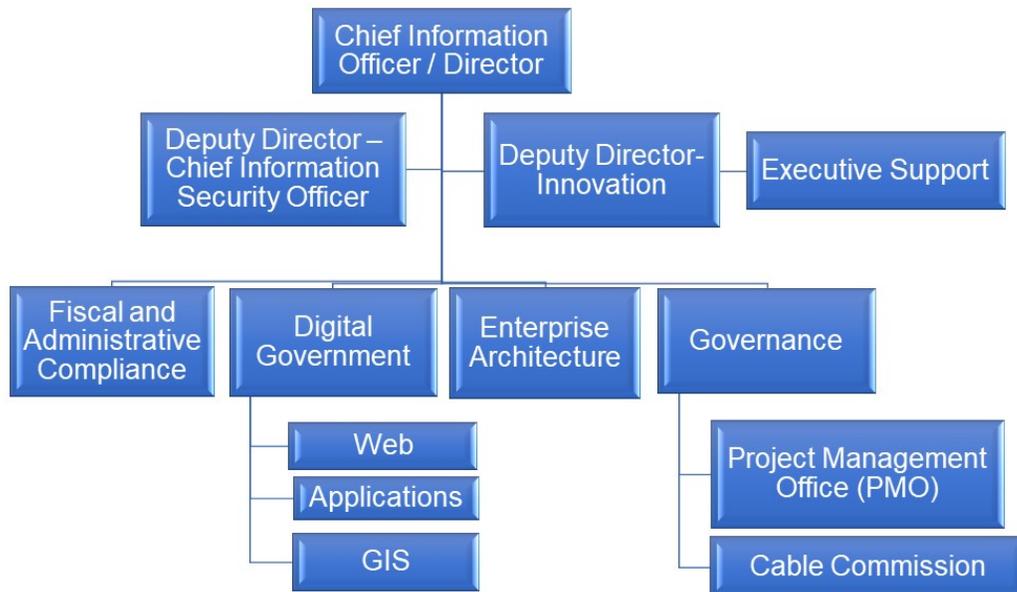# Office of Information Technology

MISSION AND SERVICES

The Office of Information Technology (OIT) provides leadership, expertise, and resources in the development and deployment of innovative technologies to support the business goals of the County and improve government efficiency, business interaction, and citizen access to government information and services.

CORE SERVICES

- Oversight of technology programs, resources, and IT assets; research, strategic planning, development of policy and standards; and cybersecurity
- Governance and management of IT projects supporting agencies in the assessment of technology solutions and opportunities, business alignment, and implementation support
- Develop and manage the technology environment for IT capabilities, IT infrastructure including data center and processing resources, cloud services, data storage, networks, communications utilities, and devices
- Develop and integrate business applications and data including geospatial apps and data, and County website and portals optimizing user experience and virtual engagement capabilities
- Provide customer service and tech support for IT needs, assistance troubleshooting issues, and enabling services serving agencies and end-users' applications, access, and devices
- Oversee cyber/IT security strategy, policy, access authority, protective measures, awareness, resiliency, continuity of operations (COOP), and compliance for technological capabilities Countywide

FY 2026 KEY ACCOMPLISHMENTS

- Piloted GitHub and GitHub Copilot alongside Generative and Agentic AI tools to enhance application development, documentation, and productivity including the creation of intelligent agents to support agency operations in Service Desk, Procurement, and Network Security.

- Implemented a modular, scalable development framework for internally developed applications enabling seamless system integration, improved data migration, and greater flexibility across county platforms.

- Aligned internally developed applications with a Software-as-a-Service (SaaS) model, allowing solutions to be deployed and utilized across multiple County agencies.

- Implemented Identity Provider services through platforms such as Google and Microsoft to securely manage authentication for internally developed applications, reducing liability associated with storing external user credentials.

- Deployed Zscaler Private Access (ZPA) following the successful implementation of Zscaler Internet Access (ZIA), strengthening remote access security, improving user experience, and reducing the County's overall attack surface.

STRATEGIC FOCUS AND INITIATIVES FOR FY 2027

The agency's top priorities in FY 2027 are:

- Empower a thriving local tech ecosystem by creating an environment where technology companies based in Prince George's County can grow, scale, and become national leaders.

