,800
OHA Records Management System Replacement	105,000	-	-	-	-	-	-	-	141,300	-	-	141,300
Permit Processing	5,082,691	-	-	-	-	-	-	-	-	-	-	-
Project Management Software	185,000	50,000	-	50,000	-	-	-	50,000	-	50,000	-	200,000
Recreation Database System	450,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	100,000
Small Systems Replacements	-	20,000	20,000	20,000	20,000	50,000	-	-	-	-	-	130,000
Other System Development Projects Total	8,962,824	1,751,100	1,579,500	432,700	638,500	527,900	407,000	1,240,900	471,300	725,800	260,500	8,035,200
Public Access Development												
Customer Relationship Management System	1,731,507	-	-	-	200,000	-	-	-	-	-	-	200,000
Electronic Government/Web Page	1,838,196	225,000	275,000	275,000	400,000	275,000	225,000	-	-	-	-	1,675,000
Public Access Development Total	3,569,703	225,000	275,000	275,000	600,000	275,000	225,000	-	-	-	-	1,875,000
Public Safety Systems												
AJIS System	13,507,013	2,113,000	432,000	440,000	298,000	307,000	316,000	325,000	385,000	217,000	356,000	5,189,000
Computer Aided Dispatch (CAD) System Replacement	16,828,313	1,104,000	5,009,000	114,000	120,000	126,000	132,000	139,000	146,000	153,000	161,000	7,204,000
Courtroom Trial Presentation Technology	427,809	160,000	50,000	-	-	-	-	-	-	-	-	210,000
Electronic Citations Implementation	420,000	-	-	-	-	-	-	-	-	-	-	-
Emergency 911 Phone System Upgrade	1,700,000	255,000	-	-	-	-	-	-	-	-	-	255,000
Fire Dept RMS	329,000	-	-	-	-	-	-	-	-	-	-	-
Fire Emergency Operations Center Technology	-	66,000	-	305,000	-	-	-	-	-	-	-	371,000
Parking Citation System Replacement	410,000	-	-	-	-	-	-	-	-	-	-	-
Radio System Upgrade	3,191,460	3,761,262	1,520,000	2,742,000	-	-	1,000,000	1,000,000	-	-	-	10,023,262
Public Safety Systems Total	36,813,595	7,459,262	7,011,000	3,601,000	418,000	433,000	1,448,000	1,464,000	531,000	370,000	517,000	23,252,262
Grand Total	142,750,711	14,643,862	17,031,500	14,496,200	9,801,100	10,307,900	8,806,000	9,551,900	8,783,300	6,346,800	6,375,500	106,144,062

Significant Project Changes in the Information Technology Plan Section

This year’s Capital Improvement Program (CIP) underwent significant changes for a variety of reasons. A major driver was the need to accommodate several new projects, and commitments to funding, while keeping the General Fund transfer to the CIP consistent and staying within City debt limits. This means funding for projects in other categories had to be decreased or removed.

Project funding in this CIP section, compared to the Approved FY 2022 – FY 2031 CIP funding levels, increased by about \$18.1 million, while \$15.0 million in reductions were made. Therefore, this section had a net increase of \$3.0 million, or +3 percent of the Approved FY 2022 – FY 2031 funding level. Note, these comparisons do not include Fiscal Years 2022 or FY 2032 funding.

The below chart highlights any project funding that increased or decreased by more than 15%, or \$1 million.

CIP Subsection	CIP Doc Title	TOTAL FY 2023 - 2032	Amount	Percentage
			Changed Since FY22 Approved CIP*	Changed Since FY22 Approved CIP
Network Services	Voice Over Internet Protocol (VoIP)	2,115,000	1,855,000	713.5%
Network Services	Remote Access	1,225,000	1,050,000	600.0%
Financial Systems	Enterprise Resource Planning System	510,000	390,000	325.0%
Network Services	Network Server Infrastructure	2,200,000	1,600,000	266.7%
Network Services	Enterprise Collaboration	440,000	290,000	241.7%
Network Services	Enterprise Data Storage Infrastructure	4,189,000	2,449,000	233.2%
Network Services	Enterprise Service Catalog	360,000	240,000	200.0%
Other System Development Projects	OHA Point-of-Sale System Replacement	401,800	251,800	167.9%
Other System Development Projects	Library Public Access Computers and Print Mgmt System	193,700	108,700	127.9%
Public Access Development	Electronic Government/Web Page	1,675,000	925,000	123.3%
Network Services	Time & Attendance System Upgrade	200,000	97,000	102.1%
Other System Development Projects	DCHS Integrated Client Information System	1,400,000	1,400,000	100.0%
Other System Development Projects	Migration of Integrated Library System to SAAS Platform	753,800	587,700	100.0%
Public Safety Systems	Fire Emergency Operations Center Technology	371,000	371,000	100.0%
Other System Development Projects	Council Chamber Technology Upgrade	1,380,000	424,000	44.4%
Network Services	Information Technology Lump Sum Funding	26,100,000	(5,150,000)	(17.6%)
Financial Systems	Real Estate Assessment System (CAMA)	150,000	(45,000)	(25.0%)
Document Management	Document Imaging	130,000	(70,000)	(36.8%)
Other System Development Projects	Recreation Database System	100,000	(55,000)	(37.9%)
Public Safety Systems	Courtroom Trial Presentation Technology	210,000	(215,000)	(50.6%)
Network Services	Connectivity Initiatives	2,586,100	(3,266,900)	(55.8%)
Financial Systems	Personal Property Tax System	600,000	(1,078,200)	(64.2%)
Other System Development Projects	Enterprise Maintenance Mgmt System	180,000	(700,600)	(79.6%)
Other System Development Projects	Small Systems Replacements	130,000	(1,120,000)	(89.6%)
Public Safety Systems	Parking Citation System Replacement	-	(135,000)	(100.0%)
Other System Development Projects	Library Self-Service Stations/Equipment	-	(152,000)	(100.0%)
Financial Systems	Business Tax System/Reciprocity Contractor System	-	(305,000)	(100.0%)
Public Safety Systems	Electronic Citations Implementation	-	(420,000)	(100.0%)

*This dollar amount was calculated by comparing FY 2023 – 2031 funding levels of the FY 2022 Approved CIP and this FY 2023 Approved CIP. Since the FY 2022 Approved CIP did not have FY 2032 funding designations, that FY was removed from these calculations.

DOCUMENT IMAGING

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

Document Imaging													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	2,524,375	2,394,375	10,000	10,000	50,000	10,000	-	10,000	10,000	10,000	10,000	10,000	130,000
Financing Plan													
Cash Capital	2,147,375	2,017,375	10,000	10,000	50,000	10,000	-	10,000	10,000	10,000	10,000	10,000	130,000
GO Bond Interest Earnings	337,000	337,000	-	-	-	-	-	-	-	-	-	-	-
Prior Year CIP/Close-Out	40,000	40,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	2,524,375	2,394,375	10,000	10,000	50,000	10,000	-	10,000	10,000	10,000	10,000	10,000	130,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding reduced to accommodate funding restriction and increased needs in other projects.

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. The implementation of a new Vehicle Personal Property Tax system in 2022 will utilize the imaging system.

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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 6 - 10 Years

Business Tax System/Reciprocity Contractor System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,224,595	1,224,595	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	924,615	924,615	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	299,980	299,980	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	1,224,595	1,224,595	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects. Project will use existing balances to sustain current environment.

PROJECT DESCRIPTION & JUSTIFICATION

The City’s Business Tax System integrates the accounts receivable processes and business licenses, business personal property taxes, and other business-related taxes. In FY 2020, City stakeholders implemented enhancements to this system with new initiatives such as an online business tax portal. An additional portion of the business tax portal was completed later that year, which included the online filing and payments. This provided taxpayers a modern, online business tax payment experience.

The system is currently in a sustainment phase, with an upgrade planned this year which will onboard new features and functionality to make it easier to assign non-owners to multiple business accounts. This project has facilitated many enhancements that have enabled the City to provide online payment of taxes during the COVID-19 pandemic.

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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: Varies

Enterprise Resource Planning System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	4,573,312	4,063,312	-	40,000	75,000	75,000	320,000	-	-	-	-	-	510,000
Financing Plan													
Cash Capital	1,673,312	1,163,312	-	40,000	75,000	75,000	320,000	-	-	-	-	-	510,000
GO Bonds	2,900,000	2,900,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	4,573,312	4,063,312	-	40,000	75,000	75,000	320,000	-	-	-	-	-	510,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added to FY 2025 – FY 2027, totaling an additional \$390,000.

