Information Technology Board Agenda
Leading the way in enterprise-wide technology

Date: February 26, 2013  Time: 9:30 -11:00 am  Location: CCB Rm 260

Chairperson: Ms. Elizabeth L. White  CIO: Mr. Kevin R. Ortell

Minutes:
- Approval of the January 29, 2013 Meeting Minutes – Chairperson White
- Approval of the February 7, 2013 IT Working Board Memoranda – Chairperson White

Status Updates:
- IT Board Business – Chairperson White
- ISA Report – Mr. Kevin Ortell
- ISA Financial Report – Mr. Aaron Hood

Action Items
- Resolution 13-06: Microsoft EA-Ms. Beth Howen
- Resolution 13-07: Oracle License Renewals-Ms. Beth Howen
- Resolution 13-08: ESRI Renewal – Ms. Beth Howen
- Resolution 13-09: Time Warner Telecom – Ms. Beth Howen
- Resolution 13-10: IT Governance Policy- Mr. Kevin Ortell

Discussion Items:
- Sourcing Project Update –Ms. Beth Howen & Mr. Joel Buege
- ERP Update – Ms. Beth Howen & Ms. Donna Schank

Adjourn:
The next scheduled IT Board meeting is on March 26, 2013 at 9:30 AM in CCB Room 260

Attachments:
Contracts< $100,000

2/21/2013
Information Technology Board Meeting Minutes

Date: January 29, 2013  Time: 9:33am – 10:35am  Location: CCB Room 260

Chairperson: Elizabeth L. White  CIO: Kevin Ortell

Information Technology Board Members Present:

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<tr>
<th>Name</th>
<th>title</th>
<th>Role</th>
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<tr>
<td>Elizabeth L. White</td>
<td>Marion County Clerk</td>
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<tr>
<td>Jeff Spalding</td>
<td>Controller</td>
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<td>Julie Phealon</td>
<td>Mayoral Appointee</td>
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</tr>
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<td>Joseph O’Connor</td>
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</tr>
<tr>
<td>Claudia Fuentes</td>
<td>Marion County Treasurer</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Kevin Ortell</td>
<td>Information Services Agency</td>
<td>Chief Information Officer</td>
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<tr>
<td>Toae Kim</td>
<td>Office of Corporation Counsel</td>
<td>Legal Counsel</td>
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Information Technology Board Members Not Present:

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<tr>
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</thead>
<tbody>
<tr>
<td>Judge Joven</td>
<td>Marion County Superior Court</td>
<td>Voting Member</td>
</tr>
</tbody>
</table>

Present: Linda Haley, Beth Howen, Chuck Carufel, Giesla Schepers, Beverly Dillon, Aaron Hood and Jeffrey Crawford, Ted Shockey, and Rusty Robinson.

Guests: Jeff Hayhow, NG; Robert Moore, Dell; DAI; Marv Thornsberry, DAI; Joel Buege, Premis Consulting; Jim Nelson, DAI; Teresa Donsbach, Purchasing; Bob Jacobson, EMC; Jason Sondhi, Sondhi Solutions; Barbara Brown, Knowledge Services; John DeCocq, NG; Carman Cedola, SAIC; Kevin McCracken, SAIC; Nick Vespa, Microsoft; Ami Guilfoy, LoGO; April Sanchez, LoGO; Khiara Morehouse, LoGO; Rick Hammond, Woolpert; Tracey Barnes, EMTAP; Jennifer Ping, Bose; Brian Tulga, NG and Andy Harper, NGC.

The January 29, 2013 IT Board Meeting was called to order at 9:33am by Chairperson, Ms. Elizabeth White.

Minutes

Approval of the November 27, 2012 IT Board Meeting Minutes

Ms. Julie Phealon made a motion to approve the November 27, 2012 IT Board Meeting Minutes and the motion was seconded by Colonel Dezelan carried with assenting votes from Ms. Beth White, Ms. Holi Harrington, Mr. Gary Coons, Ms. Claudia Fuentes, Mr. Joseph O’Connor and Mr. Jeff Spalding.
IT Board Business

Resolution 13-01 to Recognize Marion County Judge Grant Hawkins for his service to the Information Technology Board

NOW THEREFORE BE IT RESOLVED, the Information Technology Board extends recognition and appreciation to the Honorable Judge Hawkins for his outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Ms. Beth White made a motion to approve Resolution 13-01. The motion was seconded by Colonel Dezelan and the motion passed unanimously.

ISA Report

Good Morning Madam Chair.  Good Morning to all of the Board members, Linda and Toae.

For the record, I am Kevin Ortell, the Chief Information Officer and I thank all of you for the opportunity to update you on the ISA report.

*ISA did not add any new projects to the report this month nor did we close out any projects. I do want to recognize a major accomplishment as part of the Data Center Refresh project*

- **Data Center Refresh**
  - Many months of planning came to a close on December 15th when we installed the new UPS in the data center. This was a lot of work by many people and required a great deal of planning and communicating to minimize the impact to the enterprise. We were down for about 18 hours in whole. I would like to thank the following people, Rusty Robinson, Jeff Crawford, Victor Ray and Mark Reynolds from ISA. Kenny Reynolds, John Redfern, John Bates, Jim Effinger, Chris Grunden and Dale Nellis from NG, Sravan Partharla, Steve Miller, Vanita Anderson, Linda Hachey from DAI and our partners in Building Authority.

- **We did reactivate one project that had been on hold for the past couple of months.**
  - **Public Safety Transcription Project**
    - This project will provide IMPD, MCSO and the Prosecutor’s Office, Public Defender and Courts a central location to store video and audio files with intelligent workflows to assist with the requesting process for transcription as well as centralized access. We are working with the committee to get a pilot of the system up and running and the long term plan for a production version as well.

A couple of projects that I want to discuss this month include:

- **IT Sourcing Project**
Information Technology Board Meeting Minutes

- We are focused on this critical enterprise project to choose our partners for 2014 and beyond. Mr. Buege and Ms. Howen will be up shortly to give you a status update, but we are very pleased with the progress made at this point.

**ERP Project Update**
- Phase 1 of the ERP Project is coming to a close with the completion of the year end activities. The phase 2 implementation is in full swing and will be rolling out over the course of the next several months. They include Cash Management, Grants, Strategic Sourcing and A/R Billing. We are continuing to transition support from the consultants to the ERP Helpdesk. Communications are underway with Human Resources to solidify a training plan for new hires as well as ongoing training for the functional areas. Currently we are discussing the additional modules and the appropriate time frame and value to the City and County agencies. Those modules include, Enterprise Learning Management, Performance Management and Expenses.

