

FY10 Information Technology Project Portfolio

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Chief Information Officer

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Executive Summary

Information Technology (IT), like capital, represents assets worth hundreds of millions of dollars that must be maintained, replaced, and enhanced over time. Like capital resources, they are investments that provide risk and return to the organization. Like investments, IT hardware and software assets are organized and managed in a portfolio to maximize value for the organization.

In 2008 and 2009, ITSD updated its inventory of the IT hardware and software assets in the City's IT portfolio. In addition, the seven-member Strategic Planning Council (SPC) reviewed, evaluated, and prioritized the annual IT project proposals for FY09 and FY10 that will impact the IT portfolio.

The SPC assessed 26 FY10 proposals based upon necessity, cost, benefits, and risk and ranked them by priority. 17 proposals were recommended for funding. 13 were improvement (investment) projects while 4 were support and maintenance projects

The initial IT capital projects are estimated to cost \$20 million and generate \$98.9 million in total benefits (cost savings, cost avoidance, revenue). These projects will be funded through \$10 million in IT capital bonds, \$5 million in IT assessment fees, and additional revenue generated by the e-Citation Project up to \$5 million. As many projects as possible will be completed as funding becomes available.

Executive Summary

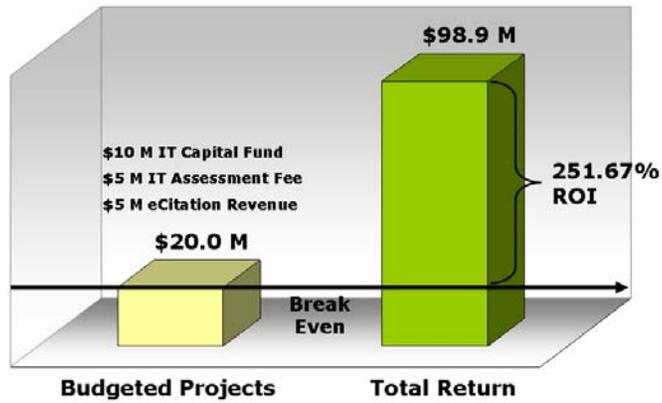


Figure 1a. Est. Return On Investment for FY10 IT Capital Projects ([see pg. 18](#))

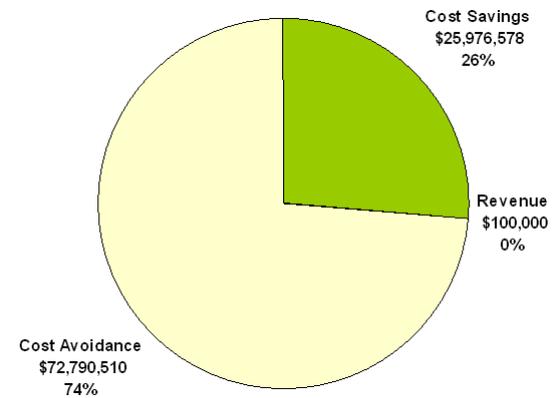


Figure 1b. Total Return Breakdown by Category for FY10 IT Capital Projects ([see pg. 19](#))

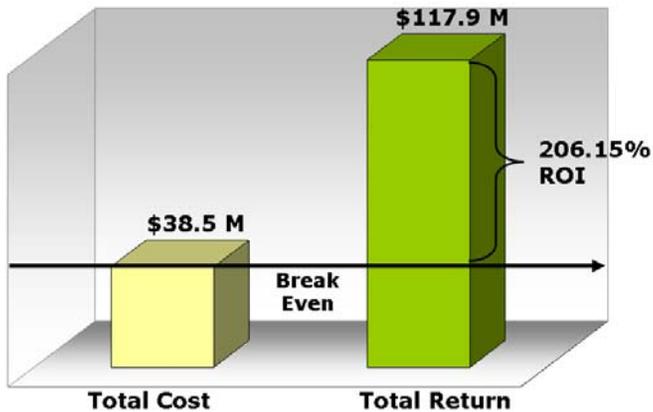


Figure 2a. Est. Return On Investment for FY10 IT Portfolio Changes ([see pg. 20](#))

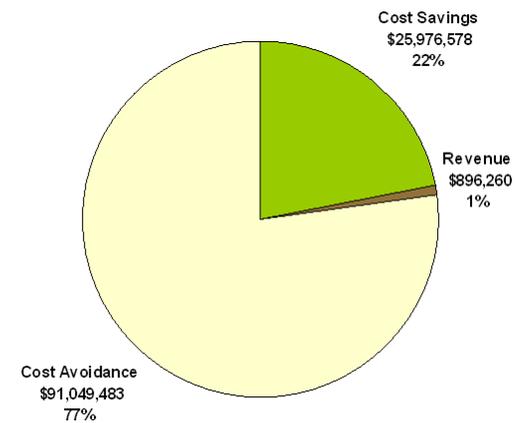


Figure 2b. Total Return Breakdown By Category for FY10 IT Portfolio Changes ([see pg. 21](#))

IT Portfolio Introduction

□ Purpose:

- To create value for the organization through investments in IT

□ Definitions:

- IT Portfolio – a collection of IT resources (systems) supporting lines of business providing a consolidated view of overall cost, value, and risk
- IT Portfolio Management (ITPM) – executing the IT portfolio

□ Bottom Line:

- ITPM maximizes the value of IT investments to the organization

Benefits of Good ITPM

- Benefits to the organization from adopting ITPM:
 - Choose projects that produce best value
 - Increase IT alignment with strategic business goals
 - Produce results and value
 - Focus on development and the future over maintenance and crises
 - Attention to transformation over status quo

IT Portfolio Initiative

□ Issue

- Hardware and software are capital assets that must be maintained and replaced, like streets
- IT capital assets represent \$100s of millions in City investments

□ Initiative

- Develop a comprehensive portfolio of IT assets
- Implement an IT portfolio process to prioritize and synchronize all new IT investments
- Maintain, replace, and enhance the IT portfolio in a rational way

Current IT Infrastructure Portfolio

<u>Infrastructure Item</u>	<u>Estimated Value</u>	<u>Useful Life</u>
Computers		
Handheld Computers	\$ 1,500,000	3 years
Servers	\$ 8,500,000	4 years
Software (OS and Utilities)	\$ 21,000,000	5 years
Workstations	\$ 3,200,000	5 years
Printers	\$ 1,500,000	5 years
Rugged Portables	\$ 1,200,000	8 years
Subtotal - Computers	\$ 36,900,000	
Data and Voice Communications		
Optical Network	\$ 5,000,000	6 years
Cable Infrastructure - Outside	\$ 5,500,000	8 years
Cable Infrastructure - Inside	\$ 4,500,000	8 years
Ethernet Network	\$ 33,000,000	10 years
Telephone Systems	\$ 7,000,000	20 years
Subtotal - Data and Voice Communications	\$ 55,000,000	
Public Safety Radio System		
Radio Infrastructure	\$ 10,000,000	10 years
Radios	\$ 10,000,000	10 years
Radio System	\$ 30,000,000	20 years
Subtotal - Public Safety Radio System	\$ 50,000,000	
Datacenter Facilities		
Frio (15,000 ft.)	\$ 13,500,000	20 years
EOC (5,000 ft.)	\$ 4,500,000	20 years
Subtotal - Datacenter Facilities	\$ 18,000,000	
Grand Total - Infrastructure	\$ 159,900,000	

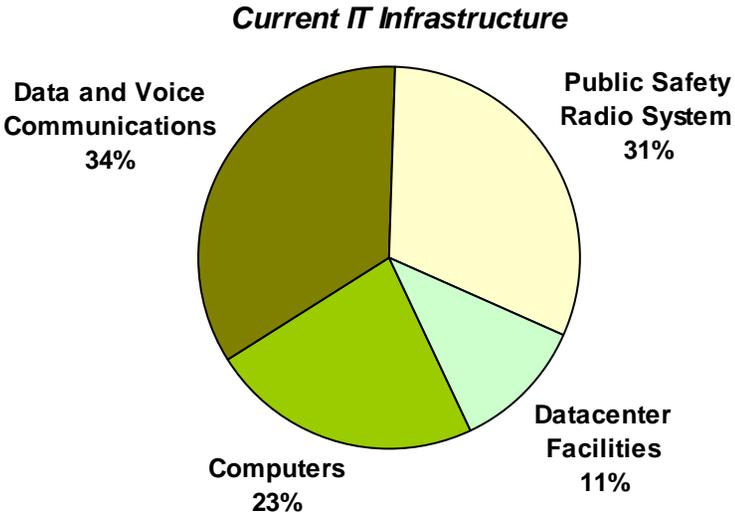
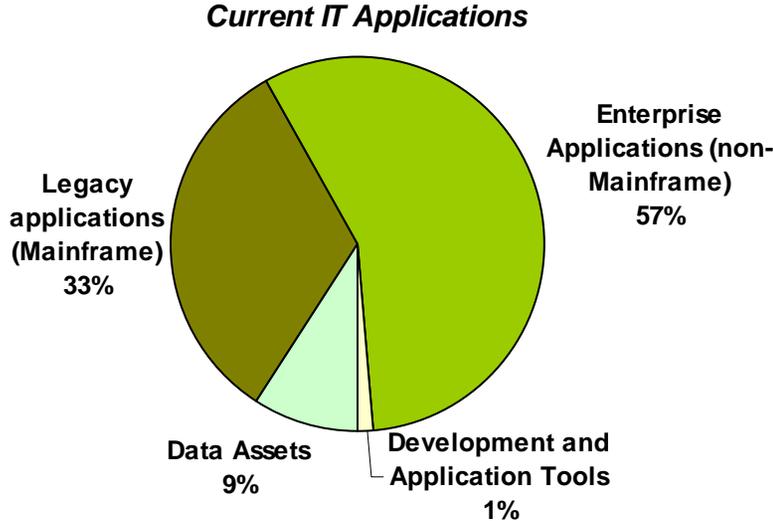
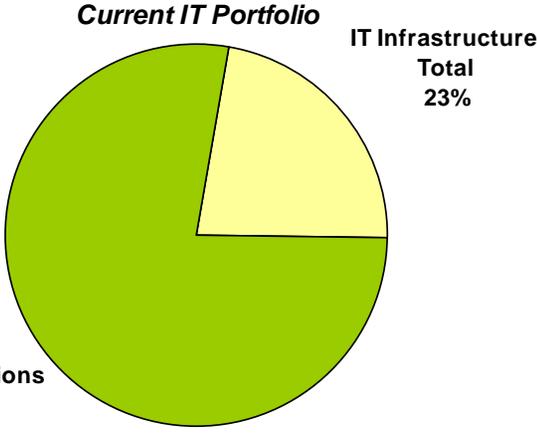
Current IT Applications Portfolio

