



6. INSTRUCT the ITA, after Council approves the above recommendations, to begin migration of the remaining 6,000 City employees as soon as feasible, but no later than the end of the first quarter of FY 2010-11.

Fiscal Impact Statement: The CAO reports that delaying the implementation of the Google system, as recommended in the CAO report, will result in additional costs associated with maintaining the City's current e-mail system for 20,000 City e-mail accounts for the entire year from \$135,000 to \$414,450 in 2010-11. The costs depend on the length of the delay. No funds are budgeted for this purpose. It is also recommended that the ITA, with the assistance of the Google Implementation Working Group, request that the CSC and Google share in the costs incurred by the City as a result of delaying implementation. These cost-sharing discussions have already begun with CSC/Google. Therefore, the recommendations in this report comply with the City's Financial Policies.

Community Impact Statement: None submitted.

## SUMMARY

In a communication dated July 9, 2010, the CAO reports that the City Council previously approved in October 2009 a request from ITA to negotiate a contract with CSC to replace the City's GroupWise e-mail system with Google's e-mail and collaboration system. At the time, the City Council instructed the CAO to report back to the ITGA Committee with periodic status reports regarding the implementation process. On April 13, 2010, the CAO submitted an initial status report on the implementation of the system that addressed the establishment of a working group, the Google system feature and performance concerns that had been identified by the initial users of the system, and concerns that several security features required for LAPD implementation had not yet been resolved.

Although progress has been made since the first status report, the CAO recommends to delay the implementation of the Google e-mail and collaboration system for the LAPD until all security requirements are met. Delaying the implementation of the Google system will result in additional costs associated with maintaining the City's current e-mail system. The costs depend on the length of the delay. No funds are budgeted for this purpose. The CAO also recommends that the ITA, with the assistance of the Google Implementation Working Group, request that the CSC and Google share in the costs incurred by the City as a result of delaying implementation. These cost-sharing discussions have already begun with CSC/Google. The CAO report, attached to the Council file, provides a complete description of the CAO recommendations and additional details on the security issues, increased costs, and Google system features and performance updates.

In a communication dated July 8, 2010, the LAPD reports that it must maintain its current email solution into FY 2010-2011 as the LAPD was unable to migrate to Google by June 30, 2010. The reasons for the delay are discussed in detail in the LAPD report attached to the Council file. The LAPD further reports that Novell (GroupWise) has agreed to allow the City to renew its GroupWise licensing on a quarterly basis at a minimum, at approximately \$60,000 per quarter for all LAPD employees. As the funding typically allocated for GroupWise funding was not allocated to the LAPD for FY 2010-2011, and was instead allocated to ITA for Gmail funding, LAPD expects that ITA will process the licensing purchase for the quarter July 1 - September 30, 2010, and any subsequent quarters, until the outstanding Google issues are resolved and the LAPD can complete its migration. At this time, a definitive timeline for LAPD migration cannot be provided. The LAPD states that it expects to proceed with its migration when all

workarounds/interim/alternative approaches discussed in its report are delivered by Google, tested by the LAPD, and are proven to comply with LAPD operational requirements.

At a joint ITGA and Budget and Finance meeting on July, 13, 2010, representatives of the CAO, ITA and LAPD presented an updated status of this matter and responded to related questions from Committee members. During the discussion of this item, Committee members expressed serious concerns with the increasing costs being incurred by the City due to implementation delays. Several Committee members stated that the contractor and not the City should be accountable for these additional costs. Additionally, Councilmember Parks stated that ITA should not move forward with the migration of the remaining 6,000 City employees until the outstanding issues regarding cost and completion dates have been resolved with the contractor. Representatives of CSC and Google were requested to be present during the Council consideration of this matter in order to address the above concerns. After further consideration and an opportunity for public comment, the ITGA Committee and the Chair and Member of the Budget and Finance Committee moved to forward the above recommendations to Council. This matter is now submitted to Council for its consideration.

Respectfully submitted,

INFORMATION TECHNOLOGY AND  
GOVERNMENT AFFAIRS COMMITTEE

BUDGET AND FINANCE  
COMMITTEE CHAIR AND MEMBER

<u>MEMBER</u>	<u>VOTE</u>
CARDENAS:	YES
PERRY:	YES
ZINE:	ABSENT

<u>MEMBER</u>	<u>VOTE</u>
PARKS:	YES
SMITH:	ABSENT
ROSENDAHL:	ABSENT
HUIZAR:	ABSENT
KORETZ:	YES

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