



**Program #78309 - IT Health and Human Services Application Services** 6/19/2017

**Department:** County Assets **Program Contact:** Bob Leek  
**Program Offer Type:** Internal Service **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

IT Health and Human Services Application Services provides reliable, effective software systems for the Health Department (over 70 systems) and Department of County Human Services (over 80 systems). The wide variety of services focuses on increasing and improving delivery of technology to provide higher value to departments and constituents. This program improves the delivery of County services through automating business operations, providing easy access to information, and supporting health care transformation in Multnomah County.

**Program Summary**

This program services include managing requests for IT services and ensuring they are well-defined, prioritized and scheduled in alignment with departmental and County needs. Also, understanding and defining operational needs, recommending effective innovative solutions and designing, building, testing, and implementing the selected solutions. The program continues maintaining, supporting and sustaining existing systems through improved life-cycle planning, project governance and resource accountability.

Strategies include: 1) freeing up IT resource hours by tracking hours, analyzing data and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests; 2) leveraging County resources by maintaining, supporting and/or reusing existing systems; and 3) evaluating Countywide departmental needs to leverage systems and prevent redundancy, and using Total Cost of Ownership to make informed IT investment decisions. Strategies will result in increased IT resources available for higher value projects.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Percent of employee hours spent on planned work versus unplanned work	80%	65%	81%	65%
Outcome	Percentage point increase in employee hours spent on planned work	15%	10%	0%	10%

**Performance Measures Descriptions**

Output Measure - Employee hours spent on planned versus unplanned work: 65% planned/35% unplanned. This includes available work time (excludes time for training, holidays, vacation). Planned work provides better customer value, as work can be targeted toward high priority activities.

Outcome Measure - The percentage increase in planned work versus unplanned work calculated from the Current Year Purchased

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2017</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>
Personnel	\$0	\$3,883,987	\$0	\$4,030,854
Contractual Services	\$0	\$574,383	\$0	\$628,795
Materials & Supplies	\$0	\$142,980	\$0	\$163,014
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,601,350</b>	<b>\$0</b>	<b>\$4,822,663</b>
<b>Program Total:</b>	<b>\$4,601,350</b>		<b>\$4,822,663</b>	
<b>Program FTE</b>	0.00	21.00	0.00	21.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$4,830,463	\$0	\$4,822,663
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,830,463</b>	<b>\$0</b>	<b>\$4,822,663</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

**Last Year this program was:** FY 2017: 78309 IT Health & Human Services Application Services

Personnel and Contract Services increase over FY 2017 due to department requests for accelerated technology modernization initiatives and limited duration Business Systems Analyst.