MEMORANDUM

To: The Honorable Carrie M. Austin
Chairman, Committee on the Budget and Government Operations

From: Brett Goldstein
Commissioner
Department of Innovation & Technology

CC: Maria Guerra
Mayor's Office of Legislative Counsel and Government Affairs

Date: October 26, 2012

Re: Request for Information from Annual Appropriation Committee Hearing

Ref ID: 3

The attached information is in response to questions posed at our department's hearing on October 17, 2012 to discuss the 2013 budget.

Chairman Austin asked for additional information about Oracle. Her questions and related answers are below.

1. How many contractors support Oracle?

   DoIT uses two types of Oracle products to support City agencies. The first type is the enterprise software that supports all aspects of the City's financial and human resources processes. This software is supported by 14 contractors that provide services like help desk, software improvements and troubleshooting with departments when issues arise. The second type of product is Oracle servers. A server is the computer that the software runs on and all of our servers, whether Oracle or not, are supported by Unisys, and the number of contractors varies as maintenance needs change.

2. Who installed it?

   The Oracle financial and human resources software was installed in 1998 by Spherion with Blackwell Consulting as a sub-contractor.

3. Is Oracle a good asset?

   Yes, both the Oracle software and servers used by the City are highly rated by industry experts and both align with the City's IT strategy. We continually evaluate products

across the market to ensure we are providing the best mix of software to meet the City's needs.

4. Can we manage Oracle better than a contractor?

   DoIT is responsible for managing our Oracle contracts and overall relationship, which is the same for all department contracts. This management includes making sure that all contractual responsibilities are met, that issues are addressed in a timely manner, and that any specific Oracle implementations align with the City's overall IT strategy. DoIT does contract out the day-to-day technical maintenance of Oracle software and servers. To bring that day-to-day technical maintenance in-house would require hiring several additional positions and be prohibitively expensive.

As always, please let me know if you have any further questions.