**EMC Storage/Backup Project**
- Project kickoff was conducted on 1/9/13 with EMC, NG and NSI. Currently preparing site readiness activities such as hardware inventory, power, cabling and network, Initial design discussions are being held in January with design/architecture recommendations to be presented to ISA later this week. We believe that equipment will start going in the week of 2/18/13

**ISA Chargeback Model Project**
- This important effort has been Re-kicked off since Aaron has moved into the CFO role and he is currently reviewing the 2013 cost model and potential changes. We have committed to this Board and to our customers that the new chargeback model will be in place for the 2014 budget cycle

**ISA 2013 Budget**
- ISA is undertaking the task of reviewing and making adjustments to our 2013 spending plan in order to hit the 5% reserve that department and agencies have been asked for. We continue to work hard to hit these levels but there will be some risk in doing so. We expect to be able to lay out a better picture of the impact at our working board meeting in February.

*Both NG and DAI met all their SLAs for November and December.*

**ISA Financial Report**

Mr. Aaron Hood, CFO ISA gave an overview of the Financial Report.

**Total Expenses**: $34,666,674 was budgeted for 2012. $29,416,684 was used YTD, which equals 84.9% used overall. Total Encumbrance $33,396,971 YTD for 2012, with 96.34% Encumbered.
Revenue: $29,152,573 was budgeted for 2012. $26,498,465 was received YTD, which accounted for 90.9% collected.

Action Items:

Resolution 13-02- to Approve Expenditure for Addendums to the Participation Agreement between the Information Services Agency and AT&T formerly known as Ameritech

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to negotiate and execute all reasonable and necessary agreements on behalf of ISA to Addendum #2 with AT&T for an amount not to exceed Sixty Six Thousand, Six Hundred Thirty Nine Dollars and Thirty Eight Cents ($66,639.38); the total compensation for goods and services under this Agreement shall not exceed One Hundred Sixty Six Thousand, Four Hundred Thirty One Dollars and Thirty Eight Cents ($166,431.38).

Colonel Dezelan made a motion to approve Resolution 13-02. The motion was seconded by MR. Gary Coons, and the motion passed unanimously.

Resolution 13-03- to Authorize Amendment to Contractual Agreement for theImplementation of the ERP System

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA to amend the Agreement for ERP Implementation Services in an amount not to exceed Four Hundred Twelve Thousand, Eight Hundred Twelve Dollars and Zero Cents ($412,812.00); the total compensation for services under this Agreement shall not exceed ($10,014,245.00).

Colonel Dezelan made a motion to approve Resolution 13-03. The motion was seconded by Ms. Julie Phealon and the motion passed unanimously.

Resolution 13-04- to Include Utility Payments for Authorized P-Card Payments

Seeking the approval of the Information Technology Board to authorize ISA to use the P-Card for Utility payments in addition to the previously named uses for authorized payments with the P-Card. The P-Card shall be handled by the Chief Financial Officer, Assistant Chief Financial Officer, Manager of Systems Integration and Manager of Contracts and Compliance, Management Analyst and shall be used for the purpose of making the following purchases:

- Purchase and renewal of SSL Security Certificates;
- Purchase and renewal of Domain Names;
- Purchase and renewal of Apple Developer Registrations;
Information Technology Board Meeting Minutes

- Purchase and renewal of software, hardware, license and support where the developer/vendor accepts P-Card payments or requires online payment via credit/debit card;
- Lease payments;
- Payments for parking, training and memberships;
- Utility payment for AT&T, Bright House, Comcast, Time Warner Telecom as accepting P-Care payment vendors.

Colonel Dezelan made a motion to approve Resolution 13-04. The motion was seconded by Ms. Holi Harrington and the motion passed unanimously.

Resolution 13-05- to Approve Amendment to the Professional Services Contract Between Information Services Agency and Apparatus, Inc. (“Apparatus”)

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA to Amendment No. 3 of the Agreement between ISA and Apparatus for an amount not to exceed Twelve Thousand, Five Hundred Fifty Dollars and Zero Cents ($12,500.00) and a new contract amount of One Million, One Hundred Fifty Five Thousand, Seven Hundred Fifty Dollars and Zero Cents ($1,155,750.00).

Colonel Dezelan made a motion to approve Resolution 13-05. The motion was seconded by Ms. Claudia Fuentes and the motion passed unanimously.

Discussion Items:

ERP Project Update:

Ms. Beth Howen, Deputy CIO ISA and Mr. Joel Buege, Premis Consulting presented the update.

*PP Slides for Discussion Item (s) available for viewing in the IT Board Packet, January 2013 online at;

http://www.indy.gov/eGov/County/ISA/AboutUs/ITGovern/Pages/IT%20Board%20Meeting%20Materials.aspx

Ms. Beth White adjourned the January 29, 2013 IT Board meeting at 10:35am.
MEMORANDA OF PUBLIC MEETING
INFORMATION TECHNOLOGY BOARD WORKING SESSION
February 7, 2013
City County Building, Room 224, 1:30 p.m.

Members in Attendance: Ms. Claudia Fuentes, Treasurer; Ms. Elizabeth L. White, Marion County Clerk; Ms. Julie Phealon, Mayoral Appointee; and Colonel Dezelen, Marion County Sheriff.

Also in attendance: Mr. Kevin Ortell, Chief Information Officer; Ms. Beth Martin, Deputy CIO, and Ms. Toae Kim, Corporation Counsel,

Members not in Attendance: Judge Joven, Marion Superior Court; Mr. Jeff Spalding, Controller; Ms. Holi Harrington, City-County Council Appointee. Mr. Joseph O’Connor, Marion County Assessor; and Mr. Gary Coons, Chief Homeland Security.

The Marion County Information Technology Board (“IT Board”) conducted a Working Board Session on Tuesday, October 16, 2012, at 1:30 p.m. The meeting took place in the Room 224 of the City-County Building, located at 200 E. Washington Street, Indianapolis, Indiana, 46204. The Board received information presented by the Chief Information Officer regarding the following:

Discussion Items:
- IT Governance Policy
- ISA 2013 Budget
- Sourcing Project Update

No votes were taken. The meeting concluded at 3:30 p.m.

Elizabeth L. White, Chairperson
Information Technology Board

Mr. Joseph O’Connor, Secretary
Information Technology Board
**ISA Project Status**

**ISA Major Business Initiatives**

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<thead>
<tr>
<th>BI</th>
<th>Initiative</th>
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<tbody>
<tr>
<td>BI1</td>
<td>Improve Customer Service</td>
</tr>
<tr>
<td>BI2</td>
<td>Improve Operation Efficiencies and Reduce Cost</td>
</tr>
<tr>
<td>BI3</td>
<td>Increase Transparency to Citizens</td>
</tr>
<tr>
<td>BI4</td>
<td>Improve Neighborhoods</td>
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<tr>
<td>BI5</td>
<td>Improve Quality of Service</td>
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<tr>
<td>BI6</td>
<td>Increase Understanding of Constituent Interactions</td>
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<td>BI7</td>
<td>Make the Region Safer &amp; Healthier</td>
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<td>BI8</td>
<td>Accelerate Economic Development</td>
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<th>Budget</th>
<th>Scope</th>
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<td>Executing</td>
<td>3/31/2013</td>
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Note: The keys for these categories are located on the last page of this report.

