



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: July 14, 2015
Board Meeting Date: September 1, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Amendment No. 3 with CompuCom Systems Inc. for an IT Service Management System

RECOMMENDATION:

Adopt a resolution authorizing an amendment with CompuCom Systems, Inc. for additional implementation, configuration, licensing, and training services for the ServiceNow application, increasing the contract amount by \$73,020 to an amount not to exceed \$1,572,061.

BACKGROUND:

On December 20, 2013, the Information Services Department (ISD) released RFP No. ISD1827 for an IT Service Management System. On August 5, 2014, your Board approved an Agreement with CompuCom Systems, Inc. to provide implementation, licensing, support, and maintenance for an amount of \$1,248,370 for the term August 18, 2014 through August 17, 2017. On October 17, 2014, ISD executed an Amendment to add 665 IP device licenses and increase the Agreement's amount by \$24,871 to an amount not to exceed \$1,273,241. On February 24, 2015, ISD executed another amendment to add an additional 7,635 IP device licenses and increase the Agreement's amount by \$225,800 for an amount not to exceed \$1,499,041.

ISD is enhancing its service desk processes and tools to provide County departments with both easier and quicker access to IT services with the guidance of CompuCom. The ServiceNow service desk application enables ISD to provide self-service dashboards (e.g., check on user ticket status requests), perform analytics (e.g., how many tickets are resolved on time), monitor request fulfillment (e.g., when an employee requests a new laptop), perform change management (e.g., when a server is being upgraded), incident management (e.g., when an employee forgets a password), knowledge management (e.g., how-to guides), and asset management (e.g., physical tracking of computers).

DISCUSSION:

CompuCom will assist ISD with the implementation of several ServiceNow applications. This includes a new Service Request application and additional application configurations and enhancements to the Service Catalog, Change, Problem, Employee Self Service Portal and Project and Portfolio. In addition, ISD will purchase subscription licenses for the use of the Project and Portfolio application. CompuCom will be required to appear onsite when the Employee Self Service Portal will go live in order to provide support and train current staff on the features and use of the portal.

The resolution contains the County’s standard provision allowing amendment of County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The amendment and resolution have been reviewed and approved by County Counsel as to form.

This amendment contributes to the Shared Vision 2025 outcome of Collaborative Community by providing an enhanced service desk process and tools to provide County departments with easier and quicker access to IT services. This amendment will enable the County to identify all ISD-managed assets in the County network. This ease of identification is required to fully implement the Asset Management database for ServiceNow. It is anticipated that 45% of the service desk Tier 1 calls will be resolved at the first call with the implementation of the IT Service Management System.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 Actual	FY 2015-16 Projected
% Tier 1 Resolution at First Call	42%	50%*

*The benchmark used for the Service Desk Tier 1 resolution at First Call is 61% and is based on the average percentages provided by the 7 local counties participating in the ICMA (International City/County Management Association) performance measures.

Once the implementation of ServiceNow is complete, ISD projects that this performance measure will be 65% in FY 2016-17.

FISCAL IMPACT:

The new total not to exceed amount of the agreement, including this \$73,020 amendment is \$1,572,061. The funding for this agreement is included in ISD’s FY 2015-2016 budget and will be included in future budgets. The ongoing cost of the service desk operation is included in the Core IT charges portion of ISD service charges to all customer departments.