<u>Application Item</u>	<u>Estimated Value</u>	<u>Useful Life</u>
Legacy applications (Mainframe)		
Public Safety (69%)*	\$ 138,994,218	5 years
Non-Public Safety (31%)	\$ 40,509,593	5 years
Subtotal – Legacy Apps	\$ 179,503,811	
Enterprise Applications (non-Mainframe)		
Web	\$ 10,451,603	3 years
Hansen	\$ 17,479,829	5 years
SAP	\$ 147,058,351	7 years
GIS	\$ 25,673,579	7 years
Business Intelligence	\$ 49,562,363	7 years
Enterprise Content Management	\$ 59,775,407	7 years
Subtotal – Enterprise Apps	\$ 310,001,132	
Development and Application Tools		
Administrative Tools to Support Applications	\$ 8,123,557	5 years
Subtotal – Development and Application Tools	\$ 8,123,557	
Data Assets		
Creation, Acquisition, and Data Management	\$ 50,000,000	7 years
Subtotal – Data Assets	\$ 50,000,000	
Grand Total - Applications	\$ 547,628,500	

* The Portfolio value includes new software for replacement of existing applications and the employees who support both. Since the same staff supports both areas new and old technology it is combined to one value for this report.

Current IT Portfolio Total

CURRENT IT PORTFOLIO	
IT Infrastructure Total	\$ 159,900,000
IT Applications Total	\$ 547,628,500
TOTAL	\$ 707,528,500



Strategic Planning Council

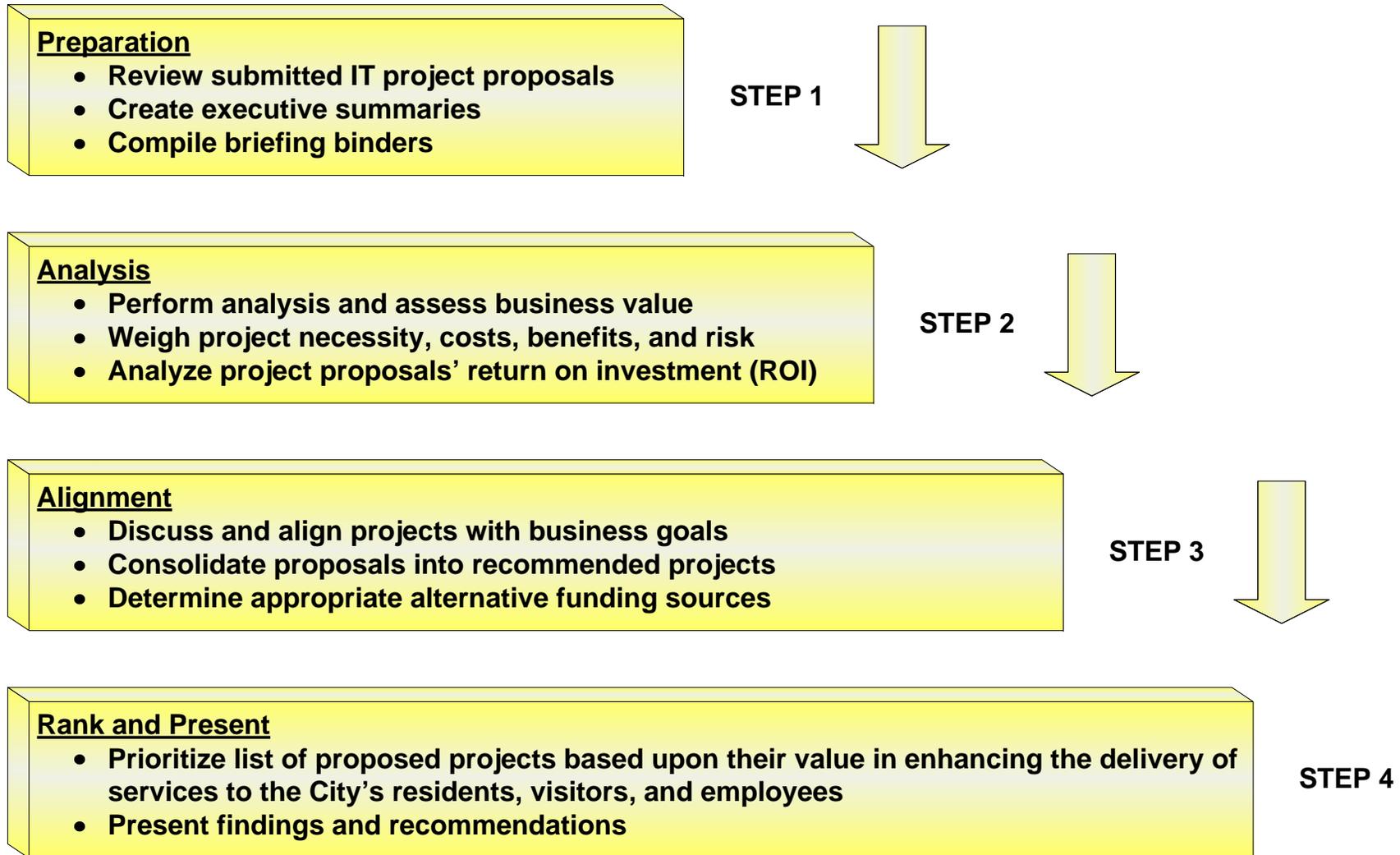
- The City Management Team constituted a seven member Strategic Planning Council (SPC) in 2007 to review, evaluate, and prioritize annual IT project proposals into an enterprise IT Project Portfolio
- The SPC conducted reviews in 2008 for FY09 and in 2009 for FY10

SPC Members

- **Sharon De La Garza**
City Manager's Office
- **Dennis J. Campa**
Edward Gonzales – Alternate
Community Initiatives
- **Janie Cantu**
Steve Morando – Alternate
Purchasing
- **Ben Gorzell**
Troy Elliott – Alternate
Finance
- **William McManus**
Roy Waldhelm – Alternate
Police
- **Dr. Fernando Guerra**
Charles Pruski – Alternate
Health
- **Ramiro Salazar**
Aubrey George - Alternate
Library

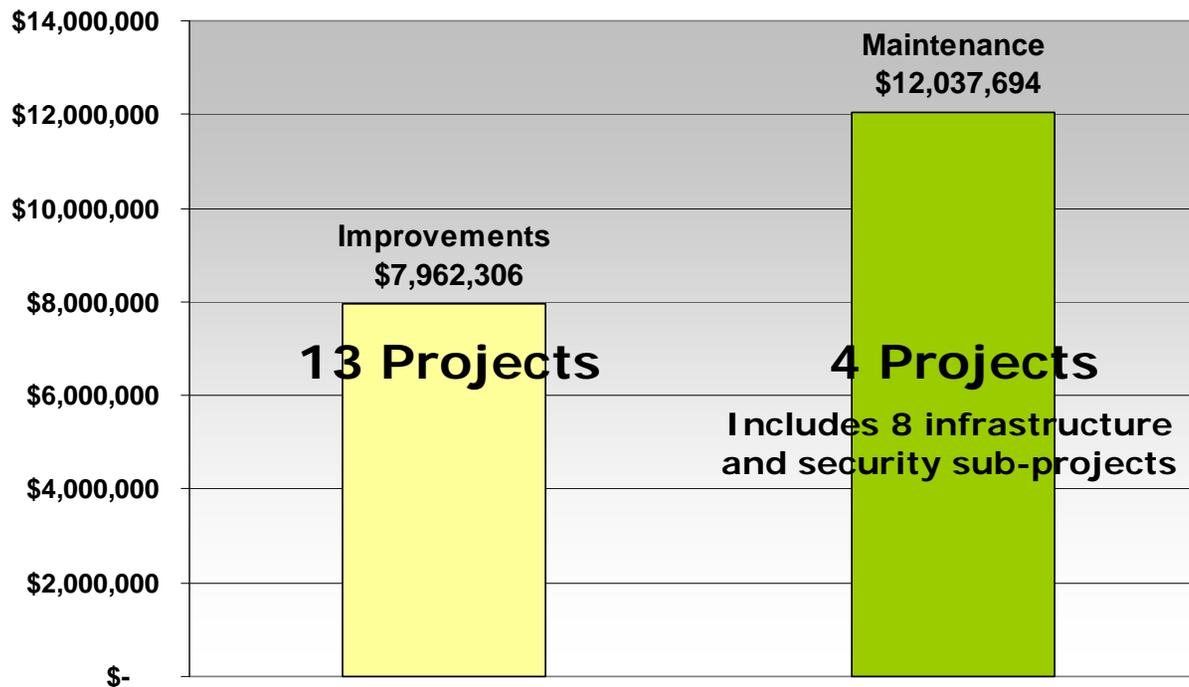


IT Portfolio Change Process



Proposed IT Portfolio Changes for FY10

The total dollar amount and number of projects that fell into one of two categories: Improvement or Maintenance.

