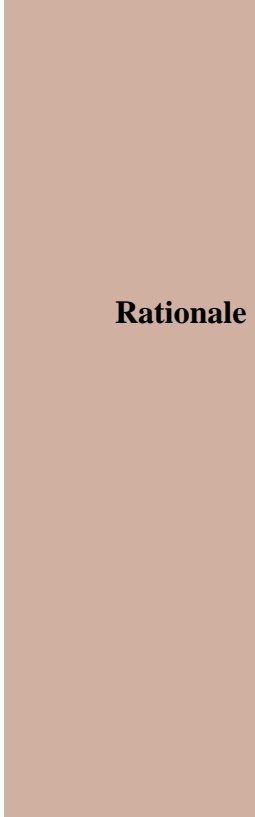


Title	Enterprise Applications																						
Type	Standard																						
Related Policy	Enterprise Applications and System Software Policy																						
Category	Hardware/Software																						
Status	Approved																						
Approved	10/06/2005																						
Revised	10/02/2008																						
To Be Reviewed	06/18/2017																						
Scope	Applies to procurements and implementation of multi-user, enterprise-wide system software.																						
Standard	<table border="1"> <thead> <tr> <th>Component</th> <th>Standard</th> </tr> </thead> <tbody> <tr> <td>Field Service and Mobile Field Service Work Orders</td> <td>PeopleSoft/Oracle Customer Relationship Management (CRM)</td> </tr> <tr> <td>Human Resources/Payroll</td> <td>PeopleSoft/Oracle HRMS</td> </tr> <tr> <td>Financials</td> <td>PeopleSoft/Oracle Financials</td> </tr> <tr> <td>Revenue Management and Billing</td> <td>PeopleSoft/Oracle RMS</td> </tr> <tr> <td>Public Call/Complaint Tracking</td> <td>PeopleSoft/Oracle CRM</td> </tr> <tr> <td>Financial/Corporate Performance Management</td> <td> PeopleSoft/Oracle Enterprise Performance Management (EPM) Hyperion/Oracle System 9 (all modules) IBM Cognos 8 Performance Management, Planning (all modules) </td> </tr> <tr> <td>Imaging</td> <td>IBM FileNet</td> </tr> <tr> <td>Business Intelligence</td> <td>IBM Cognos ReportNet, PowerPlay, NoticeCast</td> </tr> <tr> <td>General Reporting</td> <td> IBM Cognos ReportNet SAP/Business Objects Crystal Reports Microsoft Access </td> </tr> <tr> <td>Payment Processing</td> <td>Bottomline Technologies PayBase</td> </tr> </tbody> </table>	Component	Standard	Field Service and Mobile Field Service Work Orders	PeopleSoft/Oracle Customer Relationship Management (CRM)	Human Resources/Payroll	PeopleSoft/Oracle HRMS	Financials	PeopleSoft/Oracle Financials	Revenue Management and Billing	PeopleSoft/Oracle RMS	Public Call/Complaint Tracking	PeopleSoft/Oracle CRM	Financial/Corporate Performance Management	PeopleSoft/Oracle Enterprise Performance Management (EPM) Hyperion/Oracle System 9 (all modules) IBM Cognos 8 Performance Management, Planning (all modules)	Imaging	IBM FileNet	Business Intelligence	IBM Cognos ReportNet, PowerPlay, NoticeCast	General Reporting	IBM Cognos ReportNet SAP/Business Objects Crystal Reports Microsoft Access	Payment Processing	Bottomline Technologies PayBase
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Rationale

	Bank of America (Web-based)
Public Safety Policy/Standard Operating Procedure (SOP) Management	Innovative Data Solutions PowerDMS
Point of Sale/Ticketing	Siriusware Salesware

These standards are set forth to satisfy the requirements of conducting daily business in an efficient manner. Departments must recognize, specify, and justify the need for purchasing new applications. This standard 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
3. Reduce training costs by having the same application software in use throughout City Government.