

**INFORMATION TECHNOLOGY AGENCY  
OUTSOURCING INFORMATION TECHNOLOGY INFRASTRUCTURE**

**Objective**

Maintain critical information technology (IT) infrastructure support. Recognizing that the City does not have the resources to continue to meet the growing demand for IT infrastructure in an adequate manner, initiate an evaluation of alternative options for accessing those services.

	General Fund	Other
<b>Maximum Savings/Revenue<sup>(1)</sup></b>	TBD	TBD
<b>Value of Proposal (Savings/Revenue)</b>	TBD	TBD

(1) Basis for Maximum Savings/Revenue:

**Recommendation**

Authorize the Information Technology Oversight Committee (ITOC), with the assistance of City departments as necessary, to develop and release a request for information regarding outsourcing the City's IT infrastructure.

**Background / Discussion**

- A. Findings/Issues. As part of its adoption of the Three Year Plan to Fiscal Sustainability in February 2010, the City Council requested an evaluation of opportunities for outsourcing the City's IT infrastructure, including data centers, data storage, network, and helpdesk. The City no longer has adequate resources to replace, maintain, or support this infrastructure in a manner that ensures a high level of access to the City's critical systems and data. Further, due to the decentralized nature of portions of the City's IT infrastructure, it has been difficult to take advantage of all available economies of scale, driving costs up. Finally, there is an active market that provides outsourced IT infrastructure services that may present opportunities for higher quality of service at a price below the City's current costs. Therefore, outsourcing may provide the City with a guaranteed level of service at a consistent price.
- B. Service Impacts. In order to determine service impacts, it will be necessary to test the market for outsourced IT infrastructure services through a request for information. Responses will identify impacts on costs and data security, availability, and access.
- C. Program/Positions to be Transferred. None.

D. Program/Positions to be Eliminated. Positions that support the City's IT infrastructure might be eliminated if the service is outsourced.

E. Implementation Plan.

1. The Information Technology Oversight Committee (ITOC), as the executive sponsor, with the assistance of potentially impacted City departments, will develop a request for information regarding outsourcing IT infrastructure services.
2. Following that process, the ITOC will report on opportunities for outsourcing the IT infrastructure services.

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