

## 2018 Proposed Budget v2 - Department Summary - Chief Financial Officer - Information and Technology

Cost Element Group	2017 Budget	2017 Projection	2018 Proposed Budget	Change	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	-	-	-	-	-	-
Government Transfers	-	-	-	-	-	-
Sales and User Charges	-	1,500	-	(1,500)	-	-
Sales to Other Governments	-	-	-	-	-	-
Penalties and Costs on Taxes	-	-	-	-	-	-
Licenses and Permits	-	-	-	-	-	-
Fines	-	-	-	-	-	-
Franchise and Concessions	-	-	-	-	-	-
Returns on Investments	-	-	-	-	-	-
Rentals	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
<b>REVENUES</b>	<b>-</b>	<b>1,500</b>	<b>-</b>	<b>(1,500)</b>	<b>-</b>	<b>-</b>
Salaries, Wages and Benefits	9,847,400	9,472,600	8,656,000	(816,600)	8,742,560	8,829,986
Contracted and General Services	11,554,125	11,656,532	12,027,035	370,503	12,267,576	12,512,928
Purchases from Other Governments	-	-	-	-	-	-
Materials, Goods, Supplies and Utilities	932,500	693,900	903,920	210,020	921,998	940,438
Provision for Allowances	-	-	-	-	-	-
Transfers to Local Boards and Agencies	-	-	-	-	-	-
Transfers to Individuals and Organizations	-	-	-	-	-	-
Bank Charges and Short-Term Interest	-	-	-	-	-	-
Interest on Long-Term Debt	-	-	-	-	-	-
Other Expenses	-	-	-	-	-	-
Debenture Repayment	-	-	-	-	-	-
Transfers to Reserves	-	-	-	-	-	-
<b>EXPENSES</b>	<b>22,334,025</b>	<b>21,823,032</b>	<b>21,586,955</b>	<b>(236,077)</b>	<b>21,932,134</b>	<b>22,283,352</b>
<b>NET</b>	<b>(22,334,025)</b>	<b>(21,821,532)</b>	<b>(21,586,955)</b>	<b>234,577</b>	<b>(21,932,134)</b>	<b>(22,283,352)</b>

## 2018 Proposed Budget v2 - Department Summary - Chief Financial Officer - Information and Technology

Programs / Services	2018 Proposed Budget	2019 Plan	2020 Plan
Accela Sustainment	(1,094,004)	(1,113,764)	(1,133,898)
AS400 Sustainment	(198,900)	(202,578)	(206,327)
Client Support	(3,557,050)	(3,608,386)	(3,660,550)
Communication Services	(849,000)	(863,950)	(879,178)
Flex Suite Sustainment	(243,550)	(247,891)	(252,313)
GIS Sustainment	(2,784,130)	(2,833,613)	(2,884,023)
IT Management	(669,580)	(676,402)	(683,294)
Mapping Services	(752,000)	(761,130)	(770,383)
Network Support	(2,109,300)	(2,143,881)	(2,179,078)
Non-CORE System Sustainment	(2,271,854)	(2,305,161)	(2,339,013)
Open Text Sustainment	(767,650)	(781,243)	(795,091)
Printer Support Services	(358,920)	(365,838)	(372,893)
RES Sustainment	(321,250)	(326,905)	(332,666)
SAP Sustainment	(3,656,320)	(3,718,461)	(3,781,736)
Server Support Services	(1,953,447)	(1,982,931)	(2,012,909)
<b>NET</b>	<b>(21,586,955)</b>	<b>(21,932,134)</b>	<b>(22,283,352)</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

Accela Sustainment

Cost Center

82310

### Description of Service

Accela Sustainment - Accela is utilized by the Planning and Development team for permitting and business licensing and by Legislative Services for Agenda Management. Includes Hosting, Maintenance and licensing agreements, as well as, application integration, upgrades and the introduction of new functionality. In 2018, we will be upgrading the permitting and business licensing module.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$212,000	\$214,120	\$216,261
Contracted and General Services	\$882,004	\$899,644	\$917,637
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$1,094,004</b>	<b>\$1,113,764</b>	<b>\$1,133,898</b>

<b>NET</b>	<b>(\$1,094,004)</b>	<b>(\$1,113,764)</b>	<b>(\$1,133,898)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.81%</b>	<b>1.81%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