- Build a robust technology career pipeline to ensure that residents benefit directly from the growth of the tech sector with aggressive efforts to develop local talent through education, training, and workforce development programs.

- Transform government through emerging technologies by adopting cutting-edge technologies such as artificial intelligence robotic process automation (RPA), data analytics, and digital service delivery platforms.

- Deploy interceptive technology for public safety, health, environment, and education by applying advanced technology to proactively address some of the County's most pressing challenges.

- Modernize infrastructure and strengthen cybersecurity by investing in the modernization of its IT infrastructure, including cloud-first strategies, broadband expansion, and enterprise architecture standardization.

- Pivot from federal dependency to local innovation by investing in homegrown innovation and harnessing the County's greatest asset which are residents and their entrepreneurial spirit.

FY 2027 BUDGET SUMMARY

The FY 2027 proposed budget for the Office of Information Technology is $69,221,600, an increase of $2,571,800 or 3.9% over the FY 2026 approved budget.

Expenditures by Fund Type

Fund Types	FY 2025 Actual		FY 2026 Budget		FY 2026 Estimate		FY 2027 Proposed	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	$737,800	1.2%	$—	0.0%	$—	0.0%	$—	0.0%
Internal Service Funds	62,435,573	98.8%	66,649,800	100.0%	66,649,800	100.0%	69,221,600	100.0%
Total	**$63,173,373**	**100.0%**	**$66,649,800**	**100.0%**	**$66,649,800**	**100.0%**	**$69,221,600**	**100.0%**

INTERNAL SERVICE FUNDS

Information Technology Internal Service Fund

The FY 2027 proposed budget for the Office of Information Technology Internal Service Fund is $69,221,600, an increase of $2,571,800 or 3.9% over the FY 2026 approved budget.

Reconciliation from Prior Year

	Expenditures
FY 2026 Approved Budget	**$66,649,800**
Increase Cost: Operating — Increase in operating costs for office and operating equipment due to planned agency desktop refresh, operating contracts, software and license renewals, and cybersecurity solutions	$1,593,800
Increase Cost: Compensation - Mandated Salary Requirements	621,700
Increase Cost: Fringe Benefits — Increase in fringe benefit costs to align with compensation adjustments.	356,300
FY 2027 Proposed Budget	**$69,221,600**

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2025 Budget	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27
Internal Service Fund				
Full Time - Civilian	75	75	75	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	75	75	75	0
Part Time	2	1	1	0
Limited Term	0	0	0	0
TOTAL				
Full Time - Civilian	75	75	75	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	75	75	75	0
Part Time	1	1	1	0
Limited Term	0	0	0	0

Positions By Classification	FY 2027		
	Full Time	Part Time	Limited Term
Administrative Assistant	1	0	0
Administrative Specialist	6	0	0
Associate Director	2	0	0
Budget Management Analyst	1	0	0
Compliance Specialist	2	0	0
Deputy Director	2	0	0
Director	1	0	0
Executive Administrative Aide	1	0	0
Human Resources Analyst	2	0	0
Information Technology Engineer	17	0	0
Information Technology Manager	11	0	0
Information Technology Programming Engineer	15	0	0
Information Technology Project Coordinator	13	0	0
Instructor	1	0	0
Public Service Aide	0	1	0
TOTAL	**75**	**1**	**0**

Expenditures by Category - General Fund

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27 Amount ($)	Percent (%)
Compensation	$—	$—	$—	$—	$—	
Fringe Benefits	—	—	—	—	—	
Operating	737,800	—	—	—	—	
Capital Outlay	—	—	—	—	—	
SubTotal	**$737,800**	**$—**	**$—**	**$—**	**$—**	
Recoveries	—	—	—	—	—	
Total	**$737,800**	**$—**	**$—**	**$—**	**$—**	

In FY 2025, the Information Technology Internal Service Fund received a one-time County interfund transfer of $737,800. The transfer supported former State and Local Fiscal Recovery Funds (SLFRF) initiatives, IT digitization, and cybersecurity projects

OTHER FUNDS

Information Technology Internal Service Fund

The Information Technology Internal Service Fund supports innovative technology solutions, data management and business intelligence, and the County's enterprise infrastructure in support of the government and its citizens. The fund specifically supports the service desk, geographic information systems, applications development and web support, project management, enterprise security, network services, telecommunications, institutional network (I-Net), mainframe applications, enterprise software licenses, and the acquisition of IT hardware.