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.

Prior year 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 be needed in the out years to sustain and expand this system as needed as well as prepare for a potential system replacement when needed.

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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 6 - 10 Years

Personal Property Tax System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	3,192,039	2,592,039	-	-	-	-	-	-	-	-	-	-	600,000
Financing Plan													
Cash Capital	3,192,039	2,592,039	-	-	-	-	-	-	-	600,000	-	-	600,000
Financing Plan Total	3,192,039	2,592,039	-	-	-	-	-	-	-	600,000	-	-	600,000
Operating Impact	1,214,000	-	-	114,000	120,000	125,000	130,000	135,000	140,000	145,000	150,000	155,000	1,214,000

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects. Project will use existing balances to sustain current environment.

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 deciding the path forward.

Prior year funding is being used to implement a modern, commercial-off-the-shelf personal property tax system. The City anticipates the replacement system will be in production in FY 2023. The scope of work includes 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
 MANAGING DEPARTMENT: Department of Finance

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide
 PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

Phone, Web, Portable Device Payment Portals													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	525,000	275,000	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	346,000	96,000	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	-	-	-	-	-	-	-	-	-	-	-
Prior Year CIP/Close-Out	4,000	4,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	525,000	275,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	250,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

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 FY 2020, the City enabled taxpayers to create and maintain online accounts that they may access with a username and password. This allowed taxpayers to view their billing and payment history, schedule payments, and receive electronic notifications.

These online payment portal enhancements are currently in a sustainment status, with the exception of the personal property (car tax) payments which will be updated when the system is replaced in late FY 2022 / early FY 2023. This project has facilitated many enhancements that have enabled the City to provide online payment of taxes during the COVID-19 pandemic.

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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 6 - 10 Years

Real Estate Account Receivable System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	2,010,000	1,635,000	-	-	-	175,000	-	-	-	200,000	-	-	375,000
Financing Plan													
Cash Capital	2,008,890	1,633,890	-	-	-	175,000	-	-	-	200,000	-	-	375,000
GO Bonds	1,110	1,110	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	2,010,000	1,635,000	-	-	-	175,000	-	-	-	200,000	-	-	375,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior CIP.

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 programmed in the out years of the plan is for a major upgrade or anticipated future replacement of this 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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 0 - 5 Years

Real Estate Assessment System (CAMA)													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	475,000	325,000	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	475,000	325,000	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	475,000	325,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	150,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects. Project will use existing balances to sustain current environment.

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. In FY 2021, a release upgrade was performed. The next release upgrade is scheduled for FY 2022. Outstanding enhancements include configuration of the commercial income approach module and recalibration of the City’s custom cost data sets.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

GIS Development													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	3,119,500	2,594,500	30,000	70,000	30,000	85,000	40,000	70,000	30,000	70,000	30,000	70,000	525,000
Financing Plan													
Cash Capital	2,997,251	2,472,251	30,000	70,000	30,000	85,000	40,000	70,000	30,000	70,000	30,000	70,000	525,000
GO Bonds	22,249	22,249	-	-	-	-	-	-	-	-	-	-	-
Prior Year CIP/Close-Out	100,000	100,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	3,119,500	2,594,500	30,000	70,000	30,000	85,000	40,000	70,000	30,000	70,000	30,000	70,000	525,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

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, APEX (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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: N/A

Connectivity Initiatives													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	16,204,370	13,618,270	600,000	630,000	661,500	694,600	-	-	-	-	-	-	2,586,100
Financing Plan													
Cash Capital	1,986,100	-	-	630,000	661,500	694,600	-	-	-	-	-	-	1,986,100
Comcast Revenues	600,000	-	600,000	-	-	-	-	-	-	-	-	-	600,000
Private Capital Contributions	13,010,270	13,010,270	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	15,596,370	13,010,270	600,000	630,000	661,500	694,600	-	-	-	-	-	-	2,586,100
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding eliminated for FY 2027 – FY 2031 to reflect Municipal Fiber project schedule and impact on payments to Comcast for lease of their network.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Database Infrastructure													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,018,000	898,000	40,000	40,000	40,000	-	-	-	-	-	-	-	120,000
Financing Plan													
Cash Capital	905,629	785,629	40,000	40,000	40,000	-	-	-	-	-	-	-	120,000
GO Bonds	112,371	112,371	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	1,018,000	898,000	40,000	40,000	40,000	-	-	-	-	-	-	-	120,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior CIP.

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. Microsoft is ending support for a suite of database versions in late calendar 2022, making the upgrade of the effected databases a priority for this program.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: TBD

Enterprise Camera System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	110,000	50,000	60,000	-	-	-	-	-	-	-	-	-	60,000
Financing Plan													
Cash Capital	110,000	50,000	60,000	-	-	-	-	-	-	-	-	-	60,000
Financing Plan Total	110,000	50,000	60,000	-	-	-	-	-	-	-	-	-	60,000
Operating Impact	1,391,100	-	-	130,000	135,500	141,200	147,600	153,800	160,300	167,000	174,100	181,600	1,391,100

CHANGES FROM PRIOR YEAR CIP

Funded added in FY 2023.

PROJECT DESCRIPTION & JUSTIFICATION

This project is to provide funds for an enterprise-wide assessment of needs for physical security camera systems and electronic access control for City departments and facilities. Currently, the City has multiple stand-alone systems in place, which the City may want to migrate to a standardized camera solution that will enable efficiencies and provide interconnection among the facilities for live view in the event of an emergency prior to dispatch of law enforcement. Initial funds for this project will be used to pay for a study of current operations to identify the best path forward, taking into consideration technological innovations available in the marketplace. The study will identify the optimal future state, which will take advantage of innovations and “right-size” the City’s investments in this technology.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

The management software will also include the management of the electronic access control, which will include the operational and maintenance costs of the server and switch equipment as well and the cost of proximity cards and proximity card readers and doors hardware.

ENTERPRISE COLLABORATION

DOCUMENT SUBSECTION: Network Services
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

Enterprise Collaboration													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,197,095	757,095	170,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	440,000
Financing Plan													
Cash Capital	1,197,095	757,095	170,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	440,000
Financing Plan Total	1,197,095	757,095	170,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	440,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased by \$290,000, and funding also added to FY 2032.

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.

In FY 2023, funds in this project will be used to continue the migration of data to Microsoft’s One Drive cloud storage solution.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Enterprise Data Storage Infrastructure													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	8,569,435	4,380,435	800,000	450,000	350,000	-	1,200,000	175,000	175,000	175,000	174,000	690,000	4,189,000
Financing Plan													
Cash Capital	6,755,000	2,566,000	800,000	450,000	350,000	-	1,200,000	175,000	175,000	175,000	174,000	690,000	4,189,000
Code Fund Balance	150,000	150,000	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	1,664,435	1,664,435	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	8,569,435	4,380,435	800,000	450,000	350,000	-	1,200,000	175,000	175,000	175,000	174,000	690,000	4,189,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased by 2.4 million, and funding also added to project for FY 2032.

PROJECT DESCRIPTION & JUSTIFICATION

As the City continues to "go green" and digitize documents across the enterprise, 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 data storage expansion 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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

Enterprise Service Catalog													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	620,000	260,000	-	40,000	40,000	200,000	-	40,000	-	40,000	-	-	360,000
Financing Plan													
Cash Capital	620,000	260,000	-	40,000	40,000	200,000	-	40,000	-	40,000	-	-	360,000
Financing Plan Total	620,000	260,000	-	40,000	40,000	200,000	-	40,000	-	40,000	-	-	360,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10 year plan, by \$240,000.

