



City of Norman, OK

Municipal Building Council
Chambers
201 West Gray Street
Norman, OK 73069

Master

File Number: K-1213-209

File ID: K-1213-209

Type: Contract

Status: Consent Item

Version: 1

Reference: Item No. 25

In Control: City Council

Department: Finance Department

Cost: \$47,560.00

File Created: 06/19/2013

File Name: IT Assessment

Final Action:

Title: CONTRACT K-1213-209: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN AND DELL MARKETING, L.P., IN THE AMOUNT OF \$47,560 TO CONDUCT AN INFORMATION SYSTEMS (IT) SIMPLIFICATION ENTERPRISE ASSESSMENT.

Notes: ACTION NEEDED: Motion to approve or reject Contract No. K-1213-209 with Dell Marketing, L.P., in the amount of \$47,560; and, if approved, authorize the execution thereof.

ACTION TAKEN: _____

Agenda Date: 06/25/2013

Agenda Number: 25

Attachments: K-1213-209 Dell Proposal

Project Manager: Anthony Francisco

Entered by: brenda.hall@normanok.gov

Effective Date:

History of Legislative File

| Ver- sion: | Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
|---------------|--------------|-------|---------|----------|-----------|-----------------|---------|
|---------------|--------------|-------|---------|----------|-----------|-----------------|---------|

Text of Legislative File K-1213-209

Body

BACKGROUND

The City of Norman and its related Trusts have invested millions of dollars in computer systems, information technology and telecommunications equipment. The Information Technology (IT) Division of the Finance Department is charged with managing the City's IT resources on behalf of over 400 end users throughout the City. The fiscal year 2012-2013 budget allocated funds to perform a third-party analysis of the City's use and management of these systems.

DISCUSSION

The City of Norman received a proposed Statement of Work (attached) from Dell Consulting Services Company of Round Rock, Texas (with field offices in Oklahoma City) to perform an Information Technology Simplification Enterprise Assessment (ITSEA). The objective of the ITSEA is to perform a detailed analysis of the City's current mode of IT operations, spanning the entire IT environment. The ITSEA Statement of Work (SOW) includes, without limitation, the following services:

- Evaluation of IT Infrastructure and Operations, using a five-stage Efficient Enterprise Model;
- Examination of Management Components, including personnel, service delivery, cost to deliver services, performance measurement, financial management, standardization levels, and tools and automation;
- Examination of Service Areas, including the data center, data storage capabilities, networks (internal and external), security and compliance, end user computing capability and satisfaction, messaging and collaboration capabilities, application operations, service management, and staffing levels.

It is estimated that the analysis will be completed in approximately 60 days. The major outcome or “deliverables” of the Assessment include the following:

- An Executive Summary, highlighting benchmarks and key findings;
- A Detailed Presentation of Findings and Recommendations;
- A Presentation of Service Delivery Ratings
- A Presentation of Service Delivery Costs
- An “As Is/To Be” Analysis of existing and preferred IT Environmental Conditions
- A Transformational Blueprint to achieve the recommended “To Be” Condition

Upon the completion of the analysis, documentation of the findings of the analysis will be presented to IT Staff and the City Manager, and summarized findings will be presented to the City Council or to the Council Finance Committee.

RECOMMENDATION

It is recommended that Contract K-1213-209 with Dell Consulting, L.P., in the amount of \$47,560, be approved. Funds for this contract are available in Special Studies, Management Consultant (account 010-1093-413.40-01).