

**AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
COMPUCOM SYSTEMS, INC.**

THIS AMENDMENT TO THE AGREEMENT, entered into this _____ day of _____, 2015, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and COMPUCOM SYSTEMS, INC., hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for the retention of implementation, support, licensing and maintenance services for an IT Service Management System on August 5, 2014, for a not to exceed amount of \$1,248,370; and

WHEREAS, the parties executed an Amendment on October 17, 2014 for the addition of ServiceNow Discovery Application to include 665 IP device licenses which was necessary to meet the County's technology needs to facilitate consolidation into a single IT Service Management platform. This Amendment necessitated an increase to the Agreement's amount by \$24,871 to an amount not to exceed \$1,273,241; and

WHEREAS, the parties executed an Amendment on February 24, 2015 to add 7,635 IP device licenses to the ServiceNow Application and to increase the amount of the Agreement by \$225,800 for an amount not to exceed \$1,499,041; and

WHEREAS, the parties wish to amend the Agreement 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.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 3 of the agreement is amended to read as follows:

Payments In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth herein and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable after written notice to Contractor and Contractor's failure to cure the unacceptable work within thirty (30) days after receipt of



said written notice. In no event shall County's total fiscal obligation under this Agreement exceed One Million Five Hundred Seventy Two Thousand Sixty One Dollars (\$1,572,061).

2. Original Exhibit B is revised to include the following: (rev. September 1, 2015):

This Exhibit B includes the Change Order Form from Contractor for additional implementation services, travel expenses, and ServiceNow license subscription fees.

Implementation Services	\$592,140
Travel Expenses	\$26,750
<u>Licensing and maintenance</u>	<u>\$953,171</u>
Not to Exceed Amount	\$1,572,061

Major Milestones	Price	Anticipated Travel Costs
Phase 1 Completion	\$269,760	\$13,850
Phase 2 Completion	\$322,380	\$12,900
Total	\$592,140	\$26,750





The Leading IT Outsourcing Specialist

County of San Mateo Change Order for Services and SN Licenses

This Change Order Form ("CO") is entered into as of April 17, 2015 (the "Effective Date"), and when fully executed by both parties become incorporated by reference into the Statement of Work for ServiceNow Services, dated August 5, 2014 ("SOW"), by and between CompuCom Systems, Inc. ("CompuCom") and the County of San Mateo ("Client").

CO Start Date: 9/01/2015
Account Exec.
Contact: Ana Lopez
CompuCom
Internal
SOW Number: DA
Client Contact: _____

CO End Date: August 17, 2017
Solution Dir.
Contact: Gerald Little
Client SOW
Number
(if applicable): _____

1. Detailed description and reason for the proposed change:

CompuCom Deliverable Details

Provide Onsite support for Employee Self Service go live	<ul style="list-style-type: none">• Conduct Service Now admin training course for selected individuals 2 days• \$4,960 + \$1,600 Travel
Implementation of Project & Portfolio Application (Optional until and unless a ServiceNow Use Authorization Form is signed)	<ul style="list-style-type: none">• Perform basic configuration of Project Portfolio Application which would include form layout, choice list, workflow modification, notifications and reports• Build how to user guide for Project Managers to use Project Portfolio.• Deliver 2 hour training module• \$6,200
Build Custom Service Request application to be used for "generic" requests	<ul style="list-style-type: none">• Extend table spaces; build forms, modules, business rules, client scripts, and access control lists needed for new application.• Testing and deployment of application and overall workflow• Document solution (technical specifications and user guide)• \$12,840
Modify Mobile Views for up to 20 mobile pages.	<ul style="list-style-type: none">• Review with Client all published mobile pages and select up to 20 pages to be modified• Modify, test, and deploy updated pages• \$10,480
Configuration and enhancement changes	<ul style="list-style-type: none">• Make configuration/enhancement changes to Service Catalog Items, Change Application, Problem Application

- and Employee Self Service Portal per the
SMC_Enhancements.xls list.
- \$9,940

PCR Implementation Timeline

Standard Timeline	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Onsite Go Live Support						
Onsite Sys Admin Training						
Configure PPM Module						
PPM User Guide						
PPM Training						
Service Request						
Mobile View Setup						
Approval Workflow Setup						
New Enhancements List						
Resources (in hours)						
Project Manager/Sr Specialist	36	28	16	4	4	4
Sr Consultant	40	40	40	28	40	20

Change Order for Services	
Implementation Services	\$44,420.00
Estimated Travel	\$1,600.00
Services Total	\$46,020.00

2. Addition of Fifteen (15) Service Now Project and Portfolio Suite Fulfiller licenses (Optional until and unless a ServiceNow Use Authorization Form is signed)

ServiceNow Project & Portfolio Pricing: Subject to the execution of the ServiceNow Subscription Services Use Authorization Order for the County of San Mateo purchases, shall be priced per fulfiller license. ServiceNow Project & Portfolio licenses are pre-paid annually. See below pricing.

