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**Information Systems
Hardware / Software Standards
And Migration Strategies**
Last Updated: July 16th, 2003
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By following these guidelines, requests can be met more effectively.

These standards reflect the requirements deemed by the computer infrastructure of the city today.

These standards will change as the infrastructure changes.

Migration strategies have been defined to assist departments with their long term planning and budgeting related to changes in their departmental computing infrastructure.

Purchase, installation and support made by City departments that do not meet these standards will be handled on a situation-by-situation basis. If you have questions as to whether or not a technology solution you are looking to purchase is standard or non-standard please [contact us](#).

Hardware Standards

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The City of Scottsdale currently maintains an on-going agreement with the Compaq Computer Corporation, which includes the fact that the City is certified as an authorized service provider for all Compaq equipment. This means that the City can order actual Compaq replacement parts for use in repairing damaged machines, which if in stock will be shipped to the City within a 24 hour period. This agreement also includes a 20% cost discount to the City in orders for replacement parts that are past the warranty period, as well as financial return to the City for completing repairs on warranty equipment. In addition, as a part of the agreement, it is specified that most City computer hardware has a clause that will void the warranty on the machine if the machine is opened by someone other than a officially trained Compaq repair technician. Work completed by authorized City personnel on Compaq machines will not break this warranty.

Current Computer Workstation Standards:

Compaq Evo D510 Minitower Pentium 4/2.4ghz
256MB RAM / 40GB HARD DRIVE / 48X CD ROM
NETWORK CARD / WINDOWS 2000 / Compaq 17
INCH MONITOR

NOTE: The current City standard is based on existing available technology (i.e. current release of Pentium chip, hard-drive size, RAM, graphics card, etc.)

Current Computer Laptop Standards:

Pentium-based Compaq laptops
COMPAQ EVO N800C
P4/2.0 GHZ / 30 GB HARD DRIVE/ 256MB RAM /
DVD DRIVE/ MODEM + 10/100 NIC COMBO / 15.0
INCH COLOR TFT / WINDOWS 2000

NOTE: The current City standard is based on existing available technology (i.e. current release of Pentium chip, hard-drive size, RAM, graphics card, etc.)

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Current Ruggedized (Exterior Mobile) Computer Laptop Standards:

Panasonic CF-28
Pentium 3 / 1.0 GHZ / 30 GB HARD DRIVE / 256 MB
Memory / NETWORK CARD / WINDOWS 2000

NOTE: The current City standard is based on existing available technology (i.e. current release of Pentium chip, hard-drive size, RAM, graphics card, etc.)

Current File Server Standards:

Pentium-based Compaq file servers
NOTE: Files servers configurations are established on a case by case basis depending on application need.

Current Printer Standards:

Hewlett-Packard Desktop Laser Printers (B&W and Color).
HP LASERJET 1300N BLACK / WHITE
HP LASERJET 4200N BLACK / WHITE
HP COLOR LASERJET 4600DN
Hewlett-Packard Inkjet printers
HP DESKJET 950CXI DESKTOP PRINTER
HP DESKJET 1220CXI PRINTS COLOR 11 X 17
Hewlett-Packard Inkjet printer (plotter size)
Epson Dot-Matrix printers (where multiple-part forms are still in use, etc.)

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Enterprise Backup Hardware Standards:

Automated DLT autoloader

Current Personal Digital Assistant (PDA) Standards:

There are no PDA standards at this time.

PC-MCIA Network Cards

3-COM 10/100 Network cards

PC-MCIA Modem Cards

Compaq 56K
US Robotics 56 K

Hardware Migration Strategies

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The City of Scottsdale's Information Systems division provides budgeting, implementation and support for all hardware related to the City's enterprise computing infrastructure.

This enterprise hardware infrastructure is defined as all servers, workstations and printers needed to support:

- Customer network based file storage
- Customer printing
- Electronic mail (via Microsoft Exchange server 5.5)
- Scheduling
- Software distribution
- Microsoft SQL Server (7.0) database
- Internet access.

