

Department: County Assets
Program Offer Type: Internal Service

Program Contact: Kaleb Smith
Program Offer Stage: As Requested

Related Programs:

Program Characteristics: In Target

Executive Summary

The Desktop Services program supports end users with desktops, laptops, tablets, smartphones, printers, multifunction device vendor management, iPads and other personal computing devices. This includes hardware and software procurement, installation, upgrades, maintenance, asset management and proper disposal of all devices. Remote and on-site support are provided to improve user productivity. The funding decisions are made in cooperation with DCA, the Chair's Office, Central Budget.

Program Summary

Desktop Services manages more than 7,000 County devices (desktops, laptops, tablets, printers, multifunction devices, iPhones, iPads and other personal computing devices). PCs for public use in the libraries, assessment & taxation and land use planning are also supported to provide residents and visitors with access to view public records on-line. The desktop team is responsible for life cycle management (renewal and replacement), software upgrades and inventory management for all desktop devices. Desktop support staff follow best practices for standardization, resulting in faster performance, reliability, better stability and greater security. They are also an escalation point for Help Desk ticket resolution. This team also performs support for the County's computer training rooms.

Equity is incorporated into the Desktop Support process by ensuring we are able to support all customers. We focus on the issues customers have and prioritize work by impact. PC refresh is performed based on a set schedule of when the asset is no longer under manufacturer warranty. If there are language barriers the team will find the best mode of communication to connect with the customer. We use plain language (non technical) and patience to ensure the customer feels supported. The Desktop team is working diligently to remove barriers and to support users with accommodations, specialized hardware or software needs.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Desktop device moves are completed 90% on time for requests received 5 days prior to move date	95%	95%	95%	90%
Outcome	New hire devices installed and functional on employee start date on requests received 5 days prior to start day	90%	95%	95%	95%
Outcome	Device refresh occurs within 3 months of warranty end date	70%	70%	70%	70%

Performance Measures Descriptions

PM #1 Output Measure - This measures moves of County staff desktop devices from one County location to another.

PM #2 Outcome Measure - This measures our ability to have desktops ready when employee arrives to work on their first day.

PM #3 Outcome Measure - This measures our ability to replace aging desktop devices.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$147,295	\$2,605,750	\$0	\$2,990,052
Contractual Services	\$0	\$82,159	\$0	\$266,071
Materials & Supplies	\$0	\$28,773	\$0	\$27,295
Total GF/non-GF	\$147,295	\$2,716,682	\$0	\$3,283,418
Program Total:	\$2,863,977		\$3,283,418	
Program FTE	1.00	17.50	0.00	19.50

Program Revenues				
Other / Miscellaneous	\$0	\$2,716,682	\$0	\$3,283,418
Total Revenue	\$0	\$2,716,682	\$0	\$3,283,418

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 2022: 78307 IT Desktop Services

Due to the ongoing COVID 19 pandemic, the Desktop staff are hybrid working remotely when able or onsite as needed to support our customers. We continue to provide contactless pickup for hardware within the Multnomah Building as well as allowing staff to adjust schedules to work off hours to reduce the number of in person interactions. We continue to see the requests for laptops exceed desktops given our customers desire to be mobile or work remote in their future of work plans. Supply chain constraints have impacted our ability to procure hardware. At different times, different supplies have been impacted. IT Desktop is trying to mitigate this impact by anticipating demand, engaging vendors and reviewing alternatives. Increase in 1.0 FTE due to a transfer from Program Offer 78303 to Program Offer 78307. Increase in 1.0 FTE due to a transfer from Program Offer 78101 to Program Offer 78307.