

MEMORANDUM

TO: Governing Board Members

FROM: Sandra Close Turnquest, Deputy Executive Director, Corporate Resources

DATE: February 10, 2010

SUBJECT: Oracle Identity Management Support and 11g Upgrade

Background:

Identity Management (IDM) is a system that administers access to the South Florida Water Management District's (District) computer systems and establishes permissions to the specific business applications appropriate for each user. The importance of IDM was enhanced after the Homeland Security Directive recommended identity management as a best practice and has been ever-increasing in importance as networks come under security breaches and cyber-attacks.

Managing accounts and access to applications is a crucial function that has become complicated with the expansion in the number of information systems at the District. As the number of corporate information systems increases, the number of unique user IDs requiring access multiplies. The IDM strategy for the District was to consolidate access controls through a centralized system to create or modify accounts, and to approve or revoke access to business applications. To support this strategy the District implemented the Oracle Identity Management (IDM) system in the summer of 2009.

Over the past two years the IDM system has been maintained and administered at a sub-optimum level due to the unavailability of skilled staff resources. As a consequence, the system has become unstable resulting in ever increasing problems with user accounts. In September, 2010 funding became available after a cost saving exercise with the IT maintenance contracts. The District followed standard procurement procedures, issued a Request for Quotes and on November 10, 2010 awarded Purchase Order 4500054870 to TechDemocracy LLC to troubleshoot, apply patches, and fix bugs in order to stabilize the system.

After two months of troubleshooting issues, the contractor confirmed that the system is behind two releases and must be fully upgraded to a more current version by this summer in order to successfully complete District projects that are currently underway (i.e., Exchange 2010, Oracle 11g and Remedy 7.6 upgrade projects). The current PO with TechDemocracy LLC is scheduled to end in April and needs to be extended through FY12 in order to continue this initiative with minimal impact.

Amending this PO will allow the District to continue to utilize the current contractor to perform the required upgrades and continue to support and stabilize the environment through the remainder of this fiscal year and for all of FY12.

How this helps meet the District's 10-year Strategic Plan:

Upgrading and maintaining mission critical systems supports the District's 10-year Strategic Plan.

Funding Source: The increase to this purchase order requested is \$462,227 of which \$192,227 is for FY 11 and the remainder is subject to Governing Board approval of the FY12 budget. If this addition is approved, the new total for the purchase order will be \$597,727. The IT

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Department has been able to realize cost savings from other projects in the amount of \$192,227 which will be used to offset these additional costs.

This Board item impacts what areas of the District, both resource areas and geography:

This item impacts the entire District.

What concerns could this Board item raise?

There should be no concerns as the District utilized standard Procurement Procedures and Guidelines by issuing the RFQ.

Why should the Governing Board approve this item?

Amending the existing purchase order would be the most cost effective and efficient way to continue to provide the level of expertise and experience to quickly upgrade IDM with minimal impacts to the Exchange 2010, Remedy 7.6 and Oracle 11g Upgrade Projects.

If you have any questions, please do not hesitate to call me at ext. 6351.

SCT/st