Information Technology

Capital Improvement Plan

Project Summary: Adopted

	2022	2023	2024	2025	2026	2027
311/CRM System	150,000	-	-	-	-	-
Audiovisual Systems	260,000	200,000	200,000	200,000	200,000	200,000
Camera Management System	750,000	-	-	-	-	-
Database Lifecycle Management	100,000	350,000	75,000	75,000	75,000	75,000
Digital Accessibility & Engagement	345,000	360,000	295,000	295,000	295,000	295,000
Digital Workplace	250,000	250,000	250,000	250,000	250,000	250,000
Election Equipment	100,000	-	-	-	-	-
Enterprise Business Solutions	205,000	125,000	125,000	125,000	125,000	125,000
Fiber and Wireless Network	705,000	535,000	550,000	450,000	450,000	450,000
Microsoft 365	250,000	-	-	-	-	-
Network Ops & Infrastructure Lifecycle Mngmt	1,305,000	1,240,000	1,545,000	1,200,000	1,200,000	1,200,000
Property Assessment System	600,000	-	-	-	-	-
Security, Risk, and Compliance	305,000	280,000	250,000	250,000	250,000	250,000
Workstation Equipment Lifecycle Management	740,000	1,010,000	965,000	1,245,000	765,000	1,025,000
	$ 6,065,000	$ 4,350,000	$ 4,255,000	$ 4,090,000	$ 3,610,000	$ 3,870,000

