**City of Madison, Wisconsin
Information Technology**

Approved Technology Directory

**Adopted November 5, 2021
Updated August 1, 2023**

Revision History

Date	Description
11/05/2021	Added new software approved in 2021 and new hardware model standards.
02/08/2022	Updated network hardware standards.
02/21/2022	Updated telecommunications software standards.
04/21/2022	Updated Legistar support model.
06/22/2022	Added Alchemer to Survey tools.
07/27/2022	Added BeyondTrust to Desktop Management.
08/10/2022	Added FCC's Broadband Data Collection (BDC) Fabric.
09/26/2022	Added LinkedIn Recruiter.
11/14/2022	Added intake.
11/21/2022	Added Lutron Vive Vue.
11/22/2022	Added Canva Pro.
12/23/2022	Reformatted Directory to split out agency approved technologies, rewrote details of the introduction, and added remaining 2022 approved software.
12/28/2022	Updated footnotes to reflect change in Council resolution and add clearer verbiage for items needing a potential contract amendment.
01/24/2023	Added PowerDMS, Virtual Message Switch, and C4 Wallaby.
01/26/2023	Replaced DonorWorks with CDM+.
02/07/2023	Updated the audiovisual and media standards. Updated the web standards. Updated the desktop, laptop, tablet, and printer standards.
02/16/2023	Added SQL Express.
02/24/2023	Updated network and security standards.
08/01/2023	Added KorTerra 811, Bentley AutoCAD, Calendly, DiagnostX, Chromeleon, Intrado, LinkFixer Advanced, Looker Studio, ProHeat & Ixxat, QuantStudio3, LiveU, WebCheckout.

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Introduction

Standards

Standards provide a consistent set of tools for the development and efficient maintenance of the City of Madison's Information Technology (IT) infrastructure.

A well-defined set of standards can reduce support costs and improve support while allowing needed levels of flexibility. First, reduce support costs by setting standards for hardware, software, networks, and backup technologies. Second, reduce training costs by standardizing certain applications that will have widespread use. Third, reduce security risks by maintaining support on products by the vendor for security related patches and fixes.

City of Madison Information Technology maintains technology standards with input from content experts in various IT divisions and other City agencies. These standards reflect the best industry practices that meet the requirements of the City of Madison. Minimum configuration requirements reflect the hardware specifications needed to use the technology applications with minimal complications. City agencies may exceed the minimum configuration requirements if the agency can prove the need. The request will be subject to review by the IT Department.

Standards related to information security services and capabilities are not publicly listed as a precaution against the malicious use of, or exploitation against, City systems and networks.

Security

In addition to providing a reliable and manageable set of tools, software standards meet base protections for City data. Each technology presents opportunities to provide services, as well as risks, based on those services. City technologies must meet or align with National Institute of Standards and Technology (NIST) federal best practice requirements.

The City is accountable for several federal standards depending on in-scope systems and data. Examples include: Protected Healthcare Information (PHI) as part of HIPAA, Cardholder data defined by the Payment Cardholder Institute (PCI), Criminal justice data in the Criminal Justice Information System (CJIS), Electronic health record technologies defined in the Health Information Technology for Economic and Clinical Health (HITECH) Act, Financial accounting standards issued by the Governmental Accounting Standards Board (GASB) Statement 34, and IRS tax data as part of Federal Tax Information (FTI). Applicable laws for Personally Identifiable Information (PII), data retention, and data disclosure also introduce state-level requirements for our technology selection and use.

When leveraging a technology, there are also requirements in how we use the tools and protect data. Not following security requirements increases City cyber and liability risk and can cause significant monetary loss and legal issues. These requirements must be understood and managed by the Agencies utilizing each technology. Compliance and legal examples above are not inclusive of all requirements. In addition, all City workers have a responsibility to keep the City network, assets and data safe. The software standards meet a common, understandable base level of security controls.

New Technology Approval Process

All technology requests that do not conform to the standard technology or other previously approved technology established in this document will require approval as an exception. Customers must work with their IT Authorized Contacts to submit an exception request.

The exception review process consists of validation of compatibility with, and review of technical risks to, the existing City standard infrastructure. The process may also recommend evaluation of existing products already in use by the City. Additionally, agreement documents such as Terms of Service, Terms and Conditions, End-User License Agreements, Privacy Policy, and associated documents are also reviewed for technical, legal, and business risk. Exception requests are reviewed and processed within two (2) weeks.

The IT Department does not generally support products approved for specific agency use. Utilizing standard technologies ensures easier and less expensive maintenance of City requirements. All requests must follow APM 3-20 (Software Acquisition Policy), APM 4-5 (Policy for the Purchase of Printers, Faxes, Copiers, Paper, and Toner), APM 4-7 (Policy for the Procurement and Disposal of Electronic Products), and the City's Purchasing Guidelines.

Technology Classifications

This document classifies technologies as one of the following:

Classification	Description
Standard	This classification represents the current accepted technology for general installation within the City. The adoption of technologies in this classification are to occur at the earliest opportunity.
Agency	This classification represents technology that has been adopted and approved for extensive use within an agency through the APM 3-20 process. These technologies will typically be Agency/Vendor supported (see Support Model below).
Allowed	Not a standard, but allowed in the technology environment without an exception.
Legacy	This classification represents technologies that are legacy standards, previous releases or versions. These typically outdated technologies are approaching or at the end-of-life, but are still in active use within the City. New installation of technology in classification requires a clear business justification and may require an exception.
Exception Required	Technology requests that do not conform to the standard and/or approved agency technology established in this Directory will require approval as an exception. Some are listed in this document for clarity.

NOTE: A standard technology does not guarantee that IT is providing technical support for the technology unless specifically noted in the support model.

Support Model

IT has established four standardized support models for approved technologies:

Support Model	Description
Full Support	IT fully supports the product including ordering, provisioning, installation, information security, configuration, troubleshooting, patching, de-installation, and disposal.
Limited Support	IT may support the product in one or more of the following instances. These include ordering, provisioning, installation, information security, de-installation, or disposal.
Agency / Vendor Support	Support is the responsibility of the customer agency and/or the vendor.
Minimal Support	IT may order and/or provision the product, and dispose of it only.

IT Support Model Matrix	Full Support	Limited Support	Agency / Vendor Support	Minimal Support
Support Model Codes (used in the tables)	Full	Limited	Agency	Minimal
Support Services				
Order / provision product – Order the product. In the case of cellular equipment, perform the initial setup (provisioning) of the device.	IT	IT	IT	IT
Install the product (hardware/software) – Install the product on a server or workstation.	IT	IT	IT	IT
Security Standards – Evaluate, implement, and periodically review related security standards.	IT	IT	IT	IT
Software Install Point – Create a network location to house the software installation package.	IT	IT	IT	IT
Configure features of the product – Perform standard product configuration steps that are required.	IT	Negotiated	Agency	Agency
De-install the product – De-install the product, ensuring that remaining interfaces, security, configuration, etc. are intact	IT	IT	Agency	Agency
Dispose of the product – Dispose of the product according to approved disposal protocol.	IT	IT	IT	IT
Troubleshoot problems – Working with the customer and/or vendor as needed, resolve issues with the product working in the environment.	IT	Agency / Vendor	Agency / Vendor	Agency
Track updates and patches – Manage the testing process of updates and patches.	IT	IT	Agency	Agency
Apply updates and patches – Periodically package, distribute and/or implement updates and patches.	IT	IT	IT / Vendor	Agency
Lifecycle Management – Manage lifecycle upgrades to the product	IT	IT	IT / Vendor	Agency
Fix bugs for in-house developed software – IT will track and fix SW bugs.	IT	Agency / Vendor	Agency / Vendor	Agency
Develop software enhancements for in-house SW – IT will develop and implement new functionality as authorized and funded by the customer.	IT	Agency / Vendor	Agency / Vendor	Agency

Key to Support Model table entries:

IT	IT is responsible for support service. The service is not billable.
Agency	The Agency is responsible or may opt for the support service. Supplemental IT assistance is billable or not available as indicated.
Negotiated	The Agency negotiates with IT for the support service. The service may be billable.
Vendor	The Agency will negotiate with the vendor for the support service.

Agency Technology Owner

Each approved technology has an assigned Agency Technology Owner. Responsibilities of the Agency Technology Owner includes:

- Evaluating the products supporting a technology.

- Monitoring for patches, updates, and end-of-life (EOL) model changes.

- Bringing patch and update projects forward to IT Management for action and scheduling.

- Alerting IT to EOL model changes to update this Directory.

- Working collaboratively within IT to help establish important lifecycle dates and roadmap strategies.

- Identifying when to remove items from Legacy status.

- Coordinating the testing of products unless otherwise designated through a larger project.

The Agency Technology Owner is not necessarily the group within the City that provides technical support for the technology.

Permitted Outside Agency

If an approved technology is permitted for use outside the Agency Technology Owner, it will be noted in this Directory. Note that permitted use may be limited to a small group of agencies that have displayed a business need to have access. Most technologies that support the City's technology infrastructure (e.g., servers) are not permitted to be accessed, administrated, or used by agencies other than IT.

