



**Program #78310 - IT Software Development and Application Integration** FY 2024 Proposed

**Department:** County Assets **Program Contact:** Jason Heilbrun  
**Program Offer Type:** Internal Service **Program Offer Stage:** Proposed  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Information Technology (IT) Software Development and Application Integration provides reliable and effective custom software application development and support of department level business solutions and integrations with external partners and applications. In total, this program supports and maintains more than 75 custom software applications, services, and integrations.

**Program Description**

The program develops and supports custom software applications across the Enterprise, however a majority of the program's efforts are in support of the Health Department, Department of Community Justice, Department of County Human Services, and the Multnomah County Sheriff's Office.

The program is focused on development and support of reliable software applications and data integrations that are used for department operations to support accessible and equitable outcomes for members of the community.

This program partners with the IT portfolio teams and department business contacts to identify, prioritize, and to deliver innovative, high quality, secure, and scalable custom software solutions on the web, in the cloud, mobile, or on premises using .NET framework full stack development. This program improves the delivery of County services through automating business operations and integrating data within and between County departments, agencies, and community partners, as well as maintaining and enhancing existing and legacy applications to ensure reliability and to meet the needs of the County.

As part of its commitment to increasing diversity in ideas and abilities, this program regularly supports interns from Portland State University's Cooperative Education Program. This program brings four to six interns to the County each year, providing a wealth of benefits to both the County and students.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	All newly developed applications will meet Web Content Accessibility Guidelines 2.1 AA accessibility standards	N/A	N/A	N/A	15%
Outcome	Modernize our build and deployment infrastructure by migrating to Microsoft DevOps	N/A	N/A	N/A	95%

**Performance Measures Descriptions**

Output Measure - WCAG is a set of recommendations for making web content more accessible, primarily for people with disabilities, but also for all users, including highly limited devices, such as mobile phones.

Outcome Measure - modernizing our build and deploy infrastructure will result in consistent and rapid automation

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$2,674,279	\$0	\$2,847,410
Materials & Supplies	\$0	\$113,107	\$0	\$66,733
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,787,386</b>	<b>\$0</b>	<b>\$2,914,143</b>
<b>Program Total:</b>	<b>\$2,787,386</b>		<b>\$2,914,143</b>	
<b>Program FTE</b>	0.00	13.00	0.00	13.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,040,133	\$0	\$2,914,143
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,040,133</b>	<b>\$0</b>	<b>\$2,914,143</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 2023: 78310 IT Public Safety Application Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.