PROJECT DESCRIPTION & JUSTIFICATION

Funding for this project is 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 perform major upgrades and/or implement new features and capabilities.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

Information Technology Equipment Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	14,753,793	4,804,793	995,000	1,000,000	1,005,000	1,010,000	1,016,000	972,000	978,000	984,000	991,000	998,000	9,949,000
Financing Plan													
Cash Capital	14,453,793	4,504,793	995,000	1,000,000	1,005,000	1,010,000	1,016,000	972,000	978,000	984,000	991,000	998,000	9,949,000
Private Capital Contributions	300,000	300,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	14,753,793	4,804,793	995,000	1,000,000	1,005,000	1,010,000	1,016,000	972,000	978,000	984,000	991,000	998,000	9,949,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

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. Funding levels will ensure City staff are provided appropriate computing equipment to support remote work during the City’s response to COVID, with the goal of transitioning the City’s computer environment from desktops to laptops. Technology requirements have significantly shifted towards a digital workforce calling for mobile endpoint devices. Funds are used to procure City endpoint technologies (laptops, desktops, peripherals, related components and companion/mobility products). Funding largely is to replace legacy equipment on an ongoing basis and improve the overall digital work experience.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Information Technology Lump Sum Funding													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	26,100,000	-	-	2,200,000	3,200,000	3,200,000	3,200,000	3,400,000	3,400,000	3,400,000	2,050,000	2,050,000	26,100,000
Financing Plan													
Cash Capital	26,100,000	-	-	2,200,000	3,200,000	3,200,000	3,200,000	3,400,000	3,400,000	3,400,000	2,050,000	2,050,000	26,100,000
Financing Plan Total	26,100,000	-	-	2,200,000	3,200,000	3,200,000	3,200,000	3,400,000	3,400,000	3,400,000	2,050,000	2,050,000	26,100,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

PROJECT DESCRIPTION & JUSTIFICATION

This project reserves IT project future funding in FY 2024 – FY 2032 for use on emerging technology opportunities for process improvements, developing tools to support the technology environment, and for 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.

LAN DEVELOPMENT

DOCUMENT SUBSECTION: Network Services
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

LAN Development													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	743,921	518,921	-	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	225,000
Financing Plan													
Cash Capital	580,582	355,582	-	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	225,000
GO Bond Interest Earnings	30,679	30,679	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	67,660	67,660	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	65,000	65,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	743,921	518,921	-	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	225,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding removed for FY 2023; funding added for FY 2032.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

LAN/WAN Infrastructure													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	19,061,055	9,635,055	1,064,000	1,080,000	1,742,000	740,000	1,004,000	1,048,000	1,143,000	449,000	471,000	685,000	9,426,000
Financing Plan													
Cash Capital	12,521,928	3,456,928	703,000	1,080,000	1,742,000	740,000	1,004,000	1,048,000	1,143,000	449,000	471,000	685,000	9,065,000
Comcast Revenues	1,724,000	1,363,000	361,000	-	-	-	-	-	-	-	-	-	361,000
GO Bond Interest Earnings	13,816	13,816	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	763,311	763,311	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	4,038,000	4,038,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	19,061,055	9,635,055	1,064,000	1,080,000	1,742,000	740,000	1,004,000	1,048,000	1,143,000	449,000	471,000	685,000	9,426,000
Operating Impact													

CHANGES FROM PRIOR YEAR CIP

Project funding increased by \$445,400, and funding also added to FY 2032.

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.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 30+ Years

Municipal Fiber													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	22,489,500	18,963,000	174,500	154,000	912,000	320,000	329,000	338,000	347,000	357,000	367,000	228,000	3,526,500
Financing Plan													
Cash Capital	11,663,927	8,137,427	174,500	154,000	912,000	320,000	329,000	338,000	347,000	357,000	367,000	228,000	3,526,500
GO Bonds	10,825,573	10,825,573	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	22,489,500	18,963,000	174,500	154,000	912,000	320,000	329,000	338,000	347,000	357,000	367,000	228,000	3,526,500
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10 year plan, by \$1.8 million.

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 including 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. 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 to this approach are limited and wireless solutions are not sufficient.

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.

Funds budgeted in FY 2022 support the construction of the fiber network, expected to be completed in four years from contract award date, which was in early 2021. FY 2023 and outyear funding will support the cost of owning and sustaining the municipal fiber network as well as its related components. The current funding and construction specifications will support a two-conduit system.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

NETWORK SECURITY

DOCUMENT SUBSECTION: Network Services
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Network Security													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	9,134,881	4,379,881	500,000	605,000	400,000	400,000	800,000	350,000	350,000	350,000	500,000	500,000	4,755,000
Financing Plan													
Cash Capital	7,606,895	2,851,895	500,000	605,000	400,000	400,000	800,000	350,000	350,000	350,000	500,000	500,000	4,755,000
Comcast Revenues	590,000	590,000	-	-	-	-	-	-	-	-	-	-	-
GO Bond Interest Earnings	80,000	80,000	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	57,986	57,986	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	800,000	800,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	9,134,881	4,379,881	500,000	605,000	400,000	400,000	800,000	350,000	350,000	350,000	500,000	500,000	4,755,000
Operating Impact													

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

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. Over the past two fiscal years this project has funded improvements to security for remote workers, as this was critical in supporting City operations during the pandemic. In FY 2022, the City procured a new Governance Risk and Compliance (GRC) tool to maintain compliance with numerous state and federal regulations. The City also upgraded the existing platform for security event and information management (SEIM) to further support the remote workforce.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

This CIP project was included in the City's Information Technology Services Departmental strategic plan.

ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

NETWORK SERVER INFRASTRUCTURE

DOCUMENT SUBSECTION: Network Services
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Network Server Infrastructure													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	10,921,143	8,721,143	70,000	1,030,000	-	-	-	-	-	800,000	300,000	-	2,200,000
Financing Plan													
Cash Capital	8,431,976	6,231,976	70,000	1,030,000	-	-	-	-	-	800,000	300,000	-	2,200,000
GO Bonds	717,042	717,042	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	1,772,125	1,772,125	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	10,921,143	8,721,143	70,000	1,030,000	-	-	-	-	-	800,000	300,000	-	2,200,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10 year plan, by \$1.6 million.

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.

Staff will use outyear funding to ensure proper capacity and scalability to host the City's computer environment. These improvements enable City staff to have seamless computing experience which ensures application access is delivered optimally.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Remote Access													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	2,393,000	1,168,000	175,000	250,000	800,000	-	-	-	-	-	-	-	1,225,000
Financing Plan													
Cash Capital	2,393,000	1,168,000	175,000	250,000	800,000	-	-	-	-	-	-	-	1,225,000
Financing Plan Total	2,393,000	1,168,000	175,000	250,000	800,000	-	-	-	-	-	-	-	1,225,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10 year plan, by \$1.1 million.

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 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.

Outyear funding will allow staff to deliver increased functionality and security enhancements for the remote work environment.

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

Time & Attendance System Upgrade													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	270,000	70,000	8,000	8,000	48,000	8,000	8,000	8,000	88,000	8,000	8,000	8,000	200,000
Financing Plan													
Cash Capital	270,000	70,000	8,000	8,000	48,000	8,000	8,000	8,000	88,000	8,000	8,000	8,000	200,000
Financing Plan Total	270,000	70,000	8,000	8,000	48,000	8,000	8,000	8,000	88,000	8,000	8,000	8,000	200,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased to reflect ongoing upgrades to system.

PROJECT DESCRIPTION & JUSTIFICATION

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. In FY 2023 a major release upgrade is planned for this system.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Upgrade Work Station Operating Systems													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	6,784,003	3,819,003	472,000	380,000	490,000	200,000	210,000	220,000	231,000	243,000	255,000	264,000	2,965,000
Financing Plan													
Cash Capital	6,263,724	3,298,724	472,000	380,000	490,000	200,000	210,000	220,000	231,000	243,000	255,000	264,000	2,965,000
GO Bond Interest Earnings	120,000	120,000	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	400,279	400,279	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	6,784,003	3,819,003	472,000	380,000	490,000	200,000	210,000	220,000	231,000	243,000	255,000	264,000	2,965,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased by \$952,000; funding also added to FY 2032.

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 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 related to application or hardware compatibility issues.

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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Voice Over Internet Protocol (VoIP)													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	7,862,173	5,747,173	-	84,000	249,000	932,000	850,000	-	-	-	-	-	2,115,000
Financing Plan													
Cash Capital	4,143,173	2,028,173	-	84,000	249,000	932,000	850,000	-	-	-	-	-	2,115,000
GO Bonds	621,000	621,000	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	3,098,000	3,098,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	7,862,173	5,747,173	-	84,000	249,000	932,000	850,000	-	-	-	-	-	2,115,000
Operating Impact	1,597,700	-	-	144,900	152,100	159,800	167,700	176,100	184,900	194,200	203,900	214,100	1,597,700

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10 year plan, by \$1.9 million

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 - contact centers in the cloud that are accessible to staff from anywhere with internet connectivity. This enables the City to leverage the next generation capabilities and features to integrate with other City systems and applications.