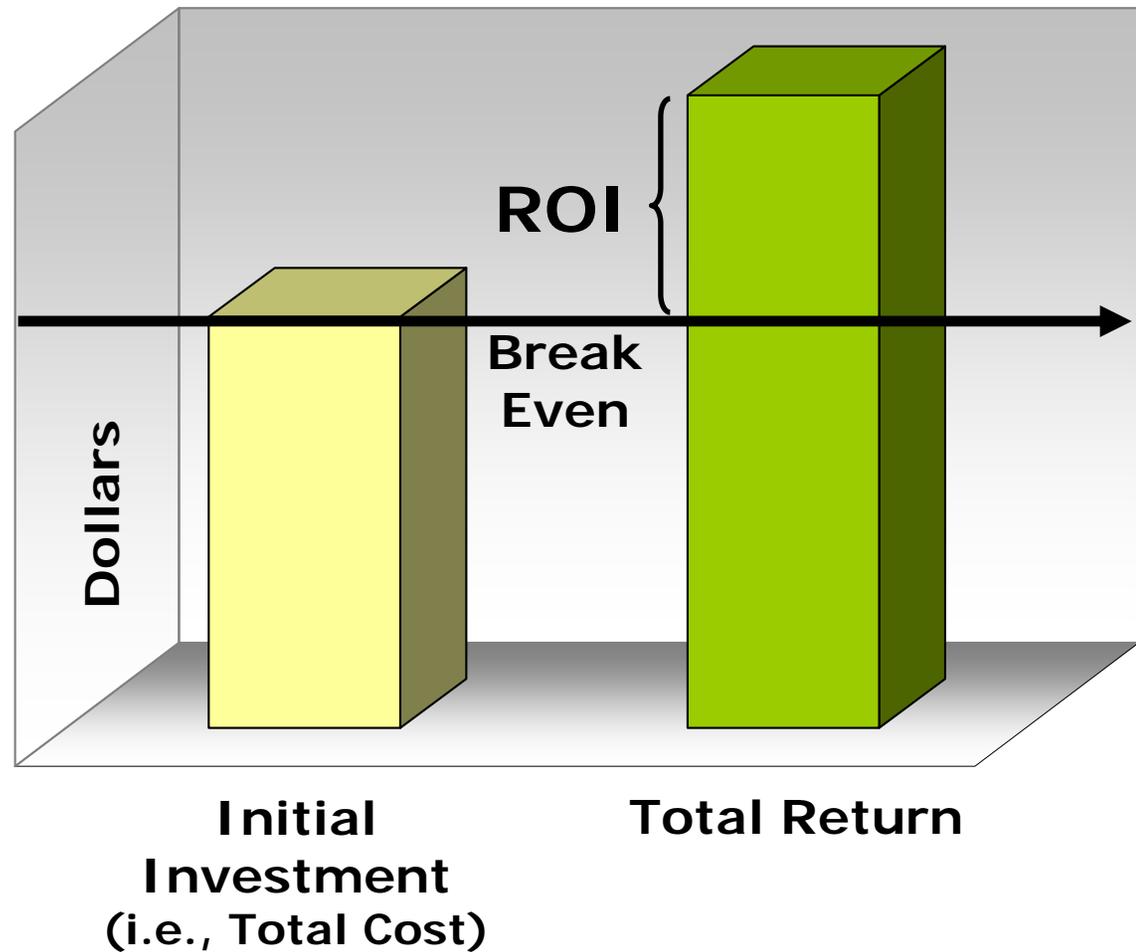


For implementation of new or updated technologies that improve customer service, reduce operational costs, improve efficiencies, etc.

For enhancement of the City's IT infrastructure by replacing failing systems, reducing City operation downtime, etc.

ROI Definition

- Return on Investment (ROI):
 - Ratio of money gained or lost on an investment relative to the amount of money invested
 - Represented as an annual or annualized (per year) rate of return



ROI Elements Measured

Investment



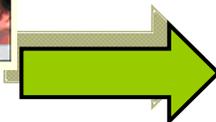
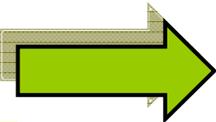
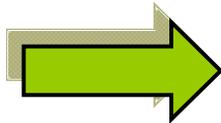
Money



Time



Effort



IT Project Portfolio

IT Projects

- IT Infrastructure and Information Security
- Enterprise Point-of-Sale (POS)
- Public Budget Formulation (PBF)
- e-Procurement (PPS)
- Upgrade of the SAPD AFIS
- HNS Case Management System
- ECM Continuation
- Media Security
- Web Content Management System
- eSAIRS
- IP Security Cameras
- Electronic Plan Review
- Human Services Tracking System
- Public Technology Management
- COSA LMS
- Parks Reservation System

Continued.....



Returns



Improved Customer Satisfaction



Compliance



Downtime Reduced



Reduced Costs



Profit



Efficiency & Accuracy

ROI Total Return Breakdown

□ Cost Savings

- Spending less than previously spent or a change that directly reduces expenses (***includes savings for City residents, visitors, businesses, and employees***)

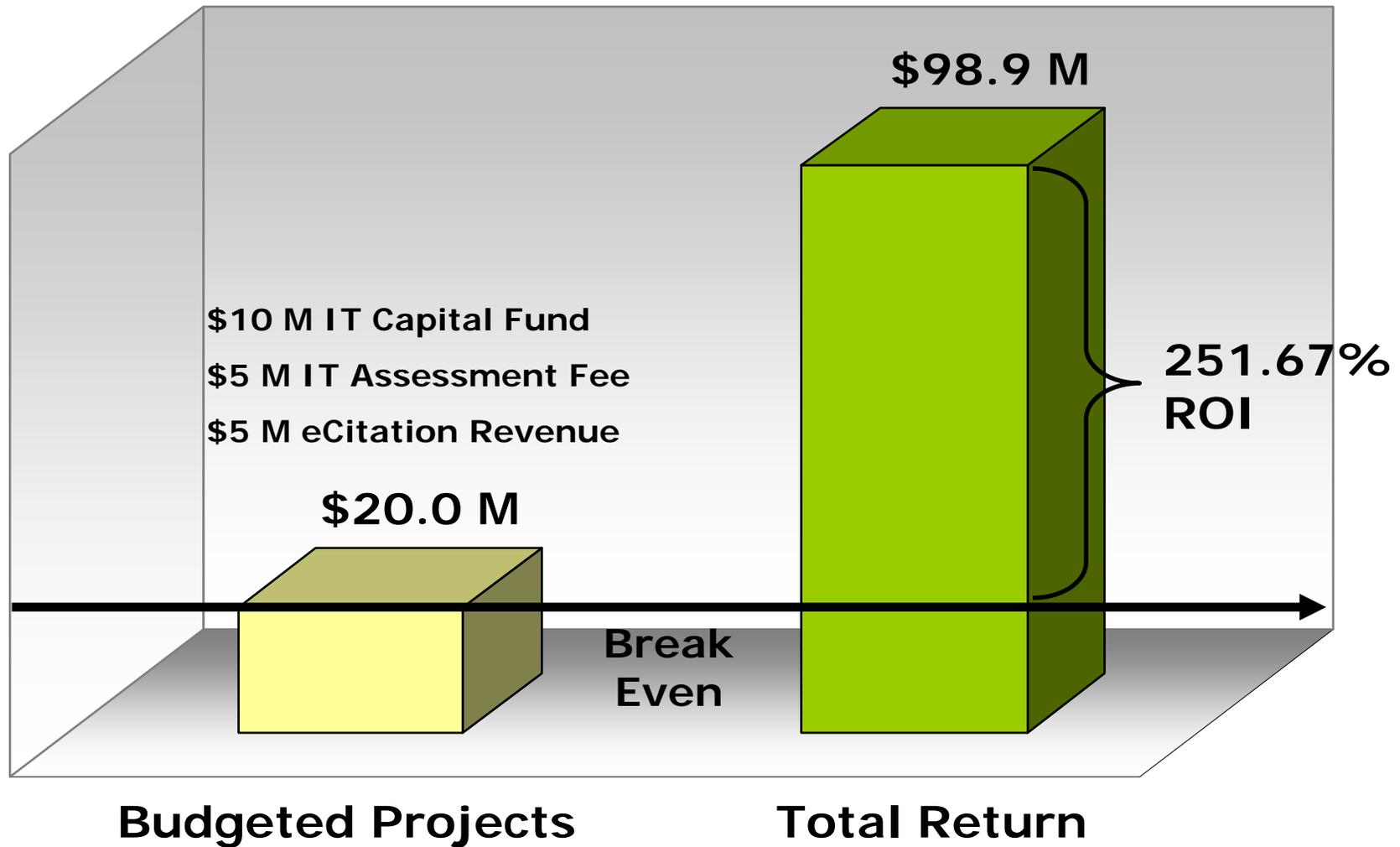
□ Revenue Growth

- Increase in City income from all sources

□ Cost Avoidance

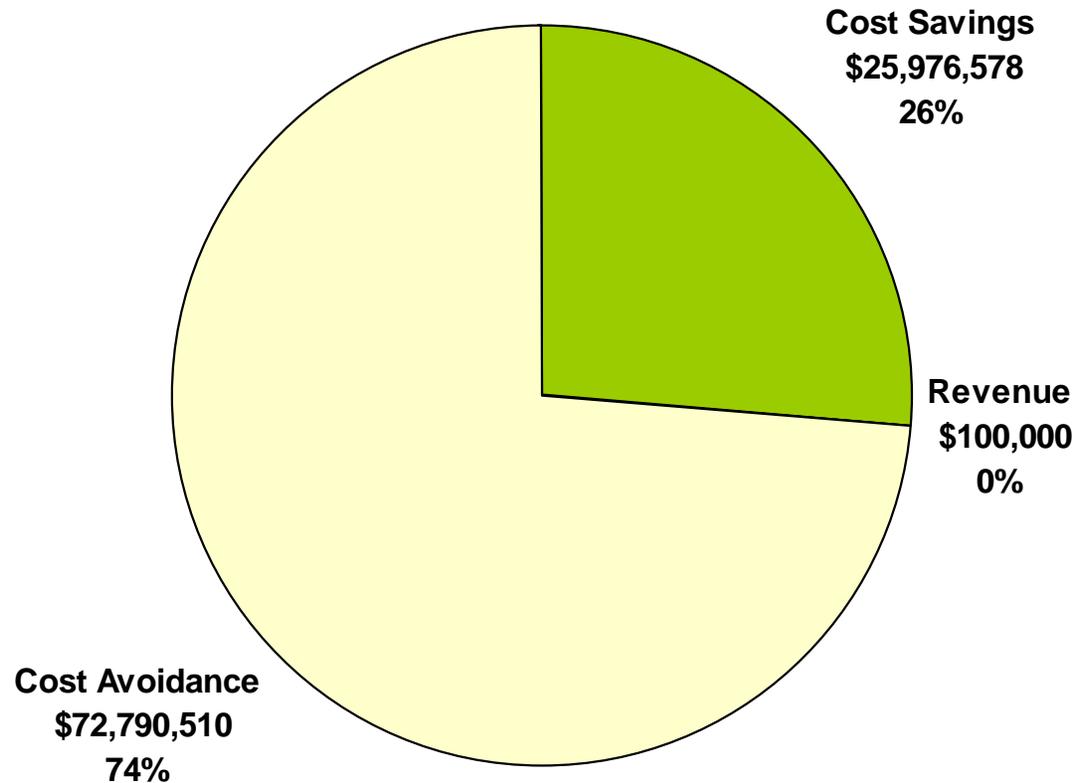
- Reduction or elimination of a cost that would have otherwise occurred