ServiceNow Project and Portfolio Pricing



ServiceNow Subscription Fees

Invoice Schedule	Quantity	Invoice Date	Amount
<i>Annual Subscription Fee for Service Now Project and Portfolio Suite Licenses 9/18/15 thru 8/17/16</i>	15 EA	September 18, 2015	\$13,500.00
<i>Annual Subscription Fee for Service Now Project and Portfolio Suite Licenses 8/18/16 thru 8/17/17</i>	15 EA	July 18, 2016	\$13,500.00
<i>Total</i>			\$27,000.00

Additional Project and Portfolio licenses can be added, priced at \$75 per license per month

All Pricing is final and Non-Cancellable and Non-Refundable, payments are due per the invoice schedule

All other terms and conditions of the original SOW, as modified and amended, remain in full force and effect.

This Change Order Form shall be considered fully executed and binding when authorized representatives of both parties have signed and dated below.

County of San Mateo

By: _____

Name: Carole Groom

President,

Board of Supervisors,

Title: San Mateo County

Date: _____

CompuCom Systems, Inc.

By: John Carmain

Name: John Carmain

Senior Attorney

Title: _____

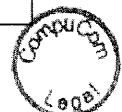
Date: 7/29/2015



ServiceNow Bug-Enhancement tracker

To be filled in by testers

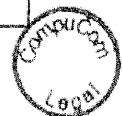
Summary	Priority	Workstream
Ticket is assigned to the wrong group. Incorrect routing would result in a delay in response to resolve the issue.	1	Request Fulfillment/Service Catalog
Add Short Description field to Request form. This is to allow users to further elaborate on their request.	2	Request Fulfillment/Service Catalog
Need credentials from Infra teams for Discovery	1	Discovery
On the ESS portal page change the Phone number for "San Mateo) 650-573-3400" to "(Health Department) 650-573-3400"	1	Portal
Remove Routine form from the Interceptor page. We do not want to use this in Phase 2. We will define routine changes in phase 3	1	Change
For all change types- Make "downtime required" mandatory by making it a Yes/No field with the default not selected	1	Change
Change workflow states "implementer and manager" approval yet, the requirement are for manager only to approve it. In addition, it went directly to the CAB for approval. Ref ticket # CHG0010276	1	Change
Only 1 CAB approver is necessary. Currently both CAB members need to approve tickets	1	Change
Add free text field under stakeholders for "Enter any users to notify thru Email as well as text messages "	1	Change
Currently only a Change manager can close tickets. All ITIL users should be able to close tickets Ref # CHG0010276	1	Change
Make Test environment temporarily the same color as production to capture screenshots for training document creation	2	Default UI
For a Comprehensive ticket, need to have a pop-up that restricts the Planned Start Date from being within 2 weeks of the current date when the date is initially filled in. If a Planned Start Date is already entered, then rescheduled 2 days prior to this date, this is ok and no pop-up is necessary.	1	Change
Emergency tickets need to happen within 14 days. Configure Planned Start Date accordingly. Have popup come up if date is beyond 14 days and do not allow them to move past this if they do not enter a valid date. The pop-up should read "Please enter a date 2 weeks in advance of today's date.	1	Change
On the Change Interceptor page when creating new tickets, add descriptions for Comprehensive and Emergency change tickets. For Comprehensive put "Select Comprehensive if the Planned Start Date of your change activity is 2 weeks or more from today's date". For Emergency put "Select Emergency if the Planned Start Date of your change activity is within 2 weeks of today's date".	1	Change
Change the default values of the Classification tab and make them all mandatory- This is for change types (Comprehensive, Emergency)	1	Change
Risk Calculator should not be date-only driven- This is for change types (Comprehensive, Emergency)	1	Change



