TORONTO

STAFF REPORT
ACTION REQUIRED

Enterprise Systems Management Product Selection

Date:	June 4, 2010
To:	Government Management Committee
From:	Chief Information Officer, Information & Technology Division Director, Purchasing and Materials Management Division
Wards:	All
Reference Number:	P:/2010/Internal Services/PMMD/gm10024PMMD (AFS # 12253)

SUMMARY

The purpose of this report is to obtain concurrence from Council on staff recommendation to select a specific computer software product set, manufactured by Hewlett-Packard (HP) Inc. for the implementation of software tools that will monitor and manage the City's data centre computer hardware, network, applications, databases and other information technology assets, known as Enterprise Systems Management Strategy Project (ESM).

This product selection has been determined as optimal for the City as a result of an independent consulting review and recommendations completed by OnX Enterprise Solutions (OnX) Ltd. of the City's needs and an assessment of products that provide these tools. The selection of HP to provide these tools considered functionality, ease of integration and maintenance, as well as cost.

Future software product requirements will be undertaken by a competitive Request For Quotation (RFQ) process from the authorized resellers.

RECOMMENDATIONS

The Chief Information Officer and the Director of Purchasing and Materials Management recommend that:

1.   Council grant authority for the City to select Hewlett-Packard (HP) Inc. software products as a "Standard" to implement an Enterprise Systems Management Strategy. Such software products to be acquired by a competitive RFQ process from the authorized resellers.

Financial Impact

Approval of this report will not result in any financial implications. Funding for any Enterprise Systems Management Implementation Projects will be confirmed within the Information and Technology's current Approved 10-Year Capital Plan or requested in subsequent 10-Year Capital Plans for any RFQs when recommended for award.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

I & T through Purchasing and Materials Management Division issued a Request for Proposal (RFP) 9144-08-7149 in 2008 to retain a consulting firm to assist the City to determine and develop the strategy, architecture and requirements needed to implement an Enterprise System Management Solution and identify how the City should proceed with such implementation. The scope of this assignment also included making recommendations for what the City should expect to achieve by the implementation of ESM and what specific set of products would provide best value given the technology infrastructure in place and also identified methods to extend capabilities and modernize the product tool set so that it will be comprehensive and integrated. As a result of this competitive process, OnX Enterprise Solutions Inc. was selected to assist the City in this strategy.

The study completed by OnX reviewed City IT objectives for ESM and assessed the technical environment. They conducted an extensive independent review of the ESM product marketplace, considering leading vendor product offerings. This involved drawing upon their independent industry experience as well as expertise from acknowledged international research firms such as Gartner Group and IDC. IT also involved meetings with vendors to provide technical and pricing information, as well as product demonstrations.

Based on this analysis, OnX has recommended that the City replace its current diverse set of ESM products with an integrated suite from HP. The proposed solution would improve existing functionality, bring in required new functionality and allow a superior

level of integration and ease of maintenance. This software would provide functionality for:

- Infrastructure monitoring
- Database monitoring
- Network monitoring
- Application monitoring
- Configuration management
- Technology asset management
- Help Desk/Service Desk
- Incident and Change management

OnX concluded that a holistic approach to delivering ESM functionality by a single integrated product suite would allow the City to achieve the greatest investment value.

ISSUE BACKGROUND

Enterprise Systems Management (ESM) Strategy (Project Background)

A key goal for the I&T Division is to ensure that the City's computer and network technology infrastructure is maintained in a state of good repair, so that it can always provide secure, reliable and high performance services for City operations and increasingly citizen services. SAP, IBMS, Tax/Water, CLASS, 311, the City Website, and online services for registration, permits and payments are just a few examples of business applications or citizen-centric services that depend upon the City's IT infrastructure.

The City's computer and network infrastructure is large and complex. Managing these critical service assets most effectively requires highly skilled staff, efficient processes and increasingly specialized software tools. Enterprise Systems Management (ESM) is the term given to the various software tools that are used to proactively monitor and manage this infrastructure. Without such tools, it is not possible to manage this complexity as efficiently or effectively.

The City has acquired a number of vendor products over many years to address components of ESM, including Computer Associates, HP and IBM. These tools currently cover some but not all of the functionality that is desirable for a technology infrastructure as large and complex as the City's. Much of what is currently done also needs to be done better. The tools acquired years ago are no longer up to the task, they need to either be individually upgraded, or replaced. Integration between these various tools, and to the technology environment they support, has been an increasingly difficult challenge and strain on resources.

COMMENTS

Implementation of an extended and integrated ESM suite of software tools will enable an improved level of monitoring and management of the City's computer hardware, network, applications, databases and other information technology assets. Expected benefits include higher levels of information technology reliability, availability and security from both the component and end to end service perspective.

The selection of HP's set of ESM products was based on an independent consulting review that considered the City's IT operational needs and its current technology environment plus the functionality, performance, ease of integration and maintenance as well as cost for various manufacturers of ESM tools.

Procurement of HP software licences will be undertaken by a competitive RFQ process to ensure the City obtains favourable pricing.

In accordance with City's Policy titled "Policy to Exclude Bids from External Parties Involved in the Preparation or Development of a Specific Call/Request" OnX Enterprise Solutions Inc. will not be allowed to participate in any such subsequent competitive call process related to the implementation of the City's Enterprise Systems Management Solution developed as part of this RFP.

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SIGNATURE

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