

City of San Antonio  
Information Technology Environment Description

The City of San Antonio Information Technology Services Department (ITSD) will provide computing and infrastructure services for the selected hardware and software solution in one or both of two datacenters that are currently in operation. The two datacenters are interconnected by redundant high-speed Dense Wavelength Division Multiplexing (DWDM) links with servers and storage hosted in both environments. ITSD will manage the Data Center Layer, Networking Layer, Device Layer, Operating System Layer, and Application Infrastructure Layer for the information technology components of the proposed System in accordance with a SLA to be jointly developed by ITSD, the system provider, and the business owner of the System. Management of the Application Layer (business logic) will be determined by SLA.

To the extent that information technology equipment necessary to support the System must be deployed outside of the City's managed datacenter environment, the respondent must include in their response the scope necessary to provide appropriate environmental and compliance controls for the proposed System.

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## Information Management

**\*S=Standard Product(s), P=Preferred Product(s), G=Guidance Info Only.**

If the Information Technology Standards & Guidelines does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Information Management: Section 1	Policy or Product	S/P/G *	Remarks
Directory Services	Microsoft Server 2008 R2 Active Directory	S	The City is currently evaluating LDAP-based alternatives
Enterprise Backup	Symantec NetBackup 7.x	S	The City does not utilize tape media for backups The City uses a disk based backup solution for all backup operations.
Relational Database Management Systems	Oracle 11.2.x MS SQLServer 2008	P S	Enterprise and large-scale systems with high capacity, complex design and/or high volume transactional requirements
	Oracle 11.2.x MS SQLServer 2008	G	Mid-scale systems with moderate capacity and/or transactional volume requirements
Database Access	SQL*Plus	S	
	OCI-compliant client	G	
	ODBC	G	
File Formats	IT guidance	G	Follow IT guidance for recommended file extensions
Data Administration Implementation	IT guidance	G	IT is currently evaluating the use of tools in this area
Data Warehousing and Mining	SAP BI 7.01 / NW 7.01 (EHP1) non-unicode / SP16	S	For SAP-based data
Messaging	Microsoft Exchange 2007 SP3	S	
Presentation and Interface Standards	<ul style="list-style-type: none"> <li>• Application Standard Interfaces</li> <li>• Mobile Devices</li> </ul>	P P	Follow IT guidance
		G G	

## Information Distribution

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If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

<b>Information Distribution: Section 2</b>	<b>Policy or Product</b>	<b>S/P/G *</b>	<b>Remarks</b>
E-Mail with Attachments <ul style="list-style-type: none"><li>SMTP</li></ul>	MS Exchange with outbound SMTP	S,G	See IT for guidance
<ul style="list-style-type: none"><li>Active Sync</li></ul>	Supported for use with smartphones and mobile devices	G	See IT for guidance
File Transfer Service <ul style="list-style-type: none"><li>HTTPS</li><li>SFTP</li></ul>	SFTP Client (Core FTP LE 2.1 or higher)	S S	

## Applications

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If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

### Applications: Section 3

	Policy or Product	S/P/G *	Remarks
Enterprise Resource Planning	SAP ECC6 / EHP7 / NW 7.01 (EHP1) non-unicode / SP5	S	<ul style="list-style-type: none"> <li>• Production implementation date was April 2004.</li> <li>• ECC6 upgrade completed April 2009.</li> <li>• SAP Enterprise Portal completed 2010</li> </ul> <p>Core modules include: HR FI MM SD PS PM GM</p> <p>The application is accessible from any site or client VPN within the corporate network</p> <p>Current access methods include: client server run-time objects, Citrix, and SAP Enterprise Portal.</p>
Procurement	SAP SRM 7.0 / NW 7.01 (EHP1) unicode / SP14	S	<p>SAP Enterprise Portal completed 2010</p> <p>Current access methods include: client server run-time objects, Citrix, and SAP Enterprise Portal.</p>
Document Management	FileNet P8 v4.5.x	S	The City has plans to upgrade to v5.1 in 2015
Cooperative Work Applications	<ul style="list-style-type: none"> <li>• Collaborative Processing (internal use only)</li> <li>• Workflow</li> <li>• External File Sharing</li> </ul>	<p>MS Exchange 2007 MS SharePoint 2003</p> <p>SAP IBM FileNet</p> <p>Globalscape EFT Server</p>	<p>S</p> <p>G G</p> <p>S</p> <p>See IT for guidance</p>
Content Management	FileNet P8 v4.5.x	G	See IT for guidance
Web Server	IIS 7.0	S	
Web Content Management	DotNetNuke Enterprise Edition 7.0.x	S	

