

Division: Information Technology

**Program Characteristics:****Program Description**

This program enables a modern, agile workforce to stay connected and provide vital community support outside of traditional office settings. By providing staff with mobile phones and tablets, we ensure they can deliver essential services to the community from anywhere—whether they are in the field, at a home visit, or responding to an emergency.

The Mobile Device Management Group manages over 3,000 wireless devices. We collaborate with department leaders, IT Support, and IT Security to identify communication needs and set standards for appropriate devices and service plans. Our program handles the procurement and configuration of all cellular devices, including smartphones and tablets.

Our goal is to provide reliable, improving service. Specific duties include providing resources during County emergencies to ensure vital communication lines remain open. We manage the entire lifecycle of mobile devices, including ordering, delivery, and customer service. Additionally, we oversee billing accuracy, vendor relations, and text message archiving.

County employees access these services through the IT Service Portal with manager approval. Total program costs—including labor, equipment, the Telecommunication Expense Management System, and monthly wireless bills—are passed to departments based on actual usage. This ensures accountability and the responsible management of public resources.

**Equity Statement**

This program is critical to County operations. The devices we provide allow staff across all departments to deliver essential services to the community. We provide these services with a commitment to equity. We prioritize support for staff who work directly with the public. We actively fix gaps in resources to ensure every department has fair access to equipment.

**Revenue/Expense Detail**

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$0	\$179,682	\$0	\$189,679
Contractual Services	\$0	\$2,196,687	\$0	\$2,447,422
Materials & Supplies	\$0	\$1,400	\$0	\$1,512
Unappropriated & Contingency	\$0	\$308,500	\$0	\$348,268
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,686,269</b>	<b>\$0</b>	<b>\$2,986,881</b>
<b>Total Expenses:</b>	<b>\$2,686,269</b>		<b>\$2,986,881</b>	
<b>Program FTE</b>	0.00	1.00	0.00	1.00

**Program Revenues**

Other / Miscellaneous	\$0	\$2,302,769	\$0	\$2,563,613
Beginning Working Capital	\$0	\$383,500	\$0	\$423,268
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,686,269</b>	<b>\$0</b>	<b>\$2,986,881</b>

**Performance Measures**

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Percentage of new and replacement mobile device requests processed within 10 days of receiving.	78%	99%	99%
90% customers rate the IT Wireless Team as a 4/5 or higher on customer satisfaction surveys.	92%	90%	90%