The migration strategy for the City of Scottsdale's enterprise hardware infrastructure is as follows:

Server Migration Strategy:

Enterprise Servers are planned and budgeted for as part of the City's biannual CIP budget process. Upgrades and replacement to this environment are based on the City's existing/forecasted performance,

capacity and reliability of the enterprise infrastructure.

Any upgrades or replacement of departmental specific servers, City standard or not, are the responsibility of the department who originally purchased it.

It is recommended that any department wishing to add a server to the network in order to support a new departmental application or departmental files, pursue the option of upgrading or adding new drives to an existing enterprise server within the City. This insures that this system or files will be secured and back-up using regular City procedures.

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Desktop Computer Migration Strategy:

Replacements of personal computers are funded via the City's technology reserve fund.

Personal computers purchased through the City's standard procurement process are replaced via this technology reserve fund every six years. This replacement cycle is based on the original City Council approved budgeting of this fund.

City standard workstation performance and capacity for a new or replacement machine is based on the current industry offerings. The Scottsdale Information Systems procurement strategy is to purchase personal computers with the performance and capacity needed to support enterprise applications for their expected useful life of six years. In most cases, this means taking advantage of the newest and fastest technology currently available.

Any workstations, not Servers, purchased outside of the City standard with regards to performance or capacity will become part of this program, but will be replaced with the existing City standard hardware. Should additional departmental specific performance or capacity be needed, the cost of this addition would be the responsibility of the department.

Printer Migration Strategy:

Replacements for printers are funded via the City's technology reserve fund.

Printers purchased through the City's standard procurement process are replaced via this fund every six years.

City standard printer performance, features and capacity are based on current industry offerings. Information systems procurement strategy is to purchase printers with the performance and capacity needed to support enterprise applications for their expected useful life.

Based on their functionality three types of City standard printers exist in the City and are replaced via

the technology reserve fund:

- * Standalone/personal black and white laser printers,
 - * Standalone/personal color inkjet printers
 - Medium capacity network/departmental black and white laser printers.
- * All standalone personal printers need justification

Due to their higher cost any printer purchase outside of City standard with regards to performance, features or capacity will become part of this program however will be replaced with the existing City standard. Should additional departmental specific performance or capacity be needed this would be the responsibility of the department. Examples of this types of printer are the HP 3si, 4si, or 5si or any color laser printer.

Software Standards

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The City of Scottsdale currently maintains an on-going maintenance agreement with the Microsoft Corporation for all desktop enterprise software. This maintenance is funded via the technology reserve fund.

Software that is currently being supported by the City of Scottsdale is as follows:

Current Operating System Standards: Windows 2000

Office / BackOffice Tool Standards:

- Microsoft Office PRO 2000. (Office Suite)
- Microsoft Exchange Server 5.5
- Microsoft Outlook 2000 (E-Mail & Calendar)
- Microsoft Systems Management Server

Enterprise Backup Software Standards:

- Legato 7.0

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Network Protocol Standards

The City of Scottsdale currently supports the following networking protocols:

- TCP/IP – Using: Named Pipes (Preferred)
- TCP/IP sockets (Acceptable)

Software Migration Strategies

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The City of Scottsdale's Information Systems division provides budgeting, implementation and support for all software utilized in the City's enterprise computing infrastructure. This enterprise software infrastructure has the following components: the City's desktop operating system, 10 MB network based customer file storage, print services, electronic mail, scheduling, software distribution, Microsoft SQL Database and Internet access. The migration strategy for the City of Scottsdale's enterprise software infrastructure is as follows:

Software Migration Strategy:

Software deployed will be based on mature proven releases that have been in production for a minimum of one year.

Migration to new software releases will be based on added feature functionality, City-wide Enterprise software dependency and dependency of new hardware and software products.

Information Systems estimates migration to new release of enterprise software will occur every 1.5 to 2.0 years

Personal Computer enterprise software contains the following components: the desktop operating system (NT) and backoffice clients (Email, Scheduling, Microsoft SQL Database and Electronic Software Distribution).

Upgrades for personal computer enterprise software are funded via the City's technology reserve fund.

