Senate Bill 272

Approved on October 11, 2015, SB 272 adds 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 Garden Grove Enterprise Systems Generated May 18, 2024

Product	Vendor	Purpose	Data Category	Custodian	Collection frequency	Update frequency
ArcGIS Server	Esri	Addressing, Planning, Zoning, Public Works Data, Land Records.	Geographic Information Systems	Information Technology	Daily	As Needed
Archival System	City of Garden Grove	Archiving of City documents and official records	Document Management	All Departments	Daily	As Needed
Building Abatement System	City of Garden Grove	Case Management and Invoicing for sub-standard housing	Permit System	Community Development	As Needed	As Needed
Business Tax and Permit System	City of Garden Grove	Issue and track business tax certificates and business permits. Also, track business tax leads and notifications.	Business License	Finance Department	Daily	Daily
Citizen Requests	City of Garden Grove	Submit and track citizens' issues and complaints with public properties.	Other	Public Works	Daily	Daily
COBRA Billing	City of Garden Grove	Managing COBRA insurance billing and maintenance	Human Resources	Human Resources Department	As Needed	As Needed
Code Enforcement System	City of Garden Grove	Case Management, invoicing for Code Enforcement	Code Enforcement	Community Development	Daily	Daily
Drupal	Drupal Community	Public Websites	Web Site	Information Technology Department	As Needed	As Needed
Email Platform	Zimbra	City emailing platform	Email System	Information Technology	Daily	Daily
Engineering Permits	City of Garden Grove	Track and issue engineering permits	Permit System	Public Works Department	Daily	Daily
Finance Enterprise	Central Square	ERP System	Financial System	Finance Department	Daily	Daily
Graffiti System	City of Garden Grove	Tracks graffiti within the City	Other	Police Department	Daily	Daily
Housing Pro	Happy Software inc	Section 8 Housing administration	Customer Information System	Housing Authority	Daily	Daily
H/R Benefits	City of Garden Grove	Manage employees and benefits	Human Resources	Human Resources Department	As Needed	As Needed

Product	Vendor	Purpose	Data Category	Custodian	Collection frequency	Update frequency
NovusAGENDA	Novusolutions	Agenda Management	Agenda Management	City Clerk	Daily	Daily
Open Enrollment	City of Garden Grove	Record employee benefit elections	Human Resources	Human Resources	Annually	Annually
OsTicket	City of Garden Grove	Submit and track internal issues related to tech assistance, reprographics, and graphic design requests.	Other	Information Technology		
PermitCity	Permitsoft	Building permit, plan-check, and inspection system.	Permit System	Community Development Department	Daily	Daily
Planning System	City of Garden Grove	Track entitlements and planning projects.	Permit System	Community Development	Daily	Daily
Police CAD/RMS System	Spillman Technologies	Police computer aided dispatch, records management, field reporting, jail, property and evidence, and crime analysis systems.	Public Safety	Police Department	Daily	Daily
PostgreSQL	Postgres Community	Advanced relation database and Geo-spacial Database.	Other	Information Technology Department	Daily	Daily
Public Records Request	City of Garden Grove	Submit and track FOIA requests online.	Document Management	City Clerk	Daily	Daily
Public Works Workorders	City of Garden Grove	Track Public Works projects and activities	Other	Public Works Department	Daily	Daily
ReGGister	City of Garden Grove	In-house recreation software for class registration and facilities reservations.	Recreation Software	Community Services	Daily	Daily
Sewer Video System	City of Garden Grove	Track sewer videos and reports, linked to GIS	Geographic Information Systems	Public Works	As Needed	As Needed
Water/Sewer Billing	City of Garden Grove	Water and sewer utility billing system.	Utility Billing	Fiance Department	Daily	Daily
WebTill	City of Garden Grove	Takes various payments from the public.	Financial System	Finance	Daily	As Needed