Estimated ROI For FY10 IT Capital Projects

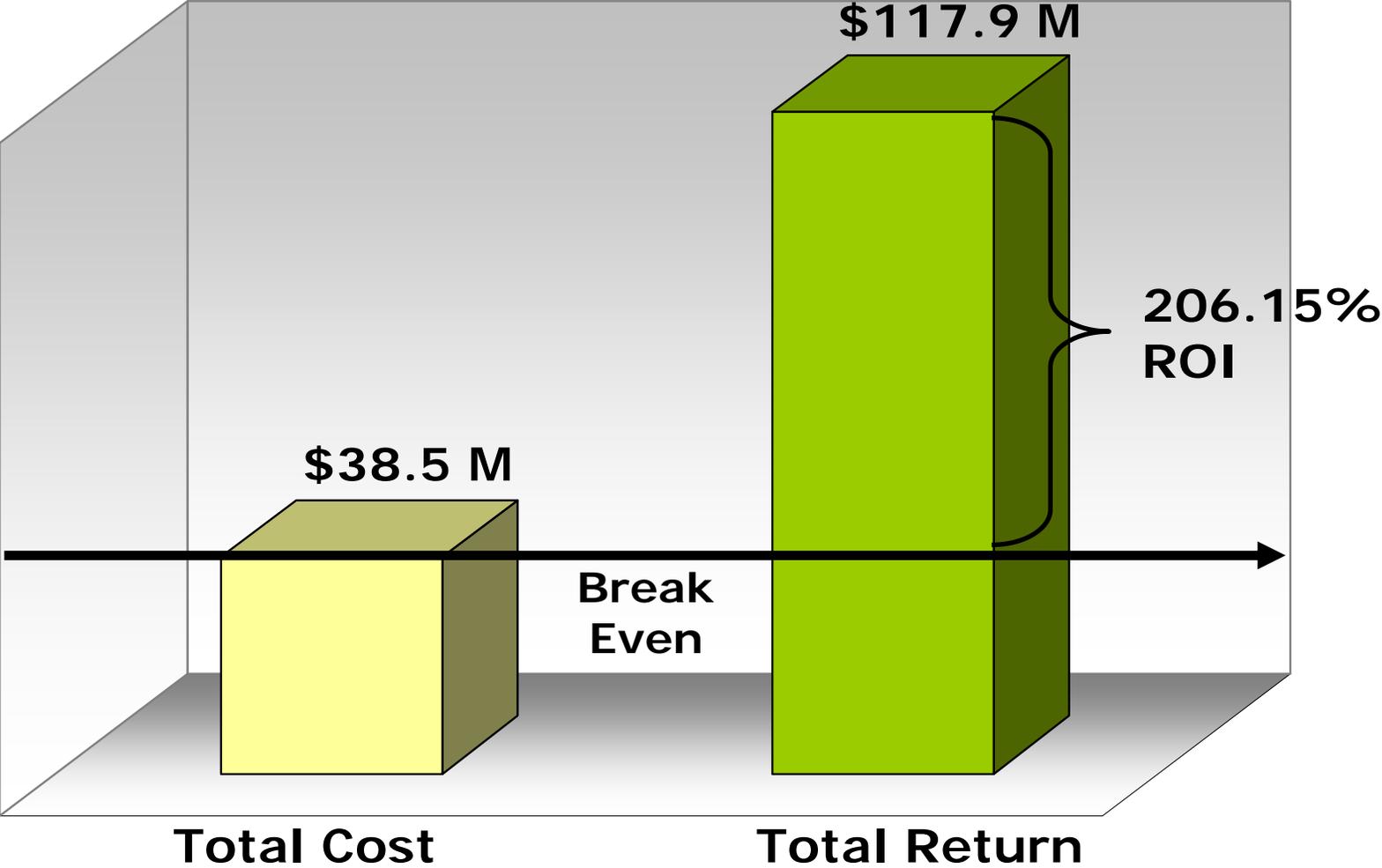


Total Return For FY10 IT Capital Projects

- IT Capital Improvement Budgeted Projects' total return (\$98.9 M) by benefit category.

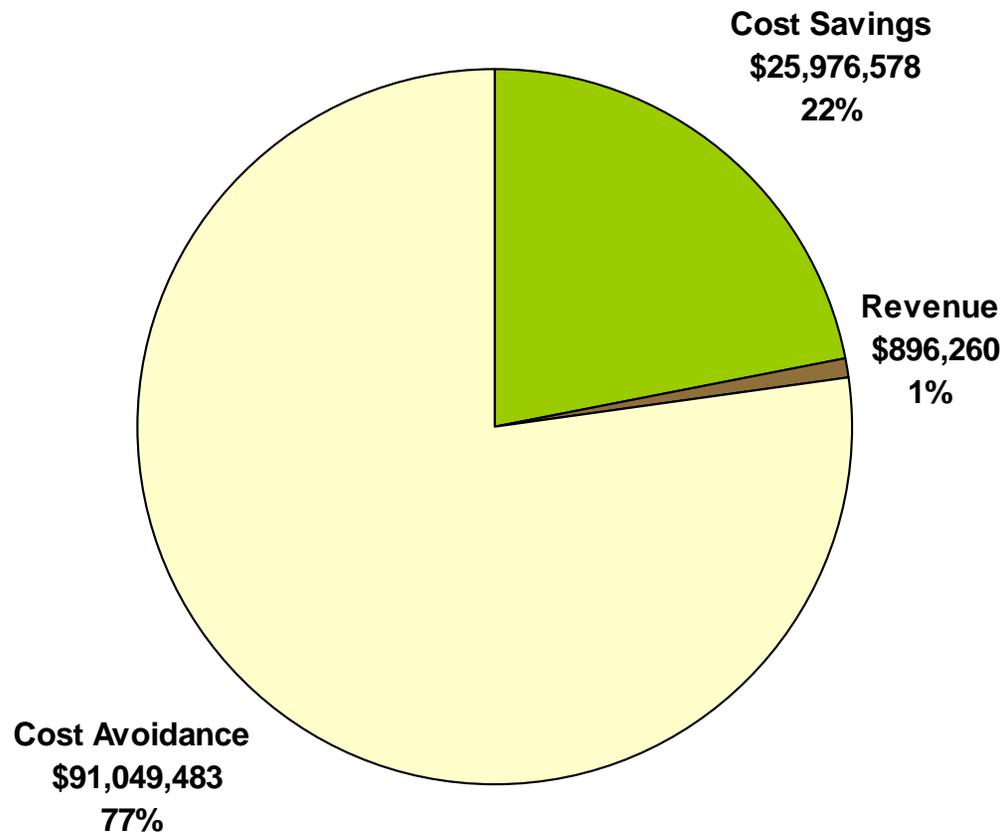


Estimated ROI For FY10 IT Portfolio Changes



Total Return For FY10 IT Portfolio Changes

- IT Portfolio total return (\$117.9 M) by benefit category.



Funding

- The SPC recommends all projects for funding by the City Council

- Projects will be funded through:
 - \$10 million IT capital bonds
 - \$5 million IT assessment fees
 - \$5 million from additional revenue from the eCitation Project will be reinvested in the IT portfolio

- Reallocation on project savings and additional funding sources will be used to attempt to fund the entire list of projects