AS400 Sustainment

Cost Center

82331

### Description of Service

AS400 Sustainment - While this is mainly utilized by Finance for Accounts Receivable, it also includes information such as Bylaw ticketing and Municipal cemeteries. Includes hosting, licensing and maintenance. There are plans to migrate the remaining AS400 functions to newer applications.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$30,000	\$30,300	\$30,603
Contracted and General Services	\$168,900	\$172,278	\$175,724
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$198,900</b>	<b>\$202,578</b>	<b>\$206,327</b>

<b>NET</b>	<b>(\$198,900)</b>	<b>(\$202,578)</b>	<b>(\$206,327)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.85%</b>	<b>1.85%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Infrastructure Services

Program / Service / Activity

Client Support

Cost Center

82332

### Description of Service

The client support service represents the IT Service Desk function and technical support of end user equipment.

The IT Service Desk is the single point of contact responsible for 1) receiving and triaging all Information Technology incidents and requests for service, 2) actioning those incidents and requests (Tier 1 support) and/or 3) escalating the requests to other IT groups for resolution or fulfillment. The IT Service Desk consists of 3 staff that receive all incidents and requests via email, telephone, or the online self reporting tool and track all incidents and requests in the central ticketing system.

The technical support of end user equipment is responsibility of the PC Technician role. The PC Technicians are responsible for the installation, configuration, maintenance (patching) and troubleshooting of all client hardware (PCs, laptops and peripherals such as desktop printers and scanners, monitors, keyboards, etc.) and desktop software (office products, adobe, browsers, AutoCAD, etc.). The PC Technician is also responsible for life cycling equipment and ensuring antivirus and antimalware software is functioning correctly and they respond to any incidents of virus/malware threats. There are 8 staff in this role.

The IT Service Desk and technical support is critical in the delivery of the Client Support service.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$1,980,500	\$2,000,305	\$2,020,308
Contracted and General Services	\$1,157,950	\$1,181,109	\$1,204,731
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$418,600	\$426,972	\$435,511
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$3,557,050</b>	<b>\$3,608,386</b>	<b>\$3,660,551</b>

<b>NET</b>	<b>(\$3,557,050)</b>	<b>(\$3,608,386)</b>	<b>(\$3,660,551)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.44%</b>	<b>1.45%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Infrastructure Services

Program / Service / Activity

Communication Services

Cost Center

82205

### □ Description of Service □

The Communication Service in IT represents the costs associated to all the landline, radio tower leasing, utility alarm monitoring, and residential-quality Internet (ADSL) services utilized by all departments in the organization.

### Revenues

	2018 Projected Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Projected Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$203,000	\$205,030	\$207,080
Contracted and General Services	\$646,000	\$658,920	\$672,098
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$849,000</b>	<b>\$863,950</b>	<b>\$879,179</b>
<b>NET</b>	<b>(\$849,000)</b>	<b>(\$863,950)</b>	<b>(\$879,179)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.76%</b>	<b>1.76%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

FlexSuite Sustainment

Cost Center

82333

### □ Description of Service □

FlexSuite Sustainment - used by Assessment and Taxation for property assessment and the production of tax notices. Includes licensing and maintenance.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$53,000	\$53,530	\$54,065
Contracted and General Services	\$190,550	\$194,361	\$198,248
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$243,550</b>	<b>\$247,891</b>	<b>\$252,314</b>

<b>NET</b>	<b>(\$243,550)</b>	<b>(\$247,891)</b>	<b>(\$252,314)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.78%</b>	<b>1.78%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

IT - GIS

Program / Service / Activity

GIS Sustainment

Cost Center

82202

### Description of Service

GIS Sustainment - This service sheet includes all costs associated with sustaining the GIS system within the RMWB. It includes the licensing and maintenance fees for GIS specific software tools and technology and it also includes the cost associated with the Pictometry fly over done by Eagle View each year.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$620,000	\$626,200	\$632,462
Contracted and General Services	\$2,164,130	\$2,207,413	\$2,251,561
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$2,784,130</b>	<b>\$2,833,613</b>	<b>\$2,884,023</b>

<b>NET</b>	<b>(\$2,784,130)</b>	<b>(\$2,833,613)</b>	<b>(\$2,884,023)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.78%</b>	<b>1.78%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