Create risk assessment- This is for change types (Comprehensive, Emergency)	3	Change
In the Planning tab put verbiage about attaching detailed plans- "If your plan is in an Excel spreadsheet or other format, you can upload attachments as necessary."- This is for change types (Comprehensive, Emergency)	1	Change
Modify State field for to remove Closed Complete, Closed Incomplete and add Closed- This is for change types (Comprehensive, Emergency)	1	Change
For Comprehensive and Emergency workflows, an approval request needs to be first sent to a Supervisor then to a Manager. If there is no Supervisor, then it should be routed directly to a Manager for approval. After that it goes to the CAB for approval. See Excel list "ISD personnel listing" for Supervisors and Managers. Related to this, create a field in the User table called "Supervisor".	1	Change
For Completion Code remove all entries and add Successful, Successful with Issues, Unsuccessful and Cancelled- This is for change types (Comprehensive, Emergency)	1	Change
Modify the Lessons Learned to be called Close Notes. In parenthesis put, Lessons Learned and other Information.- This is for change types (Comprehensive, Emergency)	1	Change
Make the Impact, Urgency with no default (i.e. blank) for all change types.- This is for change types (Comprehensive, Emergency)	1	Change
Category and risk needs to default to none and be mandatory. - This is for change types (Comprehensive, Emergency)	1	Change
Add a text field name of Estimated Downtime. - This is for change types (Comprehensive, Emergency)	1	Change
Upon submission of an emergency ticket, it brought us to a form to enter the manager's name. Going out of the ticket and going back in, it brought me to the main form. What is the purpose of the manager input form?	1	Change
For change types (Comprehensive, Emergency) For stakeholders tab, make the Affected Departments mandatory	1	Change
Remove the Location field from the Create Problem form	1	Problem
Create new field named Problem Type RCA, CAPA, Chronic and Service Improvement Plan as drop down options	1	Problem
Create category and subcategory fields	2	Problem
The RCA Assignment Date and RCA Completion Date are currently mandatory when "Root Cause determined" is selected. Make these 2 fields optional	1	Problem
Category is not grabbing Incident Category	2	Knowledge
Routine templates - Remove DNS template, "routinechangedefault" and the "Routine Test Global" entries. We only want one template	1	Change
Need to have a calendar view of the changes in addition to the Gant view	3	Change
Blackout calendars- Is there a way to configure this to work for a full blackout of change activity as opposed to by Configuration Item	4	Change
Application Access- Created an RITM ticket that generated 2 tasks. Neither of them had assignment groups. Only one task needs to be created to grant the access should have the Assignment Group populated.	1	Request Fulfillment/Service Catalog



Application Access- When the tasks are created, the short description should be populated with "Need access to Application Name " Bolding not necessary on form	1	Request Fulfillment/Service Catalog
Add Generic Service Request to the portal under Make a Request	1	Request Fulfillment/Service Catalog
Change icon for software. I did not find the "Green Icons" in the Images section under System UI as Chris suggested	4	Request Fulfillment/Service Catalog
Merge Hardware, Mobiles, and office into one named Hardware. Change icon to make it the same as the current "Office" icon.	1	Request Fulfillment/Service Catalog
Need "My Requests and "My Approvals" to be added to Self Service	1	Self Service
Hire date message shows 3 times because I tried to enter the wrong date 3 times. See screenshot	1	Request Fulfillment/Service Catalog
Remove Salary range from Onboarding form	1	Request Fulfillment/Service Catalog
In the Onboarding form have a pop-up come up when the Application Access tab is selected. Verbiage should be "You are required to select the applications that you need to access."	1	Request Fulfillment/Service Catalog
Joe C to provide list to Chris to make catalog items viewable on the portal	1	Portal
Test environment has no Interceptor page	1	Change
Prices are not included in ordering of desktops and laptops. Update model and pricing info for Desktop/Laptop orders Optiplex 3020 SFF - \$650 Optiplex 3020 Micro DT - \$750 Optiplex 7020 SFF - \$750 Optiplex 9020 SFF - \$975 Optiplex 9030 AIO - \$1175, (change the name on the selection page from 9020 to 9030) Latitude 5250 \$1050 Latitude 7450 \$1350 X240 \$880 T440s \$960 MS Surface \$1400 w/docking station	1	Request Fulfillment/Service Catalog
Order Software- Visio and Project overlap each other	1	Request Fulfillment/Service Catalog
For Desktop and Laptop ordering, add Darryl and Melissa to the approval list. Remove Michael Maes and Jason Rohrer. See the RITM0010388 for an example of the wrong approvers	1	Request Fulfillment/Service Catalog
Add one more approval in the workflow. If the order is over \$5000, then one of Kathleen Boutte Foster, Candi Clarno or Gordon Helms need to approve the order after Darryl's team approves this.	1	Request Fulfillment/Service Catalog
Upon resolution of the Procurement task for Onboarding and Desktop/Laptop ordering, create a new task that will get assigned to the Desktop team for the provision/setup of the computer. The Short Description should read New PC setup for "Requested For".	1	Request Fulfillment/Service Catalog



