



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: January 8, 2015
Board Meeting Date: February 24, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Amendment No. 2 with CompuCom Systems Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment with CompuCom Systems, Inc. for additional ServiceNow IP device licenses, increasing the contract amount by \$225,800 to an amount not to exceed \$1,499,041.

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 to the Agreement's amount by \$24,871 to an amount not to exceed \$1,273,241.

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 conducting the asset discovery process for all assets on the County network. This is required to fully implement the Asset Management

database for ServiceNow. The asset management database is necessary for ISD to track financial, contractual, and inventory-related details for information technology hardware, software, and virtual infrastructure.

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%	45%

FISCAL IMPACT:

The new total not to exceed amount of the Agreement, including this \$225,800 Amendment, is \$1,499,041. The funding for this Agreement is included in ISD's FY 2014-2015 and 2015-2017 Recommended Budget. The ongoing cost of the service desk operation is included in the Core IT charges portion of ISD service charges to all customer departments.