

City of Houston Microsoft Portfolio Overview

Bert Quarfordt

Deputy CIO – Infrastructure

June 18, 2026

it
SERVICES

Bottom Line Up Front

Current Contract Overview	Microsoft Enterprise Agreement (EA) and Server and Cloud Enrollment (SCE) Support Services
Vendors	SHI Government Solutions (EA/SCE) and Carahsoft Technology Corp (Support Services)
Purpose	<p>The completed Council action provides the following:</p> <ul style="list-style-type: none">• Spending authority approval for the City’s Enterprise Agreement (EA) and all the City’s Server and Cloud Enrollments (SCE)• Spending authority contractual agreement approval for Support Services, supporting Microsoft products, through 9/30/2028 for all City departments• Capacity for annual licensing growth to meet annual license true-up requirements• Alignment with the HITS Strategic Priorities of “Choose Cloud First” and “Accelerate Cloud Migration”• Consolidation of HPD’s Microsoft 365 (M365) Tenant into the City’s M365 environment, resulting in a single, unified City tenant (Completed March 2026)• Right-sizing of the City’s Microsoft licensing, including the transition of 6,000 users from M365 G5 to Frontline Worker licenses based on job roles functional requirements. This change delivers significant cost savings, and the City will continue to evaluate opportunities to move additional users to Frontline Worker licenses.• Inclusion of Copilot Chat only. Any deployment of M365 Copilot or other AI capabilities will require future investment.
Term	3 years (October 1, 2025 – September 30, 2028)
Department Users	HITS (on behalf of all other departments), HPD, HPW, and HAS



MICROSOFT + CITY OF HOUSTON

Our Partnership with Houston

Where we are today, the value we're already delivering, and a practical path forward.

A high-level public briefing for City leadership

Yil Halac

Dir. Technology Strategist



City of Houston Technology Committee · June 2026



WHERE WE ARE TODAY

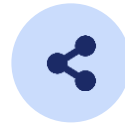
What the City Has Today

The City runs on Microsoft, broadly, every day.

Thousands

of City employees currently use Microsoft tools to get their work done.

We're building on a foundation the City already owns — not starting over.



Microsoft 365

The everyday apps City staff rely on — email, documents, spreadsheets.



Microsoft Teams

How City teams meet, chat, and work together across departments.



SharePoint & OneDrive

Where the City stores, shares, and safeguards its information.



A broad footprint

Microsoft is part of day-to-day City operations.



Microsoft Azure

The cloud platform ready to power the City's modernization — scalable infrastructure, secure data services, and AI the City can build on next.

WHERE WE ARE TODAY

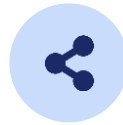
The Full Microsoft Portfolio

The City owns more than most realize — across business, data, infrastructure, and security.

Every layer

of City operations runs on Microsoft — from field staff to the finance office, from servers to staff laptops

This is the foundation the City currently has in place.



Dynamics 365

CRM and Workflow management



Power BI & Power Platform

Data analytics dashboards and automation, helps city leadership and departments.



SQL Server & Windows Server

The City's data and infrastructure backbone, databases, application servers, and on-premise systems



M365 Frontline Worker

Mobile tools for field inspectors, maintenance crews, and frontline staff.



Microsoft Security Suite

Advanced threat protection, identity management, and compliance.

The City of Houston AI Innovation

What employees really want to know: what happens when they click Copilot?

What AI can help with today



Draft reports & documents from a few quick prompts



Summarize long email threads and catch up in seconds



Prepare presentations and pull thoughts together fast



Analyze data to support better decisions

Chat access vs. full Microsoft 365 Copilot

Today: many staff already have Copilot chat for general questions.

In Progress: Copilot working directly inside the City's own apps and documents.

Copilot Chat helps you think, **M365 Copilot** helps you get your work done using your actual City owned data.

The innovation is about increasing productivity and simplifying work—enabling the City to accomplish more with greater efficiency.

BUILT ON THE FOUNDATION THE CITY TRUSTS

Secure & Responsible AI by Design

Lowering risk — and helping the City move deliberately, at its own pace.



You only see what you already can

AI surfaces only the information a person is permitted to access — nothing new is exposed.



Role-based permissions apply

Sensitive information stays governed by the same access rules the City uses today — no changes, no workarounds.



Security & compliance built in

Protection is part of the existing Microsoft foundation — not bolted on separately and not weakened by AI.

State government results you can point to directly.



6-week pilot

300 participants across the agency

For the City: a same-state Texas government peer at agency scale.

[LinkedIn ↗](#) · [Video ↗](#)

97%

used Copilot

68%

made it part of daily work

12 hrs

saved per employee, per week

[Houston storyline](#)

Start small, measure real staff impact, then scale what works.

Texas Public Sector — Closest Peers

CITY OF HOUSTON

Same-state government results you can point to directly.



UT Austin

UT Austin CIO perspective

The real innovation is how we use the time we get back.

It is choosing how to use the time we get back: to think, engage, and elevate the work.

Administrative workforce baseline

2,296 active Copilot license holders, nearly all in administrative roles

2 hrs

weekly time back

\$8.5M

annual value at 2 hrs

\$17.1M+

annual value at 4 hrs

Measure reclaimed time, then redirect capacity to resident outcomes.



MICROSOFT + CITY OF HOUSTON

Thank you!



City of Houston Technology Committee · June 2026

