

Memorandum



CITY OF DALLAS

DATE January 16, 2015

TO Members of the Budget, Finance & Audit Committee: Jerry R. Allen (Chair),
Jennifer Staubach Gates (Vice-Chair), Tennell Atkins, Sheffie Kadane, Philip T. Kingston

SUBJECT **Upcoming Agenda Item: Enhanced Technical Support for Microsoft Products**

The January 28, 2015 Council Agenda will include an item to authorize a three-year service contract for Microsoft Premier Support Services - Microsoft Corporation through the Department of Information Resources, State of Texas Department Cooperative contract for a not to exceed amount of \$225,547 financed with current funds (subject to annual appropriations).

This agreement will continue to provide Communication and Information Services (CIS) with enhanced technical support for Microsoft products used on the City's servers, workstations and mobile devices to support daily business operations. Examples of Microsoft products being used includes Windows Server operating systems, Office 365 cloud computing, Office, Visio and Project.

Enhanced technical support gives the ability to leverage Microsoft subject matter experts to assist support the City in resolving complex or critical technical system issues, installation and configuration support for Information Technology projects that include Microsoft product elements, and training workshops to gain better knowledge of existing and upcoming Microsoft solutions. Additionally, this contract will grant the City a one-year extension on Windows XP operating system support that reached manufacturer end of life support in April 2014.

Please contact Bill Finch at 670-1890 if you have any questions.

A handwritten signature in blue ink, reading 'Jill Jordan'.

Jill A. Jordan, P.E.
Assistant City Manager

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager

Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
William Finch, CIO/Director
Elsa Cantu, Assistant to the City Manager – Mayor & Council