

CITY OF AUSTIN, TEXAS

INFORMATION TECHNOLOGY

Transforming your city with best-managed technology



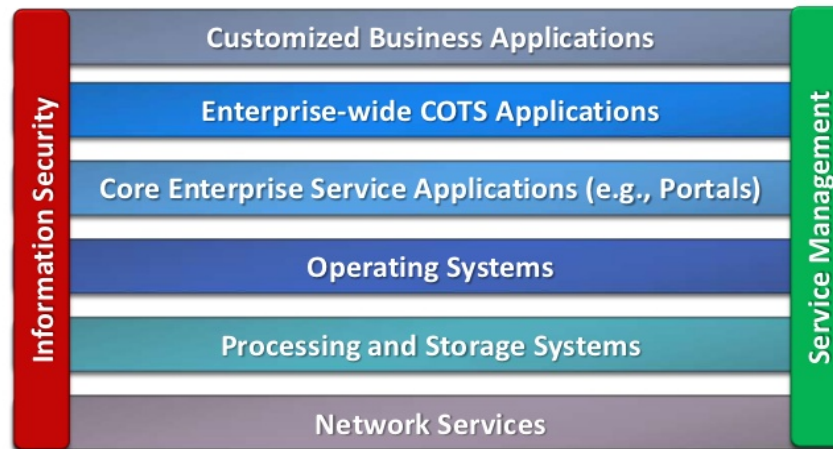
CTM Shares Great Tech

...For the good of Austin

austintexas.gov/information-technology

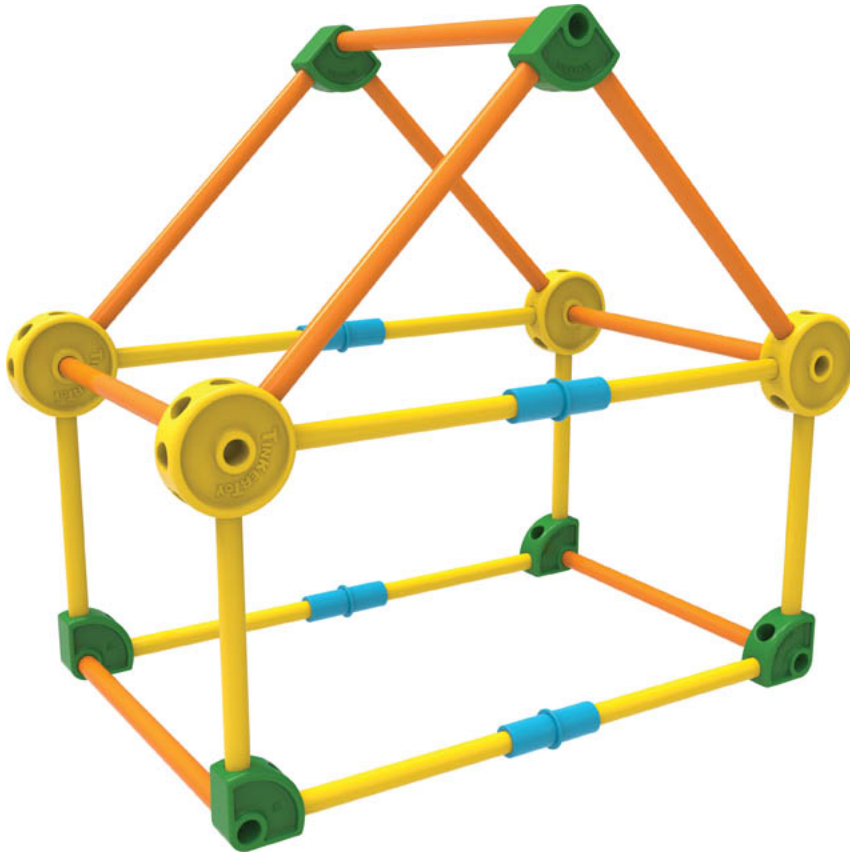


Information Technology Layers



CTM provides a complete stack of technology services to City government

- We provide and support the stack:
 - Business Applications
 - Database and information storage
 - Desktop and mobile devices
 - Citywide data network
 - Servers and their operating systems
 - The equipment it all runs on
 - The facilities that house it all



Most departments receive services from the entire CTM stack.