Prior year funds will be utilized in FY 2023 to replace end-of-life hardware, software, and evaluate other more modern and unified voice communication platforms that meets the City's current and future business requirements. The City will also continue to enhance, configure, and deploy additional E-911 reporting capabilities to meet federal and state mandates.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

An enterprise technical architect FTE or consultant will be needed to coordinate with stakeholders the delivery of the next generation call centers and voice cloud technology. In addition, to securely integrate with current and future applications.

COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

DOCUMENT SUBSECTION: Other System Development
Projects

PROJECT LOCATION: Citywide

MANAGING DEPARTMENT: Department of General Services

REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed
Government

PROJECT CATEGORY: IT Plan

ESTIMATE USEFUL LIFE: 5- 10 Years

Computerized Maintenance Management System (CMMS)													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	490,600	325,000	-	165,600	-	-	-	-	-	-	-	-	165,600
Financing Plan													
Cash Capital	490,600	325,000	-	165,600	-	-	-	-	-	-	-	-	165,600
Financing Plan Total	490,600	325,000	-	165,600	-	-	-	-	-	-	-	-	165,600
Operating Impact	1,417,100	-	-	143,500	147,000	150,500	154,200	157,900	161,800	165,700	167,400	169,100	1,417,100

CHANGES FROM PRIOR YEAR CIP

Project funding moved from FY 2023 to FY 2024.

PROJECT DESCRIPTION & JUSTIFICATION

In FY 2020 – 2021 a Computer Maintenance Management System (CMMS) study was completed. Results from the study recommend a new, jointly procured CMMS to be implemented for the use by the Department of General Services (DGS), Alexandria Fire Department (AFD), and Alexandria City Schools (ACPS). This infrastructure is required to support the mission and functions for facilities maintenance divisions in these agencies.

This project supports the Ad-Hoc City Schools recommendation for these three agencies to establish a common, cost-effective approach to track and manage preventive maintenance needs.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

Ongoing management and maintenance of this system will likely require a dedicated staff member.

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
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 0 - 5 Years

Council Chamber Technology Upgrade													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,730,000	350,000	750,000	-	-	130,000	-	-	-	-	-	500,000	1,380,000
Financing Plan													
Cash Capital	1,380,000	-	750,000	-	-	130,000	-	-	-	-	-	500,000	1,380,000
Private Capital Contributions	350,000	350,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	1,730,000	350,000	750,000	-	-	130,000	-	-	-	-	-	500,000	1,380,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added in FY 2026 and FY 2031 to reflect costs of future upgrades/replacements.

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 2023 will be used to define the requirements, obtain cost proposals, and contract with vendor resources to perform the necessary audiovisual improvements. The City Council Chambers' hardware and software will be modernized. The more modern solution will allow for participants to be in-person and/or virtually, with expanded flexibility, overflow capacity and functionality. The equipment will have to be periodically replaced and properly maintained. In addition, enhancements may be required to allow for increased functionalities. 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.

DATA QUALITY AND INTELLIGENCE PLATFORMS

DOCUMENT SUBSECTION: Other System Development
Projects
MANAGING DEPARTMENT: Department of General Services
PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT LOCATION: Citywide
REPORTING AREA: Citywide
PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE:

Data Quality and Intelligence Platforms													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	800,000	-	-	-	150,000	300,000	350,000	-	-	-	-	-	800,000
Financing Plan													
Cash Capital	800,000	-	-	-	150,000	300,000	350,000	-	-	-	-	-	800,000
Financing Plan Total	800,000	-	-	-	150,000	300,000	350,000	-	-	-	-	-	800,000
Operating Impact	718,300	-	-	-	-	-	-	130,000	136,500	143,300	150,500	158,000	718,300

CHANGES FROM PRIOR YEAR CIP

New project added to FY 2023 - FY 2032 CIP.

PROJECT DESCRIPTION & JUSTIFICATION

This project supports the goal of better decision making through the use of data and analytics. Reliable analytics help the city to evaluate potential outcomes of future initiatives, better align resources, and provide a higher level of service to the community. Reliable analytics require data to be accurate, complete, standardized, accessible and authoritative. Funding in the outyears requested in the capital budget will assist staff with the development of a data quality roadmap and the technical tools and expertise to create the needed data repository. This repository will securely store accurate, well documented data for appropriate use in critical analytical studies. Specific uses for the funding will be directed at designing, implementing, and populating the secure enterprise data repository.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

A unified data platform will require dedicated staff resources that are not currently available.

DCHS INTEGRATED CLIENT INFORMATION SYSTEM

DOCUMENT SUBSECTION: Other System Development
Projects

PROJECT LOCATION: Citywide

MANAGING DEPARTMENT: Information Technology Services
Department

REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 9: Healthy Residents

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: Varies

DCHS Integrated Client Information System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,700,000	300,000	200,000	1,200,000	-	-	-	-	-	-	-	-	1,400,000
Financing Plan													
Cash Capital	1,700,000	300,000	200,000	1,200,000	-	-	-	-	-	-	-	-	1,400,000
Financing Plan Total	1,700,000	300,000	200,000	1,200,000	-	-	-	-	-	-	-	-	1,400,000

CHANGES FROM PRIOR YEAR CIP

Funding added to this project for FY 2023 and FY 2024. The previous CIP noted a significant but to-be-determined cost for this project.

PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Department of Community and Human Services is a unified agency focused on achieving the safety, well-being, and self-sufficiency of the residents of Alexandria. The array of services that the department delivers span the life cycle from early childhood to older adulthood. The types of services include mental health, public benefits, substance use disorder, residential, developmental disabilities, homelessness prevention, child and adult protection, early intervention, youth, and workforce development services. On average, the department will serve more than 24,000 residents each year.

The department is unique in that it has responsibility for both Behavioral Health and Social Services, along with other areas. Having most services under one roof provides important opportunities to respond more comprehensively to the complex needs of individuals and families. The department has several strong models of collaboration, care coordination and information sharing among the services delivered. These models have largely been driven by the complex needs of individuals and families facing mental health, housing, financial, and family safety crises. These models are extremely valuable and demonstrate the effectiveness of integrated information and service delivery.

The COVID-19 emergency has reinforced the desire for DCHS to offer a more customer centric and integrated systems approach to providing and managing services to the community. The development of a client centric portal will allow individuals to access programs easily and enable programs to collaborate and coordinate information and responses.

Based on these approaches and the national models (Allegheny County, PA; San Diego, CA; Virginia Beach) of integrated service delivery, a key element of this approach is the systemic access and integration of information. This will make it possible to improve the client experience, improve accuracy, expedite eligibility determination, and ultimately improve outcomes. On a macro systems level, the integration of information will make it possible to identify trends, make projections, and target resources. As integrated data increasingly provide the raw materials for evaluation, research, and risk modeling, it is critical that we examine the ways in which data reflect systemic racial inequities in the development and administration of policies and programs. Any approach that is adopted must reflect a built-in racial equity analysis process. Staff engaged vendors for preliminary pricing to for the budgetary request. Staff will perform requirements gathering, then further refine budgetary costs.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

No additional operating 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

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: 6 - 10 Years

Enterprise Maintenance Mgmt System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	609,400	429,400	60,000	40,000	40,000	40,000	-	-	-	-	-	-	180,000
Financing Plan													
Cash Capital	459,400	279,400	60,000	40,000	40,000	40,000	-	-	-	-	-	-	180,000
GO Bonds	150,000	150,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	609,400	429,400	60,000	40,000	40,000	40,000	-	-	-	-	-	-	180,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding reduced to accommodate funding restriction and increased needs in other projects.

PROJECT DESCRIPTION & JUSTIFICATION

This project provides for the continual improvement of the City's enterprise maintenance management system (EMMS). 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.

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.

Significant enhancement and development efforts are underway in the stormwater management components of the EMMS, adding capabilities for routine inspections of stormwater abatement structures and enhanced citizen visibility and reporting about this program.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION **ADDITIONAL OPERATING IMPACTS**

N/A

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

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: 6-10 Years

Fleet Management System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	140,000	140,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	140,000	140,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	140,000	140,000	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior 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. This upgrade is underway and is planned to be completed in FY 2022. 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.

A full version upgrade to the web version of the software that provides the core fleet services program was completed in FY 2022. This application handles vehicle inventory, vehicle service record history, shop records, and parts/material inventory. Prior year funds will be used in FY 2023 to plan for an upgrade of a separate software system used for fuel management operations. This ancillary system is used to monitor fuel storage and quantity on hand, fuel usage by vehicle, and fuel island automations, including fuel card management and unattended fueling pumps. Software for both vendors must be updated as the current software is at end of life.