**Enterprise Document Management**

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<th># of Projects in Planning Phase</th>
<th># of Projects in Concept ID Phase</th>
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<th># of Projects At-Risk</th>
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Revised: 2/25/2013 8:01 AM
Current Project Summary Descriptions

24-Month Technology Plan
Working closely with the Departments and Agencies, ISA will update the 24 month plan in effort to document and plan for the upcoming IT Projects in the Enterprise. This will allow us to better forecast our resource needs and to ensure that projects are prioritized and properly executed.

Application Maturity Plan
ISA is conducting an Application Maturity Plan to provide a structured framework for identifying and evaluating opportunities for improvements in application management. Application management is evolving rapidly in response to technology advances and changing business needs.

Customer Improvement Plan
ISA recently completed a Customer Satisfaction Program with the assistance of an outstanding consulting partner. ISA will be using the findings of that initiative to plan and implement customer improvements as a result of the direct customer feedback received.

DPW Traffic Signal Network and System Upgrade
ISA will assist DPW Engineering’s upgrade of the traffic signal network and signal management system. The project has three major components: network devices at intersections and in the ISA data center, fiber optic cable under City streets, and traffic signal monitoring software. The network will be supported by DPW and ISA.

EMC Storage/Backup Implementation Project
ISA will be updating our aging storage and back-up infrastructure with an EMC Solution which will provide a flexible and scalable infrastructure solution for the next 5 to 10+ years. This project adds capacity and performance for the existing needs and future growth of the City/County which will allow us to better management the costs for these services. This solution will also transform data protection for improved backups and offsite replication. It will eliminate our dependency on our primary storage for data protection which returns resources for production use thereby improving performance.

ERP Implementation – Multiple Phases
We are implementing the final phases of the 3-year Enterprise Resource Planning (ERP) project. Final Phases include: Benefits Admin; Financials Phase 2 & Additional Modules Phase.

ISA Chargeback Model Project
ISA is implementing industry best practices to develop an approach to charge both internal and external customers for the services they consume. For 2013, ISA will refine and update the cost model – previously developed in 2012 – and design and implement a new chargeback model to charge customers for services in 2014. The project will also entail defining the processes to maintain the cost and chargeback models in the future.

Mobile Enablement of Indy.gov website
The Indy.gov website was initially set up for use by desktop and laptop devices with large displays. Users of smart phones find navigating the site with their smart phone difficult at best. This project seeks to create a set of new layouts for the site that are optimized for display on smart phones.

Sourcing of IT Services Project
ISA’s major service delivery contracts expire at the end of 2013. The project, led by Premis Consulting Group, will provide a thorough assessment of the IT organization, its customers, its processes and systems throughout the enterprise. This assessment will be completed to assist ISA with the documentation of detailed business requirements & technical system requirements, develop and publish an RFP for IT Services, evaluation and selection of sourcing vendor(s), contract negotiation and manage transition.

PC Refresh 2013
ISA is committed to refreshing the City/County technology on a consistent basis to ensure our customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project is to upgrade our end-user devices to keep current with new technologies. The refresh for 2013 will encompass the devices that were not refreshed in 2012 and the majority of the devices that are due in 2013.

Public Safety: Regional Operations Center Facility Resolution
The Department of Public Safety, Homeland Security is moving the Emergency Operations Center (EOC)
and transforming it to a Regional Operations Center (ROC). ISA is providing project management oversight for issue resolution and future state needs.

**Public Safety Transcription Project**
This project will provide IMPD, MCSO, the Prosecutor’s Office, Public Defender and Courts a central location to store video and audio files with intelligent workflows to assist with the requesting process for transcription as well as centralized access.

**Sheriff Deputy Tracking For Clock Rounds**
The MCSD would like to install a state-of-the-art deputy tracking system to initially provide clock rounds capabilities and eventually provide real time tracking for all deputies and inmates in Jail 1. This project will be funded by Justice Assistance Grants (JAG). The system will track deputies’ movements throughout Jail 1 using wireless access devices and location transmitters.

**Technology Inventory**
ISA is conducting an inventory of all of our technology including but not limited to hardware, software, network components, and operating systems. This inventory in conjunction with the Application Maturity Plan will be valuable to plan for technology refresh planning, solution replacement planning and ISA’s semi-annual 24-month Technology Plan.

**Windows 7 & Office 2010 Migration**
ISA is committed to refreshing the City/County technology on a consistent basis to ensure our customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project will upgrade our current desktop environment to include Windows 7 for the operating system, Office 2010 for the office suite and Internet Explorer 8 for the web browser. Over the last year, ISA has been working directly with Microsoft to evaluate best practices and standards for this migration as well as create an implementation plan.

### Current Project Status, Milestones, & Issues

**24-Month Plan**

**Upcoming Milestones**
- Review of current plan. Meet with vendor partners to identify ISA Enterprise projects.
- Meet with Customers to determine their upcoming IT Projects

**Application Maturity Plan**

**Upcoming Milestones**
- Update the current Application Inventory and data collection discovery for the other components of the Maturity Plan.

**DPW Traffic Signal Network and System Upgrade**

**Upcoming Milestones**
- ISA-DPW hardware support and maintenance is currently under discussion.
- Monthly support costs have been drafted.

**ERP Implementation**
- Benefits Admin work near completion
- Finance Phase 2 plan is being re-structured to allow for more end-user participation and more efficient use of the Zanett Consultants.
- Budgeting & Planning (Hyperion): Team is completing implementation requirements and documentation. The training plan is being finalized.

**Upcoming Milestones**
- Benefit Administration Go-live 6/1/13
- Finance Phase 2 Go Live August 31/2013
- Additional Modules Phase (TBD)

**EMC Storage/Backup Project**
- All equipment power installation was complete and ready for usage on 2/8/13
- Primary and DR Isilons were powered up on 2/14/13 and will be configured and usable on 2/28/13
- VMAX and SAN switches will be powered up on 2/22/13
Upcoming Milestones
- Host remediation schedule to be complete by end of February
- Disruptive and non-disruptive Isilon migration dates to be approved by early March
- Design for VMAX approved by 3/5/13

ISA Chargeback Model Project
- Refined list of services for FY14 cost model
- Updated communications and networking costs for FY14
- Highlighted all other costs to be updated for FY14
- Determined unit allocation approach for FY14

Upcoming Milestones
- Identify FY14 capital projects
- Finalize FY14 cost model by end of March 2013

Mobile Enablement of Indy.gov website
- Completed documentation of user requirements
- Initial draft of wireframes
- Started testing of compatibility

Upcoming Milestones
- Complete copy of production site to staging area for technical review
- Review wireframes

PC Refresh 2013
- Pricing has been finalized for the refresh

Upcoming Milestones
- Ordering Equipment
- Complete Project Plan and Timeline.
- Communication of Project Plan to Customers.

