

City of Oakland SB 272 Enterprise Systems Catalog

Last Updated: August 10, 2026

Current System Vendor	Current System Product	Brief Statement of Purpose	General Categories / Types of Data	Primary Custodian Department	Frequency Data Collected	Frequency Data Updated
Oracle	Oracle E-Business Suite (EBS); Oracle WebCenter	Enterprise resource planning, financial management, and document management. EBS supports accounting, procurement, budgeting, accounts payable/receivable, and related financial processes; WebCenter supports enterprise document and content management	Financial transactions, budgets, purchasing and procurement records, vendor information, invoices, payments, accounting records, electronic documents, business records, associated metadata, and related content	Finance / Information Technology	Continuous	Continuous
Esri	ArcGIS / Enterprise GIS	Geographic information system supporting mapping, spatial analysis, asset information, planning, and City operations	Geographic and spatial data, addresses, parcels, infrastructure and asset locations, boundaries, maps, and related attribute data	Information Technology	Continuous	Continuous
Microsoft	Microsoft 365 (SharePoint, OneDrive, Exchange/Outlook Email, Teams Sites)	Enterprise document storage, collaboration, email, communications, and information-sharing services	Email and communications, documents, files, calendars, contact information, collaboration content, Teams site content, and related business records	Information Technology	Continuous	Continuous
Adobe	Adobe Creative Cloud; Adobe Acrobat Sign	Enterprise document and digital-content creation, editing, processing, publishing, and electronic-signature services. Creative Cloud includes Acrobat, Photoshop, Illustrator, InDesign, Premiere Pro, and related applications; Acrobat Sign supports electronic signatures and agreement workflows	Electronic documents, forms, agreements, electronic signatures, signature and workflow records, images, graphics, audiovisual content, and related digital records	Information Technology	Continuous	Continuous
ServiceNow	ServiceNow IT Service Management (ITSM)	Enterprise IT service management, including incidents, service requests, changes, problems, and technology asset/configuration management	IT incidents, service requests, change and problem records, user information, technology asset information, and configuration records	Information Technology	Continuous	Continuous
Granicus	Granicus	Public website, legislative management, public meeting, agenda, and government communications services	Website content, agendas, minutes, legislative records, meeting information, public comments, subscriptions, and communications	City Administrator / City Clerk / Information Technology	Continuous	Continuous
Tyler Technologies	Socrata Open Data	Publication and management of City open-data datasets and public information	Public datasets, financial and operational data, geographic information, performance information, and dataset metadata	Information Technology	As published	As datasets are updated
Zoom Communications	Zoom	Video conferencing and remote meeting services	Meeting information, participant information, recordings, transcripts, chat, and related meeting content	Information Technology	As meetings occur	As meetings occur
Hyland Software	OnBase	Enterprise document, content, records, workflow, and case management	Electronic documents, forms, correspondence, case information, workflow records, business records, and associated metadata	Information Technology	Continuous	Continuous
Accela	Accela Civic Platform	Land-use, permitting, licensing, inspection, planning, and code-enforcement management	Permit and license applications, property and project information, applicant/contact information, inspections, fees, enforcement information, and associated documents	Planning & Building	Continuous	Continuous
HdL Companies	HdL Business License System	Administration of business licensing, registration, taxes, fees, and related activities	Business and owner information, business licenses and registrations, tax and fee information, payments, account information, and related records	Finance	Continuous	Continuous
Trimble	Cityworks	Public works asset, service request, work-order, inspection, and maintenance management	Service requests, work orders, asset information, inspections, maintenance activities, locations, labor/material information, and related operational records	Public Works / Transportation	Continuous	Continuous
CivicPlus	SeeClickFix	Public reporting and management of non-emergency service requests and community issues	Service requests, issue descriptions, locations, photographs, comments, contact information, status, and resolution information	Public Works / 311	Continuous	Continuous
City of Oakland	Rent Adjustment Program (RAP) Online Petition and Case System	Online filing, response, search, and case-management services for the Rent Adjustment Program, including tenant and property-owner petitions and responses	Rental property and unit information, tenant and property-owner information, petitions and responses, case numbers and status, rent and tenancy information, proof-of-service records, supporting documents, decisions, and related case records	Housing & Community Development	Continuous	Continuous
City of Oakland	AP Invoice / Vendor Invoice Management Application	Electronic receipt, routing, tracking, and processing of invoices and supporting documentation submitted by City vendors	Vendor information, invoices, purchase and payment information, invoice status, supporting documentation, and related accounts-payable records	Finance	Continuous	Continuous
City of Oakland	Digital Mailbox	Secure online exchange of messages and documents between members of the public and City departments	Messages, applications, forms, photographs, videos, plan sets, surveys, studies, supporting documents, sender/recipient information, and related correspondence	Information Technology / Participating City Departments	Continuous	Continuous