IT - Admin

Program / Service / Activity

IT Management

Cost Center

82203

### Description of Service

Provide overall IT leadership and administration. Includes IT Senior Manager SWB as well as 40% of 2 Managers SWB. Includes all overhead costs for the entire department.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$657,000	\$663,570	\$670,206
Contracted and General Services	\$9,580	\$9,772	\$9,967
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$3,000	\$3,060	\$3,121
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$669,580</b>	<b>\$676,402</b>	<b>\$683,294</b>

<b>Net</b>	<b>(\$669,580)</b>	<b>(\$676,402)</b>	<b>(\$683,294)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.02%</b>	<b>1.02%</b>



# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

IT - GIS

Program / Service / Activity

Mapping Services

Cost Center

82206

### □ Description of Service □

GIS Mapping Services - The GIS group provides mapping services to most business units of the RMWB. Critical mapping services include RES; Recovery; Engineering & Planning & Development. This group also provides maps for public services such as garbage collection routes and transit routes.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$591,000	\$596,910	\$602,879
Contracted and General Services	\$161,000	\$164,220	\$167,504
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$752,000</b>	<b>\$761,130</b>	<b>\$770,384</b>
<b>NET</b>	<b>(\$752,000)</b>	<b>(\$761,130)</b>	<b>(\$770,384)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.21%</b>	<b>1.22%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Infrastructure Services

Program / Service / Activity

Network Support

Cost Center

82313

### Description of Service

Network Services enables all of the back-end IT components that interconnect all our physical sites. The costs associated to this service include 1) the Wide Area Network (WAN), Local Area Network (LAN), and Wi-Fi service and management costs, 2) off-site data center hosting charges, 3) and equipment repair and programming charges. This service is performed by 4 Network Analyst Staff.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$760,500	\$768,105	\$775,786
Contracted and General Services	\$1,348,800	\$1,375,776	\$1,403,292
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$2,109,300</b>	<b>\$2,143,881</b>	<b>\$2,179,078</b>

<b>NET</b>	<b>(\$2,109,300)</b>	<b>(\$2,143,881)</b>	<b>(\$2,179,078)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.64%</b>	<b>1.64%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

Non-CORE System Sustainment

Cost Center

82312

### Description of Service

Non-CORE Sustainment - Includes hosting, licensing and maintenance. There are have approximately 40 3rd party applications as well as those that are developed and maintained in house. These applications are used by various different departments across the organization i.e. Pulse & Pulse Online.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$1,213,000	\$1,225,130	\$1,237,381
Contracted and General Services	\$1,058,854	\$1,080,031	\$1,101,632
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$2,271,854</b>	<b>\$2,305,161</b>	<b>\$2,339,013</b>

<b>NET</b>	<b>(\$2,271,854)</b>	<b>(\$2,305,161)</b>	<b>(\$2,339,013)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.47%</b>	<b>1.47%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

OpenText Sustainment

Cost Center

82340

### Description of Service

OpenText Sustainment - This is an Enterprise Information Management application Includes hosting, licensing and maintenance. Six departments - RES, IT, Land Admin, Procurement, Legal Services and Corporate Records are utilizing this application currently. There is a plan to roll out this application to all remaining departments.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$176,000	\$177,760	\$179,538
Contracted and General Services	\$591,650	\$603,483	\$615,553
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$767,650</b>	<b>\$781,243</b>	<b>\$795,090</b>

<b>NET</b>	<b>(\$767,650)</b>	<b>(\$781,243)</b>	<b>(\$795,090)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.77%</b>	<b>1.77%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Infrastructure Services

Program / Service / Activity

Printer Services

Cost Center

82343

### Description of Service

This service provides printer support services for the entire organization. Components of this service include preventative and corrective maintenance of all Konica Minolta devices, leasing costs, consumables (ex: toner), and paper costs for the entire organization. The total number of devices supported in this service is 79. This service also includes the costs related to the implementation of software that will help the organization better manage printing costs by informing users of the cost of each print job and reminders for users to chose black & white verses color, etc.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$26,000	\$26,260	\$26,523
Contracted and General Services	\$50,000	\$51,000	\$52,020
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$282,920	\$288,578	\$294,350
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$358,920</b>	<b>\$365,838</b>	<b>\$372,893</b>

<b>NET</b>	<b>(\$358,920)</b>	<b>(\$365,838)</b>	<b>(\$372,893)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.93%</b>	<b>1.93%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

