Item 3: Agreement - Oracle America, Inc. - Authorizing Participation in Customer Feedback Programs

To: Budget and Finance Committee

Date: April 14, 2021

Presenter: Jack Wood, Controller's Office, Systems Division Director

Overview

Resolution authorizing the City to enter a customer participation agreement…

❑ Under which employees of the all City departments could provide customer feedback to Oracle America, Inc. via advisory board and user focus groups

❑ And which will grant to Oracle America, Inc. a perpetual, irrevocable license to use the City's feedback for any purpose, including the development, modification, marketing, or publicity of products or services, without identifying the City or its employees in those materials

❑ City employees could be involved in various groups convened by Oracle, including but not limited to a customer advisory boards, such as Financials Customer Advisory Board, Human Capital Customer Advisory Board, and focus groups, such as Expense Management Focus Group and Payroll Focus Group
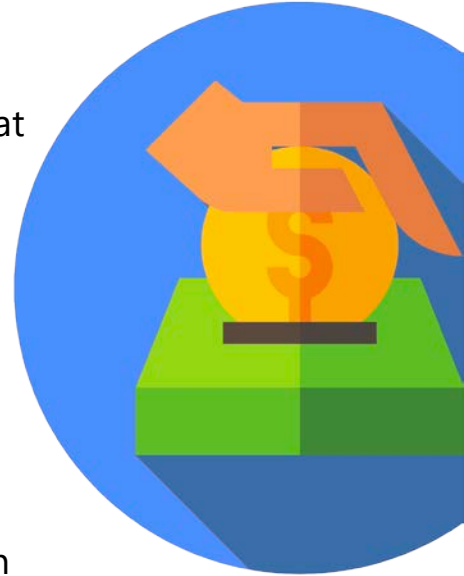
Benefits of Agreement

Improve Annual Maintenance Effort & Cost

- ❑ Influence product roadmaps to include City-desired features and functionalities
- ❑ Potentially reduce expensive City-specific software customizations by adding that functionality into the base technical configuration of the software systems

Collaboration

- ❑ Acquire best practices from peers and benchmarking against peers
- ❑ Participate in interactive sessions and demos, interacting with Oracle executive management teams
- ❑ Learn about industry trends and thought leadership
- ❑ Partner with other public sector organizations who have signed the Participation Agreement, currently including the States of Connecticut, Delaware, Montana, Tennessee, South Dakota, and New York, Bay Area Rapid Transit, San Diego County, Spokane and King Counties in Washington, and the Universities of Michigan, Maine, Utah and Georgia

Item 3: Agreement - Oracle America, Inc. - Authorizing Participation in Customer Feedback Programs

Any Questions?