Fiscal Summary

Revenues increase 3.9% in FY 2027 primarily due to an increase in agency charges and I-Net Community charges. Agency charges increase $2.8 million or 4.6% and I-Net Community increase $235,600 or 55.0% over the FY 2026 approved budget. The charges are spread throughout each agency and operating funds. C-Net Receipts decrease -$431,000 or -8.4% under the FY 2026 approved budget. The remaining revenues include chargebacks from the Maryland-National Capital Park and Planning Commission for geographic information (GIS) services provided.

In FY 2027, compensation expenditures increase 5.6% over the FY 2026 budget due to the annualization of FY 2026 and FY 2027 planned salary adjustments. Compensation costs include funding for 75 full time positions and one part time position. Fringe benefit expenditures increase 5.6% over the FY 2026 budget to align with projected compensation costs. Fringe benefit expenditures include funding for other post-employment benefits (OPEB) totaling $3,030,300.

Operating expenditures increase 3.2% over the FY 2026 budget primarily due to operating contract support for applications, software renewals, and cyber security services.

Restricted C-Net funds represent $1.0 million of operating expenses. This expenditure allocation aligns with the projected C-Net revenue receipts for FY 2027.

The ending fund balance for the Information Technology Fund totals -$20,801,093. The overall balance is negative due to post-employment benefits (OPEB) and prior year adjustments made in the FY 2018 Annual Comprehensive Financial Report (ACFR).

Expenditures by Category

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27 Amount ($)	Percent (%)
Compensation	$10,848,258	$11,159,000	$11,159,000	$11,780,700	$621,700	5.6%
Fringe Benefits	4,160,675	6,396,600	6,396,600	6,752,900	356,300	5.6%
Operating	47,426,640	49,094,200	49,094,200	50,688,000	1,593,800	3.2%
Total	**$62,435,573**	**$66,649,800**	**$66,649,800**	**$69,221,600**	**$2,571,800**	**3.9%**
Recoveries	—	—	—	—	—	
Total	**$62,435,573**	**$66,649,800**	**$66,649,800**	**$69,221,600**	**$2,571,800**	**3.9%**

Fund Summary

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimated	FY 2027 Proposed	FY 2026-2027 Change $	Change %
BEGINNING FUND BALANCE	**$(16,220,903)**	**$(17,136,632)**	**$(18,801,093)**	**$(19,801,093)**	**$(2,664,461)**	**15.5%**
REVENUES						
Agency Charges	$53,712,100	$59,730,100	$59,730,100	$62,497,300	$2,767,200	4.6%
C-Net Receipts	4,624,974	5,150,700	5,150,700	4,719,700	(431,000)	-8.4%
C-Net Fund Balance		1,000,000	1,000,000	1,000,000	—	0.0%
C-Net Community	664,103	428,500	428,500	664,100	235,600	55.0%
Agency Charges GIS		340,500	340,500	340,500	—	0.0%
Miscellaneous (loss of disposable asset)	116,405	—	—	—	—	0.0%
Transfer In - General Fund	737,800	—		—	—	0.0%
Total Revenues	**$59,855,382**	**$66,649,800**	**$66,649,800**	**$69,221,600**	**$2,571,800**	**3.9%**
EXPENDITURES						
Compensation	$10,848,258	$11,159,000	$11,159,000	$11,780,700	$621,700	5.6%
Fringe Benefits	4,160,675	6,396,600	6,396,600	6,752,900	356,300	5.6%
Operating Expenses	42,137,563	42,515,000	42,515,000	44,304,200	1,789,200	4.2%
Operating Expenses-C-NET	5,289,077	6,579,200	6,579,200	6,383,800	(195,400)	-3.0%
Total Expenditures	**$62,435,573**	**$66,649,800**	**$66,649,800**	**$69,221,600**	**$2,571,800**	**3.9%**
EXCESS OF REVENUES OVER EXPENDITURES	(2,580,191)	—	—	—	—	0.0%
OTHER ADJUSTMENTS	—	(1,000,000)	(1,000,000)	(1,000,000)	—	0.0%
ENDING FUND BALANCE	**$(18,801,093)**	**$(18,136,632)**	**$(19,801,093)**	**$(20,801,093)**	**$(2,664,461)**	**14.7%**

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — Provide a responsive and secure IT infrastructure.

