

Senate Bill 272

Approved on October 11, 2015, SB 272 added a section to the California Public Records Act requiring local agencies to create a catalog of Enterprise Systems by July 1, 2016 with annual updates.

Enterprise System

A software application or computer system that collects, stores, exchanges and analyzes information that the agency uses that is both of the following:

- A multi-departmental system or a system that contains information collected about the public. A
- system that serves as an original source of data within an agency.

An Enterprise System does not include any of the following:

- Information Technology security systems, including firewalls and other cybersecurity systems.
- Physical access control systems, employee identification management systems, video monitoring and other physical control systems.
- Infrastructure and mechanical control systems, including those that control or manage street lights, electrical, natural gas or water or sewer functions. Systems related to
- 911 dispatch and operation or emergency services.
- Systems that would be restricted from disclosure by Section 6254.19.
- The specific records that the information technology system collects, stores, exchanges or analyzes.

Requirements

1. Create a catalog of enterprise systems, containing:
 - Current system vendor
 - Current system product System's
 - purpose
 - A description of categories or types of data
 - The department that is the prime custodian of the data The
 - frequency that system data is collected
 - The frequency that system data is updated
2. To make the catalog publicly available upon request
3. To post the catalog in a prominent location on the agency's website

Exception

If the public interest served by not disclosing the information described clearly outweighs the public interest served by disclosure, the local agency may instead provide a system name, brief title or identifier of the system.

City of Los Altos Enterprise Systems Updated: November 08, 2023

Product	Vendor	Purpose	Data Category	Custodian	Collection frequency	Update frequency
ApplicationXtender	OpenText	Records management for Building and Planning division (rebranded as AppEnhancer since 2022)	Document Management	Development Services	As Needed	As Needed
ArcGIS	ESRI	GIS System	Geographic Information Systems	Engineering	As Needed	As Needed
Barracuda Message Archiver	Barracuda	Email archive	Email System	Information Technology	Daily	Daily
Development Services (TRAKiT)	CentralSquare	Plan, Permit, Business License, Inspection, Fees and Administration	Permit System	Development Services	Daily	Daily
Constant Contact	Constant Contact	Email marketing system	Email System	Parks & Recreation	As Needed	As Needed
Drupal	Municode /CivicPlus	City website	Web Site	Information Technology	As Needed	Daily
eDisclosure	SouthTech Systems	Electronic Conflict of Interest Statement (Form 700) filing	Document Management	City Clerk	Annually	Annually
Google My Business	Google	Virtual tour of recreation facilities	Social Media	Parks & Recreation	Daily	Daily
HDL	Business License	Business license management	Permit System	Permit System	Permit System	Permit System

Product	Vendor	Purpose	Data Category	Custodian	Collection frequency	Update frequency
iCentral	Rain Master Irrigation Systems	Management of irrigation at park sites	Other	Maintenance Service Center	Daily	Daily
Finance Enterprise	CentralSquare	Financial system for: accounts payable, budget, cash receipts, general ledger, and purchasing	Financial System	Finance	Daily	Daily
LobbyCentral	LobbyCentral	Lobby queue management	Queue Management System	Information Technology	As Needed	As Needed
Municode	Municode	Online agenda management and municipal code hosting	Agenda Management	City Clerk	As Needed	As Needed
Microsoft 365	Microsoft	Email	Email System	Information Technology	Daily	Daily
OpenGov Budgeting	OpenGov	Online budgeting tool	Web Site	City Manager's Office	As Needed	As Needed
OPRA	PPS Inc.	Work order management for Maintenance and Service Center	Other	Maintenance Service Center	Daily	Daily
Phanfare	SmugMug	SaaS based storage for multi-media	Data Storage	Parks & Recreation	As Needed	As Needed
CivicRec	CivicPlus	Recreation class and facilities scheduling	Recreation Software	Parks & Recreation	Daily	Daily
RingCentral	RingCentral	VoIP system	Other	Information Technology	As Needed	Daily

Product	Vendor	Purpose	Data Category	Custodian	Collection frequency	Update frequency
Volgistics	Volgistics	Volunteer management, including scheduling and reporting	Recreation Software	Parks & Recreation	As Needed	As Needed
Web Help Desk	Solarwinds	Help desk ticketing system	Other	Information Technology	As Needed	As Needed
WhenToWork	WhenToWork	Employee scheduling and timekeeping for part- time workers	Financial System	Parks & Recreation	Daily	Daily
Workforce Now	ADP	HR and benefits management	Human Resources	Human Resources	As Needed	As Needed
Workforce Now	ADP	Payroll and timekeeping	Human Resources	Human Resources	Daily	Daily
Workforce Now	ADP	Applicant tracking system	Human Resources	Human Resources	As Needed	As Needed