



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: June 25, 2014

Board Meeting Date: August 5, 2014

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director Information Services Department

Subject: Agreement with CompuCom Systems, Inc.

RECOMMENDATION:

Adopt a Resolution authorizing an agreement with CompuCom Systems, Inc. for implementation, support, licensing and maintenance services for an IT Service Management System for the term of August 18, 2014 through August 17, 2017, in an amount not to exceed \$1,248,370.

BACKGROUND:

The Information Services Department (ISD) is enhancing our service desk processes and tools to provide County departments with easier and quicker access to IT services including the implementation of self-service dashboards that provide status information and performance analytics. On December 20, 2013, ISD released RFP#ISD1827 Information Technology Service Management System (ITSM) to review and select an ITSM application and implementation services based on industry best practices inclusive of Information Technology Infrastructure Library (ITIL) principles. A cross-departmental RFP Review Committee was established with representatives from the Health System, Human Services Agency, Probation, and SamCera/Retirement. The functions that were evaluated included: Request Fulfillment (e.g., when an employee requests a new SmartPhone), Incident Management (e.g., when a workforce member forgets a system password), Change Management (e.g., when a new version of Microsoft Office is ready for installation), Knowledge Management (e.g., how-to guides), and Asset Management (e.g., physical tracking of computers). Six responses were evaluated and two were selected to provide a test environment. In that test environment, over 200 user accounts were created for ISD staff and any interested County department staff. These users evaluated the products and provided feedback. Based on the feedback from this evaluation process combined with considerations regarding price, the committee recommended CompuCom as the systems integrator for the ServiceNow product in the cloud.

DISCUSSION:

CompuCom will assist ISD in configuring and implementing the ServiceNow ITSM/Service desk cloud-based system for all County departments. This system will aid users when they request services from ISD. CompuCom not only has extensive experience with designing and implementing ITSM/Service Desk systems, but it will provide the County with “Accelerators,” a collection of vetted workflows, business processes, and documentation, that will reduce design time.

The ServiceNow system will provide a more service-oriented, transparent, and analytics-based service desk. Customer departments will have more functionality such as the ability to: access their own dashboards and trend reports; request new IT devices with improved access to photos and cost information; report an issue from a user’s SmartPhone or mobile device; check status on previously reported issues or past service requests; and receive tips or step-by-step instructions for simple fixes. Within ISD, the Accelerators and the ServiceNow system will provide the tools necessary to create a consistent and ensure timely resolution to customer requests and reported issues. The outcome will be issues being resolved faster and ISD providing more effective customer service throughout the County.

This system and process is critical to ISD’s ability to meet our performance goal metrics of high customer satisfaction and timely response to both daily and long-term mission critical issues. ISD requests that your Board approve the implementation services from CompuCom and a 3-year subscription to the ServiceNow system.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

County Counsel has reviewed and approved the agreement and Resolution as to form.

ISD requests that your Board authorize the Chief Information Officer or his/her designee to execute subsequent amendments which do not exceed an aggregate of \$25,000 and authorize the Purchasing Agent to issue purchase orders for continued annual support and maintenance services to be invoiced separately and not subject to the agreement’s not to exceed amount.

This agreement supports the Shared Vision 2025 outcomes for a Collaborative Community by providing access for all County departments to IT services through a convenient and effective process.

PERFORMANCE MEASURE(S):

Measure	FY 2012-13 Actual	FY 2014-15 Projected
% Tier 1 Ticket Resolution at First Call	42%	45%

FISCAL IMPACT:

The term of the Agreement is from August 18, 2014 through August 17, 2017. The total not to exceed amount of the agreement is \$1,248,370. The funding for this Agreement is included in ISD's Fiscal Year 2014-15 Recommended Budget and will be included in future year's budgets. The ongoing cost of the service desk operations are included the Core IT charges portion of ISD service charges to all customer departments.