Changes from 2021 CIP

2022 Capital Improvement Plan
2021 Adopted vs. 2022 Adopted
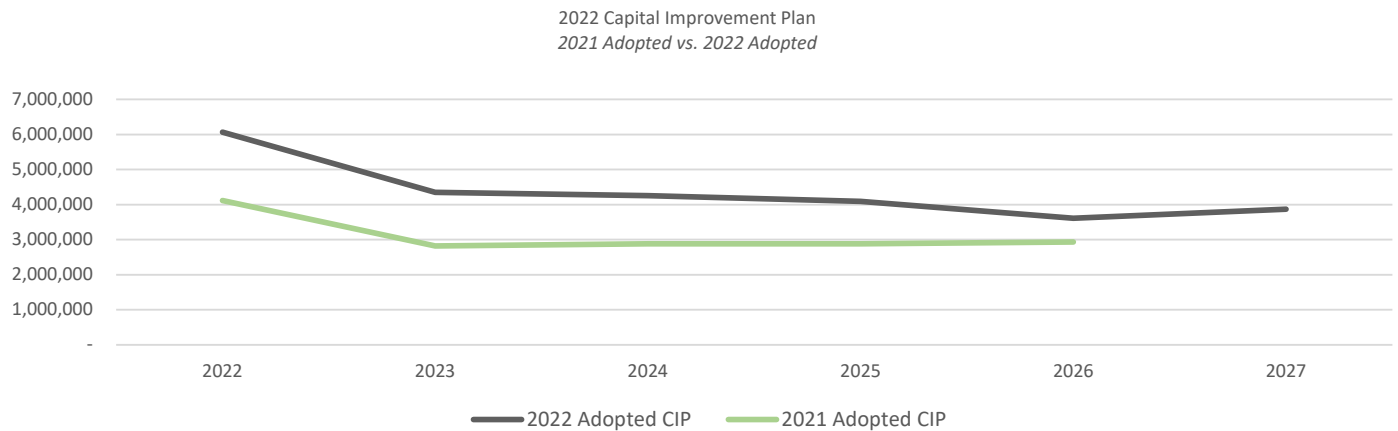
Major Changes

- Audiovisual Systems, Camera Management System, and Digital Workplace are all new projects or programs for 2022, resulting in a $1.26m increase for 2022 and a $3.06m increase for the entire CIP compared to 2021 Adopted. Common Council amendment #10 added the 311/CRM System as a new project.
- Database Lifecycle Management
  - Program budget decreased by $225k in 2022 but increased by $50k for the entire CIP when compared to 2021 Adopted
- Digital Accessibility and Engagement
  - Program budget decreased by $60k in 2022 but increased by $455k for the entire CIP when compared to 2021 Adopted. Common Council amendment #11 added $45k to each year of the CIP to fund half a Digital Equity Coordinator position to help support this program.
- Enterprise Business Solutions
  - Program budget increased by $80k in 2022 and by $55k for the entire CIP when compared to 2021 Adopted
- Fiber and Wireless Network
  - Program budget increased by $125k in 2022 and by $190k for the entire CIP when compared to 2021 Adopted
o Network Operations and Infrastructure
  - Program budget increased by $715k in 2022 and by $3.26m for the entire CIP when compared to 2021 Adopted
  - Program increase in 2022 primarily due to scheduled end-of-life system replacements
- Security, Risk, and Compliance
  - Program budget increased by $55k in 2022 but decreased by $315k for the entire CIP when compared to 2021 Adopted
- Workstation Lifecycle Management
  - Program budget decreased by $250k in 2022 and by $265k for the entire CIP when compared to 2021 Adopted

Information Technology

Budget Overview

2022 CIP by Expenditure Type

	2022	2023	2024	2025	2026	2027
Fiber Network	507,000	312,000	335,000	232,000	328,000	325,000
Machinery and Equipment	2,037,000	2,063,000	2,387,000	2,319,000	1,834,000	2,091,000
Other	1,944,000	1,306,000	961,000	968,000	878,000	885,000
Software and Licenses	1,577,000	669,000	572,000	571,000	570,000	569,000
Total	**$ 6,065,000**	**$ 4,350,000**	**$ 4,255,000**	**$ 4,090,000**	**$ 3,610,000**	**$ 3,870,000**

2022 CIP by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	5,965,000	4,350,000	4,255,000	4,090,000	3,610,000	3,870,000
Transfer In From General Fund	100,000	-	-	-	-	-
Total	**$ 6,065,000**	**$ 4,350,000**	**$ 4,255,000**	**$ 4,090,000**	**$ 3,610,000**	**$ 3,870,000**

Borrowing Summary

	2022	2023	2024	2025	2026	2027
Borrowing Schedule						
General Fund G.O. Borrowing	5,965,000	4,350,000	4,255,000	4,090,000	3,610,000	3,870,000
Non-General Fund G.O. Borrowing	-	-	-	-	-	-
Total	**$ 5,965,000**	**$ 4,350,000**	**$ 4,255,000**	**$ 4,090,000**	**$ 3,610,000**	**$ 3,870,000**
Annual Debt Service						
General Fund G.O. Borrowing	775,450	565,500	553,150	531,700	469,300	503,100
Non-General Fund G.O. Borrowing	-	-	-	-	-	-

Adopted Budget by Funding Source
GO vs. Total Budget

Legend: General Fund G.O. Borrowing — Non-General Fund G.O. Borrowing — Total Budget Less GO
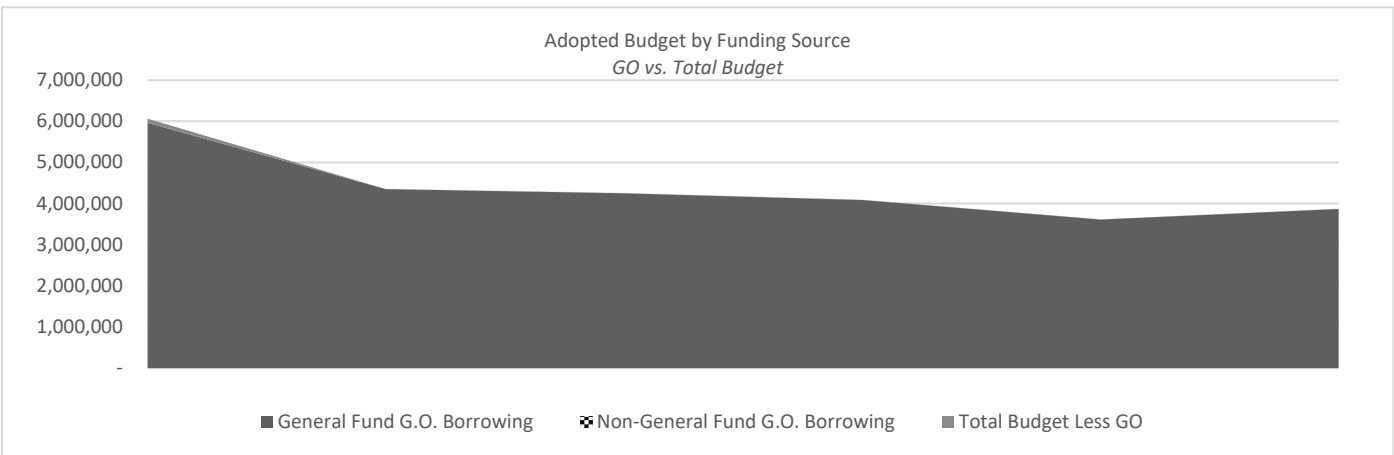
Project Overview