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
PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: 0 - 5 Years

FOIA System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	115,000	115,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	115,000	115,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	115,000	115,000	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior CIP.

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.

The City Attorney's Office has gone through a discovery process of the needs of the City's FOIA system, and after a review they have decided to upgrade the current FOIA tracking solution. The upgraded product will have additional features and functionality that will meet the current business needs of the City Attorney's Office and its customers. These enhancements 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.

The City Attorney's Office and the Information Technology Services Department are conducting a pilot for the archiving of text messages. The City Attorney's Office will be able to automate the process of capturing, archiving, and searching text messages. Prior year funding provided in FY 2022 will cover costs associated with implementing a pilot automation of text archiving solution. Staff will review the results of the pilot to determine the feasibility of an enterprise program.

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

PRIMARY STRATEGIC THEME: Theme 9: Healthy Residents

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: Varies

HIPAA & Related Health Information Technologies													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	963,000	678,000	60,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	285,000
Financing Plan													
Cash Capital	860,000	575,000	60,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	285,000
Private Capital Contributions	75,000	75,000	-	-	-	-	-	-	-	-	-	-	-
Prior Year CIP/Close-Out	28,000	28,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	963,000	678,000	60,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	285,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added in FY 2023; funding added for FY 2032.

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 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
 MANAGING DEPARTMENT: Department of Transportation and Environmental Services

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6- 10 Years

Impound Lot System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	200,000	200,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	200,000	200,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	200,000	200,000	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior 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 City is researching commercial-off-the-shelf and cloud hosted solutions. Prior year funds will support the replacement of the legacy software with a new system. This project will be completed in FY 2023.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

LIBRARY IT EQUIPMENT REPLACEMENT

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

Library Information Technology Equipment Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	989,238	257,438	61,400	35,300	133,100	38,900	89,900	43,000	45,000	183,300	49,700	52,200	731,800
Financing Plan													
Cash Capital	949,238	217,438	61,400	35,300	133,100	38,900	89,900	43,000	45,000	183,300	49,700	52,200	731,800
GO Bonds	40,000	40,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	989,238	257,438	61,400	35,300	133,100	38,900	89,900	43,000	45,000	183,300	49,700	52,200	731,800

CHANGES FROM PRIOR YEAR CIP

New project added to FY 2023 - FY 2032 CIP.

PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Library must periodically update and install new equipment in library facilities to replace outdated computers, end-of-life servers, software and materials that will be used to meet both staff and community technology needs. This project aligns with the Library’s goals 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. These resources are vital for the Library's ability to continue meeting customer expectations.

In prior needs assessment studies, community members indicated that they require access to new and up-to-date technology. This has consistently been a priority in the Library’s Five-Year Plan. Through the use of the Urban Library Council's Edge Initiative, the Library has identified multiple areas requiring technology updates. The Edge Initiative is a management and leadership tool that Library staff can use to elevate and strengthen public access technology services to achieve community goals. This initiative further addresses the outcomes of the Library’s community needs assessment.

The Library has reviewed and assessed the costs of replacing and adding equipment to all its facilities. The Library has identified several replacement areas including staff equipment, self-service stations, and boardroom audio visual equipment. The Library staff needs new hardware that meets the modern technology standards and application requirements. Funds in FY 2023 and the outyears will be used to procure technologies (laptops, desktops, servers, peripherals, related components, and companion/ mobility products). The COVID pandemic, along with the attendance increase in virtual meetings, has shown that the boardroom audio visual equipment is obsolete and needs to be replaced with newer, more secure, more robust technology.

After initial purchase, equipment replacement, maintenance, and upgrading costs would be absorbed through individual vendor agreements and maintenance contracts. Library staff will be responsible for implementing and maintaining equipment during daily operations.

All Library hardware will be inventoried as standard practice. All web-based equipment will include necessary software for internet security and antivirus control along with security procedures to identify usage and track location. Onsite equipment will be equipped with standard hardware and software resources to protect investment and will comply with all Commonwealth of Virginia required data backup and storage laws.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

Alexandria Library Five-Year Plan

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
PRIMARY STRATEGIC THEME: Theme 7: Thriving Children & Youth	PROJECT CATEGORY: IT Plan
	ESTIMATE USEFUL LIFE: Varies

Library Public Access Computers and Print Mgmt System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	238,700	45,000	80,500	-	-	-	-	113,200	-	-	-	-	193,700
Financing Plan													
Cash Capital	238,700	45,000	80,500	-	-	-	-	113,200	-	-	-	-	193,700
Financing Plan Total	238,700	45,000	80,500	-	-	-	-	113,200	-	-	-	-	193,700
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2028.

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 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. The systems that have been successfully implemented in prior years are currently in a sustain and maintain status. Funds in FY 2023 will be used 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
MANAGING DEPARTMENT: Libraries
PRIMARY STRATEGIC THEME: Theme 7: Thriving Children & Youth

PROJECT LOCATION: Citywide
REPORTING AREA: Citywide
PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: Varies

Library Scanning Equipment and DAMS													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	170,400	-	-	-	1,600	71,600	-	1,900	-	-	88,100	7,200	170,400
Financing Plan													
Cash Capital	170,400	-	-	-	1,600	71,600	-	1,900	-	-	88,100	7,200	170,400
Financing Plan Total	170,400	-	-	-	1,600	71,600	-	1,900	-	-	88,100	7,200	170,400
Operating Impact	108,400	-	-	13,000	14,300	-	15,800	16,600	17,400	18,300	-	13,000	108,400

CHANGES FROM PRIOR YEAR CIP

New project added to FY 2023 - FY 2032 CIP.

PROJECT DESCRIPTION & JUSTIFICATION

The Alexandria Public Library’s Local History/Special Collections branch needs a Digital Asset Management System (DAMS). A DAMS is an essential business need for special collection repositories due to the users being geographically dispersed. The cataloging module of the DAMS software will allow discoverability of the collection in the Library catalog. 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.

The Library’s Local History/Special Collections has a specialized collection which includes microfilm and microfiche. Prior year funding was used to procure micrographic equipment and associated equipment, as well as the Digital Asset Management System (DAMS). The current system is in a sustain and maintain status and outyear funding in FY 2025 will be used to perform memory upgrades which will be replaced on a 3-year cycle. Outyear funding will be used to do a system replacement which will be on a 5-year replacement cycle.

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 10-20% of the acquisition costs.

MIGRATION OF INTEGRATED LIBRARY SYSTEM TO SAAS PLATFORM

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

Migration of Integrated Library System to SAAS Platform													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	795,800	42,000	166,100	83,600	3,000	3,000	3,000	213,900	109,100	3,000	3,000	166,100	753,800
Financing Plan													
Cash Capital	795,800	42,000	166,100	83,600	3,000	3,000	3,000	213,900	109,100	3,000	3,000	166,100	753,800
Financing Plan Total	795,800	42,000	166,100	83,600	3,000	3,000	3,000	213,900	109,100	3,000	3,000	166,100	753,800
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2023 – FY 2032 for sustainment of system and anticipated major upgrades.

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.

The Library Integrated Management System is currently in a sustain and maintain status. While Alexandria Library’s current ILS has been consistently updated with our current vendor’s offerings, it was implemented in 2009. After 13 years with the same vendor, there is a need to review technological changes in the industry. There are opportunities for new platforms that offer upgrades that will streamline our services, improve security, enhance the customer and staff experience, and potentially realize improved efficiency and cost savings. Newer technologies available in ILS systems include integrated community engagement and marketing tools, an improved discovery interface and searching capabilities, increased privacy for customer records, fully web-based interfaces, integrated website management, and integrated event organization.

FY 2023 funds will be utilized to procure and implement the new Integrated Library System and the implementation is expected to take estimated 1 to 2 years to finalize. The Library anticipates finalizing the implementation prior to the current contract expiration date which occurs in FY 2024.

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

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan

ESTIMATE USEFUL LIFE: 5-7 years

Office of Voter Registrations and Elections Equipment Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,101,800	100,000	-	-	-	-	-	-	1,001,800	-	-	-	1,001,800
Financing Plan													
Cash Capital	1,101,800	100,000	-	-	-	-	-	-	1,001,800	-	-	-	1,001,800
Financing Plan Total	1,101,800	100,000	-	-	-	-	-	-	1,001,800	-	-	-	1,001,800
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior CIP.