Policies & Standards

All published Policies and Standards documents are published alongside the Approved Technology Directory on EmployeeNet.

Administrative Procedure Memoranda

All APMs overseen by IT have an impact on the standards and approved technologies found in this document. Staff are expected to follow all APMs while using technology for City business.

IT Hardware for Teleworking Policy

See the IT Hardware for Telework Policy on EmployeeNet. These standards will be updated separate from this document.

IT Standards Setting Process

IT will conduct a regular annual review of the standard technologies in quarters 1 and 2 of each calendar year to capture changes in hardware and software over the past year. Technologies approved for specific agency use will be added after they are approved through the APM 3-20 process. During the review, the Directory will be reviewed for any agency approved technology that should be included as standards; deployments of standard software will be reviewed; software owned by other agencies will be reviewed for business need; and annual technology roadmaps will be reviewed and incorporated in the Directory as appropriate. Note that the external-facing version of the Directory may have a redacted list of approved

technology to protect the security and integrity of the City's technology infrastructure. The updated Directory, with appropriate redactions, shall be posted to the City's EmployeeNet website.

ADA Assistive Technologies

Several products have been included for use as ADA assistive technologies. Identify these products in this document with the [ADA] tag.

The products are currently in use within the City and while not an exhaustive list, it represents products most commonly used.

By including these products in the Approved Technology Directory, it eliminates the need for an exception request, making it easier for City employees to acquire the necessary technology they need.

Hardware Standards

1. Access Control

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
1.1. **Credential Reader**	Keyscan	Standard	Full	IT	Yes

2. Desktops

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
2.1. **Desktop**	Dell OptiPlex 3000	Standard	Full	IT	Yes
	Dell OptiPlex 3010, 3020, 3040, 3050, 3070, 3080, 390, 5050, 7010, 7050, 760, 780 Dell Precision 3620, 5810, 7810, 7910, 7920 Tower Dell Precision 7510, 7520, 7530, 7710, 7720, T1700, T3610, T5610	Legacy	Full	IT	Yes
Desktop – Micro	Dell OptiPlex 3000M	Standard	Full	IT	Yes
	Dell OptiPlex 3060M, 3070M, 3080M	Legacy	Full	IT	Yes
Desktop – CAD	Dell Precision Tower 5820, 7920	Standard	Full	IT	Yes
2.2. **Keyboard**	Dell KB216 Wired Multi-Media	Standard	Full	IT	Yes
2.3. **Monitor**	19" – Dell P1917S 24" – Dell P2422H 27" – Dell P2722H 24" UltraSharp – Dell U2422H 27" UltraSharp – Dell U2722D	Standard	Full	IT	Yes
	Dell 1504FP, 1703FP, 1704FPT, 1704FPV,	Legacy	Full	IT	Yes

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	1707FP, 1708FP, 1708FPBLK, 1901FP, 1905FP, 1907FP, 1908FP, 1908FP-BLK, 1908WFP, 2001FP, 2007FP, 2208WFP, 2209WA, 2408WFP, E151EP, E178EP, E190S, E193FP, E2011H, E2013H, E2209W, E2211H, E2213H, E2214H,E2311H, E2414H, E248WFP, G2410, P170S, P190S, P1911, P1913, P1913S, P1914S, P2014H, P2211H, P2212H, P2213, P2214H, P2217H, P2312H, P2314H, P2411H, P2412H, P2414H, P2417H, P2419H, P2714H, P2715Q, P2717H, P2722H, S2409W, ST2410, U2212HM, U2311H, U2312HM, U2410, U2415, U2711, U2412M, U2414H, U2515H, U2713H, U2719H, U2713HM, U2715H, U717D, U2913WM, U3417W, U3419W, UP2716D, U2719D, U2722D				
2.4. **Mouse**	Dell MS3220 USB Laser Wired Mouse	Standard	Full	IT	Yes
2.5. **Thin & Zero Clients**	Dell Wyse 5030, 5070	Legacy	Full	IT	Yes

Desktop Notes:

- The planned lifecycle replacement for desktop computers is 3-4 years.

- Information Technology does not recommend cascading workstations where a workstation that has been in use for its lifetime is moved to another desktop for continued use beyond the planned lifecycle. Any such request must be submitted as an exception request.

- Monitors have a longer life cycle and are typically run until failure.

- For existing workstation setups, Information Technology will provide either one 24" monitor or two 17" monitors at IT's expense. The cost of a second 24" monitor is paid by the requesting agency. Information Technology does not support dual monitors of different sizes on one workstation.

3.   Digital Security Cameras

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
3.1. Enterprise Cameras	Axis	Standard	Full	IT	No

4.   Laptops

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
4.1. Laptop	Dell Latitude 14" 5430	Standard	Full	IT	Yes
	Dell Precision M3800, 7510, M4500, M4600, M4700, M4800 Dell Latitude 5400, 5410, 5420, 5490, 5480, 5590, 6430U, 7370, 7390, E5420, E5430 non-vPro, E5430 vPro, E5440, E5450, E5450, E5470, E5550, E5570, E6420, E6440	Legacy	Full	IT	Yes
4.2. Laptop – CAD	Dell Precision 7560	Standard	Full	IT	Yes
4.3. Laptop – Lite	Dell Latitude 7320	Standard	Full	IT	Yes
	Dell Latitude E7440, E7450, E7470, 7300	Legacy	Full	IT	Yes
4.4. Laptop – Rugged	Dell Latitude 5430 Rugged Panasonic FZ-55	Standard	Full	IT	Yes
	Dell Latitude 5414, 5420, 7212, 7214 Panasonic CF-191DYUX1M, 191HYCX1M, 31-5, 31-6, 31AAAAX1M, 31AAAAX2M, 31JAGAX1M, 31JEGAX1M, 31SBLAX1M, 31WBLAHLM, 31WBLAXLM, 53-4, 53JSLZY1M, , C2CQAZFCM, 54-1	Legacy	Full	IT	Yes

Laptop Notes:

- The planned lifecycle replacement for laptop computers is 3-4 years.

- Information Technology does not recommend cascading workstations where a workstation that has been in use for its lifetime is moved to another desktop for continued use beyond the planned lifecycle. Any such request must be submitted as an exception request.

5.   Network Connectivity

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
5.1. Cabling	Horizontal: UTP Cat 6a, Cat 7 Vertical: Fiber – Single Mode Patch: UTP Cat 6, Cat 6a, Cat 7, Fiber Copper patch cables should be hoodless.	Standard	Full	IT	No[1]
	Horizontal: UTP Cat 5e, Cat 6 Patch: UTP Cat 5e	Legacy	Full	IT	No[2]

Network Connectivity Notes:

- New construction: Two Cat 6a or better cables per cubicle. May be used for either voice or data as needed.

- Remodel: Will be evaluated case by case due to other constraints.

6.   Network Protocols

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
6.1. Email	SMTP, TLS	Standard	Full	IT	No
6.2. Monitoring	SNMP v2, SNMP v3, WMI	Standard	Full	IT	No
6.3. POE	802.3af, 802.3at	Standard	Full	IT	No
6.4. Routing	OSPF, EIGRP	Standard	Full	IT	No
6.5. Transport	TCP / IP (IPv4)	Standard	Full	IT	No

[1] Except for specific instances that require local server hardware; needs to be evaluated and approved by IT.
[2] Except for specific instances that require local server hardware; needs to be evaluated and approved by IT.

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
6.6.	Wi-Fi Radio	802.11ac 802.11n (2.4 GHz / 5 GHz)	Standard	Full	IT	No

7. Network Routers

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
7.1.	Access Layer	Cisco 3750-X, 4300, 4500, 9300	Standard	Full	IT	No
		Cisco 3750	Legacy	Full	IT	No

8. Network Switches

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
8.1.	Core/Distribution	Cisco 6500E, Nexus, 9500	Standard	Full	IT	No

9. Printers (Network)

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
9.1.	Large Format InkJet	Color: HP Designjet T3600 PostScript (36") HP Designjet Z5200 PostScript (44") HP Designjet Z5600 PostScript (44")	Standard	Full	IT	Yes
		Color: HP Designjet T1200 PostScript (44") HP Designjet T1300 (44") HP Designjet T1300 PostScript (44") HP Designjet T3500 PostScript (36")	Legacy	Full	IT	Yes

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
		HP Designjet T3500ps (36")				
		Monochrome: Ricoh MP2555, MP5055, MP6503 Color: Ricoh IM C2500, C4500	Standard	Full	IT	Yes
9.2.	**Large Multi-Function**	Monochrome: Lanier MP 2000/LD320d, MP 4000/LD040 Ricoh Aficio MP 2000, 2851, 2852, 4000 4001, 4002, 5001, 5002, 6002, 9002 Ricoh MP 2555, 3053, 3054, 3554, 5055, 6001, 6503 Ricoh SP 4520DN Lanier MP 171/LD 117 Lanier MP 2550/LD425 Savin MP 6002 Color: Lanier MP C2500/LD425C Lanier MP C3300/LD533C Ricoh Aficio MP C2051, C2500, C3000, C305, C3501, C3502, C4501 Ricoh MP C2003, C2503, C307, C3503, C4503, C4504, C4504ex, C5503 Savin MP C4504 Ricoh IM C2000	Legacy	Full	IT	Yes
9.3.	**Laser**	Monochrome: HP LaserJet M406dn, M506 M507, M604, M607 Color: HP Color LaserJet M452dn HP Color LaserJet MFP M477fdn	Standard	Full	IT	Yes
		Monochrome: HP LaserJet 1022nw, 4050 Series, 4100 Series, 4200, 4350, 8150 Series,P2055dn, P3005, P4515, M400dn, M402dn Color: HP Color LaserJet 4700	Legacy	Full	IT	Yes
9.4.	**Small Multi-Function**	Monochrome: Ricoh MP350F Color: Ricoh IMC300F	Standard	Full	IT	Yes
		Monochrome: HP LaserJet Pro MFP M127fn Lanier MP 161/LD016 Lexmark T650	Legacy	Full	IT	Yes

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Ricoh Aficio MP 171, 201, 301, 305 Ricoh MP305SPF Savin 920 Savin MP 301 Color: Lexmark X734de				

Printer Support Notes:

- External vendors provide printer support for network printers.