Project	**311/CRM System**	Project #	**13940**
Citywide Element	**Effective Government**	Project Type	**Project**

Project Description

This project funds a consultant contract to develop a 311/customer relationship management (CRM) system roadmap for the City with recommendations that include, but are not limited to, identifying the 311 contact center staffing model, identifying a facility model, determining the scope of services, developing appropriate structure and communication channels, and determining the operations of a 311/CRM system and services. The consultant study will ultimately lead to hardware/software purchasing and will likely require other capital investments and operating support. Common Council amendment #10 added this project to the 2022 adopted capital budget.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	150,000	-	-	-	-	-
TOTAL	$ 150,000	$ -	$ -	$ -	$ -	$ -

Project	**Audiovisual Systems**	Project #	**13535**
Citywide Element	**Effective Government**	Project Type	**Program**

Project Description

This program funds audiovisual products and systems, including flat panel displays, digital signage, projectors, videoconferencing products, and AV recording devices for training, collaborative conferencing, information displays, remote control monitoring, and Boards, Commission, and Committee meetings. The goal of this program is to improve digital inclusion, creating more opportunities for residents to access City services, engage in City government through technology, and expand digital collaboration options for City staff. Projects planned for 2022 include network gear upgrades for virtual meetings, videoconference equipment installation for City spaces, a fiber transmission project, and a digital signage software upgrade to the cloud.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	260,000	200,000	200,000	200,000	200,000	200,000
TOTAL	$ 260,000	$ 200,000	$ 200,000	$ 200,000	$ 200,000	$ 200,000

Project	**Camera Management System**	Project #	**13534**
Citywide Element	**Healthy and Safe**	Project Type	**Project**

Project Description

This project funds the replacement of the current end-of-life Enterprise Camera Management System that manages the City's public safety and traffic cameras. The goal of this program is to grow and strengthen the City's technology infrastructure and operations by aligning with Information Technology's system modernization goals, renewing the City's supported technologies according to industry and operational standards.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	750,000	-	-	-	-	-
TOTAL	$ 750,000	$ -	$ -	$ -	$ -	$ -

| Project | **Database Lifecycle Management** | Project # | **12413** |
| Citywide Element | **Effective Government** | Project Type | **Program** |

Project Description

This program maintains the City's database infrastructure, hardware, software, licensing, upgrades, and tools. The goal of this program is to maintain a strong and secure technology infrastructure backbone. Projects planned for 2022 include SQL licensing and database infrastructure management.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	100,000	350,000	75,000	75,000	75,000	75,000
TOTAL	$ 100,000	$ 350,000	$ 75,000	$ 75,000	$ 75,000	$ 75,000

| Project | **Digital Accessibility & Engagement** | Project # | **12417** |
| Citywide Element | **Effective Government** | Project Type | **Program** |