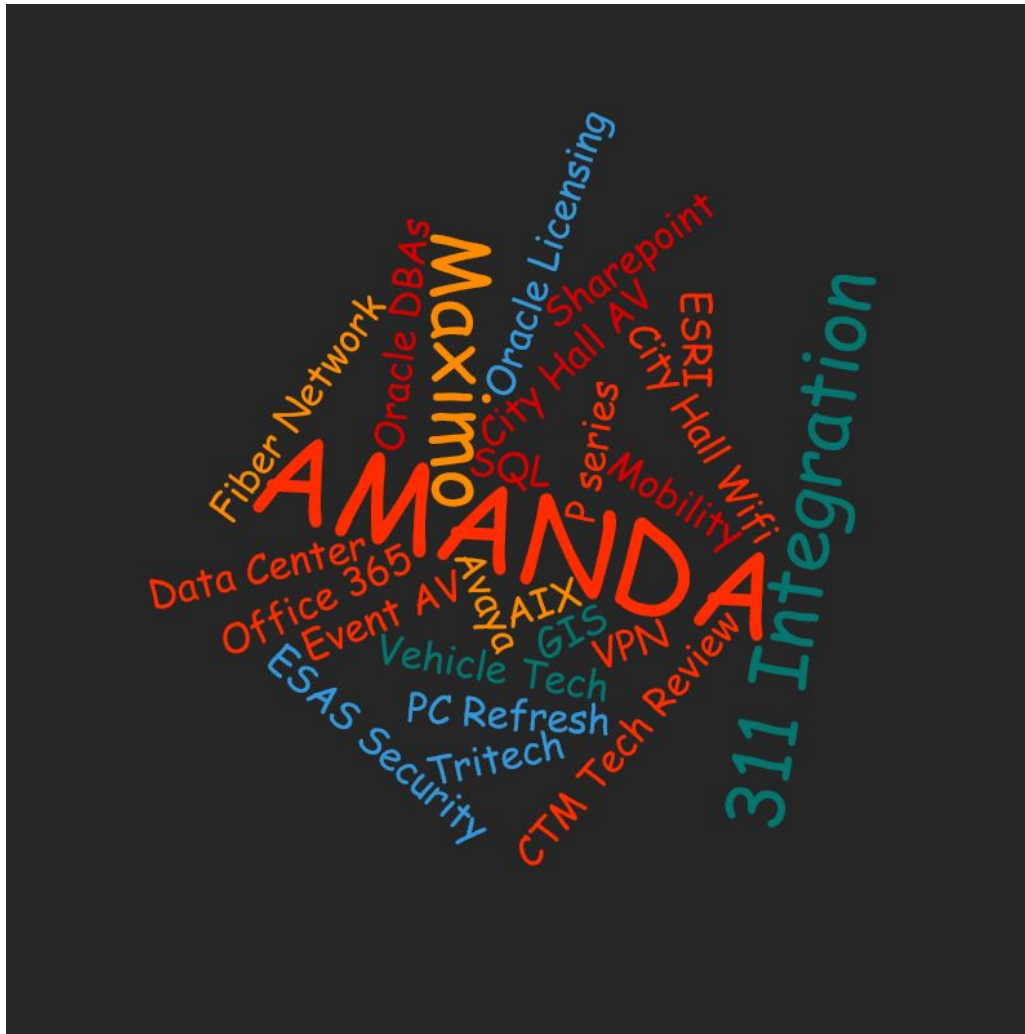
Enterprise departments tend to assemble services with selected parts of the CTM stack.

Enterprise departments
maintain agility to be
competitive.

They help introduce
groundbreaking technologies
to the City.

General Fund departments
share numerous solutions.





Maximo is used
by 8
departments.

AMANDA is
used within 14
departments.

Oracle database server

CTM has negotiated a citywide site license, and it is used in the applications used by virtually every City department.



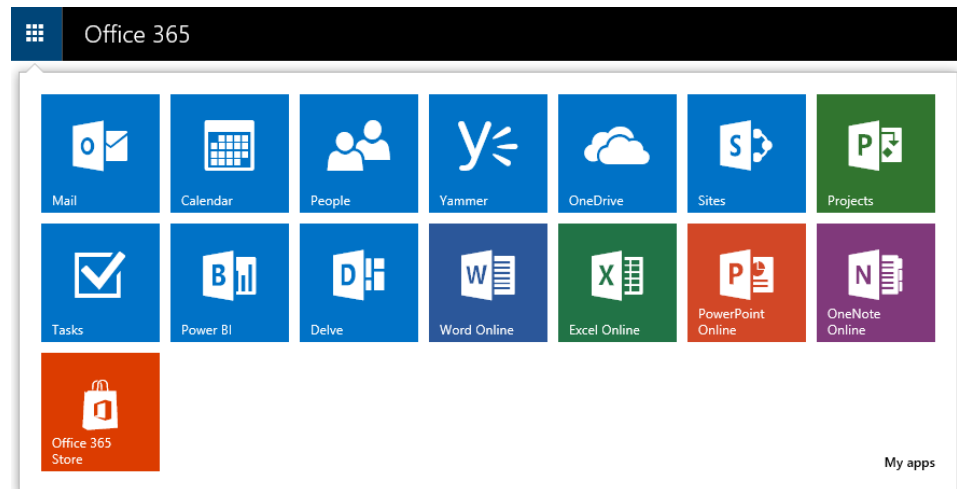
ESRI

CTM's geographic information services, based on ESRI technology, is used by 26 departments.



Microsoft Office 365 is enabling new levels of service to City staff

- Information Sharing
- Online meetings
- Mobile Access
- Over 9000 staff





Service Desk

CTM has been making its service desk capabilities available to additional departments for their workflows.

New service desk application will be implemented next calendar year.

CTM and Austin Energy are converging on the same Service Desk technology.

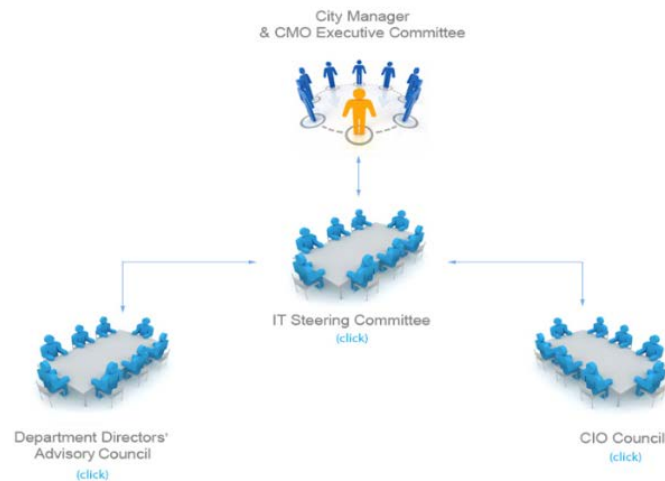
CTM and Clerk's Office have collaborated on the Citywide EDIMS document management program.



CTM rolled out the Continuum access control system to numerous libraries, Water Utility sites, Police Department facilities, and many others.



IT Governance guides the City on major new initiatives. This is a place to share technology information across the City.



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Questions

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