Enterprise standard software for personal computers, except servers, purchased through the City's standard procurement process are automatically added to the technology reserve fund.

All enterprise server software upgrades are planned and budgeted for as part of the City's biannual CIP budget process.

Any upgrades or replacement of departmental specific software, City standard or not, are the responsibility of the department who originally purchased it.

NON-Standard Hardware & Software

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The following categories are computing hardware and software equipment that currently EXIST within the City of Scottsdale, but are not considered to be a City standard. Most of these brands and types have been implemented into the City as a result of the implementation of a specific departmental requirement or system, and often reflect technology that is now considered to be legacy in nature by the City's Information Systems division. Any technology listed under this heading is not recommended as a standard, but is currently in use within the City and is supported by a maintenance agreement with an outside company or is currently so old that it is not truly supported at all. Examples of such non-compliant technology are listed below:

NON-STANDARD Workstation Operating System:

- Windows 95
- Windows 98
- Windows ME
- Unix (All types)
- Macintosh
- IBM OS2

NON-STANDARD Server Operating System:

- Novell
- Unix

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NON-STANDARD Computer Workstation Hardware:

- Dell Optiplex workstations, of which the City currently has approximately 120 machines. No new Dell computer workstations are being added to the future of the City network.

- Intergraph TD workstations, of which the City currently has approximately 25 machines. No new Intergraph computer workstations are being added to the future of the City network.
- Intergraph (CLIX) Unix workstations, which are currently being phased out of the City network
- Apple Macintosh PowerMac
- AMD-K6 processor based computer workstations

NON-STANDARD Computer Server Hardware:

- Intergraph TD servers
- Intergraph (CLIX) Unix servers, which is currently being phased out of the City network
- Hewlett-Packard UNIX servers
- AMD-K6 processor based servers

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NON-STANDARD Office / BackOffice Tool Standards:

- Lotus Office Suite.
- Corel WordPerfect
- Novell
- Any other office software

NON-STANDARD Internet / Intranet Software:

- Netscape Navigator internet browsers
- Any other Internet / Intranet Software

NON-STANDARD Laptop Computers:

- Apple Powerbook
- Dell
- IBM Thinkpad

- Any other laptop computer

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NON-STANDARD networking protocols:

- Appletalk.
- NetBeui
- IPX/SPX
- Any other network protocol

NON-STANDARD PC-MCIA Cards:

- Megahertz
- Any other PC-MIA card

Options Regarding the use of NON-Standard Hardware & Software

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In order to offer optimum service and assistance with issues that affect information technology throughout the City, it is suggested that City staff follow the standards listed within this document. If, for reasons necessary to the implementation of a specific type of application or implementation, non-standard hardware or software must be used, we suggest that you follow the following options in determining your specific items for purchase:

- Should a customer need to purchase a technology solution other than City standard they must justify their procurement with Information Systems.
- If a customer has a vendor that insists on the use of non City standard software or hardware they must first receive concurrence from one of the contacts listed at the end of this document.

The following are issues that are imperative to the situation and will need to be addressed by the department, should such a decision be made to proceed in this direction:

- Purchase of a maintenance agreement from the hardware company to support the non-standard machines.

- The department will be responsible for purchase of software licensing and any maintenance agreements.
- The department should work with a member of the Information Systems staff (such as the I.S. Consultants), so as to insure that no decisions are made that might create future problems for network computing within the City infrastructure.

NON-Standard/Departmental Hardware & Software Migration Strategies

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Upgrades and replacement of non-standard computer hardware and software are the responsibility of the department who originally purchased it. In addition, any upgrades or replacement to departmental specific hardware or software, City standard or not, is the responsibility of the department who originally purchased it. In either case department's need to budget for upgrades and replacement of these systems during the City's biannual budget process. Should the customer want assistance in this budgeting process they should contact the appropriate individual listed below.

Contacts

Should you have any questions regarding this document, please contact the following Scottsdale Information Systems personnel for more information:

Karen Abbott - Information Systems technology purchases

Brad Hartig - Network and desktop infrastructure

Shannon Tolle - Telecommunications within the City

Mark Ledbetter, Application development or database technology

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