- Corporate Business Systems provides Multi-function printer support by maintenance agreement.

10. Scanners

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
10.1. Workstation	Epson TM-S9000II Fujitsu fi-7260	Standard	Full	IT	Yes
	Epson TM-S9000 Fujitsu fi-5220Cdj, 6130Zdj, 6230dj, 6230Zdj, 7160	Legacy	Full	IT	Yes

11. Servers

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
11.1. Cisco Blade System	Cisco UCS C210 M2	Standard	Full	IT	No
11.2. Direct Attached Storage	Dell PowerVault MD1000, MD1200, MD3460, ME4084	Standard	Full	IT	No
11.3. HP UX	HP RX2800 i2	Standard	Full	IT	No

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
11.4. Windows based	Dell PowerEdge R540, R610, R620, R630 R640, R710, R720, R730, R730XD, R740, R740XD, R750	Standard	Full	IT	No[3]

Server Notes:

NONE

12. Tablets

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
12.1. Tablet – Rugged	Dell Latitude 7220 Rugged Extreme Panasonic FZ-55	Standard	Full	IT	Yes
	Dell Latitude 7212 Rugged Extreme Panasonic CF20-1 Panasonic FZG1-2, 3, 5	Legacy	Full	IT	Yes
12.2. Windows 10	Dell Latitude 7320 2-in-1	Standard	Full	IT	Yes
	Dell Latitude 5290, 5285, 5300, 7210 Dell Venue 11 Pro 7130 vPro Microsoft Surface, Surface Pro 3, Pro 4	Legacy	Full	IT	Yes

Tablet Notes:

- iPads or other non-standard tablets may be purchased if there is a business need and upon approval from Information Technology.

- Non-standard tablets will not be added to the CITY domain and will not be supported by Information Technology.

- Replacement non-standard tablets will <u>not</u> be included in the planned lifecycle replacement, and the replacement cost of those devices is the responsibility of the agency that owns those devices.

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[3] Except for specific instances that require local server hardware; needs to be evaluated and approved by IT.

13. Telecommunications

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
13.1. IP Telephony	Cisco CP-8841	Standard	Full	IT	Yes

14. Video, Audio, and Audiovisual

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
14.1. Audio Amplifiers	Crestron QSC	Standard	Limited	IT	Yes
14.2. Audio DSPs	Biamp	Standard	Limited	IT	Yes
	Crestron	Legacy	Limited	IT	No
14.3. Audio Mixers/Recorders	Mackie Shure Sound Devices Yamaha	Standard	Limited	IT	Yes
14.4. Audiovisual System Controllers and Touch Panels	Crestron	Standard	Limited	IT	Yes
14.5. Carts for Flat Panel Displays	Chief Peerless	Standard	Limited	IT	Yes
14.6. Collaboration Hardware	Crestron Flex	Standard	Full	IT	Yes
14.7. Digital Signage Media Players	Brightsign	Standard	Full	IT	Yes[4]
14.8. Flat Panel Displays (Indoor)	Christie NEC Panasonic Philips Samsung	Standard	Limited	IT	Yes

[4] Agency must purchase Carousel license in addition to Brightsign hardware.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Sharp Sony				
14.9. **Flat Panel Displays (Outdoor)**	Peerless	Standard	Limited	IT	Yes
14.10. **Loudspeakers**	JBL QSC	Standard	Limited	IT	Yes
14.11. **Microphones**	Audio Technica Monoprice Sennheiser Shure Sony	Standard	Limited	IT	Yes
14.12. **Mirrorless Cameras for Video/Still Photography**	Panasonic Lumix	Standard	Full	IT	Yes
14.13. **PTZ Cameras for Recording, Streaming, and Broadcast**	Panasonic	Standard	Limited	IT	Yes
14.14. **SDI-Over-Fiber Transport**	Evertz	Standard	Limited	IT	Yes
14.15. **Tripods, Pedestals, and Monopods**	Libec Manfrotto Sachtler	Standard	Full	IT	Yes
14.16. **Video and Audio Processing**	AJA Blackmagic Designs Crestron Evertz Extron Newtek Shure Vaddio	Standard	Limited	IT	Yes
14.17. **Video, Audio, and Audiovisual Routers and Switchers**	AJA Crestron Newtek	Standard	Limited	IT	Yes

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
14.18. Video Camcorders	Panasonic	Standard	Full	IT	Yes
14.19. Video Conferencing Cameras	Aver Huddly Vaddio	Standard	Limited	IT	Yes
14.20. Video Projectors	Christie Epson Hitachi Panasonic Sony	Standard	Limited	IT	Yes[5]
14.21. Video Recorders	AJA Atomos Blackmagic Designs Sonic Foundry	Standard	Full	IT	Yes
14.22. Wall-Mounts for Flat Panel Displays	Chief Monoprice Peerless	Standard	Limited	IT	Yes

Video, Audio, and Audiovisual Notes:

- All video, audio, and audiovisual equipment purchases shall be reviewed by the IT Media Team.

- The IT Media Team provides media production services per APM 4-4. Video and audio equipment for media production shall be purchased by agencies only when such use is specifically exempted by APM 4-4.

- The IT Media Team shall provide consultation when video, audio, or audiovisual equipment or systems are included in new construction or in the remodeling of existing City facilities. The IT Media Team shall work with customer agencies, City Engineering, and consulting engineers to ensure that audiovisual equipment and systems meet the standards in this document. The IT Media Team may assist in creating or modifying specifications, requests for proposals, or requests for bids for such projects.

Additional Notes for Integrated Audiovisual Systems:

- For integrated audiovisual systems in rooms where public events will be held, it is recommended that PTZ cameras, Dante-enabled audio components that are compatible with Dante Domain manager, equipment to convert presentation content to SDI, and SDI-over-fiber transport equipment be installed to allow for IT Media Team recording, streaming, and broadcasting. If this is not done, vendors shall rough in the cable runs so that this functionality can be easily added in the future.

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[5] Agencies are strongly encouraged to use flat panel displays instead of projectors.

- For integrated audiovisual systems, vendors shall have an Avixa Certified Technology Specialist (CTS) on staff and managing the project.

- For integrated audiovisual systems, vendors shall have a Crestron Certified Programmer on staff for programming and configuration of Crestron audiovisual controllers.

- For integrated audiovisual systems, vendors shall be factory certified to provide service on the installed manufacturer's equipment and must have local service representatives within a 100-mile radius of the project site.

- The City of Madison shall own the uncompiled source code for audiovisual controllers, audio DSPs, and other programmed components of all audiovisual systems. Vendors may request source code from existing City systems.

- Vendors shall configure and program Crestron components so that they can be monitored and controlled by Crestron Fusion. Vendors shall provide X-Panels of all touch panels that can be accessed via Crestron Fusion.

- Vendors shall work with the IT Media Team to ensure that user interfaces on touch panels are similar in function and appearance to those in other City of Madison facilities.

- Vendors shall provide system documentation including manuals for all components and system schematics for all integrated audiovisual systems.

- Vendors shall provide training to customer agency staff and City IT staff for integrated audiovisual systems.

- Vendors shall provide a cost estimate for annual maintenance for integrated systems. Customer agencies are strongly encouraged to purchase annual maintenance.

Software Standards

15. Access Control

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
15.1. Electronic Access System	Keyscan	Standard	Full	IT	Yes

16. Application Development Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
16.1. Client / Server	Visual Studio 2015	Standard	Full	IT	Yes[6]
16.2. Mobile	PhpStorm Visual Studio Code	Standard	Full	IT	No
16.3. Multi-platform	Notepad ++ Visual Studio 2015 (separate out) Visual Studio Code	Standard	Full	IT	Yes[7]
	Visual Studio 2010	Legacy	Full	IT	No
16.4. Reporting Tools	BIRT Business Objects Enterprise 4.1 Crystal Reports 2013 Microsoft Power BI SQL Server Reporting Services 2014, 2016	Standard	Full	IT	Yes
16.5. Tight VNC	Remote access to timeclocks for Parks, MT, and Engineering	Standard	Limited	IT	No
16.6. Workstation Based	Microsoft Access	Allowed	Limited	IT	Yes

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[6] Allowed in Metro Transit only.
[7] Allowed in Metro Transit only.

