

Title	Enterprise Application and Software Policy
Type	Policy
Category	Hardware/Software
Status	Approved
Approved	01/09/2013
Revised	12/20/2012
Scope	Applies to the proposed implementation of applications and systems software that duplicate the functions of existing software already in use in City government.
	<p>Rationale: To ensure that City business objectives are met and the confidence of our citizens, customers, taxpayers, ratepayers and bondholders is maintained, all employees have a responsibility to protect information from unauthorized access, modification, disclosure, and destruction, whether accidental or intentional.</p>
Policy	<p>Policy Provisions</p> <p>The implementation of application and enterprise system software solutions must be in compliance with the City’s enterprise-wide software and system software standards.</p> <p>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 these instances, approval to deviate from the enterprise applications and system software standards may be granted at the discretion of the Information Services Committee.</p> <p>Definitions</p> <p>Enterprise Applications defined: Software products designed to integrate computer systems that support a business unit's operations to increase internal 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.</p> <p>An implementation might involve a single application, or portions of a single application, or an enterprise system could control all major</p>

business processes in real time, via a single software architecture on a client/server platform.

Enterprise System Software defined: Software that connects two otherwise separate applications. For example, there are a number of middleware products that link a database system to a Web server. This allows users to request data from the database using forms displayed on a Web browser, and it enables the Web server to return dynamic Web pages based on the user's requests and profile.

The term middleware is used to describe separate products that serve as the "glue" between two applications. It is, therefore, distinct from import and export features that may be built into one of the applications.

Rationale

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

1. Facilitate the exchange and sharing of data electronically, by using the same programs (with related file formats) and platforms across the Metropolitan Area.
2. Achieve substantial savings in person-time support costs, over a period of time, by reducing the number of products that are supported

Reduce training costs by having the same application software in use throughout City Government.

- 3.