- As many projects as possible will be completed as funding becomes available

Appendix

- **ROI Summaries**
- **Project Executive Summaries**

ROI Summaries

ITPM Rank for FY10

#	Ballot Items	Tot. Project Cost (\$)	Cum. Total Proj. Cost (\$)	Total Request. FY10 (\$)	Tot. Avail. Funds FY10 (\$)	Cum. Total	ROI (%)	ROI Total (\$)	Cost Savings (\$)	Revenue (\$)	Cost Avoidance (\$)
1	2010-1103/4-B - IT Infrastructure and Information Security	\$ 11,500,000	\$ 11,500,000	\$ 11,500,000	\$ 10,000,000	\$ 10,000,000	99.00%	\$ 20,722,804	\$ -	\$ -	\$ 20,722,804
2	2010-1013-B - Enterprise Point-of-Sale	\$ 2,509,100	\$ 14,009,100	\$ 1,694,000	\$ 1,400,000	\$ 11,400,000	96.16%	\$ 5,085,831	\$ -	\$ -	\$ 5,085,831
3	2010-1002-B - Public Budget Formulation ¹	\$ 3,608,200	\$ 17,617,300	\$ 2,408,200	\$ 2,050,000	\$ 13,450,000	223.50%	\$ 8,265,000	\$ -	\$ -	\$ 8,265,000
4	2010-1101-B - e-Procurement ²	\$ 1,535,200	\$ 19,152,500	\$ 1,535,200	\$ 250,000	\$ 13,700,000	40.92%	\$ 2,259,360	\$ -	\$ -	\$ 2,259,360
5	2010-1028-B - Upgrade of SAPD Fingerprint System ³	\$ 2,002,500	\$ 21,155,000	\$ 1,800,000	\$ 1,800,000	\$ 15,500,000	1230.40%	\$ 26,489,282	\$ 90,000	\$ -	\$ 26,399,282
6	2010-1007-B - Code Compliance Case Mgt. System	\$ 502,550	\$ 21,657,550	\$ 476,790	\$ 476,790	\$ 15,976,790	140.79%	\$ 1,262,000	\$ 362,000	\$ -	\$ 900,000
7	2010-1000-B - Enterprise Content Mgt. Continuation ⁴	\$ 3,840,776	\$ 25,498,326	\$ 2,951,976	\$ 2,351,976	\$ 18,328,766	559.00%	\$ 25,866,112	\$ 25,175,988	\$ -	\$ 690,124
8	2010-1087-B - Library Media Security	\$ 497,151	\$ 25,995,477	\$ 377,151	\$ 377,151	\$ 18,705,917	751.30%	\$ 4,312,416	\$ -	\$ -	\$ 4,312,416
9	2010-1027-B - Web Content Mgt. System	\$ 94,500	\$ 26,089,977	\$ 78,750	\$ 78,750	\$ 18,784,667	339.50%	\$ 432,000	\$ -	\$ -	\$ 432,000
10	2010-1011-B - S.A. Immunization Registry System	\$ 390,370	\$ 26,480,347	\$ 156,560	\$ 156,560	\$ 18,941,227	157.85%	\$ 1,032,000	\$ 184,500	\$ -	\$ 847,500
11	2010-1105-B - Library Security Cameras	\$ 182,000	\$ 26,662,347	\$ 182,000	\$ 180,000	\$ 19,121,227	241.90%	\$ 640,000	\$ 45,000	\$ -	\$ 595,000
12	2010-1001-B - Electronic Plan and Plat Review	\$ 151,125	\$ 26,813,472	\$ 151,125	\$ 151,125	\$ 19,272,352	54.23%	\$ 240,000	\$ -	\$ -	\$ 240,000
13	2010-1045-B - Human Services Tracking System	\$ 144,400	\$ 26,957,872	\$ 144,400	\$ 144,400	\$ 19,416,752	127.00%	\$ 327,788	\$ -	\$ -	\$ 327,788
14	2010-1079-B - Public Technology Mgt.	\$ 80,000	\$ 27,037,872	\$ 80,000	\$ 80,000	\$ 19,496,752	45.60%	\$ 119,937	\$ -	\$ -	\$ 119,937
15	2010-1004-B - Learning Mgt. System	\$ 212,500	\$ 27,250,372	\$ 212,500	\$ 212,500	\$ 19,709,252	646.62%	\$ 1,586,558	\$ 93,090	\$ -	\$ 1,493,468
16	2010-1008-B - Parks Reservation System	\$ 133,054	\$ 27,383,426	\$ 133,054	\$ 133,054	\$ 19,842,306	69.86%	\$ 226,000	\$ 26,000	\$ 100,000	\$ 100,000
17	Under \$50k - Technology Upgrades	\$ 729,830	\$ 28,113,256	\$ 703,830	\$ 157,694	\$ 20,000,000					
SUB TOTAL		\$ 28,113,256		\$ 24,585,536	\$ 20,000,000		251.67%	\$ 98,867,088	\$ 25,976,578	\$ 100,000	\$ 72,790,510
18	2010-1107-B - Library Laptops for Circulation	\$ 397,520	\$ 397,520	\$ 397,520	\$ -	\$ 397,520	182.19%	\$ 1,121,762	\$ -	\$ -	\$ 1,121,762
19	2010-1022-B - Enterprise Project Mgt. Portal	\$ 670,000	\$ 1,067,520	\$ 100,000	\$ -	\$ 497,520	60.08%	\$ 1,086,000	\$ -	\$ -	\$ 1,086,000
20	2010-1108-B - Automatic Vehicle Location System	\$ 8,074,775	\$ 9,142,295	\$ 1,846,775	\$ -	\$ 2,344,295	82.41%	\$ 14,857,586	\$ -	\$ -	\$ 14,857,586
21	2010-1041-B - GIS Site Selection System	\$ 283,500	\$ 9,425,795	\$ 115,500	\$ -	\$ 2,459,795	74.47%	\$ 496,260	\$ -	\$ 496,260	\$ -
22	2010-1086-B - Credit Card Payments on Self Check Machines	\$ 303,672	\$ 9,729,467	\$ 245,450	\$ -	\$ 2,705,245	16.09%	\$ 360,000	\$ -	\$ 300,000	\$ 60,000
23	2010-1080-B - Library Computer Replacements	\$ 201,000	\$ 9,930,467	\$ 201,000	\$ -	\$ 2,906,245	79.39%	\$ 371,289	\$ -	\$ -	\$ 371,289
24	2010-1085-B - Motorpool Automation	\$ 78,682	\$ 10,009,149	\$ 60,826	\$ -	\$ 2,967,071	325.00%	\$ 331,115	\$ -	\$ -	\$ 331,115
25	2010-1054-B - Fleet Mgt. Software Licenses	\$ 395,100	\$ 10,404,249	\$ 323,900	\$ -	\$ 3,290,971	10.00%	\$ 431,221	\$ -	\$ -	\$ 431,221
SUB TOTAL		\$ 10,404,249		\$ 3,290,971			83.15%	\$ 19,055,233	\$ -	\$ 796,260	\$ 18,258,973
GRAND TOTAL		\$ 38,517,505		\$ 27,876,507			206.15%	\$ 117,922,321	\$ 25,976,578	\$ 896,260	\$ 91,049,483

Footnotes:

- 1 - Tot. available funds include \$994,000 for FY09 and \$1,414,200 for FY10
- 2 - Tot. available funds include \$943,200 for FY09 and \$592,000 for FY10; \$1.325 mil. available from FY09
- 3 - \$26 million in cost avoidance due to higher crime rates (cost of crime) if AFIS is inoperable
- 4 - \$25 million in personal cost savings in time and travel for City residents, visitors, businesses, and employees over three years



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1001-B **Project Name :**
Executive Sponsor: Roderick Sanchez Electronic Plan and Plat Review
Requesting Dept : Planning & Development Services

Project Description:

Electronic Plan and Plat Review will improve the department's efficiency and reduce costs. This "green" initiative will eliminate the warehousing of plans and was recommended in the workflow study for the department. This initiative is supported by the department's stakeholders due to the improved efficiencies and cost savings. These stakeholders are unhappy about having to pay a fee to scan approved plans. City Council approved this fee as part of the FY 2009 budget since the City Clerk's Office is not accepting any plans for storage due to space limitations. The retention of commercial plans is 99 years.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$151,125	\$0	\$0
Total Project Cost	\$151,125	\$0	\$0

Necessity Rating: Medium **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

Describe how the project provides benefits to the City (internal) as well as residents and visitors (external). Start with the verb and follow with the impacted area.

- Eliminate need for scanning new plans; Quantifiable; Cost Savings; Recurring: \$80,000
- Eliminate need for customer base to print plans; Quantifiable; Cost Savings; Recurring: \$277,500 (entire customer base)

Benefit Cost Ratio: 1.54 **ROI:** 54.23%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$80,000	\$80,000	\$80,000
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$80,000	\$80,000	\$80,000

Intangible Benefits:

Describe how the project provides benefits to the City (internal) as well as residents and visitors (external). Start with the verb and follow with the impacted area.

- Eliminate need for scanning new plans; Quantifiable; Cost Savings; Recurring: \$80,000
- Eliminate need for customer base to print plans; Quantifiable; Cost Savings; Recurring: \$277,500 (entire customer base)



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1004-B Project Name :
 Executive Sponsor: Nikki Ramos Learning Management System (LMS)
 Requesting Dept : Human Resources

Project Description:

Currently, all training is done using an Instructor-led training (ILT) structure. ILT removes the student from the work place which can be costly to the student in the form of transportation costs and to the department by reducing the length of time employees are away from work. Due to limited resources (training space, number of instructors, funding), classroom training limits the number of classes offered. A Learning Management System (LMS) would assist in the reduction of training costs, provide increased training opportunities and availability (24/7), provide employees with a learning career path, and help develop those employees that learn better at their own pace. Additionally, an LMS will enhance COSA's ability to administer and manage all training functions to include student administration, class registration, attendance reporting, and the tracking of defined learning objectives through a web portal. Furthermore, instructors can schedule their own classes and resources, t

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$212,500		
Total Project Cost	\$212,500	\$0	\$0

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

Currently we have 22 train-the-trainers receiving \$75/month. The LMS will help decrease this number by 30% (6 trainers) per year. The current annual costs for 22 trainers is \$19,800. The cumulative savings would be \$5,400 in the first three years. Additionally, based on the annual payroll for 6,945 full-time and part-time employees, the estimated benefits of using the LMS will produce a hard savings of \$1,586,558 to city employees.