17.   Collaboration Tools

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
17.1.	Enterprise Collaboration	SharePoint	Standard	Full	IT	Yes
17.2.	Online Conferencing	Skype for Business	Standard	Full	IT	Yes
		Zoom	Standard	Limited	IT	Yes[8]

18.   Database Development Tools

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
18.1.	Editing/Compiling	SQL Server Management Studio 2017	Standard	Full	IT	Yes[9]
		Progress Desktop 10.2	Standard	Full	IT	No
		Progress Desktop 9.2 SQL Server Management Studio 2016	Legacy	Full	IT	No
18.2.	Query Tool	SQL Server Management Studio 2017	Standard	Full	IT	Yes[10]
		Progress Desktop 10.2	Standard	Full	IT	No
		Progress Desktop 9.2 SQL Server Management Studio 2016	Legacy	Full	IT	No
18.3.	SQL Server Utilities	SQL Server Management Studio 2017	Standard	Full	IT	Yes[11]

[8] Agencies are responsible for paying for additional licenses.
[9] Requires IT approval for installation.
[10] Requires IT approval for installation.
[11] Requires IT approval for installation.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Progress Admin Open Edge Explorer	Standard	Full	IT	No
	SQL Server Management Studio 2016	Legacy	Full	IT	No

19. Database Standards

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
19.1. Enterprise Database	SQL Server 2012, 2014, 2016, 2019	Standard	Full	IT	No
	SQL Server Express 2016, 2017, 2019	Standard	Limited	IT	No
	Progress	Legacy	Full	IT	No

20. Directory Services

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
20.1. Directory Services	Microsoft Active Directory	Standard	Full	IT	No

21. Email

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
21.1.	**Email Lists Service**	Mailchimp[12]	Standard	Full	IT	Yes[13]
21.2.	**Web Client**	Outlook Web Access	Standard	Full	IT	No
21.3.	**Mail Client**	Outlook 2016	Standard	Full	IT	No
21.4.	**Server Software**	Microsoft Exchange 2013	Standard	Full	IT	No

22. Fonts

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
22.1.	**Allowed Fonts**	Adobe Fonts	Allowed	Limited	IT	Yes
22.2.	**City-Branding Fonts**	Merriweather Montserrat Source Sans Pro	Standard	Full	IT	Yes
22.3.	**Non-Standard Fonts**	Any font not included in 23.1, 23.2, 23.3, or 23.4.	Exception Required	Minimal Support	IT	Yes
22.4.	**OCR Font**	OCR-A	Standard	Full	IT	Yes
22.5.	**Standard Fonts**	Windows system fonts Microsoft Office & Office 365 built-in	Standard	Full	IT	Yes

City Brand Fonts:

The City of Madison's brand uses the fonts Source Sans Pro, Montserrat, and Merriweather. Calibri may also be used on informational documents. Using a standard set of fonts gives a consistent, professional appearance to communications with our residents and customers. This helps establish the City of Madison as a reliable, trustworthy provider of services, and provides a smooth, unified customer experience.

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[12] City-wide purchases cannot exceed $25,000 per year.
[13] Approved for use; may not create/purchase.

- Use City brand fonts on documents created and published by the City of Madison.
- Require contractors doing design and document creation to use City brand fonts when possible.

Non-Standard Fonts:

Using non-standard fonts can affect how content displays depending on whether or not the font is available on the viewer's workstation.

- Non-standard fonts in documents or email will not display correctly if the viewer does not also have the font installed. Some applications can embed the font in the document, making it available for the viewer in *that document only*.

- Non-standard fonts in PDF documents will generally appear as intended.

- Non-standard fonts in an image, such as a JPG, will appear as intended.

- Non-standard fonts on webpages require the webpage to reference the font.

Licensing & Installation:

- All non-standard fonts require an exception.

- Fonts may be free or may have a licensing fee. Fonts may be licensed by individual user, or site licensed. There may also be specific licensing rules for the use of the font.

- Non-standard fonts will not be installed automatically when a workstation is replaced.

23.   Geographical Application Tools

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
23.1.	GIS Desktop Application	ArcGIS 10.5.1 & 10.6.1 – ArcGIS Pro	Standard	Full	IT	Yes
	GIS Desktop Application – Extensions	3D Buildings – building models	Standard	Full	IT	Yes
23.2.	GIS Development	ArcGIS Engine 10.5.1 & 10.6.1 ArcGIS Online – Cloud SaaS Portal for ArcGIS 10.5.1 & 10.6.1 – On-premise SaaS Python 2.7	Standard	Full	IT	Yes[14]

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[14] With IT review and approval.

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
23.3.	GIS Internet Map Server	ArcGIS Server 10.5.1 & 10.6.1	Standard	Full	IT	No[15]
23.4.	GIS Open Data	ArcGIS Online	Standard	Full	IT	Yes

24. Graphic Design Software

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
24.1.	Computer Aided Design (CAD)	AutoCAD SketchUp Pro subscription	Allowed	Limited	IT	Yes
24.2.	Graphic Design	Microsoft Publisher 2016	Standard	Full	IT	Yes
		Adobe Creative Cloud (InDesign, Photoshop, Illustrator, Premier Pro) Adobe Photoshop Elements	Standard	Limited	IT	Yes
		Maxon Cinema 4D	Standard	Limited	IT	No
24.3.	PDF Creation	Microsoft Office 2016 Pro Plus built-in Microsoft Print to PDF printer built-in W10	Standard	Full	IT	Yes
		Adobe Acrobat DC Standard Adobe Acrobat DC Professional	Standard	Limited	IT	Yes
24.4.	Screen Capture	Camtasia HyperSnap SnagIt	Allowed	Limited	IT	Yes
24.5.	Visual Diagramming	Microsoft Visio 2016 Microsoft Visio Viewer 2016	Standard	Full	IT	Yes
		Microsoft Visio Standard 2010 Microsoft Visio Professional 2010 Microsoft Visio Viewer 2013 Microsoft Visio Standard 2013 Microsoft Visio Professional 2013	Legacy	Limited	IT	Yes

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[15] Server for internal-use only that is accessible to high-level users in Engineering, Parking Utility, Planning, TE, Water Utility.

25. Internet Domain Names

The City of Madison's website domain name is cityofmadison.com. Department websites use the standard naming convention of *www.cityofmadison.com/department-name*. This naming standard maintains City of Madison branding and does not have added costs.

Applications and systems hosted by the City of Madison use the standard naming convention of *application-name.cityofmadison.com*. In this standard, the application name shall be the generic title of the function or service provided by the system, not the product name of third-party systems.

City departments may request additional domain names, as business reasons dictate. Any additional domain names must be reviewed and approved by Information Technology. All new domain names must be registered and maintained by IT to ensure the domain name is catalogued centrally to reduce the chance that a domain name expires without the City's knowledge. Registration/renewal costs of additional domain names are the responsibility of the requesting department.

26. Miscellaneous Tools

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
26.1.	Appointment Scheduling	No Wait Inside[16]	Standard	Limited	IT	Yes
26.2.	Asset & Work Management	Cityworks AMS	Standard	Full	IT	Yes[17]
		ASMobile – mobile homes Aspprop – personal property	Legacy	Full	Assessor	No
		CommBldg – commercial buildings	Legacy	Full	Assessor	No
		ASMobile – mobile homes Aspprop – personal property	Legacy	Full	Assessor	No
26.3.	Availability Tracking	Signout Board	Legacy	Limited	IT	No
26.4.	Billing	CIS Infinity – customer information system	Legacy	Limited	Water Utility	No
		Cmabs911 – ambulance billing	Legacy	Limited	Finance	No

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[16] City-wide purchases cannot exceed $25,000 per year.
[17] Limited to Engineering, Parking Utility, TE, and Water Utility.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Cmspchg – special assessments Delq. Personal Property Redpp – delinquent personal property	Legacy	Full	Finance	No
26.5. **Document Management**	KnowledgeLake	Standard	Full	IT	Yes
26.6. **Enterprise Digital Signage System**	Bright Author Connected Brightsign Player Configuration Tool Carousel[18]	Standard	Full	IT	No
26.7. **Enterprise Streaming Media System**	Mediasite Desktop Editor Mediasite Video Platform	Standard	Full	IT	No[19]
26.8. **Event Management**	EventBrite[20]	Standard	Limited	IT	Yes
26.9. **File Transfer Tools**	Syncplify [21]	Standard	Full	IT	Yes
26.10. **Financial**	Cashiering MUNIS	Standard	Limited	IT / Finance	Yes
	TR Tax SXD	Legacy	Limited	Finance	No
26.11. **Hardware Reservation**	WebCheckout[22]	Standard	Full	IT	No
26.12. **Legislative Management System**	Legistar	Standard	Agency / Vendor	Council Office / Clerk's Office / IT	Yes
	Mycommit – internal city committee center	Legacy	Full	Mayor's Office	No
26.13. **Photo Library**	Emphasys Portfolio	Standard	Full	IT	Yes
26.14. **Property Data**	MobileHomes – data on mobile homes	Legacy	Full	Assessor	No