PROJECT DESCRIPTION & JUSTIFICATION

The City periodically purchases electronic poll books (EPBs), which can be laptops and related hardware and software. The Virginia State Board of Elections (SBE) assists the City in keeping current with its required electronic poll books by certifying vendors that the City can purchase from directly. The City keeps the EPBs current by maintaining a version that is certified by the Virginia State Board of Elections (SBE). Prior year funds were used to replace approximately 60% of the City’s EPBs to help support the 2020 Presidential Election. It’s possible that the remaining inventory of electronic poll books will also need to be replaced soon if there is a State mandate requiring them to be upgraded.

Funds have already been proactively budgeted in FY 2029 for the anticipated replacement of the voting equipment system. It is anticipated that additional funds will also be required in the out years to replace the electronic poll books and related hardware at the end of their current life cycle.

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

PRIMARY STRATEGIC THEME: Theme 5: Flourishing Arts, Culture & Recreation

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: 6- 10 Years

OHA Point-of-Sale System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	401,800	-	293,100	-	-	-	-	-	-	108,700	-	-	401,800
Financing Plan													
Cash Capital	401,800	-	293,100	-	-	-	-	-	-	108,700	-	-	401,800
Financing Plan Total	401,800	-	293,100	-	-	-	-	-	-	108,700	-	-	401,800
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding accelerated and increased from FY 2024 to FY 2023; funding added for FY 2030.

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 (OHA) 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 a decade. The point-of-sale system is currently used at 8 brick and mortar locations and it has an integrated online shop. Other departments, mostly DCHS, use the POS system to collect online donations, under the administration of OHA. The current POS system is now near end-of-life and it will need to be replaced in the near future. OHA also has a need for a tablet module that could be used at outdoor events, but this is not available from the current vendor.

The City recently procured a new donor management system that will be hosted securely in the cloud with integration to the Historic Alexandria website. This will allow for a better customer experience and less involvement of the City's IT staff. Industry changes in recent years have largely separated the functionality of donations, memberships and revenue-producing event tickets into Donor CRM (customer relation management) software, while retail sales and admission tickets continue to be handled by the point of sale (POS). The separation of functions into two complementary or integrated systems for Donor CRM and POS is likely to provide better functionality and better options for selection of POS software. Customers would make donations and purchase memberships and event tickets online, while merchandise and admission tickets would continue to be purchased online or in brick-and-mortar museum shops.

Funding in FY 2023 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, integration with donor management software, 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

PRIMARY STRATEGIC THEME: Theme 5: Flourishing Arts, Culture & Recreation

PROJECT CATEGORY: IT Plan

ESTIMATE USEFUL LIFE: 6 - 10 Years

OHA Records Management System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	246,300	105,000	-	-	-	-	-	-	-	141,300	-	-	141,300
Financing Plan													
Cash Capital	246,300	105,000	-	-	-	-	-	-	-	141,300	-	-	141,300
Financing Plan Total	246,300	105,000	-	-	-	-	-	-	-	141,300	-	-	141,300
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2030.

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 records management software is essential to providing business process efficiency while ensuring regulatory compliance. This software is currently in a sustainment phase and funding will be used to keep the system current with the software lifecycle.

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
 MANAGING DEPARTMENT: Department of Code Administration

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 6: Strong Economy

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 11 - 15 Years

Permit Processing													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	5,082,691	5,082,691	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	65,524	65,524	-	-	-	-	-	-	-	-	-	-	-
Code Fund Balance	5,017,167	5,017,167	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	5,082,691	5,082,691	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

No changes from prior CIP.

PROJECT DESCRIPTION & JUSTIFICATION

This project funds the system used for the administration of the City's land use management and development process. The system is used by multiple agencies including Code Administration, Transportation & Environmental Services, Planning & Zoning, Fire, Office of Historic Alexandria, Finance, Special Events-Park/Recreation, and the Health Department. The City recently implemented a new land management system, which replaced the 20 plus-year-old legacy 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, the residential rental inspections program, and Special Event registration and tracking. The permitting system also supports administrative and City ordinance processes such as site plans, developmental special use permits, special use permits (SUP), board of architectural review cases (BAR), Board of Zoning Appeal cases, certificates of occupancy, 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 late FY 2022 / early FY 2023 the application software will be upgraded to incorporate desired functionality improvements to maintain software viability and industry compliance. The upgraded application will provide enhanced interoperability to include mobile platform readiness. Additionally, improvements to electronic plan review will 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.

PROJECT MANAGEMENT SOFTWARE

DOCUMENT SUBSECTION: Other System Development
Projects

PROJECT LOCATION: Citywide

MANAGING DEPARTMENT: Information Technology Services
Department

REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed
Government

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: 6 – 10 years

Project Management Software													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	385,000	185,000	50,000	-	50,000	-	-	-	50,000	-	50,000	-	200,000
Financing Plan													
Cash Capital	385,000	185,000	50,000	-	50,000	-	-	-	50,000	-	50,000	-	200,000
Financing Plan Total	385,000	185,000	50,000	-	50,000	-	-	-	50,000	-	50,000	-	200,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

New project added to FY 2023 - FY 2032 CIP.

PROJECT DESCRIPTION & JUSTIFICATION

This project provides funding for enterprise project management (PM) software to track and manage capital improvement projects. The PM tool allows project management staff to track and manage deliverables, project due dates, financial management tracking, risks, and standard reporting options. The PM tool is aligned with the Project Management Excellence goals. Staff are working to define how an enterprise project management software could be configured to have an interface to the City's Enterprise Resource System to view real-time financial information.

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
PRIMARY STRATEGIC THEME:	Theme 5: Flourishing Arts, Culture & Recreation	PROJECT CATEGORY:	IT Plan
		ESTIMATE USEFUL LIFE:	6 - 10 Years

Recreation Database System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	550,000	450,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	100,000
Financing Plan													
Cash Capital	550,000	450,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	100,000
Financing Plan Total	550,000	450,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	100,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects.

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.

The system will undergo a major upgrade in FY 2023 where the legacy forms-based software will be replaced by a new web-based version available from the current software vendor. Staff has decided to utilize the vendor’s private cloud to host the upgraded recreation system in a Software-as-a Service (SaaS) solution. The migration to the cloud will occur as part of the upgrade. Post upgrade activities in FY 2023 will focus on updating the credit card integration components that will allow for utilization of touchscreens, touchless credit card payment processing, and enhanced receipt printing.

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
PRIMARY STRATEGIC THEME:	Theme 3: Well-Managed Government	PROJECT CATEGORY:	IT Plan
		ESTIMATE USEFUL LIFE:	5 - 10 Years

Small Systems Replacements													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	130,000	-	20,000	20,000	20,000	20,000	50,000	-	-	-	-	-	130,000
Financing Plan													
Cash Capital	130,000	-	20,000	20,000	20,000	20,000	50,000	-	-	-	-	-	130,000
Financing Plan Total	130,000	-	20,000	20,000	20,000	20,000	50,000	-	-	-	-	-	130,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding reduced to accommodate funding restriction and increased needs in other projects.

PROJECT DESCRIPTION & JUSTIFICATION

Funding in the out years for this project will be for programming services, the acquisition of commercial-off-the-shelf packages, or cloud hosted solutions for applications that are primarily single-user and/or which provide critical support for department priorities. ITS staff supports and administers several dozens of these applications that must be properly sustained and upgraded to keep pace with current technologies. Current focus of this program is the replacement of Microsoft Access based applications to technologies that provide true multi-user capabilities, browser-based user interfaces, and cloud-based hosting and storage.

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
 MANAGING DEPARTMENT: Department of Emergency and Customer Communications

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

Customer Relationship Management System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,931,507	1,731,507	-	-	-	200,000	-	-	-	-	-	-	200,000
Financing Plan													
Cash Capital	1,731,507	1,531,507	-	-	-	200,000	-	-	-	-	-	-	200,000
GO Bond Interest Earnings	125,000	125,000	-	-	-	-	-	-	-	-	-	-	-
GO Bonds	75,000	75,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	1,931,507	1,731,507	-	-	-	200,000	-	-	-	-	-	-	200,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2026.