Sourcing of IT Services Project
- Completed Written Evaluation (Jan 8th - Feb 5th)
- Talled Eval team written scores and prepared summary scoring report
- Through team discussion, selected advancing vendors
- Prepared and published RFP addendum letters to vendors
- Prepped Team for Oral presentations

Upcoming Milestones
- Conduct Presentations and Vendor Demos (Feb 18th-Mar 1st)

Public Safety: Regional Operations Center Facility Resolution
- Continued fire watch as we work with Lifeline, IFD & DCE on solutions to the fire suppression system issues.
- Continued working with Lifeline & DCE to address code violations.

Upcoming Milestones
- Resolve fire suppression issues, conduct IFD/DCE inspection & terminate fire watch.
- Analyze and document the responsibilities for Lifeline & City/County.
- Work with DPS to prioritize issues
- Put together a plan that is acceptable to all parties to mitigate the issues and problems

Public Safety Transcription Project
- Completed the transcription process document with IMPD, MCSO, Prosecutor’s Office, Public Defender, and Courts.

Upcoming Milestones
- Determining next steps.
- Working with vendor and Public Safety on pilot rollout (TBD)
- Working with vendor and Public Safety on long-term hosting and support plan

Sheriff Deputy Tracking for Clock Rounds
- Project is underway and currently being implemented

Technology Inventory
Upcoming Milestones
- Update the current Technology Inventory and initiate the data collection for the other components of the improved Technology Inventory.

Windows 7 & Office 2010 Migration
- Application Testing Plan Documentation Completed
- Set up initial user training plan.

Upcoming Milestones
- Finalize user training plan.
- Publish Customer Application Testing/Approval Plan to Customers
- Initiate Application Testing

Enterprise Document Management
FileNet has been selected as the document management standard for the enterprise. There are many departmental and agency document
Leading the way in enterprise-wide technology

February 2013 ISA Project Summary Report

management implementations and projects within the enterprise. Status:

On-Board to Date
- Department of Code Enforcement (DCE)
- Department of Metropolitan Development
- Indianapolis Historic Preservation Commission
- Marion County Health and Hospital Corporation
- Marion County Assessor
- Marion Superior Courts (MSC)
- Office of Corporation Counsel (OCC)
- Purchasing
- Human Resources
- Marion County Auditor

Execution Phase
- Kofax Closed Cases (Criminal/Civil) – MSC – Scanning has started at Juvenile and Traffic Court temporarily into local storage. Hosted PanOptic/SharePoint Offsite solution awaiting funding and approval. Also a business case is being put together to allow the Prosecutor and Public Defender to join in this venture
- Back File Scanning – OCC/Purchasing – Scanning is complete. Set 7 of 9 has been imported and is ready for redaction.
- Brownfields Initiative – DMD (TBD) – The basic application is in production. Approval has been granted for the day forward scanning solution to be amended into the contract with Symbiont. Awaiting approval to proceed.
- Replace FileNet Capture with Kofax – DCE/DMD/IHPC completed
- MP3 Files – DCE (11/30) – Storage of hearing recordings – This has been included in the Replace FileNet Capture project above

Concept ID Phase
- On-Boarding to FileNet – City Prosecutor
- Peoplesoft Interfacing – Enterprise

On-Hold
- Introducing Deed Workflow – Assessor’s Office (preliminary scope has been completed to be included in the 2013 Assessor budget)
- Kofax Closed Cased – CF & IF/OV – MSC
- Invoice Induction – Auditor’s Office
- Back File Scanning – HR (for Public Safety only) (funding not identified)

Vendor Performance

Northrop Grumman: The ISA Helpdesk took 5092 requests for assistance in January. Northrop Grumman completed 979 regular Install, Moves, Adds and Changes (IMACs) for the month. Northrop Grumman met all of 54 SLAs for the month of January.

DAI: DAI met all of the established SLRs for the month of January. The Application Services ticket counts follow: Opened: 302 Closed: 274

LoGO Indiana: During the month of January, 57,922 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over $1.2 million deposited back to City/County Agencies in statutory fees and $17,101 deposited to the Enhanced Access Review Committee Revenue Share Fund.

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Vendor Performance
## Business Change – scope expansion due to change in business or business process

### Status Key

- **Blue**: Project has been completed. This is the last time it will appear on this report.
- **Red**: The project is experiencing significant delays, potential cost overruns, scope increases or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action or project re-planning is needed. Projects that have gone red due to planned strategic changes will return to yellow or green once a revised plan is completed.
- **Yellow**: The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget.
- **Green**: Project is on time, on budget and/or on scope.
- **Black**: This project has been placed on long term hold, terminated early, or retired.

### Phase Key

- **Initiating**: Defining and authorizing the project, including prioritization.
- **Planning**: Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
- **Executing**: Performing the work of the project according to the scope, schedule and cost baselines established in Planning.
- **Complete**: Formal acceptance of the product, service or result.
# Financial Report

This report describes the financial position of ISA in Expenses and Revenue.

## 2013 vs. 2012 January Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2013</th>
<th>YTD Spend Jan-13</th>
<th>2013% Spend</th>
<th>YTD Encumbrance Jan-13</th>
<th>2013% Encumbered</th>
<th>YTD Spend Jan-12</th>
<th>2012% Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,165,927</td>
<td>$1,937,272</td>
<td>6.2%</td>
<td>$16,638,487</td>
<td>53.39%</td>
<td>$2,319,570</td>
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<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,485,700</td>
<td>$206,603</td>
<td>5.9%</td>
<td>$0</td>
<td>0.0%</td>
<td>$230,257</td>
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<tr>
<td>Char 2 - Supplies</td>
<td>$152,500</td>
<td>$400</td>
<td>0.3%</td>
<td>$2,676</td>
<td>1.75%</td>
<td>$69</td>
<td>0.0%</td>
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<tr>
<td>Char 3 - Contractual Services</td>
<td>$26,527,727</td>
<td>$1,730,269</td>
<td>6.5%</td>
<td>$16,635,812</td>
<td>62.71%</td>
<td>$1,972,918</td>
<td>6.6%</td>
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<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$1,000,000</td>
<td>$0</td>
<td>0.0%</td>
<td>$0</td>
<td>0.0%</td>
<td>$116,326</td>
<td>19.4%</td>
</tr>
</tbody>
</table>

## 2013 vs. 2012 January Year-to-Date Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD Jan-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD Jan-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$32,656,819</td>
<td>$105,200</td>
<td>0.3%</td>
<td>$29,152,573</td>
<td>$14,105</td>
<td>0.0%</td>
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</table>

### Chargeback/Pass Through

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD Jan-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD Jan-12</th>
<th>% Collected</th>
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</thead>
<tbody>
<tr>
<td>City</td>
<td>$17,630,280</td>
<td>$0</td>
<td>0.0%</td>
<td>$14,528,053</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>County</td>
<td>$12,176,231</td>
<td>$672</td>
<td>0.0%</td>
<td>$11,145,212</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$275,000</td>
<td>$30,719</td>
<td>11.2%</td>
<td>$264,000</td>
<td>$3,214</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

### Telephones

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD Jan-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD Jan-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$1,343,388</td>
<td>$21,440</td>
<td>1.6%</td>
<td>$1,343,388</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>County</td>
<td>$919,920</td>
<td>$0</td>
<td>0.0%</td>
<td>$919,920</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$52,370</td>
<td>16.8%</td>
<td>$312,000</td>
<td>$10,891</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

### Miscellaneous Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD Jan-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD Jan-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
<td>$640,000</td>
<td>$0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

ISA records its revenue in the year in which we receive it (i.e. “cash basis”).