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[18] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[19] Agencies must access Mediasite via MyMediasite.
[20] City-wide purchases cannot exceed $25,000 per year.
[21] City-wide purchases cannot exceed $25,000 per year.
[22] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
26.15. Property Management	Geo/Property	Legacy	Limited	Assessor's	No
26.16. Purchasing Tool	Bid Express – allows contractors to submit bids	Agency	Limited	Engineering	No
26.17. Records	Report a Problem – resident issue reporting system	Standard	Full	IT	No
	Cmhist – financial history	Legacy	Full	Finance	No
	Plcdbg – grant reviews	Legacy	Full	CDBG	No
	Ploba – Office of Business Assistance	Legacy	Full	DPCED	No
	Reroute – contract routing & tracking	Legacy	Full	Clerk	No
26.18. Records Management	Directory Lister[23]	Standard	Limited	IT	Yes
26.19. Reservations	Mocars – City car/bike reservations	Legacy	Full	Fleet Services	No
26.20. Social Media Management	Agorapulse[24] Hootsuite	Standard	Limited	IT	Yes[25]
26.21. Social Media Platforms	Facebook Instagram Twitter	Standard	Limited	IT	Yes[26]
26.22. Speech to Text [ADA]	Dragon Naturally Speaking JAWS	Standard	Full	IT	Yes
26.23. Surveys	Survey Monkey	Standard	Limited	IT	Yes[27]
26.24. Text Messaging	Wireless Emergency Notifications (WENS)	Standard	Full	IT	Yes

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[23] City-wide purchases cannot exceed $25,000 per year.
[24] City-wide purchases cannot exceed $25,000 per year.
[25] IT must create accounts; may not purchase/create new accounts.
[26] IT must create accounts; may not purchase/create new accounts.
[27] Agencies must purchase and support their own accounts.

27. Operational Support Tools

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
27.1.	**Data Analysis**	Google Analytics – analyzes website trends Looker Studio[28]	Standard	Limited	IT	No
27.2.	**Media Team Database Applications**	Filemaker Advanced Filemaker Pro Filemaker Server	Legacy	Full	IT	No
27.3.	**Monitoring**	ISStats – progress database stats StruxtureWare – UPS monitoring WinDirStat	Standard	Full	IT	No
27.4.	**Video, Audio, and Audiovisual Control and Monitoring**	Crestron Xpanel Dante Controller Dante Digital Soundcard DJI Assistant GoPro Quik Newtek NDI Tools	Standard	Full	IT	Yes
		Atlona Management System Biamp Canvas Biamp Tesira Blackmagic Multiviewer Control Blackmagic Teranex Control Blackmagic Videohub Control Crestron Fusion Crestron SIMPL Crestron SIMPLE+ Cross Compiler Crestron SmartGraphics Crestron Studio Crestron Toolbox Crestron VisionTools Dante Domain Manager Dante Via ETC Gateway Configuration Editor LiveU Lumix Tether Newtek LivePanel	Standard	Full	IT	No

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[28] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Newtek LiveText Newtek Tricaster TC-1 Panasonic EasyIP Panasonic P2 Viewer Plus Shure Device Discovery Tesira Vaddio Deployment				
27.5. Wi-Fi System Design & Planning	Ekahau Connect Suite[29]	Standard	Full	IT	No

28.   Resource Management

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
28.1. IT Service Management (ITSM)	TeamDynamix[30]	Standard	Full	IT	Yes[31]
28.2. Project Management	Microsoft Project 2016	Standard	Full	IT	Yes
28.3. Project Portfolio Management (PPM)	SharePoint TeamDynamix	Standard	Full	IT	Yes

29. Search

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
29.1. Website Search	Bing Custom Search	Standard	Full	IT	No
29.2. Content Index Desktop Search	Windows Search	Standard	Full	IT	No

[29] City-wide purchases cannot exceed $25,000 per year.
[30] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[31] Requires IT consultation and implementation management.

30. Surveillance

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
30.1.	Enterprise Camera Management System	Exacq	Standard	Agency / Vendor	IT	Yes

31. Telecommunications

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
31.1.	Attendant Console	VistaPoint	Standard	Full	IT	No
31.2.	Call Center	Cisco Unified Contact Center Express	Standard	Full	IT	Yes[32]
31.3.	Call Recording	SmartRecord	Standard	Full	IT	Yes[33]
31.4.	Enhanced 911 (E911)	E911 Anywhere	Standard	Agency / Vendor	IT	No
31.5.	Enterprise Call Control	Cisco Unified Communications Manager	Standard	Full	IT	No
31.6.	Paging/Mass Notification System	Cisco InformaCast	Standard	Full	IT	No
31.7.	Physical Phone Location Identifier	Cisco Emergency Responder	Standard	Full	IT	No
31.8.	Remote Phone Support	Uplinx Remote Control	Standard	Full	IT	No
31.9.	Softphone Application	Cisco IP Communicator	Standard	Full	IT	Yes
31.10.	Voicemail	Cisco Unity Connection	Standard	Full	IT	Yes

[32] For agencies with call centers.
[33] For Metro Transit use only.

32. Web Tools

Sub-Category		Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
32.1.	Accessibility Auditing Tool	Siteimprove	Standard	Full	IT	Yes
32.2.	Content Management and Page Development Tools	Adobe Contribute Drupal[34]	Standard	Full	IT	Yes
32.3.	Runtime Environment Tools	ColdFusion Server	Standard	Full	IT	No
		Java	Standard	Limited	IT	No
32.4.	Screen Reader	NonVisual Desktop Access	Standard	Limited	IT	No
32.5.	Scripting Languages	ColdFusion JavaScript PHP	Standard	Full	IT	No
32.6.	Web Application Development	Acquia Cloud IDE Adobe Dreamweaver Docker Desktop PHPStorm Prepros	Standard	Full	IT	No
32.7.	Web Browser	Chrome Firefox Microsoft Edge	Standard	Full	IT	Yes
32.8.	Web Server	Microsoft IIS	Standard	Full	IT	No
		Apache Tomcat	Standard	Limited	IT	No

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[34] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.

33.   Workflow Software

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
33.1.	Document Routing	Contract Routing	Legacy	Full	IT	No
33.2.	Electronic Plan Review	DigEPlan[35]	Standard	Full	Enterprise	Yes
33.3.	Permitting & Licensing	Accela Accela Apps Accela Mobile Office	Standard	Full	IT	Yes
33.4.	Process Management & Workflow Automation	Nintex	Standard	Full	IT	No

34.   Workstation Software

	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
34.1.	Power Management	Verdiem Surveyor	Standard	Full	IT	Yes
34.2.	Productivity	Adobe Reader DC Microsoft Office 2016 Professional Plus Veritas Enterprise Vault Outlook Add-in	Standard	Full	IT	Yes
		Open Shell for Windows VLC Media Player	Standard	Limited	IT	Yes
		Microsoft Office Timeline Plug-in	Agency	Agency / Vendor	HR	No
		Westlaw Drafting Assistant[36]	Agency	Agency / Vendor	Attorney	No
34.3.	Virtual Desktop Infrastructure	VMware[37]	Standard	Full	IT	Yes

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[35] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[36] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[37] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.

Agency Approved Technology

35. Application Development Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
35.1. **Emulator**	Android Studio	Agency	Agency / Vendor	IT	No

36. Geographical Application Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
36.1. **Asset & Work Management**	CrescentLink – manages fiber network	Agency	Agency / Vendor	IT	No
	ECS Housing System – housing operations management system	Agency	Agency / Vendor	Housing	No
36.2. **FCC Reporting**	FCC's Broadband Data Collection (BDC) Fabric	Agency	Agency / Vendor	IT	No
36.3. **Geospatial Analysis**	GTViewer	Agency	Agency / Vendor	Engineering	No

37. Graphic Design Software

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
37.1. **Computer Aided Design (CAD)**	Bentley WaterCAD[38] – hydraulic modeling Groundwater Vistas[39] – groundwater modeling	Agency	Agency / Vendor	Water Utility	No

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[38] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[39] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	HEC-RAS 5.0.5[40] – hydraulic modeling for water flow IES Virtual Environment[41] – building energy simulation InfoSWMM[42] – hydrologic and hydraulic modeling My Smart Cover[43] – water flow monitoring PC SWMM[44] – hydrologic and hydraulic modeling Revit – building modeling Trace3D Plus[45] – energy modeling for HVAC WUFILight[46] – one-dimensional hydrothermic analysis	Agency	Agency / Vendor	Engineering	No
37.2. **Graphic Design**	Canva Pro[47]	Agency	Agency / Vendor	Fire	Yes[48]
	Autodesk 3ds Max	Agency	Agency / Vendor	Transportation	No
37.3. **PDF Creation**	Bluebeam	Agency	Agency / Vendor	Engineering	No

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[40] City-wide purchases cannot exceed $25,000 per year.
[41] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[42] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[43] City-wide purchases cannot exceed $25,000 per year.
[44] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[45] City-wide purchases cannot exceed $25,000 per year.
[46] City-wide purchases cannot exceed $25,000 per year.
[47] City-wide purchases cannot exceed $25,000 per year.
[48] All employees wanting to use the software are required to review the following: (1) Review the Canva Privacy Policy; (2) Review the document on Canva Content License Excerpts for all users to read; (3) Review the document on Canva Acceptable Use; and (4) if using Canva for Teams, employees cannot invite anyone outside City employment to collaborate on a Canva document due to legal constraints.