When the Desktop team receives the desktop/laptop/Surface they will put the task in "Work Started" state. When this happens, send a notification to the Procurement group stating "The Desktop team has received the computer associated with task.....":	1	Request Fulfillment/Service Catalog
Change the Short Description of the Procurement task to remove "and Provision". Also change the workflow wording as well in the Procurement task.	1	Request Fulfillment/Service Catalog
Modify the approval notification for desktop/laptop to include verbiage that "You are required to validate the Org Account # and the Account # contained in this order". Also include the Org Account # and Account # in the approval notification	1	Request Fulfillment/Service Catalog
The laptop ordering process should be the same as the desktop ordering process. See ticket RITM0010389 that the laptop has no workflow	1	Request Fulfillment/Service Catalog
Remove "Shipping" section on all Ordering forms. Reason is that there are only 2 shipping addresses	1	Request Fulfillment/Service Catalog
All tablets, laptops and desktops need to have manager approval	1	Request Fulfillment/Service Catalog
Need to also have all Service Catalog Items put on the portal based on Department	1	Portal
In Service Catalog, under PMO, rename AD Task Reporting to "Project Reports"	1	Request Fulfillment/Service Catalog
For "Project Reports", Need "Project Name(s)" field in the Project Report form and remove the "1." in the section header	1	Request Fulfillment/Service Catalog
For "Project Reports", "Delete 3 fields: Resource report by project, Resource report and Budget variance report	1	Request Fulfillment/Service Catalog
For Project Reports, need new field- Type of Report Needed: Checkboxes for the following: Project progress report, Resource utilization report and Budget-to-Actuals variance report	1	Request Fulfillment/Service Catalog
For Project Reports, remove the approvals and just assign the ticket to the PMO team	1	Request Fulfillment/Service Catalog
In Service Catalog, under PMO, rename the "PM request" to "Project Request"	1	Request Fulfillment/Service Catalog
For a Project Request, need mandatory 6 fields, Department Name, Department stakeholder name, Short Description, Description, Tentative Start and End dates.	1	Request Fulfillment/Service Catalog
Remove approval for Analytic Report	1	Request Fulfillment/Service Catalog
When a manager clicks the link to view an approval, they should be shown the Account # and Org Account # in addition to fields already there. See screenshot	1	Request Fulfillment/Service Catalog
	1	Request Fulfillment/Service Catalog