Benefit Cost Ratio: 7.47 **ROI:** 646.62%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$1,493,468	\$0	\$0
Hard (Cost) Savings	\$93,090	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$1,586,558	\$0	\$0

Intangible Benefits:

The general benefits of providing online training includes; Ability to access training without leaving the workplace; allow all employees to access training from anywhere; ability for managers and employees to track training progress; mandated training can be delivered faster and tracked easier; training can be tied to employee's performance; training can be self paced; certification and recertification can be managed by supervisors and employees; online assessments will be available; and reports will be easier to generate.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1007-B **Project Name :**

Executive Sponsor: David Garza **Code Compliance Case Management System**

Requesting Dept : Housing and Neighborhood Services

Project Description:

The new software package will be a web-based system that will modernize enforcement operations and enhance efficiency by performing the following: 1) Replace paper documentation with electronic documentation for all complaints and case files to be managed and stored within the system. Electronic documentation will be accessible by all those involved in the process through the City's network, and eliminate the need for transporting paper documents throughout the City. 2) Data entry functionality will be designed specifically for municipal code enforcement. Additionally, the new system will be able to track all facets of code enforcement including investigations, notices, hearings, abatement, graffiti, minimum housing, garage sales, and fines and fees assessed, collected and due. 3) Utilize the City's existing GIS technology. 4) Provide automated letters and notices to citizens/businesses regarding cases and complaints 5) Adaptable reports and automated document distribution

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$476,790	\$12,880	\$12,880
Total Project Cost	\$476,790	\$12,880	\$12,880

Necessity Rating: High **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

- * Better service and reduce redundancy - Cost Avoidance - 200,000
- * Reduced maintenance costs - Cost Avoidance - 250,000
- * Timelier reports - Cost Savings - 50,000
- * Reduced printing and supplies - Cost Savings - 50,000
- * Reduced staffing needs for paperwork - Cost Savings - 81,000

Benefit Cost Ratio: 2.41 **ROI:** 140.79%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$0	\$450,000	\$450,000
Hard (Cost) Savings	\$0	\$181,000	\$181,000
Revenue	\$0	\$0	\$0
Total Benefit	\$0	\$631,000	\$631,000

Intangible Benefits:

- * Improved employee morale
- * Potential to reduce employee turnover
- * Heightened customer satisfaction
- * Reliable and easily maintained case management reporting
- * Meet strategic goal for department in innovation and collaboration
- * Reduce training time



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1008-B **Project Name :**
Executive Sponsor: Xavier Urrutia **Parks Reservation System Project**
Requesting Dept : Parks & Recreation

Project Description:

The P&R Dept. seeks to enhance customer service and provide improved efficiency to its public customers through a web-base software solution for booking/managing reservations and registrations. The current system is a custom-built mainframe application for booking reservations and collecting revenue. Sport leagues and recreation classes are created manually. Customer self-service is not available. All customers must travel to a city facility to confirm, pay, or alter reservations and program registrations. No interactive reporting capability is available to analyze data relating to usage, participation, and revenue collection. Benefits include: 1) Web-base on line reservation/registration for customers with payments options. 2) Reduce the staff time required to assist customers with reservations and registrations. 3) Improved reporting and forecasting.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$133,054	\$0	\$0
Total Project Cost	\$133,054	\$0	\$0

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** Y **Continuation of a multi-year:** N

Tangible Benefits:

- * Cost Avoidance: 1) Eliminate mainframe support; 2) Automatically print permits, and provide additional information and restrictions saving staff time; 3) Faster record retrieval and more timely reports
- * Cost Savings: 1) Automated processes streamline business practices and allow staff to focus on core duties
- * Revenue: 1) Fewer manual functions reduce error rates and fewer refunds; 2) Increased use of facilities and programs as customers will not need to drive to a City location to make reservations for facilities and/or register for recreational activities

Benefit Cost Ratio: 1.70 **ROI:** 69.86%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$100,000	\$0	\$0
Hard (Cost) Savings	\$26,000	\$0	\$0
Revenue	\$100,000	\$0	\$0
Total Benefit	\$226,000	\$0	\$0

Intangible Benefits:

More innovative software system for handling reservations and registration; improved customer service by reduced confusion and hassle to customers; more functionality for staff; reduction in complaints and refunds associated with reservations and program registration. Other cities and private agencies across the country have this type of capability or better. The department is behind in technology implementation when compared with other practices nationwide. Citizens will expect that services available elsewhere in the economy should be available for recreation services as well.



Executive Summary

Fiscal Year: 2010

Information Technology
Services Department

Prevent and control transmission of vaccine preventable diseases.
Improved immunization rate metric. Better information leads to better decisions.
Assist in meeting the 2010 IIS participation rate goal of 95%.
Build partnerships with providers, ultimately improving customer satisfaction.
Identify and increase opportunities for vaccination.
Utilizing the HL7 component for future data exchange opportunities.
Better communication between Public Health Organizations via HL7 data exchange.
Member of the WIR consortium will provide access to new tools, best practices, and lessons learned by other IIS.



Executive Summary

Fiscal Year: 2010

Tracking #:	2010-1013-B	Project Name :	
Executive Sponsor:	Troy Elliott	Enterprise Point-of-Sales	
Requesting Dept :	Finance		

Project Description:

The POS Project will establish a single system for managing COSA's wide-ranging sales activities. An enterprise POS system will provide a front-end cashiering system for some departments, and, for others may serve as middle-ware. The goal is to provide tight integration between POS systems and SAP to better account for and reconcile the \$293 million in revenue that is collected at the dept. level. The system will also address internal and external auditor findings. Key benefits include: (1) improving accountability, (2) reducing errors on front-end, (3) improving customer service through such options as self-service kiosks, web, telephone, and payment centers, (4) increasing fiscal security, (5) enabling faster deposits of City funds and maximizing interest received on deposited City funds, and (6) improving reporting capabilities (trends, revenue, number of transactions, etc.)

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$1,694,000	\$696,300	\$118,800
Total Project Cost	\$1,694,000	\$696,300	\$118,800

Necessity Rating: High **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** Y

Tangible Benefits:

- Greater fiscal security & accountability benefits all stakeholders; accurate cash receipt reporting; reduce front-end errors
- Faster service to residents and business customers: will reduce customer travel time and wait time
- More avenues for purchasing services for customers (may include internet, kiosks, phone, PDAs, cashier sites)
- Better analysis of trends, fiscal data and program data would allow departments to change or add services based on demand; ad hoc reporting capability
- Improved citywide/departmental-level cash management efficiency
- Efficient reconciliations at Central Finance and department levels
- Faster deposit of City funds; allows for maximization of bank interest received on deposited City funds
- Scalability/flexibility to expand services

Benefit Cost Ratio: 1.96 **ROI:** 96.16%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$376,729	\$1,883,641	\$2,825,461
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$376,729	\$1,883,641	\$2,825,461

Intangible Benefits:



Executive Summary

Fiscal Year: 2010

Information Technology
Services Department

- Address internal and external auditor issues
- Greater customer satisfaction
- Increase citizen usage and participation in City programs
- Leverage SAP investment
- Provide stronger foundation for e-services
- Increased customer trust in COSA financial processes

These benefits would be “harvested” through implementation and through public outreach (i.e., provide information through COSA communications channels).



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1022-B **Project Name :**
Executive Sponsor: Debbie Sittre Enterprise Project Management Portal
Requesting Dept : Capital Improvements Management Services

Project Description:

The current project management portal is managed by CIMS and supports CIMS and Public Works. System deficiencies include:

1. Contract Manager is not expandable to include other departments.
2. Difficult to maintain and upgrade system.
3. Reporting across projects is extremely difficult.
4. Operationally difficult to maintain work flows, access, etc
5. High training requirement; not very user friendly/intuitive
6. Lacks flexibility to modify to individual department's needs

Several commercial off-the-shelf systems now exist.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$100,000	\$140,000	\$430,000
Total Project Cost	\$100,000	\$140,000	\$430,000

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** Y **Continuation of a multi-year:** N

Tangible Benefits:

See attached document for this information as it will not fit here.

Benefit Cost Ratio: 1.60 **ROI:** 60.08%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$0	\$100,000	\$986,000
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$0	\$100,000	\$986,000

Intangible Benefits:

See attached document for this information as it will not fit here.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1028-B **Project Name :**
Executive Sponsor: Geraldine Garcia **Upgrade of SAPD Fingerprint System**
Requesting Dept : SAPD

Project Description:

Upgrade to Metamorpho 4.0 with Archive. Included is a new biometric server, full hand storage and new storage architecture. Fingerprint records maintained on paper or in automated systems of missing persons, suspects, known offenders, or incarcerated persons must be retained seventy five years or until the date of death of the individual. Today, our archive is a hard copy process and the cards are stored in a file system. One of the components of the upgrade is an archival system that will eliminate the need to keep the hard card. Other benefits are card quality - there is no physical degradation. The system will store up to 10 sets of prints for one individual and will automatically process with the "best quality" for matching purposes. Physical space will be recovered from storing records electronically. The new biometric server takes advantage of new technology and will increase speed and accuracy of the returns through the use of improved algorithms.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$1,800,000	\$0	\$202,500
Total Project Cost	\$1,800,000	\$0	\$202,500

Necessity Rating: High **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

- * Fingerprint identification leads to faster suspect identification and arrest, thereby reducing crime rates. One study reports that AFIS leads to an increase arrest rate of 8%. San Francisco reported a 26% reduction in burglaries due to AFIS. Only considering burglaries, the benefit of the AFIS system to the City is roughly \$26 million (listed as cost avoidance). This does not account for homicides, assaults, sexual assaults, family violence, thefts, etc., which also benefits the City.
- * Cost Avoidance - Cost for architect to approve the weight of an additional lectriever. Cost and maintenance of lectriever. Maintenance cost of current AFIS (1 year warranty with upgrade). Materials cost reduction - fingerprint card.
- * Hard Savings - Cost of personnel to pickup and scan hard-card fingerprint cards (roughly \$30,000/year).

Benefit Cost Ratio: 13.30 **ROI:** 1,230.40%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$26,399,282	\$0	\$0
Hard (Cost) Savinas	\$30,000	\$30,000	\$30,000
Revenue	\$0	\$0	\$0
Total Benefit	\$26,429,282	\$30,000	\$30,000

Intangible Benefits:

Intangible benefits: Reduction of time for filing and retrieval. Elimination of file errors and lost cards. Simplified workflow through the automatic transmission of records from the county. Increase in security of records when records are stored electronically rather than physically. Additional storage capacity will reduce downtime and increase the flexibility of storage policies.