38.   Miscellaneous Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
38.1. Asphalt Design	PerRoad[49]	Agency	Agency / Vendor	Engineering	No
38.2. Asset Management	Tokay – manages cross-connections	Agency	Agency / Vendor	Water Utility	No
	TreeKeeper[50] – tracks city trees	Agency	Agency / Vendor	Streets	No
	Ventipix[51]	Agency	Agency / Vendor	Health	No
38.3. Asset & Work Management	TOPS Database – property management	Agency	Agency / Vendor	Housing / Real Estate	No
	TransitMaster – schedules, routing, maintenance, & drivers	Agency	Agency / Vendor	Metro	No
	Ungerbock – room & theatre usage	Agency	Agency / Vendor	Monona Terrace	No
	FAMIS – facility management	Legacy	Agency / Vendor	Engineering	No
38.4. Billing	CDM+ – donation tracking & solicitation	Agency	Agency / Vendor	Senior Center	No
	CURSOR/CDM – reverse mortgage management	Agency	Agency / Vendor	Real Estate	No
	Emphasys ELITE Database – CRM	Agency	Agency / Vendor	Housing	No
	Intermedix – Fire/EMS blling system	Agency	Agency / Vendor	Fire	No
38.5. Control	Access It! Universal.NET[52] – card access system ZEAG – parking ramp access	Agency	Agency / Vendor	Parking Utility	No
	Brady Printer	Agency	Agency / Vendor	Metro	Yes

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[49] City-wide purchases cannot exceed $25,000 per year.
[50] City-wide purchases cannot exceed $25,000 per year.
[51] City-wide purchases cannot exceed $25,000 per year.
[52] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	Brother Scanner[53]	Agency	Agency / Vendor	Health	Yes
	Cricut[54] – manages paper cutting machine	Agency	Agency / Vendor	Police	No
	Dino-Capture 2.0 – loads microscope photos/videos	Agency	Agency / Vendor	Olbrich	No
	Elum Tools – illumination and lighting	Agency	Agency / Vendor	Engineering	No
	EnergyCAP – energy management	Agency	Agency / Vendor	Engineering	No
	Graphtec – controls street sign making devices	Agency	Agency / Vendor	Traffic Engineering	No
	KEYSCAN – controls the key scan system	Agency	Agency / Vendor	IT	No
	Vcarve Pro – works w/ CNC machine	Agency	Agency / Vendor	Parks	No
38.6. Cloud Migration	Infoworks	Agency	Agency / Vendor	Transportation	No
38.7. Commuter Engagement	RideAmigos[55]	Agency	Agency / Vendor	Planning	No
38.8. Digital Audio Networking	Audinate[56]	Agency	Agency / Vendor	IT	No
38.9. Digital Signature System	Topaz Signature S460-HSB-R[57]	Agency	Agency / Vendor	Health	No
38.10. Document Management	Harvard Business School Online	Agency	Agency / Vendor	Mayor's Office	No
38.11. EAP	EAPro360[58]	Agency	Agency / Vendor	EAP	Yes
38.12. Educational	LinkedIn Learning – used for trainings	Agency	Agency / Vendor	IT	No

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[53] Nurses are not allowed to use these devices.
[54] Software not allowed on the City network.
[55] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[56] City-wide purchases cannot exceed $25,000 per year.
[57] City-wide purchases cannot exceed $25,000 per year.
[58] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	TargetSolutions – organizes trainings and tracks certifications	Agency	Agency / Vendor	Fire	No
38.13. Event Management	Meet Manager[59]	Agency	Agency / Vendor	Parks	No
38.14. File Transfer Tools	DHS Title X Data Transfer Application	Agency	Agency / Vendor	Health	No
38.15. Financial	Balancing Act[60] – tax bill simulator BondLink[61] – investor outreach CAFR Builder[62] – compiles the City's Comprehensive Financial Report FH Black[63] – works w/ CAFR Builder Sympro – treasury management Visual Lease [64]– lease tracking	Agency	Agency / Vendor	Finance	No
	Caselle – views historical Waunona billing info	Agency	Limited	Water Utility	No
	Neighborly[65] Use of Compass – tracks calls and demographic data to connect w/ financial navigator	Agency	Agency / Vendor	Community Development	No
38.16. Health Care Intake Tool	intakeQ	Agency	Agency / Vendor	Public Health	No
38.17. Library Management System	Koha	Agency	Agency / Vendor	Library	No
38.18. Lighting	ColorPlay3	Agency	Agency / Vendor	Engineering	No
38.19. Media Monitoring & Social Listening	Meltwater[66]	Agency	Agency / Vendor	Health	No

[59] City-wide purchases cannot exceed $25,000 per year.
[60] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[61] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[62] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
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[65] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[66] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	UCINET	Agency	Agency / Vendor	Health	No
38.20. Notifications	Firebase	Agency	Agency / Vendor	IT	No
	One Call Now[67]	Agency	Agency / Vendor	Streets	No
	Regroup Mass Notification[68]	Agency	Agency / Vendor	Health	No
38.21. Outreach	Konveio[69]	Agency	Agency / Vendor	Planning	No
38.22. People Management	Lattice[70]	Agency	Agency / Vendor	Health	No
38.23. Performance Assessment	Heartmath[71] Performance Assessment Task (PAT) Tool[72]	Agency	Agency / Vendor	Police	No
38.24. Plant Inventory	Brahms[73] Orchidwiz[74]	Agency	Agency / Vendor	Olbrich	No
38.25. Polling	Poll Everywhere[75]	Agency	Agency / Vendor	HR	Yes
38.26. Policy Management	PowerDMS[76]	Agency	Agency / Vendor	Fire	No
38.27. Postage	SendPro Mailstation	Agency	Agency / Vendor	Engineering	No
38.28. Project Management	Teamwork[77]	Agency	Agency / Vendor	Library	No
38.29. Property Data	Laredo – Register of Deeds data access	Agency	Agency / Vendor	Assessor	No

[67] City-wide purchases cannot exceed $25,000 per year.
[68] City-wide purchases cannot exceed $25,000 per year.
[69] City-wide purchases cannot exceed $25,000 per year.
[70] City-wide purchases cannot exceed $25,000 per year.
[71] City-wide purchases cannot exceed $25,000 per year.
[72] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[73] City-wide purchases cannot exceed $25,000 per year.
[74] City-wide purchases cannot exceed $25,000 per year.
[75] City-wide purchases cannot exceed $25,000 per year.
[76] City-wide purchases cannot exceed $25,000 per year.
[77] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
38.30. Purchasing Tool	Bid Express – allows contractors to submit bids	Agency	Limited	Engineering	No
38.31. Records	NEOGOV – job applicant review system	Agency	Full	HR	No
	Revote – election official management	Agency	Full	Clerk	No
	Baker Tilly Civic Systems[78] – historical billing information on Waunona customers	Agency	Agency / Vendor	Water Utility	No
	DEMAND STAR – bids and RFPs VENDOR NET – bids and RFPs	Agency	Agency / Vendor	Finance	No
	Simplifile[79] – records real estate documents	Agency	Agency / Vendor	Attorney	No
	SMS Backup & Restores – retention of text messages Winscribe – voice dictation	Agency	Agency / Vendor	Police	No
38.32. Records Management	AIMS	Agency	Agency / Vendor	Parking Enforcement	No
	CityLaw	Agency	Agency / Vendor	Attorney / Civil Rights	No
	Elite	Agency	Agency / Vendor	Housing Authority	No
	Faster	Agency	Agency / Vendor	Water Utility / Fleet Services	No
	FuelView	Agency	Agency / Vendor	Fleet Services	No
	HUB Parking	Agency	Agency / Vendor	Parking Utility	No
	ImageTrend – collects data for Fire/EMS	Agency	Agency / Vendor	Fire	No
	LERMS TraCS Tyler New World[80]	Agency	Agency / Vendor	Police	No