200 E. Washington Street, Suite 1942  Indianapolis, IN 46204-3327  Phone 317-327-3100
RESOLUTION 13-06
INFORMATION TECHNOLOGY BOARD
Resolution to Proceed with Microsoft Enterprise Enrollment Licenses Renewal

WHEREAS, in September 2005 the Information Services Agency (ISA) began a project to move the City/County Enterprise to a Microsoft environment; and

WHEREAS, the decision has provided great benefits for the City/County by standardizing versions of the Windows Operating System, Office Professional Suite software and Exchange email communications software; and

WHEREAS, additional improvements and savings have been realized through volume pricing and Assurance, which provides for updates of new software versions; and

WHEREAS, on February 28, 2006 the IT Board authorized the initiation of the Microsoft Enterprise Enrollment process; and

WHEREAS, on April 28, 2009 the IT Board authorized the renewal of the Microsoft Enterprise Enrollment process; and

WHEREAS, the previous agreement was for an amount of Five Million, Nine Hundred Sixty Seven Thousand, Three Hundred Ninety Seven Dollars and Thirty Five Cents ($5,967,397.35) for four years; and

WHEREAS, the recommended three year contract would have a fixed payment schedule of $1,804,025.91 for 2013; $1,804,025.91 for 2014; $1,804,025.91 for 2015;

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell to execute the reasonable and necessary agreements on behalf of the Information Services Agency for Microsoft Enterprise Licenses to provide the above described services for three years to be paid in annual installments as described above, and not to exceed a total of Five Million, Four Hundred Twelve Thousand, Seventy Seven Dollars and Seventy Three Cents ($5,412,077.73).

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O’Connor, Secretary
Information Technology Board

February 26, 2013
RESOLUTION 13-07
INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Expenditure for the Renewal of the: (1) Enterprise Oracle Software License & Maintenance, (2) ERP Oracle Software License, (3) Additional Four ERP Database Oracle Software License and Maintenance and (4) Siebel Smartscript and CRM Base

WHEREAS, Oracle is the enterprise standard for database services; and

WHEREAS, the Information Services Agency (“ISA”) entered into a Oracle License and Service Agreement for Peoplesoft Enterprise Software Licenses and Support for the City/County ERP system on May 28, 2010; and; and

WHEREAS, the enterprise-wide Software License & Maintenance for the period of May 31, 2013 through May 31, 2014 shall cost One Hundred Fifty Seven Thousand, Six Hundred Sixty One Dollars and Thirty Five Cents ($157,661.35); and

WHEREAS, the annual term for the Oracle/Peoplesoft Enterprise Software Update License & Support is May 28, 2013 to May 27, 2014 and shall cost Four Hundred Sixty One Thousand, Nine Hundred and Ninety-Nine Dollars and Eighty Two Cents ($461,999.82); and

WHEREAS, the annual term for the additional four (4) ERP Database Software Licenses and Maintenance for the redundancy site is May 29, 2013 to May 28, 2014 at a cost of Seventeen Thousand, Two Hundred Twenty One Dollars and Sixty Cents ($17,221.60); and

WHEREAS, the annual term for the Siebel Smartscript and CRM Base Update License & Support is May 31, 2013 to May 30, 2014 at a combined cost of Twenty Three Thousand, One Hundred Sixteen Dollars and Fifty Three Cents($23,116.53); and

WHEREAS, ISA recommends the renewal of the: (1) Enterprise Oracle Software License & Maintenance Agreement for database services, (2) ERP Oracle Software License and Maintenance, (3) additional four ERP Database Oracle Software License and Maintenance, and (4) Siebel Smartscript and Siebel CRM License and Support; and

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board (“IT Board”) authorizes the expenditure for the one (1) year renewal of the Enterprise Oracle Software License & Maintenance, the Oracle/ Peoplesoft Enterprise Software Update License & Support, the four additional Licenses & Maintenance for ERP Database Software License and Maintenance and the Siebel Smartscript and CRM Base License; further the IT Board authorizes the Chief Information Officer, Kevin Ortell, to execute all reasonable and necessary ordering documents on behalf of ISA for renewal of the Enterprise Oracle Software License & Maintenance, Oracle/ Peoplesoft Enterprise Software Update License & Support, the additional four (4) ERP Database Software License and Maintenance and the Siebel Smartscript and CRMB Base License for a total amount not to exceed Six Hundred Fifty Nine Thousand, Nine Hundred Ninety Nine Dollars and Thirty Cents ($659,999.30).

________________________________________  __________________________________________
Elizabeth L. White, Chairperson               Joseph O’Connor, Secretary
Information Technology Board                Information Technology Board

February 26, 2013
RESOLUTION 13-08

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Contract Amendment between Information Services Agency and Environmental Systems Research Institute, Inc. (“ESRI”) for Software Licenses and Maintenance

WHEREAS, the Information Services Agency (“ISA”) has utilized ESRI software tools since 1992 and recognizes the continued need for ESRI software license and maintenance, and;

WHEREAS, ESRI, Inc. has proven it can provide necessary benefits and services for GIS users within the City/County, and;

WHEREAS, ISA has reviewed the supported software products and deems their continued use a necessity;

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board approves the contract request and authorizes the Chief Information Officer, Kevin Ortell, to execute and approve the contract amendment between Information Services Agency and ESRI, Inc. for software licenses and maintenance for twelve months at a cost not to exceed One Hundred Ten Thousand, Five Hundred Fifty Two Dollars ($110,552.00).

