



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Information Services



**Date:** November 25, 2014

**Board Meeting Date:** December 9, 2015

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

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

**Subject:** Acceptance of complementary training from Microsoft Corporation

**RECOMMENDATION:**

Adopt a Resolution authorizing the acceptance of the donation of "Brainstorm End User Training" valued at \$20,126.29 from Microsoft Corporation.

**BACKGROUND:**

The County has licensed Microsoft Office 365 and is starting to implement the product suite throughout the County. To aid our users in the adoption of the new technology, Microsoft is making available to the County, at no additional cost, a BrainStorm End-User Training Package with 3 months access to certain products such as eQuick Start Cards, and Quick Help videos.

**DISCUSSION:**

The success of the County's adoption and satisfaction with Microsoft Office 365 products (Exchange, Lync and Sharepoint) will be due in part to communication and training that we are able to provide to our user community. The County has previously licensed and used BrainStorm eQuick Start Cards and they have proven to be a valuable tool to assist users in learning new technology features and easing transition. ISD has previewed a sample of the Quick Help videos. They are short, on-demand training clips which would enable County staff to simultaneously see-and do from their own workstation.

Because the County has already purchased more than 1,000 seat of Microsoft Office 365, Microsoft has offered to make the End User Training Package available to the County at no additional cost. The County's receive of the aforementioned complimentary training, valued at \$20,126.69, must comply with Administrative Memo B-3 which provides that all gifts having a value of over \$2500.00 be acknowledged in writing by the department head and referred to the Board of Supervisors for acceptance.

Additionally, Microsoft, which specifically references such training as a “gift” as opposed to a discount to the County’s original purchase, requires confirmation of compliance with the County’s gift policies.

The benefits of accepting this gift likely include increased usage, productivity and satisfaction of our end users, as well as reduction in service desk calls.