<b>Applications: Section 3</b>	<b>Policy or Product</b>	<b>S/P/G *</b>	<b>Remarks</b>
Web Portal	Citrix XenApp 5.0 DotNetNuke Enterprise Edition 7.0.x	P,G G	See IT for guidance
Office Automation	MS Office 2007  MS Internet Explorer 9 MS Internet Explorer 10 Firefox 15.x (or higher) Safari 6.x (or higher) Chrome 22.x (or higher)  MS Outlook 2007  Adobe Reader 10.x  MS Project 2007  MS Visio 2007 Std.	S  S,G P S,G S,G S,G  S  S  G  G	Excludes MS Access  See IT for guidance on “extensions”  See IT for guidance
GIS Mapping	ESRI ArcGIS Desktop v10.x ESRI ArcGIS Server v10.x ESRI ArcSDE v10.x	S S S	Using Windows OS Using IIS with SSL if external Using MS SQL Server
GIS Web Development	MS Visual Studio 2013	S	
Web Development Tools	MS Visual Studio 2013 MS Visual Studio 2010 MS Visual Studio 2008	S G G	Follow IT guidance in extending legacy systems to the Web and Service-Oriented Architecture
Digital Signature	Pending	G	
Application Development Tools	MS Visual Studio 2013 Netweaver 7.x PL SQL	S S S	Follow IT guidance for configuration
Application Integration	Web Services Netweaver XI 7.11 SP13	S G	Follow IT guidance
Report Writers	Business Objects 3.1 Crystal Reports 2008 Xcelsius Dashboards	S G G	Follow IT guidance for data integrity and access

## Computing Resources

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If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Computing Resources: Section 4	Policy or Product	S/P/G *	Remarks
Workstation <ul style="list-style-type: none"> <li>Tier 1</li> <li>Tier 2</li> <li>Tier 3</li> </ul>	2.5GHz Intel Core i5  Two 2.5GHz Intel Core i7	S  P  G	In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy.  For specialized requirements seek IT guidance
Bus Standards	PCI	G	
Memory (RAM) Standards (EDO, SDRAM, DRAM) <ul style="list-style-type: none"> <li>Tier 1</li> <li>Tier 2</li> <li>Tier 3</li> </ul>	4GB  6GB  8GB (or higher)	S  P  G	In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy.  For specialized requirements seek IT guidance
Server Hardware Configuration	SUN SPARC64 VI UltraSPARC T1 AMD Opteron Intel Xeon	P  S	Solaris Database Server: M5000 Solaris Application Server: M4000, Blade 6000 Windows: 8 core Xeon E5-2665 (or higher) Processor, 20MB Cache, 2.40GHz (or higher), 1600 MHz FSB Virtual Hosts: Cisco UCS w/B-Series Blade Servers
Virtual Server Environment	VMWare Vsphere 5.1	S	The City uses a virtualization first approach when provisioning servers.
Mainframe Environment	IBM z890 z/OS 1.10 Software AG Natural 4.2.4 Software AG Adabas 8.1.4	G	The IBM z-series mainframe platform is being twilighted by the City
Disk Storage	FC SAN (HDS, Cisco) iSCSI (HDS, Nimble) NTFS ZFS CIFS/SMB (HDS\BlueArc)	S S S S S	IT guidance for application specific requirements
Workstation Operating Systems	Windows 7 SP1 Mac OSX 10.x	S G	

<b>Computing Resources: Section 4</b>	<b>Policy or Product</b>	<b>S/P/G *</b>	<b>Remarks</b>
Server Operating Systems <ul style="list-style-type: none"> <li>• General File &amp; Print Servers</li> <li>• Application Servers</li> <li>• Database Servers</li> </ul>	Windows Server 2008  Windows Server 2008 Windows Server 2008 R2 Windows Server 2008 EE Windows Server 2012 Solaris 10 Zones Solaris 10  Windows Server 2008 Solaris 10	S  S P G G S G  S P	Follow IT guidance
Telephony <ul style="list-style-type: none"> <li>• IVR</li> <li>• VoIP</li> <li>• ACD</li> </ul>	Cisco Unified Communications Manager 9.1.x Cisco Cisco	P  S S	