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O’Connor, Secretary
Information Technology Board

February 26, 2013
RESOLUTION 13-09

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Renewal between tw telecom inc for ISDN PRI Voice Services and Internet Transport and Burstabel Internet Access Service Provider

WHEREAS, ISA implemented a voice solution for local government in 2001 that required the need for sixteen (16) ISDN PRI voice lines into the City County Building; and

WHEREAS, the number if ISDN PRI lines has increased since 2001 to twenty three (23) voice lines; and

WHEREAS, tw telecom Inc. is currently the provider for ISA (Internet Service Provider) Services to City/County and provides the services that include redundant internet connectivity for 200 E. Washington Street; and

WHEREAS, ISA recommends the renewal of these services and requests that the IT Board approves the renewal of services provided by tw telecom for monthly cost not to exceed Twelve Thousand, Five Hundred Sixty Five Dollars ($12,565.00);

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Chief Information Officer, Kevin R. Ortell, to negotiate and execute all reasonable and necessary agreements on behalf of ISA for the ISDN PRI Voice Services and Internet for the term of thirty-six months for a monthly cost of Twelve Thousand ($12,565.00), totaling cost of One Hundred Fifty Thousand, Seven Hundred Eight Dollars ($150,780.00) annually for a total amount not to exceed Four Hundred Fifty Two Thousand, Three Hundred Forty Dollars ($452,340.00).

_______________________________  __________________________
Elizabeth L. White, Chairperson  Joseph O’Connor, Secretary
Information Technology Board  Information Technology Board

February 26, 2013
RESOLUTION 13-10

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Information Services Agency IT Governance Policy

WHEREAS, the Information Technology Board (“IT Board”) has the following powers and duties pursuant to Section 281-212 of the Revised Code of Indianapolis and Marion County (“Revised Code):

- To establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users;
- To develop, maintain and communicate IT services policy and administrative procedures for users; and

WHEREAS, the Information Services Agency (“ISA”) has drafted an IT Governance Policy in order to clarify the procedure for making IT purchases; and

NOW THEREFORE BE IT RESOLVED, that the IT Board approves the IT Governance Policy set forth by ISA.

________________________________________________________________________
Elizabeth L. White, Chairperson
Information Technology Board

________________________________________________________________________
Joseph O’Connor, Secretary
Information Technology Board

February 26, 2013
The City of Indianapolis/Marion County City-County Council established the Information Technology (IT) Governance process in Chapter 281, Article II of the Revised Code of the Consolidated City of Indianapolis and Marion County (Revised Code).

The Information Technology (IT) Governance Ordinance created the Information Technology Board, Information Services Agency (ISA) and the information technology integration and coordinating team.

**Information Technology Board:** The Information Technology Board was established to ensure enterprise-wide connectivity, compatibility, and integration of information technology. The IT Board is comprised of individuals who represent City Departments, County Agencies, and citizens from the community that meet monthly to review and evaluate resolutions and projects undertaken by the enterprise.

The Information Technology Board is responsible for the cost effective provision of quality information systems and services, including telecommunications.

The following lists some of the board’s powers and duties. (See Article II section 281-212 of the Information Technology Board article for a complete list)

- Establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users;
- Establish and maintain procedures for the technology related planning, approval and quality review of information technology operations and initiatives;
- Review, approve and administer major IT contracts and make recommendations concerning all information budgets;
- Develop, maintain and communicate IT services policy and administrative procedures for users and an IT services master plan for users;
- Promulgate rules and regulations for the efficient administration of its policies and procedures for users;
- Approve all operating systems, contracts and expenditures for IT services, equipment purchase, rent or lease, consultants, management or technical personnel, studies, programs and IT materials or supplies for any and all users.

A few factors influencing procurement decisions are:

- The business need
- The possibility of accruing savings through bulk purchases
- Standardization of support
- Consolidation and tracking of licensing issues and updates
- Consolidation and standardization can save millions of dollars.

There are considerable financial risks when managing City/County IT assets, therefore everyone must take responsibility for the management of these assets. Hardware and
software are City/County assets therefore, it is important to be responsible when procuring them.

Software is intellectual property that can carry fees and legal consequences for improper use. Proper software and hardware management is the responsibility of all city employees. It is the responsibility of all employees to assist in maintaining an accurate inventory, to ensure licensed compliance, and to allocate effectively the use of software applications.

**Definition of Information Technology Services**
The Information Technology Association of America has defined information technology (IT) as "the study, design, development, application, implementation, support, or management of computer-based information systems". Although commonly used to refer to computers and computer networks, IT encompasses other information-distribution technologies. Within ISA, our definition of Information Technology also includes telecommunications.

**ISA IT Services**
IT Services are the application of business and technical expertise to enable organizations in the creation, management and optimization of or access to information and business processes.

The following is a list of the services provided by ISA:
- Application Development and Management Services
- Business Intelligence and Reporting Services
- Client Computing (Desktop, Mobile) Services
- Client Information Processing Services (Computer Operations, Input/output)
- Communications Services (Email, IM, Voice, V-mail)
- Data Management Services
- Database Management and Support
- Document Management Services
- Geospatial Information Services Help Desk and Technical Support Services
- Hosting and Storage Services
- Information Security Management
- Network Management Services
- Project Management and Business Analysis Services
- Web Portal/E-Commerce Design and Management Services

ISA is currently funded on a chargeback basis; therefore, any expenses incurred by ISA are allocated to the various City/County departments and agencies that utilize the ISA services.

**IT Service Examples**
The following are examples of common IT purchases that ISA procures for its subject agencies.
Software/Software License purchases such as Adobe, AutoCAD
Server purchases including operating systems or software that require annual renewal of the license to use the software;
Software Licensing & Support Agreements
Hardware or Hardware maintenance such as Desktop/Laptop/Printer, etc.

Exclusion from IT Services Approval Process
IT Services, which ISA does not seek to review, are as follows:
- The purchase of consumables such as a computer mouse, keyboard, toner, paper, and thumb drives.

Steps To IT Procurement

1) Identify the need
   a) The Agency or Department, upon identifying the IT need, shall notify ISA.
   b) Collaborate with ISA to determine the scope of the IT need.
   c) Any ongoing licensure requirements must be identified and communicated to ISA.
   d) Any new technology shall require verification that the technology is Enterprise compatible.
   e) ISA will assist the customer in identifying a cost effective solution.

2) IT Services Requiring ISA or IT Board Approval
   Pursuant to Section 281 of the Revised Code of the Consolidated City of Indianapolis and Marion County, the IT Board has the authority to review, approve and administer major IT contracts. In addition, the IT Board’s written approval is necessary before any subject agency executes a contract for IT goods or services.

   On May 29, 2012, the Information Technology Board approved Resolution 12-26, which authorized the Chief Information Officer to approve IT contracts executed by SUBJECT AGENCIES as. All contracts in excess of $100,000 shall require Information Technology Board approval.

   ISA’s CIO has the authority to defer the contract to the IT Board for approval or denial.

