

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b> December 8, 2014
	<b>Agenda Item No.</b> 48G <b>Roll Call No.</b> <u>14-1875</u> <b>Communication No.</b> <u>14-567</u> <b>Submitted by:</b> John Newman, CIO, <b>Information Technology  Department</b>

**AGENDA HEADING:**

Approving the purchase of Splunk Enterprise System from Carahsoft Technology Corp. (Godfrey R. Sullivan, President and CEO, 12369 Sunrise Valley Drive, Suite D2, Reston, VA 20191) per GSA Schedule GS-35F-0119Y, which is competitively bid.

**SYNOPSIS:**

The City of Des Moines has a high volume of information (data) which is at risk every day from new and more sophisticated threats. Data breaches can harm the City organization and the thousands of citizens it serves. Recent research shows that a single U.S. data breach costs on average \$7 million, or over \$200 per record compromised. The Splunk system environment’s ability to understand, ingest and index tens of terabytes of data per day, in any form from any source, means it can be used to examine all City data including where today's most sophisticated threats appear. Splunk would give the Information Technology (IT) Department the tools to discover the who, what, when, where, and why of any security event. Splunk's ability to ingest any data without standardized formats would allow IT staff to discover and manage higher value activities.

The City has approximately 350 servers, routers, firewalls, switches and load balancers that must be monitored. In addition, there are close to 2,000 computer workstations, laptops and other devices that require security monitoring. Over the last five (5) months, City firewalls have denied over 35 million attempts to gain access to our data network. The scope of the security monitoring requirements are well beyond current IT staff capacity. In addition, the Splunk system provides aggregation tools that speeds the analysis to find what happened. This is a much needed system environment and Splunk is the market leader for this technology. Through this action, IT will include Internet related log files from our web filter servers.

**FISCAL IMPACT:**

Amount: \$75,891.13

Funding Source: 2014-2015Capital Improvement Program (CIP) Budget, Enhanced City-wide Information and Communication Systems, Page 7, MSC001, CP051IT99

**ADDITIONAL INFORMATION:**

According to International Data Corporation (an American market research, analysis and advisory firm specializing in information technology, telecommunications, and consumer technology) unstructured

data, much of it generated by machines, accounts for more than 90% of the data in today's organizations. This type of machine-generated data is massive in scale and contains a definitive record of transaction activity, system behavior, application performance, user actions, security threats and fraudulent activity. Traditional technologies built on relational or multi-dimensional databases cannot handle the complexity or scale of today's massive volumes of data. Nor do they allow the flexibility to ask any question or get questions answered in real time.

Splunk focuses specifically on the challenges and opportunities of effectively managing this type of data, helping organizations analyze available data and not only research problems but also anticipate potential issues. Splunk collects, monitors, indexes and analyzes data whether it's generated by IT systems or infrastructure, sensors, or events from security systems.

This additional purchase is to increase our capacity to include Internet traffic logs. The previous purchase included all internal devices and log files.

**PREVIOUS COUNCIL ACTION(S):**

Date: July 14, 2014

Roll Call Number: [14-1077](#)

Action: [Carahsoft](#) Technology Corporation (Godfrey R. Sullivan, President and CEO) for Splunk Enterprise, a platform for operational intelligence used to monitor and analyze massive amounts of data for troubleshooting problems and investigating security incidents per US GSA Contract as requested by the Information Technology Department, \$70,062.25. ([Council Communication No. 14-320](#)) Moved by Hensley to adopt. Motion Carried 7-0.

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Annual maintenance costs.

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