



# City of San Antonio

## Legislation Details (With Text)

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| File #:        | 19-2322   |
| Type:          | Staff Briefing - Without Ordinance  |
| In control:    | Innovation and Technology Committee   |
| On agenda:     | 2/26/2019   |
| Title:         | Welcome and Tour of Rackspace to include its Global Network Operations Center and Customer Security Operations Center. [Brian Kelly, Chief Security Officer, Rackspace] |
| Sponsors:      |   |
| Indexes:       |   |
| Code sections: |   |
| Attachments:   |   |

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
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**DEPARTMENT:** Office of Innovation

**DEPARTMENT HEAD:** Brian Dillard, Interim Chief Innovation Officer

**COUNCIL DISTRICTS IMPACTED:** City-wide

### SUBJECT:

Tour of Rackspace facilities, including the Global Network Operations Center, and Customer Security Operations Center.

### SUMMARY:

As part of the February 2019 Innovation and Technology Committee Meeting, the Committee will tour Rackspace, including its Global Network Operations Center, and Customer Security Operations Center.

### BACKGROUND INFORMATION:

**Rackspace** is the world's leading multi-cloud IT-as-a-Service provider with \$2.5B of revenue. Founded out of a San Antonio garage apartment in the late 1990s, it now provides web services to customers in over 100 countries, including more than half of the Fortune 100. In 2018, Forbes named Rackspace one of America's Best Midsize Employers and Rackspace ranked #25 on the "Companies that Care" list compiled by People Magazine. Operating out of its headquarters in San Antonio, Texas, it maintains offices in over eight countries including Mexico, the UK, Germany, Hong Kong, and Australia.

**ISSUE:**

Rackspace is a gateway to the international innovation and technology ecosystem, located in San Antonio. The Innovation and Technology Committee will have the opportunity to visit the Global Network Operations Center at Rackspace, a cutting-edge data center where global operations are overseen, as well as the company's Customer Security Operations Center where cybersecurity technology is tested and implemented.

**ALTERNATIVES:**

This item is for briefing purposes only.

**FISCAL IMPACT:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.