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[78] Software not allowed on the City network.
[79] City-wide purchases cannot exceed $25,000 per year.
[80] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	MuniCode – lists municipal ordinances online	Agency	Agency / Vendor	Attorney	No
	PA Bones	Agency	Agency / Vendor	Parks	No
	Rectrac	Agency	Agency / Vendor	Parks / Senior Center / Olbrich	No
	TiPSS	Agency	Agency / Vendor	Municipal Court	No
38.33. Recruitment	LinkedIn Recruiter	Agency	Agency / Vendor	HR	No
38.34. Sales Management	3D Cart [81] – online store setup and sales processing	Agency	Agency / Vendor	Olbrich	No
38.35. SCADA	SolarEdge – solar panel management TopView[82]	Agency	Agency / Vendor	Engineering	No
	Wonderware	Agency	Agency / Vendor	Water Utility / Engineering	No
38.36. Scheduling	Acuity Scheduling – vaccine scheduling	Agency	Agency / Vendor	Health	No
	Calendly[83]	Agency	Agency / Vendor	Council	No
	Telestaff	Agency	Limited	Engineering / Police / Fire / Streets	No
	Volgistics – volunteer scheduling & tracking	Agency	Agency / Vendor	Olbrich / Senior Center	No
38.37. Screening Model	EPA CO-Benefits Risk Assessment (COBRA)	Agency	Agency / Vendor	Engineering	No
38.38. Social Media	Facebook Advertising[84]	Agency	Agency / Vendor	IT	Yes[85]

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[81] City-wide purchases cannot exceed $25,000 per year.
[82] City-wide purchases cannot exceed $25,000 per year.
[83] City-wide purchases cannot exceed $25,000 per year.
[84] City-wide purchases cannot exceed $25,000 per year.
[85] IT must create accounts; may not purchase/create new accounts.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	NodeXL Pro[86]	Agency	Agency / Vendor	Health	No
38.39. Speech to Text [ADA]	Nuance Dragon	Agency	Agency / Vendor	Police	No
38.40. Surveys	Alchemer	Agency	Agency / Vendor	Health	Yes
	Star360[87]	Agency	Agency / Vendor	HR	No
38.41. Ticket Management	KorTerra 811[88] – damage prevention	Agency	Agency / Vendor	Engineering	No
38.42. Time Clock	Timekeeper	Agency	Agency / Vendor	Parks / Engineering / Monona Terrace / Fleet Services	No
38.43. Tracking	Autocite – detects parked cars moving	Agency	Limited	Parking Enforcement	No

39.   Operational Support Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
39.1. Chromatography Data System (CDS)	Chromeleon[89] – included w/ ICS-6000 device	Agency	Agency / Vendor	Health	No
39.2. Data Analysis	Bosch Crash Data Recorder – analyzes crash data	Agency	Limited	Police	No
	APOLLO – identifies clusters of COVID infections through contract tracing LinkPlus – statistical matching	Agency	Agency / Vendor	Health	Yes

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[86] City-wide purchases cannot exceed $25,000 per year.
[87] City-wide purchases cannot exceed $25,000 per year.
[88] City-wide purchases cannot exceed $25,000 per year.
[89] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	MAXQDA[90] – holistic data analysis software solution SPSS[91] – provides current health outcomes QuantStudio3[92] – rapid water quality analysis				
	Carlson SurvCE | SurvPC[93] Itron[94] MeterSense – collects & analysis for water meters Oracle[95] – visualizes water usage PARRE[96] – risk assessment tool	Agency	Agency / Vendor	Water Utility	No
	CoStar – commercial real estate research & listing	Agency	Agency / Vendor	Assessor	No
	Homeless Management Information System (HMIS)	Agency	Agency / Vendor	Community Development	No
	IAPro – analyzes professional standards Lexis Nexis – crime analysis	Agency	Agency / Vendor	Police	No
	InsightVision[97] – analyzes performance standards, measures & reporting JoinPoint – data analysis tool for COVID-19 items Tyler Field Mobile Tyler Police Analytics[98]	Agency	Agency / Vendor	Health	No
	NFORS[99] – fire and rescue data	Agency	Agency / Vendor	Fire	No
	Wanco Traffic Analyzer	Agency	Agency / Vendor	Traffic Engineering	No

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[90] City-wide purchases cannot exceed $25,000 per year.
[91] City-wide purchases cannot exceed $25,000 per year.
[92] City-wide purchases cannot exceed $25,000 per year.
[93] City-wide purchases cannot exceed $25,000 per year.
[94] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
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	Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
39.3.	**Event Diagramming**	EventDraw[100]	Agency	Agency / Vendor	Library	No
39.4.	**Fare Collection**	Masabi	Agency	Agency / Vendor	Metro	No
39.5.	**File Formatter**	Energy Cap Formatter	Agency	Agency / Vendor	Engineering	No
39.6.	**Fleet Management**	EJ Ward[101] – controls fuel pump system Ford Telematics Gas Boy – fuel management Geotab – vehicle telematics Graco Pulse Pro – fluid management Optimus Vector System[102]	Agency	Agency / Vendor	Fleet Services	No
39.7.	**Inspection**	ITPipes[103]	Agency	Agency / Vendor	Engineering	No
39.8.	**Maintenance**	Fronius Solar	Agency	Agency / Vendor	Engineering	No
39.9.	**Monitoring**	Airtraq Cam – guided video intubation Honeywell Safety Suite Device Configurator Tile App – tracks where keys are located Vehicle Telematics – measures vehicle performance	Agency	Agency / Vendor	Fire	No
		Claros Collect[104] – create reports w/ WIMS WIMS[105] – reporting software interfaced with the SCADA	Agency	Agency / Vendor	Water Utility	No
		DiagnostX[106] – radio system monitoring ECcom – signal monitor MetroCount – traffic monitoring SafePace Pro – monitors and troubleshoots speed feedback boards	Agency	Agency / Vendor	Traffic Engineering	No

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[100] City-wide purchases cannot exceed $25,000 per year.
[101] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[102] City-wide purchases cannot exceed $25,000 per year.
[103] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[104] City-wide purchases cannot exceed $25,000 per year.
[105] City-wide purchases cannot exceed $25,000 per year.
[106] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	StarNext[107] – processes traffic counts for counters TAPCO Controller – program & bug fix driver feedback & flashing beacon crossing control equipment				
	CLASS – diagnostics for doors on buses EcoTemp CoolVu – diagnostics for bus mechanics Parker Vansco New Flyer VMM Profile 5 – diagnostics for brake meters on buses ProHeat & Ixxat[108] – heating issue diagnostic tool for buses Proterra[109] – diagnostic tool for buses ReAX Diagnostics[110] – analyzes steering components on buses	Agency	Agency / Vendor	Metro	No
	Fastenal Fast Solutions Vending – monitors inventory of consumables	Agency	Agency / Vendor	Fleet Services	No
	HomeAgain Microchip Scanner Zebra DS8178 Wireless Handheld Imager[111] – mass vaccine clinic scanner	Agency	Agency / Vendor	Health	No
	MSA Link – gas monitors	Agency	Agency / Vendor	Engineering	No
	TrackPro – stores, organizes, generates graphs, and creates reports	Agency	Agency / Vendor	Finance	No
39.10. Safety	Gridsmart Client – video detection system for traffic signal controllers	Agency	Agency / Vendor	Traffic Engineering	No
	Material Safety Data Sheets (MSDS) Online[112]	Agency	Agency / Vendor	Finance	No

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[107] City-wide purchases cannot exceed $25,000 per year.
[108] City-wide purchases cannot exceed $25,000 per year.
[109] City-wide purchases cannot exceed $25,000 per year.
[110] Software not allowed on the City-network.
[111] City-wide purchases cannot exceed $25,000 per year.
[112] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
	QCPR Instructor and Learner[113]	Agency	Agency / Vendor	Fire	No
39.11. Scanning	e-ImageData ScanPro[114]	Agency	Agency / Vendor	Police	No
39.12. SharePoint Site Management	Sharegate[115] LinkFixer Advanced[116]	Agency	Agency / Vendor	IT	No
39.13. Sign Design & Printing	Flexi	Agency	Agency / Vendor	Traffic Engineering	No
39.14. Video Remote Interpreting Services [ADA]	Insight VRI[117]	Agency	Agency / Vendor	Civil Rights	No

40.   Telecommunications

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
40.1. Reminder Recall System	Intrado[118]	Agency	Agency / Vendor	Health	No

41.   Web Tools

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
41.1. Content Management System	Craft CMS[119]	Agency	Agency / Vendor	Olbrich	No

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[113] Software not allowed on the City-network.
[114] City-wide purchases cannot exceed $25,000 per year.
[115] City-wide purchases cannot exceed $25,000 per year.
[116] City-wide purchases cannot exceed $25,000 per year.
[117] Additional purchases of this software may require a contract amendment. Please consult the Attorney's Office if you have questions.
[118] City-wide purchases cannot exceed $25,000 per year.
[119] City-wide purchases cannot exceed $25,000 per year.