Objective 1.1 — Maintain enterprise network access above 98%.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
100%	99%	100%	100%	100%	⟺

Trend and Analysis

The Prince George's County Government branches and agencies rely on a modern, secure, and scalable IT infrastructure to fulfill their mission. This infrastructure includes information systems, data, and contemporary utility devices such as robotics and security systems. Strong cybersecurity measures are essential to ensure the safe and uninterrupted operation of digital tools and a wide range of applications while also safeguarding the privacy of the sensitive data the County manages. The IT infrastructure must be capable of deterring and responding to the increasing frequency of worldwide cybersecurity threats. Additionally, it should be extensible to accommodate devices and platforms that enable mobile access to the IT enterprise enhancing users' ability to remain productive from anywhere. During a switch refresh period in FY 2024, some connections were consolidated resulting in the 19% decrease in total connections between FY 2023 and FY 2024.

Performance Measures

Measure Name	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected
Resources (Input)					
Network monitoring system logs indices	1,600	1,188	1,236	1,300	1,350
Workload, Demand and Production (Output)					
Total connections	17,500	14,256	14,256	15,600	16,200
Impact (Outcome)					
Network uptime	99%	99%	100%	100%	100%

Objective 1.2 — Maintain access to the virtual environment.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
100%	100%	100%	100%	100%	⟺

Trend and Analysis

The County's capabilities to support virtual government is expected to grow as agencies advance their digitization efforts. These efforts involve automating manual forms, enabling the public to complete transactions online. Improvements in automation will be accessible from any location and will include technology such as data visualization tools for application development.

Performance Measures

Measure Name	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected
Resources (Input)					
Virtual Private Network (VPN) Licenses	3,500	2,000	2,000	1,000	500
Workload, Demand and Production (Output)					
VPN service desk support requests	400	397	417	375	50
Average number of users logged on at one time	900	700	700	300	100
Users who have access to the teleworking environment	10,400	10,300	10,300	10,300	10,300
Total telework end users	10,300	10,200	10,200	10,200	10,200
Impact (Outcome)					
Telework Capacity	100%	100%	100%	100%	100%

Goal 2 — Provide reliable infrastructure platforms to allow citizens to access online government services.

Objective 2.1 — Increase the number of online services.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
80	24	24	30	30	⟺

Trend and Analysis

Cybersecurity breaches are an ever-growing risk for organizations. Currently, many security incidents occur through email. For local governments to be effective, they must enhance their online presence through the web, e-services, mobile apps and other digital platforms that allow citizens to access government information and services. It is essential for the Office of Information Technology to provide modern digital platforms, internet opportunities and mobile solutions, enabling citizens to interact with County government in ways that reflect their everyday experiences with accessing services. There was a reduction in number of new online services from County agencies resulting from a shift in focus to larger more long-term projects like Momentum, Treasury, etc.

Note: The FY 2023 actual for "Website visits (millions)" has been restated for accuracy.

Performance Measures

Measure Name	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected
Resources (Input)					
Web application implementation staff	12	12	12	12	12
Workload, Demand and Production (Output)					
Website visits (millions)	4,503,388	4,090,471	4,265,313	5,100,000	5,200,000
Impact (Outcome)					
Total new online services from County agencies	40	24	24	30	30

Objective 2.2 — Decrease the number of broken links on the County's website and social media platforms.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
0	2,167	3,497	2,800	2,600	↑

Trend and Analysis

Broken links on websites are phenomena for all entities, usually as a result of many web contributors of various levels of knowledge creating links not using standard protocols or other assumptions. OIT and agencies continue to repair broken links systematically through a revised, improved process. The process is inclusive of a two day turnaround for agencies to repair before OIT adjust web content and repair. The FY 2025 year over year increase is a result of completing an inventory of broken links and implementing new, improved internal policies and procedures.

Performance Measures

Measure Name	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected
Resources (Input)					
Website monitor staff	5	5	5	5	5
Workload, Demand and Production (Output)					
Broken links reported	1,500	2,167	3,497	2,800	2,600
Quality					
Website Uptime	100%	100%	100%	100%	100%
Impact (Outcome)					
Broken links fixed	1,500	2,167	3,025	2,800	2,600