

Division: Information Technology

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

This program addresses the need for flexible technology solutions by providing laptops and essential devices for remote and mobile work. This serves the community by equipping staff with the tools to provide County services and providing public-access computers for research and record-seeking at our libraries.

Desktop Services manages over 7,275 devices, including desktops, laptops, tablets, printers, and iPhones. We manage the entire "lifecycle" of this equipment—from procurement and installation to retirement. Our responsibilities include performing software upgrades, offering hands-on troubleshooting, and maintaining a detailed device inventory.

By using reliable equipment and consistent configurations, we ensure faster performance, stability, and security. Our team serves as the next level of support for complex issues that exceed Help Desk capabilities. We replace hardware according to a prescribed schedule based on manufacturer warranties and prioritize repairs based on operational impact.

As the workforce evolves, the demand for mobile solutions has increased; currently, 70% of employees use laptops daily compared to 30% using traditional desktops. This program is funded by internal service rates. Through effective system management, we act as responsible stewards of County resources, ensuring staff are well-equipped to serve the residents of Multnomah County.

**Equity Statement**

We remove equity barriers by supporting users who need specialized hardware and software accommodations. We communicate using plain, non-technical language. This prevents delays and increases service levels for community members, especially those who rely on County services the most.

**Revenue/Expense Detail**

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$0	\$3,742,208	\$0	\$4,137,177
Contractual Services	\$0	\$90,450	\$0	\$97,686
Materials & Supplies	\$0	\$17,725	\$0	\$19,556
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,850,383</b>	<b>\$0</b>	<b>\$4,254,419</b>
<b>Total Expenses:</b>	<b>\$3,850,383</b>		<b>\$4,254,419</b>	
<b>Program FTE</b>	0.00	22.50	0.00	23.50
<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$3,850,383	\$0	\$4,254,419
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,850,383</b>	<b>\$0</b>	<b>\$4,254,419</b>

**Performance Measures**

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Desktop device moves are completed 90% on time for requests received 5 days prior to move date.	99%	95%	90%
At least 90% of customers rate the Desktop Team as a 4/5 or higher on customer satisfaction surveys.	94%	97%	90%