RES Sustainment

Cost Center

82342

### Description of Service

RES Sustainment - includes all applications utilized by RES such as FDM which is utilized for 911 dispatch and Telestaff which is an automated scheduling solution Includes licensing and maintenance and in 2018 we are upgrading the Telestaff application and moving to a hosted solution.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$77,000	\$77,770	\$78,548
Contracted and General Services	\$244,250	\$249,135	\$254,118
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$321,250</b>	<b>\$326,905</b>	<b>\$332,665</b>

<b>NET</b>	<b>(\$321,250)</b>	<b>(\$326,905)</b>	<b>(\$332,665)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.76%</b>	<b>1.76%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Application Services

Program / Service / Activity

SAP Sustainment

Cost Center

82210

### Description of Service

SAP Sustainment - Includes hosting, licensing and maintenance. Core modules are used by HR, Finance and Procurement.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$1,098,500	\$1,109,485	\$1,120,580
Contracted and General Services	\$2,557,820	\$2,608,976	\$2,661,156
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$0	\$0	\$0
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$3,656,320</b>	<b>\$3,718,461</b>	<b>\$3,781,736</b>

<b>NET</b>	<b>(\$3,656,320)</b>	<b>(\$3,718,461)</b>	<b>(\$3,781,736)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.70%</b>	<b>1.70%</b>

# REGIONAL MUNICIPALITY OF WOOD BUFFALO

## 2018 BUDGET



Chief Financial Officer

Information Technology

Infrastructure Services

Program / Service / Activity

Server Support

Cost Center

82330

### Description of Service

This service provides support for the entire corporate server, storage, database and backup/restore infrastructure. The current environment consists of 68 server hosts with 421 virtual servers running in a high availability configuration and an additional 22 physical servers. In addition there is approximately 450 terabytes of storage and over 2 petabytes of data in backups and archives. This is equivalent to over 40 million 4-drawer filing cabinets of paper, 27 years of HD video or 15 billion photos on Facebook. The infrastructure is hosted in 2 locations with the majority of the infrastructure in the Calgary Q9 data center that is managed remotely. This service includes all preventative maintenance activities such as monitoring system availability, health checks, patching/updates, system optimization, & hardening to ensure the optimal performance and security of the complex corporate infrastructure. This service monitors all backup jobs for successful completion and conducts restoration tests to ensure backups can be used in the event of an emergency or unforeseen system outage. This service is also used for ad hoc requests for restoration due to accidental deletion of data and/or retrieval of archival information. This service monitors and maintains the database base management systems for all major applications including SAP, Accela, FDM, SharePoint, & Open Text.

### Revenues

	2018 Proposed Budget	2019 Plan	2020 Plan
Net Taxes Available for Municipal Purposes	\$0	\$0	\$0
Government Transfers	\$0	\$0	\$0
Sales and User Charges	\$0	\$0	\$0
Sales to Other Governments	\$0	\$0	\$0
Penalties and Costs on Taxes	\$0	\$0	\$0
Licenses and Permits	\$0	\$0	\$0
Fines	\$0	\$0	\$0
Franchise and Concession Contracts	\$0	\$0	\$0
Returns on Investments	\$0	\$0	\$0
Rentals	\$0	\$0	\$0
Other Revenues	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Expenses

	2018 Proposed Budget	2019 Plan	2020 Plan
Salaries, Wages and Benefits	\$958,500	\$968,085	\$977,766
Contracted and General Services	\$795,547	\$811,458	\$827,687
Purchases from Other Governments	\$0	\$0	\$0
Materials, Goods, Supplies and Utilities	\$199,400	\$203,388	\$207,456
Provision for Allowances	\$0	\$0	\$0
Transfers to Local Boards and Agencies	\$0	\$0	\$0
Transfers to Individuals & Organizations	\$0	\$0	\$0
Bank Charges and Short Term Interest	\$0	\$0	\$0
Interest on Long Term Debt	\$0	\$0	\$0
Other Expenditures	\$0	\$0	\$0
<b>Totals</b>	<b>\$1,953,447</b>	<b>\$1,982,931</b>	<b>\$2,012,909</b>
<b>NET</b>	<b>(\$1,953,447)</b>	<b>(\$1,982,931)</b>	<b>(\$2,012,909)</b>
<b>Percentage Increase/(Decrease)</b>		<b>1.51%</b>	<b>1.51%</b>