

City Council – Action Request Form

Date: October 10, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Purchase of Oracle Software Support

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The City of Winston-Salem uses Oracle database services as the primary data storage platform for multiple enterprise and departmental business systems. The City's first use of the Oracle product was in 1996, when staff implemented the existing Human Resources Information System in support of the daily operations performed by Human Resources and Payroll staff.

Over the years the technology industry and the City have migrated from main-frame computing to the client-server model, and subsequently to the current web-based and cloud-hosted best practice. During these transitions Oracle has continued to be a market leader in database storage, performance, and security. Since 1996 the City has implemented several additional business systems that utilize Oracle databases. The Oracle platform is a critical underlying cornerstone of many of the daily operations performed by City staff.

Committee Action:

Committee	<u>FC – 10/10/2023</u>	Action	<u>Approval</u>
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For	<u>Unanimous</u>	Against	<u></u>
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Remarks:

The City's enterprise and departmental applications that rely on Oracle databases for data storage needs include:

- Cayenta's Billing Management System used to support Utilities daily operations.
- Cityworks Enterprise Asset Management and Work Order System.
- Cityworks Permitting and Inspections System.
- Human Resources Information System.
- Enterprise Geographical Information Systems (GIS).
- Enterprise Workflow applications.
- Enterprise Kronos Time & Attendance system and associated time clocks.
- Maximo Asset Management and Work Order System used by Utilities staff.
- Parking Ticket system used in the field and back-office.

To ensure that the City's Oracle environment is properly secured and updated, an annual software support contract for each of the 16 Oracle core licenses must be purchased.

There are no local or M/WBE vendors who are authorized as an Oracle reseller. Oracle uses a channel partner model to sell and support their licensed products and has assigned Mythics, Inc. as the North Carolina-based, value-added reseller to service the City's account.

Approval is requested to purchase annual software support for the City's 16 Oracle core licenses from Mythics, Inc. for \$157,629.78. Funding for this purchase was included in the approved FY23-24 Information Systems operating budget.

Exhibit A includes workforce demographics for Mythics, Inc.