Project Description

This program develops and supports new technology and online systems, which improve accessibility and interaction with City services. The City's Government Access Television Channel, Madison City Channel, is also a key component of improving digital inclusion and resident engagement. The goal of this program is to improve digital inclusion, creating more opportunities for residents to access City services and engage in City government through technology. Projects planned for 2022 include the Media Team's hardware and software end-of-life replacements and streaming system upgrades. Common Council amendment #11 added $45,000 to each year of the Capital Improvement Plan (CIP) to fund half of a Digital Equity Coordinator position (1.0 FTE) that will support this program.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	345,000	360,000	295,000	295,000	295,000	295,000
TOTAL	$ 345,000	$ 360,000	$ 295,000	$ 295,000	$ 295,000	$ 295,000

| Project | **Digital Workplace** | Project # | **13537** |
| Citywide Element | **Effective Government** | Project Type | **Program** |

Project Description

This program funds increased access to shared online services, opportunities for flexible collaboration, and continuing the transition of modernizing paper-based processes to digital processes to meet the needs of City employees, business and community partners, and Madison residents. The goal of this program is to support the growing digital workplace as the City's working environments are constantly evolving. Projects planned for 2022 include adding hosts and licenses for virtualization of services.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	250,000	250,000	250,000	250,000	250,000	250,000
TOTAL	$ 250,000	$ 250,000	$ 250,000	$ 250,000	$ 250,000	$ 250,000

| Project | **Election Equipment** | Project # | **13806** |
| Citywide Element | **Effective Government** | Project Type | **Project** |

Project Description

This project is for purchasing election equipment to support the Final Attachment of the Town of Madison in November 2022. The goal of this project is to support administration of elections at additional election sites following the Final Attachment. The project scope includes five election machines.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
Transfer In From General Fund	100,000	-	-	-	-	-
TOTAL	$ 100,000	$ -	$ -	$ -	$ -	$ -

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

Project Description

This program supports enterprise-wide systems in order to support the City's growing digital workplace. The goal of this program is to support the increasing number of shared online services and opportunities for flexible collaboration and to continue the transition of modernizing paper-based processes to digital processes to meet the needs of our employees, business and community partners, and Madison residents. Projects planned for 2022 include upgrades to cloud-based systems, data retention inventory system, and hardware reservation system.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	205,000	125,000	125,000	125,000	125,000	125,000
TOTAL	$ 205,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000

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

Project Description

This program expands the City's high-speed fiber optic network. The goal of this program is to improve service delivery through interconnectivity and redundancy to City facilities by expanding the fiber optic infrastructure. The Fiber and Wireless Program supports the IT strategic priority of growing and strengthening our technology infrastructure and operations. Building and maintaining a strong, well-connected fiber network furthers the work of all City agencies' goals and initiatives. Projects planned for 2022 include fiber builds for Fire Station 13, Fleet Services, and Campus Drive.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	705,000	535,000	550,000	450,000	450,000	450,000
TOTAL	$ 705,000	$ 535,000	$ 550,000	$ 450,000	$ 450,000	$ 450,000

| Project | **Microsoft 365** | Project # | **13086** |
| Citywide Element | **Effective Government** | Project Type | **Project** |

Project Description

This project is for the purchase and implementation of Microsoft 365, which migrates the City to a subscription-based model for the City's Microsoft Suite of products. The goal of this project is to grow the City's digital workplace by providing a comprehensive digital toolkit to our customers, improving the way employees and partners collaborate. Transitioning to a subscription-based model will ensure the City continually upgrades when Microsoft releases new versions, rather than through periodic enterprise-wide software upgrades, in compliance with our security standards.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	250,000	-	-	-	-	-
TOTAL	$ 250,000	$ -	$ -	$ -	$ -	$ -

| Project | **Network Operations & Infrastructure Lifecycle Management** | Project # | **12412** |
| Citywide Element | **Effective Government** | Project Type | **Program** |