Sub-Category	Description	Classification	Support Model	Agency Owner(s)	Permitted Outside Agency
41.2. **Web Hosting**	Cloudways	Agency	Agency / Vendor	Olbrich	No

Hybrid Room Standards

42. Room Tiers

Hybrid Tier	Budgeting Responsibility	Purchasing Responsibility	Installation Responsibility	Support & Maintenance Responsibility	Hardware Replacement Responsibility	Use Cases
1	IT	IT	Third-party contractor in collaboration w/ and approval from IT	IT	IT	BCCs, PIMs, NMs, trainings, staff meetings, BYOD
2	Agency and/or IT	IT	Third-party contractor in collaboration w/ and approval from IT	IT	Agency or IT	BCCs, PIMs, NMs, trainings, staff meetings, BYOD
3	Agency	IT	Third-party contractor in collaboration w/ and approval from IT or IT staff	IT	Agency	Internal trainings & staff meetings

Definitions:

- Hybrid Tier means the classification of a space in terms of hybrid video conferencing; and the party responsible for purchasing, installing, supporting, maintaining, and replacing hardware and software in that type of space. These spaces are classified into three categories and each has a standard equipment list associated with it.

- Budgeting Responsibility means the parties responsible for paying for the hardware and software in a hybrid video conferencing space.

- Purchasing Responsibility means the parties responsible for the purchase of hardware and software in a hybrid video conferencing space.

- Installation Responsibility means the parties responsible for installing the hardware and software in a hybrid video conferencing space.

- Support & Maintenance Responsibility means the parties responsible for supporting and maintaining the hardware and software in a hybrid video conferencing space.

- Hardware Replacement Responsibility means the parties responsible for replacing the hardware in a hybrid video conferencing space.

- Use cases means the appropriate use of that tier of hybrid space.

Tier 1 Hybrid Rooms

These are spaces that are available for checkout by all City employees and accessible to the public, but are not owned or controlled by a specific agency.

- **Budgeting Responsibility:** IT is responsible for paying for the hardware, software, and installation services. An exception is if the procurement and installation is part of a larger facility project. In this case, the budget for equipment will stem from the facility project budget.

- **Purchasing Responsibility:** IT is responsible for purchasing the hardware equipment and software.

- **Installation Responsibility:** In most cases, an IT-approved third-party contractor will install the hardware equipment in collaboration with IT, and IT will install the software. The third-party contractor or IT will program the standalone video conferencing equipment. IT is responsible for coordinating and paying for contractor installation services (unless it is part of a larger facility project). Under limited circumstances, IT will install both the hardware and software components.

- **Support & Maintenance Responsibility:** IT will fully support and maintain the hardware equipment and software.

- **Replacement Responsibility:** IT is responsible for paying for the replacement of any hardware that is end-of-life (EOL) or damaged.

- **Use Cases:** BCCs, PIMs, neighborhood meetings, trainings, staff meetings, bring-your-own device situations, etc.

Tier 2 Hybrid Rooms

These are spaces that are available for checkout by all City employees for use, accessible to the public, and owned or controlled by a specific agency.

- **Budgeting Responsibility:** The requesting agency is responsible for paying for the hardware, software, and installation services. An exception is if the procurement and installation is part of a larger facility project. In this case, the budget for equipment will stem from the facility project budget. IT may approach an agency and request permission to add hybrid equipment to a space, in which case IT may share some of the cost.

- **Purchasing Responsibility:** The requesting agency is responsible for coordinating with IT to purchase the hardware equipment and software.

- **Installation Responsibility:** In most cases, an IT-approved third-party contractor will install the hardware equipment in collaboration with IT, and IT will install the software. The third-party contractor or IT will program the standalone video conferencing equipment. The requesting agency is responsible for coordinating w/ IT and paying for contractor installation services (unless it is part of a larger facility project). Under limited circumstances, IT will install both the hardware and software components. IT may share some of the cost of installation services if IT approaches the agency to add hybrid equipment to the space.

- **Support & Maintenance Responsibility:** IT will fully support and maintain the hardware equipment and software.

- **Replacement Responsibility:** The requesting agency is responsible for paying for the replacement of any hardware that is end-of-life (EOL) or damaged. The exception to this is if IT originally approached the agency and requested permission to add hybrid video conferencing equipment to the room.

- **Use Cases:** BCCs, PIMs, neighborhood meetings, trainings, staff meetings, bring-your-own device situations, etc.

Tier 3 Hybrid Rooms

These are spaces that are only available for checkout by employees of the agency that controls it and are closed to the public.

- **Budgeting Responsibility:** The requesting agency is responsible for paying for the hardware, software, and installation services. An exception is if the purchase and installation is part of a larger facility project. In this case, the budget for equipment will stem from the facility project budget.

- **Purchasing Responsibility:** The requesting agency is responsible for coordinating with IT to purchase the hardware equipment and software.

- **Installation Responsibility:** In most cases, an IT-approved third-party contractor will install the hardware equipment in collaboration with IT, and IT will install the software. The third-party contractor or IT will program the standalone video conferencing equipment. The requesting agency is responsible for coordinating w/ IT and paying for contractor installation services (unless it is part of a larger facility project). Under limited circumstances, IT will install both the hardware and software components. IT may share some of the cost of installation services if IT approaches the agency to add hybrid equipment to the space.

- **Support & Maintenance Responsibility:** IT will fully support and maintain the hardware equipment and software.

- **Replacement Responsibility:** The requesting agency is responsible for paying for the replacement of any hardware that is end-of-life (EOL) or damaged. The exception to this is if IT originally approached the agency and requested permission to add hybrid video conferencing equipment to the room.

- **Use Cases:** Internal trainings and staff meetings.

Hybrid Room Notes:

- The above standards are meant to be a guide and do not permit an agency to purchase their own equipment without approval from IT.

- Due to variance in needs from space to space, each room (including Tier 3 spaces) may require an IT staff site assessment and recommendation on equipment needs.

- The sooner an agency engages with IT on a proposed space the better.

Commodity Hardware

This section describes hardware and software that may be purchased directly by City staff from the City's recommended suppliers without intervention from IT (unless stated otherwise).

Some items have conditions attached in order for them to function more effectively within the City's infrastructure.

43. General USB Device Guidance

- Plug and Play only (PnP).
- Any new software installation required must comply with the software approval process outlined in APM 3-20.

44. General Bluetooth Device Guidance

- Plug and Play only (PnP).
- Any new software installation required must comply with the software approval process outlined in APM 3-20.

45. Computer Mice / Trackballs

- Plug and Play only (PnP).
- Any new software required must comply with the software approval process outlined in APM 3-20.

46. Computer Speakers

- Plug and Play only (PnP).

47. Digital Cameras

- See standards section 14.17.

48. Fax Machines

- Requires IT approval.

49. Headphones

- Plug and Play only (PnP).
- Any new software installation required must comply with the software approval process outlined in APM 3-20.

50. Keyboards

- Plug and Play only (PnP).
- Any new software installation required must comply with the software approval process outlined in APM 3-20.

51. Laser Print Toner Cartridges

- No IT approval needed.

52. Locally Connected USB Printers

- Plug and Play only (PnP).

- Any new software required must comply with the software approval process outlined in APM 3-20.

53. Removable Media (USB storage devices, CDs, DVDs, flash / compact media cards, etc.)

- Plug and Play only (PnP).

Technical Specifications

This section documents the minimum specification used to select the approved standards.

54.   Workstation Standard Criteria

The base component criteria for standard desktop and laptop workstations is as follows:

Standard Desktop Workstation: Dell OptiPlex 3000

- See current desktop hardware specifications and price quotes on the City website: https://www.cityofmadison.com/employeenet/information-technology/price-quotes

Standard Desktop Workstation (CAD): Dell Precision Tower 5820

- See current desktop (CAD) hardware specifications and price quotes on the City website: https://www.cityofmadison.com/employeenet/information-technology/price-quotes

Standard Laptop Criteria: Dell Latitude 14" 5430 Laptop

- See current laptop hardware specification and price quote on the City website: https://www.cityofmadison.com/employeenet/information-technology/price-quotes

Standard Laptop Criteria (CAD): Dell Precision 7560

- See current laptop (CAD) hardware specification and price quote on the City website: https://www.cityofmadison.com/employeenet/information-technology/price-quotes

55.   Structured Cabling Specifications

City of Madison 2013-2014 – Structured Cabling Specification

Appendix A

Online References

City of Madison Website: https://www.cityofmadison.com/

IT Intranet Page: https://www.cityofmadison.com/employeenet/information-technology

IT Hardware Purchase Request Page: https://www.cityofmadison.com/employeenet/information-technology/it-hardware-purchase-request

New Software Request Page: https://www.cityofmadison.com/employeenet/information-technology/policies-apms/new-software-request

IT Project Request Page: https://www.cityofmadison.com/employeenet/information-technology/project-request

IT HelpDesk Page: https://www.cityofmadison.com/employeenet/information-technology/helpdesk

Price Quotes: https://www.cityofmadison.com/employeenet/information-technology/price-quotes

IT Training & Support: https://www.cityofmadison.com/employeenet/information-technology/training-support

IT Policies & APMs: https://www.cityofmadison.com/employeenet/information-technology/policies-apms

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