PROJECT DESCRIPTION & JUSTIFICATION

The City’s Customer Relationship Management System (Alex311) provides 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. Alex311 is managed centrally by the Department of Emergency and Customer Communications (DECC). Technology enhancements to Alex311 are vetted by the Alex311 Steering Committee (staff from Information Technology Services, Transportation and Environmental Services, and the departments with the highest volume of customer requests). The Alex311 team is the front line of assistance for all customer service requests, inquiries, complaints and commendations.

To support the 311 customer service efforts the City purchased a 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 are available to assist staff in providing 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
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Electronic Government/ Web Page													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	3,513,196	1,838,196	225,000	275,000	275,000	400,000	275,000	225,000	-	-	-	-	1,675,000
Financing Plan													
Cash Capital	3,288,196	1,613,196	225,000	275,000	275,000	400,000	275,000	225,000	-	-	-	-	1,675,000
GO Bonds	125,000	125,000	-	-	-	-	-	-	-	-	-	-	-
Private Capital Contributions	100,000	100,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	3,513,196	1,838,196	225,000	275,000	275,000	400,000	275,000	225,000	-	-	-	-	1,675,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding increased, over the 10-year plan, by \$0.9 million.

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 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 design and functionality of the sites to further expand the public’s and City employees’ digital experience.

The public website was completed in FY2022 and resulted in a website that is more easily edited, and whose front page is more engaging and has a higher value content shared with visitors at the initial point of entry. In FY2023, staff will undertake further website enhancements.

The most significant E-Government project of FY 2023 will be the replacement of the City’s Intranet (AlexNet), The new AlexNet platform will significantly improve the way staff access critical workplace information and collaborate and engage with each other.

Beginning in FY 2023 staff will begin a modernization initiative of E-Government applications; evaluating security, user access and core capabilities of the suite of customer facing applications and undertake appropriate modernization actions to ensure they are effectively meeting the needs of our customers.

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

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient
 Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

AJIS System													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	18,696,013	13,507,013	2,113,000	432,000	440,000	298,000	307,000	316,000	325,000	385,000	217,000	356,000	5,189,000
Financing Plan													
Cash Capital	11,900,515	6,711,515	2,113,000	432,000	440,000	298,000	307,000	316,000	325,000	385,000	217,000	356,000	5,189,000
GO Bonds	309,002	309,002	-	-	-	-	-	-	-	-	-	-	-
Reprogrammed Capital Balances	3,486,496	3,486,496	-	-	-	-	-	-	-	-	-	-	-
Use of CIP Designated Fund Balance	3,000,000	3,000,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	18,696,013	13,507,013	2,113,000	432,000	440,000	298,000	307,000	316,000	325,000	385,000	217,000	356,000	5,189,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding added for FY 2032.

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 (currently being implemented) and identify the needed technology for judicial processes, jail management, and warrant management. The City developed a Request for Proposals (RFP) that was issued in the summer of 2021 for the required systems. In January of 2022 a selection was made for a Jail Management Solution (JMS), Prosecutor’s Case Management System (PCMS), and a Warrant’s Module. A data exchange platform to provide for the sharing of data between each of the individual replacement modules is currently under evaluation. The project funding will include contract assistance required throughout the multi-year implementation to assist with system acquisition through implementation.

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
 MANAGING DEPARTMENT: Department of Emergency Communications

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 11 - 15 Years

Computer Aided Dispatch (CAD) System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	24,032,313	16,828,313	1,104,000	5,009,000	114,000	120,000	126,000	132,000	139,000	146,000	153,000	161,000	7,204,000
Financing Plan													
Cash Capital	7,473,313	6,169,313	104,000	109,000	114,000	120,000	126,000	132,000	139,000	146,000	153,000	161,000	1,304,000
GO Bonds	10,344,000	10,344,000	-	-	-	-	-	-	-	-	-	-	-
Use of CIP Designated Fund Balance	5,900,000	-	1,000,000	4,900,000	-	-	-	-	-	-	-	-	5,900,000
Prior Year CIP/Close-Out	315,000	315,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	24,032,313	16,828,313	1,104,000	5,009,000	114,000	120,000	126,000	132,000	139,000	146,000	153,000	161,000	7,204,000
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Project funding reduced to reflect availability of prior year balances to meet project scope.

PROJECT DESCRIPTION & JUSTIFICATION

In FY 2013, the City of Alexandria initiated a project for the design, implementation, and support of a Computerized 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 RMS and Field Based Reporting systems went live. In FY 2018, the CAD governance committee approved using a portion of the project funds for the Police Department's eCitation pilot. The City continues to work with vendors to implement critical system element (for Police RMS, CAD, and Fire/EMS. Since CAD systems are never turned off and must function (and be redundant) 24 hours a day and 7 days a week, replacements and upgrades must be made to keep the system current and viable and support the long-term maintenance of the CAD project.

In FY 2021, funding was used to upgrade the current CAD application and replace end-of-life networking equipment, which supports the essential functions of the CAD and mapping server. The needs for the bi-directional response portion of the application are still on-going and are in the test phase. The City will also strive to remain compliant with any required upgrades to ensure the application remains viable.

Additionally, a third-party expert conducted an in-depth CAD assessment that included a strategic plan for all future technology enhancements along with options and recommendations. The assessment provided cost saving and resiliency opportunities with Arlington County to move to a Next Generation 9-1-1 system.

Funding was requested in FY 2023 to upgrade the City's current CAD system to a Next Generation 9-1-1 (NG 9-1-1) CAD system as a joint project with Arlington County. Next Generation (NG) 9-1-1 is an Internet Protocol-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 9-1-1 network to emergency responders. NG 9-1-1 will benefit the residents, visitors, and businesses of the City of Alexandria and the National Capital Region (NCR) by enhancing call delivery resiliency and reliability; creating network redundancy and diversity; enabling real-time photo and video transmissions; and improving call transfer capabilities across jurisdictions. Purposeful implementation of NG 9-1-1 will maximize the region's continued commitment to timely and effective delivery of interoperable 9-1-1 service. A NG 9-1-1 CAD system will retain legacy functions and will provide new capabilities such as enhanced caller location accuracy, better coordination of records management and better data analysis information. Funding will provide software acquisition, training, and implementation resources.

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
Franklin P. Backus Courthouse
520 King Street, 4th Floor
Alexandria, VA 22314

MANAGING DEPARTMENT: Information Technology Services
Department

REPORTING AREA: Old Town

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient
Community

PROJECT CATEGORY: IT Plan
ESTIMATE USEFUL LIFE: Varies

Courtroom Trial Presentation Technology													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	637,809	427,809	160,000	50,000	-	-	-	-	-	-	-	-	210,000
Financing Plan													
Cash Capital	637,809	427,809	160,000	50,000	-	-	-	-	-	-	-	-	210,000
Financing Plan Total	637,809	427,809	160,000	50,000	-	-	-	-	-	-	-	-	210,000
Operating Impact	77,400	-	-	5,000	8,200	8,400	8,600	8,900	9,200	9,400	9,700	10,000	77,400

CHANGES FROM PRIOR YEAR CIP

Funding reduced to accommodate funding restriction and increased needs in other projects.

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. Circuit Court Courtroom 2 technology components have been implemented. FY 2023 funding will begin upgrades to Circuit Court Courtroom 1 and Circuit Court Courtroom 4.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

It is expected that the complete Courtroom Trial Presentation System and audio components will have an annual maintenance cost, billed by the A/V vendor.

ELECTRONIC CITATION IMPLEMENTATION

DOCUMENT SUBSECTION: Public Safety Systems
 MANAGING DEPARTMENT: Information Technology Services Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: Varies

Electronic Citations Implementation													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects. Project will use existing balances to sustain current environment.

PROJECT DESCRIPTION & JUSTIFICATION

The current Police traffic citation process is largely manual, and paper based. The manual process can result in data entry errors, backlog of data input, and insufficient, untimely analytical abilities. The Alexandria Police Department conducted a pilot program of 25 police officers for electronic citations using limited approved funding from the CAD project. The pilot program involves participation from Police, Courts, and the ITS departments. The electronic citation program will fully automate the ticketing process: from the creation of the ticket to processing within the courts.

If additional funds become available, the electronic citations implementation will allow for an additional 225 users. Officers will use their already assigned mobile phones to issue tickets for moving violations. The project benefits include reducing the time needed to process citations, statistical information, auto-complete information, and an automated data interface to the Police records management system. This solution will streamline the citations by moving from paper to electronic based processes.

