



**BUDGET & MANAGEMENT STUDIES**

DATE: June 22, 2020

TO: MAYOR LEE BRAND  
COUNCIL PRESIDENT MIGUEL ARIAS  
CITY COUNCIL MEMBERS

THROUGH: WILMA QUAN, City Manager

FROM: HENRY FIERRO, Budget Manager *H.F.*

SUBJECT: RESPONSE TO COUNCIL DIRECTION No. 16 – REQUEST FOR ISD TO PROVIDE STATUS ON INTEGRATION OF APPLE PRODUCTS

During the Budget Hearing on June 11, 2020, Council Member Esparza requested the Information Service Department provide status on the integration of Apple products. The following is the Department's response.

- C: Jane Sumpter, Assistant City Manager
- Jim Schaad, Assistant City Manager
- Tim Orman, Chief of Staff
- Bryon Horn, Director of Information Services

**MEMORANDUM**

DATE: June 19, 2020

TO: HONORABLE MAYOR LEE BRAND  
COUNCIL PRESIDENT MIGUEL ANGEL ARIAS  
CITY COUNCILMEMBERS

FROM: WILMA QUAN, City Manager  
Office of the Mayor & City Manager

BY: BRYON HORN, Chief Information Officer  
Information Services Department 

**SUBJECT: INFORMATION REQUEST REGARDING STATUS ON APPLE PRODUCTS**

During the June 16, 2020 budget hearing, information was requested regarding the City's readiness for Apple products. This memorandum is provided in response to that request.

At the budget hearing, Council Member Arias requested an update on the networking project (Cisco project). The Cisco project is an overhaul of the City's network and was initially projected to take about 18 months to complete. Council was informed that the project was well underway, however, it is taking longer than originally projected due to a number of factors including being short on resources (ISD has 8 open positions), COVID-19 (which has usurped a great deal of ISD's time) and that the project is being implemented in parallel with Office 365.

During the approval process of the City's network overhaul, Council Member Esparza asked ISD to look into placing Macs on the network and had asked for an update during ISD's budget hearing. Since the original request in April 2019, ISD has been investigating the possibility including providing an appropriate and secure user experience which would allow the end user to have the same access with Apple products that they do with the current environment.

In the fall of 2019, ISD made a site visit to Apple's headquarters in Cupertino. Items on the agenda included application development, public safety, Macs on the network as well as other areas of interest with Apple and the City. From the meeting, ISD was able to confirm that we are already cost effective and efficient with our application development team and we already have a good use for mobile products such as iPhones and iPads.

As to MacOS (Mac Operating System) on the network, several factors need to be completed to pave the way. Some of these have been accomplished:

Progress that we have made:

- Establishment of a relationship with Apple and continuing conversations.
- Partial deployment of Office 365 to help with the functionality.
- Progress with the Cisco deployment including the implementation of several security tools that are compatible with MacOS
- Purchase and testing of a Mac – to which we have had partial success, but there are still items to be worked out.

Roadblocks that ISD will have to continue to work through include waiting for Apple to release a version of MacOS that will integrate well with Active Directory (what the City uses for authentication). The two do not integrate well together. Another item that will need to be addressed is the availability to access programs. Not all of the applications that are used by the City are compatible with MacOS, so there will be some differences. ISD has purchased a Mac for testing and we are continually working on a prototype. Additionally, we did have another meeting with Apple on June 19<sup>th</sup> and were informed that there will be some sort of an announcement that may help this effort.

ISD will continue to work on a prototype/proof of concept, but do not have an effective readiness date. That said, we want to assure Council that we are in progress with the effort and will continue to work diligently on readiness to allow usage on a case-by-case basis.