Executive Summary

Fiscal Year: 2010

Tracking #:	2010-1041-B	Project Name :	
Executive Sponsor:	A.J. Rodriguez	Economic and Community Development GIS Site Selection System	
Requesting Dept :	Economic Development		

Project Description:

Opportunity: Maximization of public and private investment in targeted areas. Maximize development related public policy. What It Is: contractor-created GIS site selection and analysis system available to the 24X7 global public
 What it will do: essentially, it is an economic and community development mash-up that would maximize deal flow, leverage city and other publicly owned properties towards targeted investment. Through instant relation of COSA development policy to available property, consolidation of property data sets(private, public, etc) , demographic and business analysis tools this site will facilitate investor decision making. Ex: An investor interested in San Antonio visits the site, enters the desired property characteristics, a list is generated, investor likes three, compares them based on demographic and business make-up and available development incentives, forwards indication of interest to brokers. This process could take a sophisticated investor days to weeks

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$115,500	\$84,000	\$84,000
Total Project Cost	\$115,500	\$84,000	\$84,000

Necessity Rating: Low **Risk Rating:** Low **Start of a multi-year:** Y **Continuation of a multi-year:** N

Tangible Benefits:

Most directly, investors will be offered a new direct service that will save them time, and COSA will clearly and dynamically associate it's development policies/incentives with properties in targeted geographies in the city. The benefits and beneficiaries of increased investment and job, creation in general are to many to cover. Additionally, this project makes targeted redevelopment much more likely.

Benefit Cost Ratio: 1.74 **ROI:** 74.47%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$0	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$165,420	\$165,420	\$165,420
Total Benefit	\$165,420	\$165,420	\$165,420

Intangible Benefits:

- A direct value-added service provision to a wide variety of customers
- Cost efficiencies (both staff and customer)
- Time efficiencies (both staff and customer)
- Increased deal flow in targeted areas
- Provides real-time market information to shape policy decisions
- Scalable for future needs such as integrated incentive scorecard and future land banking strategy needs.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1045-B **Project Name :**
Executive Sponsor: Dennis Campa Human Services Tracking System - ClientTrack
Requesting Dept : Community Initiatives

Project Description:

ClientTrack is product of Data Systems International and is web based Human Services data tracking application. The application is needed for the following:

1. ClientTrack is used by DCI's Homeless Management Information Systems (HMIS) and Haven for Hope as a central repository for client assessments, program enrollments and tracking of goals and services to be in compliance with HUD's SHP, ESG and HOPWA funding in which over 12 agencies provide over 35 programs for San Antonio's homeless population
2. Track and certify eligibility of clients to receive emergency utility assistance from COSA in agreement with CPS @ SAWS terms, prescription medication assistance, rental assistance, childcare and elderly assistance, and food stamp services.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$144,400		
Total Project Cost	\$144,400	\$0	\$0

Necessity Rating: High **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

Continued use of the ClientTrack application would prove to have long term and short term cost avoidance benefits as the application is capable of being customized to meet DCI's needs. In addition the vendor has a core competency with regard to human services tracking, thus periodic updates and upgrades add to the value of the application. The updates and upgrades are part of the application licensing fee.

Benefit Cost Ratio: 2.27 **ROI:** 127.00%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$327,788	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$327,788	\$0	\$0

Intangible Benefits:

The intangible benefits of funding ClientTrack licenses would be the outcome of continuing to track our population in need of Human Services and the services they received. Intangible benefits would include family strengthening, human development, and creating a community safety net.



Executive Summary

Fiscal Year: 2010

Tracking #:	2010-1054-B	Project Name :	
Executive Sponsor:	Florencio Pena	Fleet Mgt. Software Licenses and Database Integration	
Requesting Dept :	Fleet Maintenance & Operations		

Project Description:

FasterCS is the Fleet Management System used by multiple departments on separate databases and is projected for centralization. There is continuous need to add single licenses based upon customer and business needs. By adding single licenses we pay a rate per seat while increasing the annual renewal and maintenance costs to COSA. By investing in an Enterprise License for FasterCS we will have unlimited user availability and a set annual renewal and maintenance fee, thus allowing for a projected reduction in costs. This will allow us to establish an enterprise wide solution for Fleet Management as well as with our customers. The database management and workflow processes will allow for improvement as well as promote cross training and a broader base of staff support. An Enterprise Site license will allow for database integration for all existing fleet management applications.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$110,000	\$35,600	\$35,600
Total Requested Funds	\$213,900		
Total Project Cost	\$323,900	\$35,600	\$35,600

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

Cost Avoidance - Multiple maintenance fees per application/database system, addition of needed licenses to remain efficient. Gartner study (attached) reports: "Consolidation activities can potentially reduce these costs by 10% to 25% or more in some cases." Benefits conservatively estimated to be on the low end (10%).

Benefit Cost Ratio: 1.10 **ROI:** 10.00%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$431,221	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$431,221	\$0	\$0

Intangible Benefits:

The goal of Fleet Operation is to be the centralized fleet manager for the COSA. All records would be centrally stored in one database utilizing a standard of processes and procedures. Data quality would improve greatly allowing for performance reporting to be inclusive of all fleet assets.



Executive Summary

Fiscal Year: 2010

Tracking #:	2010-1080-B	Project Name :	
Executive Sponsor:	Aubrey _____ George _____	Library Computer Replacements	
Requesting Dept :	Library _____		

Project Description:

The San Antonio Public Library offers public access to computers and related technology resources. This service bridges the digital divide by empowering citizens to complete government online forms, conduct business online, research a large inventory of online Library databases, or stay connected to relatives.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$201,000		
Total Project Cost	\$201,000	\$0	\$0

Necessity Rating: Medium **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

This project will provide cost avoidance in terms of staff time for both inefficient business processes and IT support of outdated computers. It will result in faster service delivery to library patrons. This will result in a cost avoidance of \$ 123,763 in staff time annually.

Benefit Cost Ratio: 1.79 **ROI:** 79.39%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$123,763	\$123,763	\$123,763
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$123,763	\$123,763	\$123,763

Intangible Benefits:

Operational efficiencies for virtually every business process, improved customer service.



Executive Summary

Fiscal Year: 2010

Tracking #:	2010-1085-B	Project Name :	
Executive Sponsor:	Florencio Pena	Motor Pool Automation	
Requesting Dept :	Fleet Maintenance & Operations		

Project Description:

This project proposes to eliminate a manual motor pool operation requiring staffing, supplies, computers, phone, and a building. An automated, self serve motor pool kiosk will eliminate the need for any of these items. Customers will be able to lease a vehicle from their own computers and obtain keys from a centrally placed motor pool kiosk. Vehicles can then be strategically located throughout the downtown area for easy access instead of one remote location. The current motor pool system is managed through CMPL, a mainframe application. This system would eliminate this mainframe application altogether.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$8,928	\$8,928
Total Requested Funds	\$60,826		
Total Project Cost	\$60,826	\$8,928	\$8,928

Necessity Rating: Low **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

- * Hard Cost Savings: Eliminates the cost of a motorpool attendant, building, computer, phone service and utilities.
- * Cost avoidance: Mainframe elimination.
- * The County of Ventura, California implemented Fleet and Motor Pool management software and achieved a 1,300% ROI (case study attached). Conservatively, the City of San Antonio can estimate a return of one-quarter of that amount 325%.

Benefit Cost Ratio: 4.25 **ROI:** 325.00%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$331,115	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$331,115	\$0	\$0

Intangible Benefits:

Motorpool vehicle rentals will be available at the satellite locations in a self-service manner. Customer will be able to rent vehicles from their desktops via hosted software.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1086-B Project Name : Credit Card Payments on Self-Check Machines
 Executive Sponsor: Aubrey George
 Requesting Dept : Library

Project Description:

Currently, library patrons can only pay library fines and fees by cash or check in person at a library location. In order to enhance opportunities for patrons to pay their fines and fees, more convenient payment avenues need to be offered. To that end, the Library would like to install credit/debit card reading devices on our self check machines to provide an efficient means of payment to the library. This can be accomplished with an enhancement to existing equipment and software.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$245,450	\$29,111	\$29,111
Total Project Cost	\$245,450	\$29,111	\$29,111

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** Y

Tangible Benefits:

In addition to the enhanced customer service by making a significant new payment option available, this improvement will reduce the number of cash transactions handled by staff at the service desks. The library does not have cashiers and performs a nightly manual cash reconciliation process because the automated library system, SAP and the library's POS are not integrated. By diverting some payments from the desk to the self check stations, this will allow library staff to perform core duties such as reference, programming, materials handling, etc. Staff could be reassigned to other duties with \$ 20,000 per year in cost avoidance. Finally, this enhancement will increase the library's annual revenue collection by an estimated \$100,000. If a more significant number of transactions are diverted from the desk to the self-check stations, there may also be a future cost avoidance in staff time to handle manual, cash transactions.

Benefit Cost Ratio: 1.16 **ROI:** 16.09%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$20,000	\$20,000	\$20,000
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$100,000	\$100,000	\$100,000
Total Benefit	\$120,000	\$120,000	\$120,000

Intangible Benefits:

This improvement would significantly reduce the frustration of patrons who do not have cash or check available when they visit a library. It would also reduce the frustration of staff by diverting some financial transactions to a much more secure, efficient payment method.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1087-B Project Name :
 Executive Sponsor: Aubrey George Library Media Security
 Requesting Dept : Library

Project Description:

This project would address the needed security for popular disc media items purchased by the San Antonio Public Library in order to protect them from theft. Purchasing security cases and Disc Media Unlocks from 3M will minimize the opportunity for theft to occur while items are shelved for browsing by our customers. The implementation of this system will require customers to have checked out a media disc item onto their personal library account before unlocking the case for viewing and listening. The benefits of the purchase are less replacement costs for the collection, focus on self service needs and less handling by staff, therefore, creating productivity benefits. This benefits the library customer in terms of access and speed of check out.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$377,151	\$60,000	\$60,000
Total Requested Funds			
Total Project Cost	\$377,151	\$60,000	\$60,000

Necessity Rating: High **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** Y

Tangible Benefits:

This project will prevent the loss of approximately 12,000 items in the collection each year for a cost avoidance of \$317,289.32. It will also save staff time in handling and processing the materials for a staff time savings of at least \$1.83 per crate of media materials checked in for a total annual staff time savings of \$40,782.93. Finally, there is an estimated annual benefit to the library patron community of \$1,079,400 for the added access to the high circulating items since this system will keep the items in the collection and available by use to patrons. This dollar benefit to the community is based on keeping 6,000 DVDs in the system and 6,000 CDs in the system and not lost due to theft. For each time a DVD is checked out it allows the patron to avoid a rental fee (at a video rental outlet) of \$4.99. For each CD that is checked out, it allows the patron to avoid a purchase cost of \$13.00.

