Information Services Committee (ISC)

Joseph Griego, City Council   *Brian Osterloh, COA, Dept. of Technology & Innovation (DTI)*
Timothy P. Thackaberry   *Tim Skelton, COA, Planning Department*
Dr. Stephen D. Burd, UNM
Jesse Muniz, City of Albuquerque

Agenda
3/9/2022

Meeting Specifics

Date: March 9, 2022
Time 1:30pm
Location:

    <u>In-person</u>
    Grand Central Conference
    Room 205, North City Hall
    1 Civic Plaza
    Albuquerque, NM 87102

    Online
    Via WebEx
    https://cabq.webex.com/cabq/j.php?MTID=m814f5cba68f660aed5f088d7a969bcd5

I. **Call to order**
II. **Announcements**
    a. Broadband Manager
III. **Roll Call**
IV. **Review and Approve Minutes**
    a. From February 9, 2022
V. **Public Comment**
VI. **ISC Actions**
    a. Approve Regular Meeting Schedule for remainder of 2022
    b. Approve Public Comment Guidelines
VII.

    i. Review and Vote on Purchases:

Tessitura - Arts and Culture Point of Sale – Asia Stuart - $659,999.00

1. Description

Tessitura is being proposed to replace Siriusware as the new point of sale system for the Department of Arts and Culture. Tessitura has been evaluated and meets/ exceeds use case needs. The application being purchased is cloud-based and will utilize preexisting network infrastructure. The vendor has been vetted for PCI compliance and payment integrations. The application is federated to promote the protection of PII. System hardware requirements fall in line with other city POS terminal standards. Tessitura has been developed over 20 years to serve arts organizations specifically. Arts and Culture are in agreement that this is the product of choice.

2. Business Case / Justification

Arts and Culture are utilizing an antiquated point of sale system. An RFP was released for the replacement and the responders were all deemed non-response. Resulting from that, we selected this application that fits/ meets all requirements of RFP and beyond.

3. Maintenance, Training and Other Associated Costs

$132,000 per year over 5 years - Arts and Culture has also put aside funds to support the purchase of hardware and upgrade any necessary infrastructure

4. Impact to City / Dept Resources

Treasury, DTI, Arts and Culture

Oracle Databases to Cloud – Mark Leech

- **Mythics - Oracle PAAS and IAAS Credits- $200,000.00**

1. Description

Credit usage to cover initial migration from Oracle Data Appliance to Oracle Cloud Infrastructure.

2. Business Case / Justification

The existing Oracle Data Appliance (ODA) is reaching the end of its useful life. In consultation with Oracle, DTI will be moving into the Oracle Cloud Infrastructure (OCI) instead of directly replacing the ODA. This request covers the services required to move core/critical databases and set up OCI infrastructure to meet the City's goals.

3. Maintenance, Training and Other Associated Costs

n/a

4. Impact to City / Dept Resources

n/a

- **OCI - Astute Professional/Technical - $250,000.00**

1. Description

Professional/technical services required to migrate core databases from Oracle Data Appliance to Oracle Cloud Infrastructure.

2. Business Case / Justification

The existing Oracle Data Appliance (ODA) is reaching the end of its useful life. In consultation with Oracle, DTI will be moving into the Oracle Cloud Infrastructure (OCI) instead of directly replacing the ODA. This request covers the services required to move core/critical databases and set up OCI infrastructure to meet the City's goals.

3. Maintenance, Training and Other Associated Costs

n/a

4. Impact to City / Dept Resources

n/a

VEEAM Backup System – Mark Leech - $600,000.00

1. Description

Replace existing backup system with Veeam system.

2. Business Case / Justification

The current backup solution has reached its manufacturer's stated end of life. More importantly, the backup requirements of the City have now far outstripped the capabilities of the existing system in terms of technology, security, and process (e.g. ransomware detection). This project will: * Replace the existing backup solution with a hybrid, cloud/dual on-premise solution (90 days on premise) * Review and optimize City backup processes (e.g. make sure that the right data is being backed up with the correct frequency to the correct location) *Allow the City to prepare for O365 document lifecycle management by providing for an initial max of 500 accounts * Prepare the City to move all backups to the cloud within the next 5 yrs

3. Maintenance, Training and Other Associated Costs
Additional data AWS charges are estimated at up to $100k annually when at full capacity. However, this is volume-based and will be a slow ramp up over time.

4. Impact to City / Dept Resources
Replace backup system. This may improve nightly schedules and availability. Some impact on external network traffic

> *ii. Final Action on Policies:*
> 1. *Cybersecurity Policy*
> 2. *Enterprise Application and Software Policy*
> 3. *Incident Reporting and Response Policy for Abuse Using Technology*
> 4. *Change Management Policy*

VIII. **Technology Overview**
IX. **General Information from Director of Department of Technology and Innovation**
X. **Adjourn**
    a. Next scheduled ISC meeting will be April 13, 2022