



Department of Technology and Innovation
Enterprise Application and Software Policy

TITLE: Enterprise Application and Software Policy
TYPE: Policy
CATEGORY: General
EFFECTIVE DATE: March 9, 2022
REVISED DATE: March 9, 2022

1. PURPOSE:

The City of Albuquerque (City) encourages the use of enterprise applications and systems software across City functions. This allows for the integration of City services into a common foundation of software applications and provides more efficient use of support resources. This policy enables the City to:

- a. Facilitate the exchange and sharing of data electronically, by using the same programs (with related file formats) and platforms across the Metropolitan Area.
- b. Achieve substantial savings in person-time support costs, over a period of time, by reducing the number of products that are supported.
- c. Reduce training costs by having the same application software in use throughout City Government.

2. SCOPE:

Applies to the proposed implementation of applications and systems software that duplicate the functions of existing software already in use in City government.

3. POLICY:

The implementation of application and enterprise system software solutions shall be in compliance with the City's enterprise-wide software and system software standards.

Although this policy guides City business units to use identified enterprise applications and system software whenever possible, circumstances may be such that this is not feasible. In cases where enterprise software is not selected, the City business unit making the software purchase shall present their proposal with justification to the Technical Review Committee.

4. EXCEPTIONS:

Limited exceptions to the policy may be granted by the Director of the Department of Technology and Innovation on a case-by-case basis.

5. DEFINITIONS:

- a. Enterprise Applications- Software products designed to integrate computer systems that support a business unit's operations to increase internal



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coordination of work and cooperation across an enterprise. These products facilitate the integration of core business operations and processes, including accounting, finance, human resources, inventory, field service, imaging, call tracking and reporting. Enterprise applications also play an important role in external linkages with suppliers, business partners and citizens.

An implementation might involve a single application, or portions of a single application, or an enterprise system could control all major business processes in real time, via a single software architecture on a client/server platform

- b. Enterprise System Software- A system may be defined as an "Enterprise System" if it consists of a collection of computer programs having common business applications and tools for modelling how an entire organization works. An Enterprise System is intended to solve an enterprise-wide problem, rather than a departmental or single user problem. Types of enterprise systems include, and are not limited to, enterprise resources planning (ERP) systems, enterprise planning systems, and customer relationship management software.