The solution also provides a more robust solution to complying with the State’s recent “Community Policing Data Collection ACT” which requires officers to document all interactions with the public (subject stops etc ,) regardless of a ticket or any other official paper work needing to be completed. The current method of capturing this Act’s required fields is cumbersome for the officers and the goal is to use this software to meet the need more efficiently. The Act is still in its infancy and has already seen multiple changes over the last few years to include new and expanded required data fields. The eCitations software and subsequent maintenance and upgrades will ensure APD stays in full compliance with this Act.

This project was delayed due to the pandemic response. Police will exercise the current funding as soon as adequate staffing is available to expand the pilot project. The current pilot is with 25 officers and has been running successfully over the past two years.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

EMERGENCY 911 PHONE SYSTEM UPGRADE

DOCUMENT SUBSECTION: Public Safety Systems
 MANAGING DEPARTMENT: Department of Emergency Communications

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE:

Emergency 911 Phone System Upgrade													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	1,955,000	1,700,000	255,000	-	-	-	-	-	-	-	-	-	255,000
Financing Plan													
Cash Capital	1,805,000	1,550,000	255,000	-	-	-	-	-	-	-	-	-	255,000
State/Federal Grants	150,000	150,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	1,955,000	1,700,000	255,000	-	-	-	-	-	-	-	-	-	255,000
Operating Impact	810,000	-	-	90,000	90,000	90,000	90,000	90,000	90,000	90,000	90,000	90,000	810,000

CHANGES FROM PRIOR YEAR CIP

New project added back to FY 2023 - FY 2032 CIP for further system updates.

PROJECT DESCRIPTION & JUSTIFICATION

The E-911 Phone System is the emergency phone system for the public to request emergency services from the City. The emergency 911 phone system link is vital and must be redundant and available 24/7/365. In September 2019, the City of Alexandria and Arlington County transitioned from an analog phone system to a joint NextGen 9-1-1 fully complaint phone system focusing on inoperability and improving efficiency in the handling of 9-1-1 calls in order to improve operational standards and increase public safety in the region. This single integrated system provides both jurisdictions the ability to receive and process their respective 9-1-1 (emergency) and 10-digit (non-emergency) telephone calls from either jurisdiction's primary or backup 9-1-1 center. In addition, both jurisdictions have the ability to receive and answer each other's 9-1-1 and 10-digit telephone calls when either is unable to do so, such as during a system/facility failure or 9-1-1 center facility emergency. This will also provide more coordinated responses to regional incidents and emergencies.

The project funding will allow redundant and diverse fiber network connectivity between Arlington County and the City so the 911 phones will be available 24/7. This also includes funding for system upgrades as required to keep technology up to date with Arlington County and maintain consistency across the regional 9-1-1 centers.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

Once implement, the system will have annual maintenance costs paid to vendors for security and routing.

FIRE EMERGENCY OPERATIONS CENTER TECHNOLOGY

DOCUMENT SUBSECTION: Public Safety Systems
 MANAGING DEPARTMENT: F Alexandria Fire Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 5 to 7 years

Electronic Citations Implementation													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	420,000	420,000	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

New project added to FY 2023 - FY 2032 CIP.

PROJECT DESCRIPTION & JUSTIFICATION

The Emergency Operations Center (EOC) is a citywide 24/7 asset during large scale critical incidents, natural disasters, and severe weather emergencies. The EOC is designed to utilize stakeholders from all City departments to provide a coordinated response and recovery efforts. The EOC is the central workplace during emergency operations and is typically open during periods where a Declaration of Local Emergency is in force.

Funding in FY 2023 will provide laptops, computer workstations, monitors, and audio-visual equipment to be used as the EOC's primary equipment. This funding will also allow for establishing a replacement cycle for operational use of the Backup EOC should the need arise.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

No additional operating impacts identified at this time.

FIRE DEPARTMENT RMS

DOCUMENT SUBSECTION: Public Safety Systems
 MANAGING DEPARTMENT: Alexandria Fire Department

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide
 PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 7 Years

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

Fire Dept RMS													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	329,000	329,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	329,000	329,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	329,000	329,000	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	1,053,600	-	-	90,100	92,800	95,600	98,500	101,400	137,500	141,600	145,900	150,200	1,053,600

CHANGES FROM PRIOR YEAR CIP

No changes from prior 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 NEMIS-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 the current client operating system. Therefore, the Fire Department is evaluating the current system to 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 NEMIS-3 standards and can provide one source for data sharing and analysis. In FY 2021, Fire Department staff intended to engage a consultant to identify and scope project costs. COVID-19 changed Fire Department priorities and work plans, so engaging a consultant became impractical. Cancellation of nearly all conferences and trade shows also impacted the ability to perform vendor assessments. The Fire Department has deferred FY 2021 goals to FY 2022. The plan is to replace the Fire RMS with a comprehensive system in FY 2023. Refined costs for out years funding will also be identified.

EXTERNAL OR INTERNAL ADOPTED PLAN OR RECOMMENDATION

N/A

ADDITIONAL OPERATING IMPACTS

Annual maintenance agreements will be necessary; current software agreements are approximately 20-25% of original outset per year

PARKING CITATION SYSTEM REPLACEMENT

DOCUMENT SUBSECTION: Public Safety Systems
 MANAGING DEPARTMENT: Department of Finance

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide
 PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years/ (Hardware is less)

PRIMARY STRATEGIC THEME: Theme 3: Well-Managed Government

Parking Citation System Replacement													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	410,000	410,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan													
Cash Capital	410,000	410,000	-	-	-	-	-	-	-	-	-	-	-
Financing Plan Total	410,000	410,000	-	-	-	-	-	-	-	-	-	-	-
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Outyear funding reduced to accommodate funding restrictions and increased needs in other projects. Project will use existing balances to sustain current environment.

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. This system will be particularly focused in areas with metered parking and residential parking restrictions such as Old Town and Carlyle.

When procuring a replacement solution City staff conducted a market analysis and decided to pursue a system in use by a neighboring jurisdiction. The new turnkey parking citation system is hosted in the cloud by a 3rd party vendor and was placed into production in FY 2021. The new system provides the services of citation issuance, citation processing, account receivables, and collections with reporting flexibility. The new system was placed in production in FY 2022, and it is actively being used by City staff as the parking citation management solution. The system will be actively reviewed for any required post-production enhancements.

This project was delayed due to the pandemic response. Police will exercise the current funding as soon as adequate staffing is available to expand the pilot project. The current pilot is with 25 officers and has been running successfully over the past two years.

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
 MANAGING DEPARTMENT: Department of Emergency Communications

PROJECT LOCATION: Citywide
 REPORTING AREA: Citywide

PRIMARY STRATEGIC THEME: Theme 4: Safe & Resilient Community

PROJECT CATEGORY: IT Plan
 ESTIMATE USEFUL LIFE: 6 - 10 Years

Radio System Upgrade													
	A (B + M)	B	C	D	E	F	G	H	I	J	K	L	M (C:L)
	Total Budget & Financing	Prior Appropriations	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	Total FY 2023 - FY 2032
Expenditure Budget	13,214,722	3,191,460	3,761,262	1,520,000	2,742,000	-	-	1,000,000	1,000,000	-	-	-	10,023,262
Financing Plan													
Cash Capital	13,214,722	3,191,460	3,761,262	1,520,000	2,742,000	-	-	1,000,000	1,000,000	-	-	-	10,023,262
Financing Plan Total	13,214,722	3,191,460	3,761,262	1,520,000	2,742,000	-	-	1,000,000	1,000,000	-	-	-	10,023,262
Operating Impact	-	-	-	-	-	-	-	-	-	-	-	-	-

CHANGES FROM PRIOR YEAR CIP

Funding reduced in FY 2023 by \$900,000 to accommodate funding restriction and increased needs in other projects.

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.

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, funds were utilized to implement remote radio dispatch consoles, and some planned initiatives were deferred due to COVID. Activities in FY 2022 included radio system infrastructure upgrades, including antennas and site HVAC equipment, and an upgrade of the radio network backhaul. These initiatives have been started and are scheduled for completion in FY 2023.

A third-party consultant assisted in providing a radio hardware replacement strategy, which will be funded over 3 fiscal years from FY 2023 to FY 2025. Specific plans for FY 2023 include two radio system core upgrades, a replacement of all Fire Department mobile and portable radios, and infrastructure upgrades including replacement of antennas at the George Washington Memorial radio site. Replacement of Police and Sheriff radios is scheduled for FY 2024 and FY 2025 along with other infrastructure upgrades including antenna replacement at the Aspen and Watergate radio sites.

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.