3) IT Services Requiring Enhanced Access Fund Request Policy
   a) Requests are required to come before the Enhanced Access Review Committee (hereinafter “EARC”) for approval. To make a request for funds from the EARC, a requesting agency must submit a completed “Request Packet”. Requests Packets must be submitted both to EARC and to the agency’s Office of Finance and Management (OFM) Budget Analyst. If the EARC approves the agency’s request, the Information Technology Board must subsequently approve. (Revised Code Sections 135-512;285-305)
b) Upon receiving approval from the EARC and the IT Board, the Agreement or Statement of Work (“SOW”) must be signed by all necessary parties to be fully executed.
   i) If a new contract or existing contract is amended to add a new (SOW) and requires the expenditure of funds, it will not be considered fully executed until signed by the ISA, Office of Finance and Management (hereinafter “OFM”), Office of Corporation Counsel (hereinafter “OCC”) and the authorizing authorities (Mayor or Departmental Board/Head). (Revised Code Section 141-102); or

c) All requests for funding or SOW’s shall include an estimated time frame for implementation.

d) Upon fully executing the Amendment, a copy shall be filed with the Purchasing division referencing the existing valid contract on file, for filing only, with the original contract.

e) Within thirty (30) days of receipt of all appropriate approvals, the requesting agency shall contact OFM to request assistance in preparing a fiscal ordinance to request the required appropriation from the Enhanced Access Fund. It shall be the requesting department’s responsibility to ensure that the required appropriation request is filed with the City-County Council. Fiscal Ordinance proposals must be written to reflect the following appropriation policies for city or for county agencies:

i) County Agency Process
   (1) The appropriation should be budgeted in the requesting agency’s budget out of the Enhanced Access Fund. Funds not spent or encumbered at the end of the fiscal year do not remain in the agency budget, but revert to the Enhanced Access Fund and are then available for other projects.

ii) City Agency Process
   (1) The appropriation shall be budgeted to ISA’s budget out of the Enhanced Access Fund. Any unencumbered balance, or unspent funds, at the end of a fiscal year, will not remain in the ISA budget, but will revert to the Enhanced Access Fund and be available for other projects.

f) As the project progresses follow-up reporting, including a financial report, shall be presented to the EARC to provide a status of the project on a quarterly basis beginning three (3) months from appropriation approval from the Council until the project’s completion. Upon completion of the project, a final report of the project and all project expenses shall be made both to the EARC and to the IT Board. Any remaining funds on the encumbrance shall be canceled and will revert to the Enhanced Access Fund.

g) Requests may be submitted retroactively for reimbursement of completed projects and will be subject to the review of the EARC pursuant to these guidelines.
4) **After consultation with ISA, the following are the necessary steps to procure goods or IT services.**

a) ISA will assist the customer to prepare a business justification, indicating that the department contacted ISA.
   i) Include explanation of identified scope.
   ii) Briefly explain the basis for determination that department will pursue independent of ISA.
   iii) Indicate whether on-going licensing or maintenance will be part of the purchase. Include who will be budgetary responsible for paying for the on-going licensing.
   iv) Communicate any concerns regarding security, on-going maintenance, disaster recovery.
   v) ISA must pre approve the business justification.

b) Agency or Department will:
   i) Follow appropriate purchasing procedures to quote or bid the purchase as necessary in an effort to comply with Purchasing policy.
   ii) Identify whether the purchase will require future purchase/renewal of on-going licensing or maintenance agreements.
   iii) Notify ISA of potential for on-going licensing/maintenance requirements.
   iv) Negotiate appropriate agreements to procure the good or services.
      1) Utilize the recommended software, or service or supply agreement.
      2) Agreement must include the CIO signature block.
         NOTE: If department is uncertain as to the appropriate template, contact your OCC counsel for assistance.
   v) If the purchase includes a software, hardware or operating system, refer to the software, hardware or operating system purchasing procedures that include vendor EULA to be obtained and made part of the actual contract.
   vi) Prior to submitting the Agreement to Purchasing, the department shall forward to ISA’s Contract Manager for review and recommendation to CIO for signature.

c) ISA will review and respond to the Agreement and return to the department within 2 business days.

d) City Purchasing shall return any Agreements which require the ISA CIO signature, but are lacking, to the department for corrective action.

**Failure to Obtain ISA Review and Approval:**
If a department has failed to obtain the proper approval before purchasing IT goods and services as defined in IT Categories:

- The purchase may not be supported by ISA.
- ISA may remove and or disconnect from the network any unapproved equipment or software.
- ISA may seek IT Board authorization to void contract.
City of Indianapolis – Marion County, IN

ISA Strategic Sourcing

Project Update

Feb 26th, 2013
### RFP Schedule of Events Status – In a nut shell

<table>
<thead>
<tr>
<th>Event</th>
<th>2012 Dates (all ET)</th>
<th>2013 Dates (all ET)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RFP Schedule</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RFP Release Date</td>
<td>November 7th</td>
<td></td>
</tr>
<tr>
<td><strong>Pre-Proposal Conference (see info below)</strong></td>
<td>November 20th</td>
<td></td>
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<tr>
<td>Last day for Submitting Questions</td>
<td>November 27th</td>
<td></td>
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<tr>
<td>Release of Addendum – Answers to Questions</td>
<td>December 7th</td>
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<tr>
<td><strong>Technical and Pricing Proposals Due</strong></td>
<td>January 7th</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 1: Proposal Screening / Admin Review</strong></td>
<td>January 7th</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 2: Written Evaluation</strong></td>
<td>January 8th – February 5th</td>
<td></td>
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<tr>
<td><strong>Down Select #1 Announcement:</strong> Top (max) 4 proposals advance from</td>
<td>February 5th</td>
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<tr>
<td>each service area</td>
<td></td>
<td></td>
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<tr>
<td>Release of Addendum – Presentation Scripts</td>
<td>February 5th</td>
<td></td>
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<tr>
<td>Reference Checks</td>
<td>February 6th – February 15th</td>
<td></td>
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<tr>
<td><strong>Tier 3: Presentations and Vendor Demos</strong></td>
<td>February 18th – March 1st</td>
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<tr>
<td><strong>Down Select #2 Announcement:</strong> Top (max) 2 proposals advance from</td>
<td>March 8th</td>
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<tr>
<td>each service area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Release of Addendum – Sample Contract, Contract Exceptions Form and</td>
<td>March 8th</td>
<td></td>
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<tr>
<td>BAFO Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tier 4: Best and Final Offer (BAFO)</strong></td>
<td>March 11th – 29th</td>
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<tr>
<td>BAFO workshops (max 1 day per proposal/service area)</td>
<td>Week of March 18th</td>
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<tr>
<td>BAFO submissions due</td>
<td>April 1st (no fooling)</td>
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<td><strong>Down Select #3 Announcement:</strong> Top (max) 1 advance</td>
<td>April 5th</td>
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<td><strong>Contract Negotiations: Top 1 proposal for each service area</strong></td>
<td>April 8th – May 3rd</td>
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<tr>
<td><strong>City/County IT Board Approval</strong></td>
<td>May</td>
<td></td>
</tr>
<tr>
<td>Contract Signing and Transition Planning Begins</td>
<td>Following C/C Approval</td>
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</tbody>
</table>
Overall status = Green (on track and on budget)

