

# City of Houston

## Engagement Overview

As of April 2010



### Houston Municipal Courts (MCA)

- **Application Monitoring - Maximus/CourtView**
  - Provide MCA with a tool to monitor this application from both an Active (synthetic) and Passive (real) user perspective
- **SLA Scorecard Creation Application Assessment**
  - Provided MCA and Houston City Council with a end to end assessment of all components of their ICMS application (server, network, database, user and application) in relation to pre-agreed upon Server Level Agreement
- **FormsGen replacement with HyperForms**
  - Initially provided MCA with a tool to better manage their form processing. Reduced form processing from 4 to 5 seconds to .2 seconds. Subsequent releases have added additional functionality including Barcode Creation, interface to Kiosk and Business Reporting (CourTools).
- Server Monitoring - Windows and Unix
- Network Monitoring
- Database Monitoring - Oracle

### Houston Police Department (HPD)

- **Application Assessment – NetMotion**
  - Provided HPD with a comparative assessment of their departmental version of this application and a proposed Citywide version.
- **Network Baseline Assessment**
  - In preparation for a new Records Management System (RMS) application being implemented we provided HPD with a departmental Net Assessment using vendor supplied requirements
- **Application Assessment - Pre Installation for New Records Management Solution – Tiburon**
  - Providing HPD with a tool to assist in their review of this application to ensure that pre-determined SLA is being met. Our tasks include but not limited to the following: Discovery, Vendor Training on our Monitoring Framework, Active and Passive Transaction Measurement, Infrastructure Monitoring, Application Readiness Report and Technical Consultation.

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### Houston Information Technology Division (ITD)

- **Enterprise Network Reporting**
  - Provide a tool to Central ITD that allows all departments to view their individual segment of the network in real time. This dashboard type solution is being used by technical personnel and management. All departmental data is being rolled up for an enterprise report.
- **Investigative Monitoring**
  - On a as needed basis we provide ITD with a tool to diagnose departmental network issues

### Houston Public Works & Engineering (PWE)

- **Application Assessment and Stress Testing of Water Bill Payment system**
  - Provided PWE with an end to end assessment of their customer facing Water Bill Payment System and tested the applications performance under various levels of use
- Server Monitoring
- Application Monitoring – Internal and External

### Houston Emergency Center

- Application Monitoring - Northrup Gruman 911