	Date:	August 25, 2014
Council Communication Office of the City Manager	**Agenda Item No.**	31C
	Roll Call No.	<u>14-1310</u>
	Communication No.	<u>14-414</u>
	Submitted by:	**John Newman, CIO, Information Technology Department**

AGENDA HEADING:

Approval of purchase of Riverbed AppInternals System for application analysis via State of Iowa Department of Transportation (IDOT) Contract PC01116, which was competitively bid.

SYNOPSIS:

Riverbed AppInternals is a comprehensive system that performs analysis of application performance. This system would provide visibility across the City's entire application environment including enterprise-wide applications and line of business applications. This would allow Information Technology (IT) staff to monitor performance, as well as find and fix issues before users are impacted.

Pricing on this system is available to the City of Des Moines from Management Communications Services, 7253 Grover Street, Omaha, NE 68124, Gene Beckman, President, per IDOT Contract PC01116 which was competitively bid. Utilizing this contract will afford the City $3,999.10 in savings as compared to State of Iowa contract (#4276-12) pricing.

FISCAL IMPACT:

<u>Amount</u>: $43,112.30

<u>Funding Source</u>: Fiscal Year (FY) 2013/14-2018/19 Capital Improvements Program (CIP) Budget, CCP051, IFT990000, C051IT99, MSC001, Capital Improvements Enhanced City-wide Information Systems, page 7

ADDITIONAL INFORMATION:

City of Des Moines software applications have become much larger and operate with multi-tier performance requirements. The City IT Department often hears that the network is performing poorly (slow user response times). Once it is determined that the network infrastructure is not the cause, IT has no tools or systems to determine the cause of the slowness. Most times the cause is the software application. IT needs a performance management solution that provides visibility across the entire application delivery environment and needs the ability to monitor the end-user experience, application transactions, infrastructure and networks continuously, to find and fix slowdowns and errors before users are impacted. Riverbed AppInternals is a comprehensive system environment that performs this type of required analysis.

AppInternals provides deep visibility into the performance of complex, multi-tier software applications, combining user experience monitoring, code-level transaction tracing and data analytics into a comprehensive solution. It also expands the amount of granular transaction information that can be stored in AppInternals data store and enables transactions to be instantly aggregated for out of the box trend identification.

AppInternals dashboards provide simplified access to advanced analytic correlations, deviations and statistics. The dashboard presentation will provide a view of "normal" performance so that deviations are easily seen. This high resolution data will enable IT to obtain a more precise picture of the problem and to more quickly troubleshoot issues and prevent a loss productivity.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the first floor of City Hall, 400 Robert D. Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.