1. Completed written evaluation
2. Tallied eval team written scores and prepared/published summary scoring report
3. Conducted team workshop and selected advancing vendors
4. Prepared and published RFP addendum letters to vendors
5. Prepared and published oral presentation script to advancing vendors
6. Set and published presentation schedule
7. Conducted level 2 reference checks for advancing vendors
8. Prepped and published ref check summary report
9. Prepped team for oral presentations
10. Prepared and published presentation scorecard to eval team
Overall status = Green (on track and on budget)

1. Conducting oral presentations and vendor demonstrations (Feb 18 – Mar 1)
   - A 3 page detailed script with Q&A. 5 hour presentations per vendor
2. Conducting daily debrief sessions with eval team
3. Collect and tally eval team scorecards and prepare score report
4. Prep and publish addendum(s) for next down-select period (Mar 8\textsuperscript{th})
5. Prepare materials and team for next project phase – BAFO (Best and Final Offer) (Mar 11\textsuperscript{th} – 29\textsuperscript{th})
6. BAFO submissions due from advancing vendors April 1\textsuperscript{st} (no fooling)
As always, if any questions or concerns throughout the project, please let us know. The PREMIS team is happy to help.

Thank you for your time. – Joel Buege (Premis Principal)
City of Indianapolis – Marion County, IN

ERP Project Update

February 26, 2013
February Highlights

Overall status: Green

- Completed PO Rollover and Year End Close for Purchasing.
- Completed the generation of 2012 W-2 and 1099 forms.
- Restructured Phase II financial implementation schedule to assist with resource constraints.
- Implemented new alerts to identify GL and Payroll issues.
- Received approval to roll out more ESS tasks from Payroll.
- Set up training plans for Hyperion and Purchasing.
# February Ticket Aging Report

<table>
<thead>
<tr>
<th>Category</th>
<th>Tickets OPENED</th>
<th>Dec 2012</th>
<th>Jan 2013</th>
<th>Feb 2013</th>
<th>TOTAL</th>
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<td>18</td>
<td>7</td>
<td>4</td>
<td>29</td>
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<tr>
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<td>3</td>
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<td>1</td>
<td>5</td>
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<tr>
<td>Inquire</td>
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<td>308</td>
<td>362</td>
<td>163</td>
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<tr>
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<td>61</td>
<td>106</td>
<td>77</td>
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<tr>
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<tr>
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<td>56</td>
<td>71</td>
<td>54</td>
<td>181</td>
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<td><strong>TOTAL</strong></td>
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<td>547</td>
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<table>
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<td>87</td>
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<tr>
<td>Training</td>
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<tr>
<td>User Admin</td>
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<td><strong>TOTAL</strong></td>
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<table>
<thead>
<tr>
<th>Category Descriptions</th>
<th>Description</th>
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<tbody>
<tr>
<td>Break-Fix</td>
<td>Bug fixes, System/Application errors, problems</td>
</tr>
<tr>
<td>Develop</td>
<td>New application code to enhance an existing PeopleSoft component</td>
</tr>
<tr>
<td>Inquire</td>
<td>How to/usage assistance, not application problem(s)</td>
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<tr>
<td>Request Service</td>
<td>Day-today general support and maintenance</td>
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<tr>
<td>Training</td>
<td>Classroom training session request, not “how to assistance”</td>
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<tr>
<td>User Admin</td>
<td>Security profile and/or access assistance</td>
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(Report data as of Mon 2/25/13)
# Dec - Feb Trending Report

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<tr>
<th>Remaining Open as of 2/25/2013</th>
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<th>0-9 days</th>
<th>10-29 days</th>
<th>30-44 days</th>
<th>45+ days</th>
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<td>6</td>
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<td>TOTAL</td>
<td>95</td>
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<th>Same Day</th>
<th>1-9 days</th>
<th>10-29 days</th>
<th>30-44 days</th>
<th>45+ days</th>
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<tbody>
<tr>
<td>Break-Fix</td>
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<td>18</td>
<td>12</td>
<td>3</td>
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<td>2</td>
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<tr>
<td>Develop</td>
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<td>0</td>
<td>0</td>
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<td>Inquire</td>
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<td>375</td>
<td>363</td>
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<td>Request Service</td>
<td>245</td>
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<td>10</td>
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<tr>
<td>TOTAL</td>
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<td>586</td>
<td>537</td>
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<td>Percentage Closed</td>
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<td>45%</td>
<td>41%</td>
<td>8%</td>
<td>2%</td>
<td>4%</td>
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March On-Deck Activities...

What’s on deck for March 2013:

- Complete the Benefits Administration Implementation Plan.
- Complete the data center move of the production environment.
- Finalize overall training plan.
- Complete the Cash Management Module.
- Begin SLA work and continue working to improve business processes.
- Continued forward progress on the following ERP modules:
  - Ben Admin: Complete initial configuration
  - A/R Billing, ePay
  - eSupplier, Strategic Sourcing, Supplier Contract
  - Grants Management
### Implementation Schedule

<table>
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<tr>
<th>Sub-Projects</th>
<th>2012</th>
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<tr>
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<tr>
<td><strong>HCM Phase 2.5 Benefits Admin, eBenefits</strong></td>
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<td>Benefits Administration</td>
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<tr>
<td>Employee Self Service (eBen)</td>
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<td><strong>Financials Phase 2</strong></td>
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<tr>
<td>A/R Billing, eBill Pay</td>
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<tr>
<td>eSupplier, Strategic Sourcing, Supplier Contract</td>
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<td></td>
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<tr>
<td>Grant Mgmt, Customer Contracts, Project Costing</td>
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<tr>
<td>Cash Management, Deal Management</td>
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<tr>
<td>Project Costing, Asset Mgmt</td>
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<tr>
<td><strong>Additional Modules</strong></td>
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<td>Absence Management</td>
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<tr>
<td>Expenses</td>
<td></td>
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<tr>
<td>Performance and Learning Mgmt, eLearning</td>
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</tbody>
</table>

* A/R Billing, eBill Pay (Accounts Receivable and Billing)
* eSupplier, Strategic Sourcing, Supplier Contract (Ability to bid for services online)
* Grant Management, Customer Contracts, Project Costing (Management of Grant dollars. Intermixes with GL, T & L)
* Cash Management, Deal Management (Ability to reconcile all cash accounts, Deal Management for investments)
* Project Costing and Asset Management (Ability to track cost of projects and assets)
Questions?
<table>
<thead>
<tr>
<th>Date</th>
<th>Dept.</th>
<th>Description</th>
<th>Vendor</th>
<th>Annual $ Amount</th>
<th>Total $ Amount</th>
<th>Funding Department or Chargeback</th>
<th>MBE/WBE</th>
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