Project Description

This program maintains the City's data network, data storage, systems hosting, backups, and internet access, while minimizing downtime to City operations. The goal of this program is to maintain a strong and secure technology infrastructure backbone. Projects planned for 2022 include end-of-life system replacements for switches, servers, core distribution, wireless access points, data center switch routers, and backup infrastructure.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	1,305,000	1,240,000	1,545,000	1,200,000	1,200,000	1,200,000
TOTAL	$ 1,305,000	$ 1,240,000	$ 1,545,000	$ 1,200,000	$ 1,200,000	$ 1,200,000

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

Project Description

This project is for the purchase of a new computer system for property assessments, specifically property data management, sales analysis, and property valuation. The goal of the project is to replace an obsolete system from the mid-1990's with a modern system that combines all assessment functions into one integrated program utilized by the City's Assessor's Office. The project scope includes the purchase, deployment, and integration with the City's GIS mapping and other enterprise systems. The anticipated go live date for the system is 2023.

Project Budget by Funding Source

	2022	2023	2024	2025	2026	2027
GF GO Borrowing	600,000	-	-	-	-	-
TOTAL	$ 600,000	$ -	$ -	$ -	$ -	$ -

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

Project Description

This program protects the information contained, processed, or transmitted by information technology systems. This program is also responsible for developing and measuring compliance of security policies and procedures, minimizing risk through implementation of effective technical, administrative, and physical security controls. The goal of this program is to reduce the City's overall risk of security incidents to a moderate level or below. The Security, Risk, & Compliance Program supports the IT strategic priority of upholding a strong and secure technology infrastructure. A secure technology environment allows the City to operate safely and efficiently. By centering work on security, IT and other City agencies proactively protect the City's resources from evolving cybersecurity threats. Projects planned for 2022 include a security vulnerability assessment.

Project Budget by Funding Source

		2022		2023		2024		2025		2026		2027
GF GO Borrowing		305,000		280,000		250,000		250,000		250,000		250,000
TOTAL	$	**305,000**	$	**280,000**	$	**250,000**	$	**250,000**	$	**250,000**	$	**250,000**

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

Project Description

This program manages the City's IT hardware and tools on a routine basis to meet modern technology standards and application requirements. The goal of this program is to grow the City's digital workplace, allowing IT to be more agile in minimizing downtime and improving operational efficiencies to meet our employees' needs and the City's goals. Projects planned for 2022 include replacement of over 400 workstation devices along with a series of printer, accessory, and phone replacements.

Project Budget by Funding Source

		2022		2023		2024		2025		2026		2027
GF GO Borrowing		740,000		1,010,000		965,000		1,245,000		765,000		1,025,000
TOTAL	$	**740,000**	$	**1,010,000**	$	**965,000**	$	**1,245,000**	$	**765,000**	$	**1,025,000**

2022 Appropriation Schedule

2022 Appropriation   Adopted Budget

	Request	Executive	GO Borrowing	Other	Total
311/CRM System	-	-	150,000	-	150,000
Audiovisual Systems	260,000	260,000	260,000	-	260,000
Camera Management System	750,000	750,000	750,000	-	750,000
Database Lifecycle Management	100,000	100,000	100,000	-	100,000
Digital Accessibility & Engagement	300,000	300,000	345,000	-	345,000
Digital Workplace	250,000	250,000	250,000	-	250,000
Election Equipment	-	100,000	-	100,000	100,000
Enterprise Business Solutions	205,000	205,000	205,000	-	205,000
Fiber and Wireless Network	705,000	705,000	705,000	-	705,000
Microsoft 365	250,000	250,000	250,000	-	250,000
Network Operations & Infrastructure Lifecycle Management	1,305,000	1,305,000	1,305,000	-	1,305,000
Property Assessment System	600,000	600,000	600,000	-	600,000
Security, Risk, and Compliance	305,000	305,000	305,000	-	305,000
Workstation Equipment Lifecycle Management	740,000	740,000	740,000	-	740,000
Total 2022 Appropriation	**$ 5,770,000**	**$ 5,870,000**	**$ 5,965,000**	**$ 100,000**	**$ 6,065,000**