City of Oakland	Lobbyist Registration and Reporting System	Online registration and disclosure reporting for lobbyists subject to the City's Lobbyist Registration Act	Lobbyist registration information, employer and client information, quarterly activity reports, contacts with City officials, reportable activities, contribution disclosures, filing history, and related records	Public Ethics Commission	Continuous	Continuous
City of Oakland	Employment Investigations and Civil Rights Compliance (EICRC) Complaint Portal	Online intake, submission, and tracking of employment discrimination, harassment, retaliation, and Title VI civil-rights complaints	Complainant and contact information, complaint allegations, incident information, respondent and witness information, supporting documents, investigation intake information, and case status	City Administrator's Office / EICRC	Continuous	Continuous
City of Oakland	Community Police Review Agency (CPRA) Complaint System	Online submission and tracking of civilian complaints concerning Oakland Police Department personnel	Complainant and representative information, officer information, incident details, allegations and narratives, witness information, supporting evidence, requested outcomes, complaint status, and related investigative records	Community Police Review Agency	Continuous	Continuous
City of Oakland	Planning & Building Self-Service Kiosk / Records Search	Public self-service access to search planning, building, code-enforcement, and historical property records and related services	Property addresses and parcel information, planning and building permit records, private-property enforcement records, historical microfiche records, complaint information, and related public records	Planning & Building	Continuous	Continuous
NEOGOV	NEOGOV Insight; NEOGOV Perform; NEOGOV Learn	Public-sector recruitment, applicant tracking, hiring, employee performance management, and employee learning and training management	Job requisitions and postings, applicant and candidate information, employment applications, hiring workflow and status information, interview and selection records, employee performance evaluations, goals, feedback, ratings, training courses and assignments, enrollment and completion records, learning history, certifications, and related human resources records	Human Resources Management Department	Continuous	Continuous
NetFile	NetFile	Electronic filing, management, and public disclosure of campaign finance statements, Statements of Economic Interests, and related government ethics filings	Candidate and committee information, campaign contributions and expenditures, campaign finance statements and reports, filer information, Statements of Economic Interests (Form 700), financial-interest disclosures, and related filing records	Public Ethics Commission / City Clerk	Continuous / As filed	Continuous / As filed
Wolters Kluwer	TeamMate+	Audit and oversight management system supporting the Office of the Inspector General's audits, inspections, evaluations, reviews, and monitoring of the Oakland Police Department and other matters within its jurisdiction	Audit plans, risk assessments, audit workpapers and documentation, evidence and supporting records, findings and recommendations, management responses, corrective actions, issue tracking, audit reports, project status, and related oversight records	Office of the Inspector General	Continuous	Continuous
CityBase	CityBase Point of Sale (POS)	Enterprise point-of-sale and cashiering system for processing and managing in-person payments for City services across departments	Customer and payer information, payment transactions, payment types and amounts, service and account information, cashiering records, receipts, transaction status, reconciliation information, and related financial records	Finance Department	Continuous	Continuous
CivicPlus	NextRequest	Public records request intake, routing, tracking, communication, review, redaction, release, and records-request management	Requester and contact information, public records requests, request descriptions, departmental assignments, correspondence and internal notes, responsive documents, redaction and release information, request status, dates, and related public records request records	City Attorney's Office / City Clerk	Continuous	Continuous
HubSpot	HubSpot CRM / Marketing Hub	External communications, constituent and stakeholder engagement, contact management, outreach campaigns, and engagement tracking	Contact and subscriber information, communication preferences, email and outreach campaign records, form submissions, engagement and interaction history, event or outreach information, lists and audience segments, and related communications records	City Administrator's Office / Communications	Continuous	Continuous
Cityspan Technologies	Cityspan Funder / Grants Management and Client Services Database	Grant application, award, contract, budget, invoice, performance, and client-service data management for Human Services programs and grantees	Grant applications and proposals, grantee and provider information, scopes of work, contracts, budgets, invoices and expenditures, progress reports, client demographics, enrollment and participation, service delivery data, performance measures, outcomes, narrative reports, evaluation scores, and related grant records	Human Services Department	Continuous	Continuous
PerfectMind	PerfectMind	Recreation program registration, enrollment, facility and activity scheduling, membership management, attendance, and related recreation program administration	Participant and household information, program and activity registrations, enrollments and waitlists, facility bookings, memberships, attendance records, waivers and documents, fees and payment transactions, and related recreation program records	Parks, Recreation & Youth Development Department	Continuous	Continuous