	Council Communication Office of the City Manager	Date:	January 25, 2016
CITY OF DES MOINES		Agenda Item No.	**35ID**
		Roll Call No.	**16-0140**
		Communication No.	**16-028**
		Submitted by:	**John Newman, CIO,** **Information Technology** **Department**

AGENDA HEADING:

Approving the purchase of training for 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:

Request a change order to increase Purchase Order 15001374 by $29,030 to include training for Splunk Enterprise System. Splunk provides the software to consolidate and index any log and machine data, including structured and complex multi-line application logs. Information Technology (IT) staff has been using this system and is in need of formalized training that will allow for more in depth data analysis and reporting. This training, which will train 24 staff members, will allow a better understanding on how to search, correlate, analyze and report on these logs. The training will also provide a better understanding of how to deploy and administer this monitoring software in a complex environment. The total cost of this project including prior hardware and software acquisition and the additional training is $180,938.

FISCAL IMPACT:

Amount: $29,030

Funding Source: 2015-2016 Capital 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; additionally, they do not allow the flexibility to ask any questions 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, and indexes and analyzes data whether it's generated by IT systems or infrastructure, sensors, or events from security systems.

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: 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.