



CITY OF BALTIMORE
MAYOR BRANDON M. SCOTT

TO	The Honorable President and Members of the Baltimore City Council
FROM	Leyla Layman, Interim Director <i>Leyla Layman</i> Baltimore City Office of Information and Technology
CC	Ms. Nina Themelis, Director, Mayor's Office of Government Relations
DATE	October 31, 2025
SUBJECT	Council Bill 25-0099 Supplementary Municipal Telephone Exchange Fund Operating Appropriation – Municipal Telephone Exchange

POSITION: No Position

BILL SYNOPSIS

The Baltimore City Office of Information and Technology (BCIT) has completed its review of City Council Bill 25-0099 Supplementary Municipal Telephone Exchange Fund Operating Appropriation–Municipal Telephone Exchange (Service 133 - Telecommunications) – \$1,400,000. This bill provides a Supplementary Municipal Telephone Exchange Fund Operating Appropriation in the amount of \$1,400,000 to the Municipal Telephone Exchange, to provide funding for a series of one-time improvements to help upgrade the City's Call Center, support ongoing telework technology, increase wireless phone security, and support upgrades at the Courthouse and Pratt Library.

SUMMARY OF POSITION

The appropriation includes \$324,000 for mobile device management (MDM) software. BCIT is concerned that this is potentially a duplicative expense as BCIT has an existing option available for the Comptroller's Department of Telecommunications (DTC) to evaluate. BCIT currently uses Microsoft Intune to manage and secure workstation endpoint devices on the City's network, ensuring consistent policy enforcement, application deployment, and compliance across the City's workstation fleet. Intune's package includes MDM software at no additional cost. Despite BCIT's encouragement, DTC did not explore this option with BCIT. Additionally, BCIT is implementing Mobile Application Management (MAM) software, which must work in concert with MDM to avoid operational conflicts for employees with City-issued cell phones. Last year, BCIT requested DTC work in collaboration to conduct a proof of concept to test the compatibility of the MDM software they intend to purchase with BCIT's existing MAM software. This was not completed.

In summary, BCIT respectfully requests that DTC work collaboratively with BCIT on this effort to ensure value to taxpayers and operational ease for internal City users. As MDM software is

already available through our existing Intune package at no additional cost, BCIT believes DTC should work with us to determine if the currently procured software meets their requirements prior to purchasing additional software.

If you have any questions, please contact Leyla Layman, Interim Director, at (443) 202-4511.