

**Livingston County  
Information Technology  
Department**

# Report

**To:** Livingston County Board of Commissioners, Livingston County Administrator - Nathan Burd, Livingston County Deputy Administrator & Chief Financial Officer - Cindy Catanach

**From:** Kristoffer Tobbe  
Livingston County Chief Information Officer

**Date:** July 19, 2021

**Re:** Livingston County Information Technology Department: Reorganization Request

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## **Request for approval Livingston County Information Technology Department Reorganization Plan**

The Livingston County Information Technology department is requesting a department reorganization that will add two essential technical roles to the team, expanding the technology team's ability to deploy more technology to meet the strategic goals of the Board of Commissioners, County departments and stakeholder, as well as re-aligning reporting structures for three County Information Technology department members to better align to the strengths of the teams and the supervising team members.

## **Position 1: PROJECT MANAGEMENT COORDINATION SPECIALIST**

- **Estimated wage scale: Level 9 Steps 1 – 7 standard (\$58,793 - \$72,020)**
- **Fully Burdened year 1 projection \$92,940.00**
  - **(all costs for the position = salary + regular benefits +pension)**

A need for additional project management support within the Information Technology team has been an ongoing need for the department that has been projected for over three years. The need for greater outreach and updates to stakeholders (Departments; Elected Officials and Community Stakeholders) for the purposes of documenting technology need and assisting in facilitating project progress reports back to the stakeholders on department specific projects. This role will assist the C.I.O. in these processes and work within a standardized project management framework for technology project work. This will allow the more technical team members to stay focused on the large workload on the information technology team now and into the future.

Additionally, this role will take on a number of administrative activities currently dispersed throughout the Information Technology team, and act as a central point of coordination for the procurement process from the technology side before handing the process off to the Fiscal Services team for final procurement and budgetary review.

### **Position Summary:**

Under the supervision of the Chief Information Officer, assists in planning, coordinating, implementing and finalizing projects according to the specifications and deadlines. Tracks project staff activities and contractor or other resources according to the overall project scope of work. At the start of each new activity, helps capture the definition of the project's objectives, and schedules, identifies key project milestones, and oversees quality control throughout the project. Supports project delivery processes at the County by attaining resources and coordinating internal team members and third-party contractors and/or consultants – including the identification, assessment, and communication of project risks and the ongoing communications with the Information Technology management team regarding project status and project critical success factors. Develops communication strategies to disseminate technology policies and information to stakeholders. Assists in general clerical and administrative activities in support of Information Technology operations.

### **Referenced appendices:**

- TABLE A - LIVINGSTON COUNTY - POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF MAY 21, 2021
- Municipal Consulting Services LLC – Letter dated May 21, 2021 - in regard to your request for our firm to conduct a classification analysis for the new position of Project Management Coordination Specialist

## **Position 2: Application Support Analyst**

- **Estimated wage scale: Level 9 Steps 1 – 7 standards (\$58,793 - \$72,020)**
  - **Fully Burdened year 1 projection \$92,940.00(all costs for the position = salary + regular benefits +pension)**

A significant need for application (program) support has existed in the Livingston County Information Technology department for over seven years. The Livingston County Application team currently consists of (1) Systems Manager (Diane Gregor) two Developers (1 Database, 1 strictly OnBase Administration) this team of two persons is responsible for the management, support, development and integrations of over 100+ application for the County. We are fortunate that Diane has 48 years-worth of experience with the County and has been here since the deployment of many of our legacy applications that we are currently required to keep, develop, and maintain (AS400-Courts & Sheriff's Office, Laserfiche- Prosecutors Office, Etc.) There is a growing desire within the County both strategically and directly to enhance the application portfolio and modernize our applications. Our Information Technology team is often (monthly and weekly) receiving requests for new applications from departments (often with brief advance notices). The applications must be evaluated for security, fit into the current County software portfolio, estimates on time to deployment & implementation, as well as complicated aspects like application data integration. A significant backlog of support and evaluation has occurred over the years and has contributed to over taxing our Systems Manager and Application Developer.

This new position, will assist in the role of supporting and maintaining of the applications, data integration projects, as well as the support of the document imaging systems and the numerous databases. Allowing, the Systems manager to allocate time and resources to legacy application transfer, new application requests and overall management of the systems.

### **Position Summary:**

Under the supervision of the Application Manager, The Application Support Analyst will assist with the application support intake and issue evaluation process. As 1<sup>st</sup> and 2<sup>nd</sup> level responder, the Application Support Analyst will troubleshoot incidents and actively work to resolve them or escalate as appropriate. responsible for providing expertise and technical knowledge, answer inquiries and resolve issues, and escalate or close tickets as necessary, as they relate to key software applications.

The Application Support Analyst will develop in-depth knowledge of operational business processes, software applications used to support them, and data flows across the business process as well as develop the SQL skills necessary to acquire and analyze information. Plan, and implement County applications or enhancements including researching and analyzing department needs, modifying existing programs, assisting in the conversion of data and systems, and preparing appropriate documentation in accordance with established methods and procedures;

### **Referenced appendices:**

- TABLE A - LIVINGSTON COUNTY - POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF July 17, 2021
- Municipal Consulting Services LLC – Letter dated July 17, 2021 - in regard to your request for our firm to conduct a classification analysis for the new position of Application Support Analysts- IT

## **Position Reporting Re-alignments**

- Re-aligns the reporting structure of the position of ERP Enterprise Planning Administrator
  - from the Chief Information Office to the
  - Systems Manager to better fit with in a systems management standard and Application support model
  - Net Budget impact \$0
- Re-aligns the reporting structure of (2) positions
  - Senior Public Safety Technology Specialist
  - Public Safety Technology Specialist
  - From the Infrastructure Manager to the Network Administrator to utilize the 6+ years in public safety technology support and management
  - Net Budget Impact \$0

## **Budgetary Summary:**

- **Resources from Current 2021 Livingston County Information Technology Budget \$30,000 (Contracted services)**
  - **9/1 start date is \$50,384. Assuming a 9/1 start date**
  - **Net year 1 request: +\$20,384**
- **Net overall budget impact annually projected fully burdened (all benefits and pension) + \$185,850**