Benefit Cost Ratio: 8.51 **ROI:** 751.30%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$1,437,472	\$1,437,472	\$1,437,472
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$1,437,472	\$1,437,472	\$1,437,472

Intangible Benefits:

The greatest intangible benefit will be patron goodwill. This system will allow patrons to browse the media collection on the shelves, as they do books and other materials. It will allow patrons to check out the media items as easily as other materials. The customer experience will be greatly enhanced with this system. It will also show patrons that the City is taking adequate measures to protect the items purchased with tax payer funds.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1101-B **Project Name :**
Executive Sponsor: Janie Cantu **e-Procurement**
Requesting Dept : Purchasing and General Services

Project Description:

Purchasing and the IT Department have launched a project to implement a single, unitary, end-to-end e-procurement solution across the City. E-procurement is the acquisition of goods and services without the use of paper processes. The system will provide a comprehensive, end-to-end solution for both ad-hoc and strategic procurement. The system supports electronic buying and requisitioning and automates business transactions over the Internet. The system will deliver a strategic e-government framework along with a highly transparent, streamlined, and integrated purchasing process that will increase efficiencies, spotlight new sources of value, and enhance decision making about suppliers, products, and contracts.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$1,535,200		
Total Project Cost	\$1,535,200	\$0	\$0

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** N **Continuation of a multi-year:** Y

Tangible Benefits:

- * Decreased errors, increased savings – able to utilize greater control and analytical capability to reduce purchasing costs.
- * Reduced transaction costs – reduce the cost of each transaction by streamlining multiple tasks in a logical workflow of procurement tasks – such as creating and approving purchase orders, generating invoices, and processing payments.
- * Invoicing efficiencies – ability for on-line invoicing by vendor to enable an invoice receipt in SAP without staff entry.

Benefit Cost Ratio: 1.41 **ROI:** 40.92%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$0	\$1,193,760	\$1,065,600
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$0	\$1,193,760	\$1,065,600

Intangible Benefits:

- * Advanced workflow enables streamlined approvals and releases and enables multiple checks and approvals while adding minimal delay. Example: budget availability can be revalidated at additional steps of the procurement.
- * A more flexible workflow, enabling additional central approval roles on an as-needed basis. Example: a central budget approval could be added before placement on Council agenda.
- * Maintenance of efolders for procurement rather than maintenance of paper files saves time and makes all information available to every appropriate end-user.
- * eProcurement is green. The city will enjoy a leadership role in green initiatives.



Executive Summary

Fiscal Year: 2010

Information Technology
Services Department

Tracking #: 2010-1103-B Project Name :
 Executive Sponsor: Hugh Miller ITSD Infrastructure Upgrades
 Requesting Dept : Information Technology Services

Project Description:

Server Replacements - \$1.5M
 Infrastructure Systems Enhancement - \$500k
 Datacenter Facilities Upgrades - \$1.5M
 Storage Infrastructure - \$1.5M
 City Facility Network Upgrades - \$2M
 Migration to IP Phones - \$1M
 Service Desk - \$500k

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$8,500,000	\$1,000,000	\$1,000,000
Total Project Cost	\$8,500,000	\$1,000,000	\$1,000,000

Necessity Rating: Medium **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

N/A

Benefit Cost Ratio: 1.99 **ROI:** 99.00%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$20,722,804	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$20,722,804	\$0	\$0

Intangible Benefits:

N/A



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1105-B Project Name :
 Executive Sponsor: Aubrey George Library Security Cameras
 Requesting Dept : Library

Project Description:

Currently the Central Library has some video of the cash handling area on the 1st floor and also has an older Locknetics access control unit. This is a large facility with six floors and a basement. Being a large public building that promotes a family friendly environment; many blind spots exist and consequently acts of vandalism and other security violations are common. The Children's area on the 3rd floor is an example of a sensitive area that desperately needs video coverage. The Central Library is a significant cash handling site. The branches also have security risks and currently have no security cameras.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$182,000	\$0	\$0
Total Project Cost	\$182,000	\$0	\$0

Necessity Rating: High **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

Increase the level of safety of library users and staff. Due to the architectural layout of several buildings, there are many hidden areas of the building that are not easily observed by staff. As a result several areas are prone to vandalism and unsavory behavior resulting in over \$15,000 in costs each year for repair and painting in the Central Library and Branch Libraries. In particular, the third floor children's area has several blind spots including an area leading to public rest rooms. A security camera could provide visual monitoring from the existing service desk. One study shows that one incident of child sexual assault results in \$180,000 of cost to society.

Benefit Cost Ratio: 3.42 **ROI:** 241.90%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$215,000	\$190,000	\$190,000
Hard (Cost) Savings	\$15,000	\$15,000	\$15,000
Revenue	\$0	\$0	\$0
Total Benefit	\$230,000	\$205,000	\$205,000

Intangible Benefits:

- * Enhance the quality of life for library users and staff by increasing the level of safety and security at the Central Library.
- * Better monitor all areas and to promote a safer and more secure environment for children.



Executive Summary

Fiscal Year: 2010

Tracking #: 2010-1107-B Project Name :
 Executive Sponsor: Aubrey George Library Laptops for Circulation
 Requesting Dept : Library

Project Description:

The San Antonio Public Library has been conducting a pilot program of allowing check out of laptop computers to library card holders in library buildings. Findings from customer service questionnaires and rising circulation statistics show that the citizens of San Antonio are more and more interested in the expansion of digital access at all branches by means of portable laptop computers. The utilization of the department's current wi-fi access through portable laptop computers allows the library the ability to provide information access to an ever-growing demand from citizens. Borrowers would be able to have full service without the library having to go through an extensive revision of infrastructure and renovation. A library card holder is able to borrow a laptop computer for two hours and access all the library's electronic resources. The proposed project is to expand the pilot system-wide.

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$397,520		
Total Project Cost	\$397,520	\$0	\$0

Necessity Rating: Low **Risk Rating:** Low **Start of a multi-year:** N **Continuation of a multi-year:** N

Tangible Benefits:

The addition of 190 laptops for checkout would result in a benefit of \$1,121,760 to the citizens of San Antonio. This is calculated by assuming a circulation of 492 times per year per laptop. Each circulation allows two hours of use and a citizen would have to pay \$12 for a two hour session at private provider of this service.

Benefit Cost Ratio: 2.82 **ROI:** 182.19%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$1,121,760	\$0	\$0
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$1,121,760	\$0	\$0

Intangible Benefits:

The Council has made public computing a priority of library service for the last three years. Many library patrons only have access to technology through their library location. This access provides economic development, education and other opportunities to the public.



Executive Summary

Fiscal Year: 2010

Tracking #:	<u>2010-1108-B</u>	Project Name :	
Executive Sponsor:	<u>FLORENCIO PENA</u>	Automatic Vehicle Location (AVL) Devices and Service -	
Requesting Dept :	<u>Fleet Maintenance & Operations</u>	Enterprise Solution	

Project Description:

An Enterprise AVL GPS system is needed to pinpoint the exact locations around the City of San Antonio of approximately 5,100 vehicles and equipment valued at \$175 million. These fleet assets include mobile fuel trucks, bulldozers, front-end loaders, backhoes, sedans, etc, and are not necessarily stored in a central yard and may be left at fieldwork locations. The system will assist in annual asset inventory primarily, allowing us to keep track of our main financial resource. In the case of an area wide emergency an AVL system would identify the assets' location immediately instead of wasting time trying to reach operators to determine where this equipment is located. In addition, this system will offer features and reports our customers can utilize to monitor routes, schedules and staff locations as well as efficiencies. Currently, the Public Works Department has an estimated 500 vehicles including a variety of heavy and light duty vehicles and equipment. These vehicles and equipment

Project Cost :

Type	FY: 2010	FY: 2011	FY: 2012
Total Secured Funds	\$0	\$0	\$0
Total Requested Funds	\$1,846,775	\$2,665,200	\$3,562,800
Total Project Cost	\$1,846,775	\$2,665,200	\$3,562,800

Necessity Rating: Low **Risk Rating:** Medium **Start of a multi-year:** Y **Continuation of a multi-year:** N

Tangible Benefits:

Cost Avoidance - this system would decrease or eliminate the loss of COSA assets/vehicles from our \$175 million inventory.
 Hard Savings - this system would assist customers in establishing processes and procedures to help increase fuel efficiencies, work load efficiencies, routing efficiencies, and equipment efficiencies. It would also decrease audit time and staff resulting in better use of production time.

Benefit Cost Ratio: 1.82 **ROI:** 82.41%

Benefits Summary:

Type	FY: 2010	FY: 2011	FY: 2012
Cost Avoidance	\$0	\$7,428,793	\$7,428,793
Hard (Cost) Savings	\$0	\$0	\$0
Revenue	\$0	\$0	\$0
Total Benefit	\$0	\$7,428,793	\$7,428,793

Intangible Benefits:

Intangible benefits provided by purchasing this AVL system would assist in reducing fuel consumption and excess idling of the vehicle by being able to determine and manage the individual activities of the COSA assets. Should an unfortunate disaster occur to the magnitude of Katrina, COSA would be able to locate the heavy equipment required to open streets and excavate catastrophic building failures. Currently much of the equipment is left at job sites overnight with only the operator and supervisor knowing where these pieces of equipment were last located. It is unlikely that these individuals could be contacted in an expeditious manner should such a situation occur. The AVL system would enable the AVL operators to pinpoint the exact location of this rescue equipment and be able to instantly dispatch these items to the areas affected by the disaster.