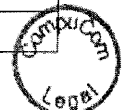
Make the Assigned To field mandatory when closing a Procurement task	2	Request Fulfillment/Service Catalog
ITIL users can delete RITM numbers. This needs to be removed.	1	Default UI
Need to include verbiage in the Desktop/Laptop order form "To order peripherals such as monitors and printers, select "Add to Cart" and then "Continue Shopping" to add those items.	1	Request Fulfillment/Service Catalog
In the Procurement task for Add field (not mandatory) named RB # next to PO number in the task next to or below the PO #	1	Request Fulfillment/Service Catalog
Need to make Billing org/Account number mandatory on the Mobile and Tablet order forms	1	Request Fulfillment/Service Catalog
Added a laptop to cart, then selected continue shopping and I received the error in the screen shot to the right	1	Request Fulfillment/Service Catalog
When selecting the "Proceed to Checkout actually places the order" as opposed to allowing you to review it	1	Request Fulfillment/Service Catalog
Add creation/open date to the mobile form for incidents and other tickets that are created	2	Mobile Access
When ordering a computer, I am able to put my name as a manager in the manager field and the approval gets sent to me. Need to put something in place that prevents the person from adding themselves as a Manager. The workflow for Ordering items should always send the approval to a person's manager.	1	Request Fulfillment/Service Catalog
Manager field should get prepopulated when someone opens the order form. It does not get populated even though a person has a manager	1	Request Fulfillment/Service Catalog
Received an error in the workflow for Onboarding- Main Workflow- Request Level- when manually approving this by changing the Approval field to Rejected. See screenshot to the right.	1	Request Fulfillment/Service Catalog
Create/modify Approval Rejection Notification to submitter. The request (number) has been rejected by (Manager). Please validate this order with your manager and submit a new request.	1	Request Fulfillment/Service Catalog
Service Catalog that shows all open requests and items is not available in Left Nav for Service Desk and Desktop Support	1	Default UI
Remove Type of Project and Size of Project from PM Request form	1	Request Fulfillment/Service Catalog
Change the name of Expected Completion Date to Planned Completion Date	1	Request Fulfillment/Service Catalog
Remove the entire section of ISD RESOURCE ESTIMATES	1	Request Fulfillment/Service Catalog
Create new catalog item under PMO named "Project Manager Request" with fields of Section 1 named "Requested for (Personal Information)" with fields of Email, Location Business phone, Department. Section 2 named "Project Details" with fields of Scope of Project (Text), Types of Services (Text), Planned start date, Planned end date, Level of Experience with buttons of 1-3 years, 4-6	1	Request Fulfillment/Service Catalog



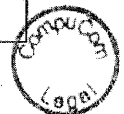
years and 7 years or more. Make all fields mandatory with the buttons of 1-3 years having nothing populated initially. No workflow needed		
Add Management approval for Domain Name Request	1	Request Fulfillment/Service Catalog
SharePoint - Rename the Items 'SP- New Site Request' to ' New Site Request'	1	Request Fulfillment/Service Catalog
SharePoint - Rename the Items 'Site Owner Change' to 'Site Owner Change Request'	1	Request Fulfillment/Service Catalog
SharePoint - Rename the Item 'Storage Request (Site Quota)' to 'Storage Upgrade Request (Site Quota)'	1	Request Fulfillment/Service Catalog
SharePoint - Order the Service Requests items as below : New Site Request Site Owner Change Request Storage Upgrade Request (Site Quota) Site Decommission Request	1	Request Fulfillment/Service Catalog
SharePoint > New Site Request> Change the options for 'Define who has visibility to this content' to - Internal County Users - External public	1	Request Fulfillment/Service Catalog
SharePoint>Site Decommission Request Change the wording for the check box to 'I agree that all contents on the Site Collection (including all sub sites, folders...) will be permanently deleted'	1	Request Fulfillment/Service Catalog
For ordering of mobile devices (non-pagers), we want to have a question "Do you want to sync your County email to this device?" Note: This only applies to smartphones, not flip phones	1	Request Fulfillment/Service Catalog
Choose a color for iPhone (or any device) needs to be mandatory	1	Request Fulfillment/Service Catalog
The color, carrier and Billing org/Account number need to be mandatory	1	Request Fulfillment/Service Catalog
Correct misspelling of "Optiones" to "Options" in the mobile device ordering pages	1	Request Fulfillment/Service Catalog
For ordering of mobile devices is there a way to see that someone agreed to the policy?	1	Request Fulfillment/Service Catalog
Need to have manager approval when ordering a mobile device. Procurement does not need to approve this. They just need a task once the manager approves this.	1	Request Fulfillment/Service Catalog
When closing the Procurement/Provisioning task, there are no mandatory fields. Make work notes mandatory	2	Request Fulfillment/Service Catalog



For Mobile devices, when the Procurement/Provisioning task gets completed, then a new task "MDM account for new device". This task should be auto-assigned to the group Mobile Device Email support. The answer to the question "Do you want to sync your County email to this device?" should be put in this task	1	Request Fulfillment/Service Catalog
Need to restrict the order number of mobile devices and tablets to one device. This is for both quantity and continual Add to Cart options. Need to add verbiage "This form can only be used to order one mobile device at a time with the exception of the Verizon Convoy."	1	Request Fulfillment/Service Catalog
The Verizon Convoy should be the only device that you can order more than one device. Users need to be able to enter a quantity as opposed to a drop down list	1	Request Fulfillment/Service Catalog
Need Monique and Joyce to validate the mobile devices and their specs on the portal are current	1	Request Fulfillment/Service Catalog
Address issue of multiple names/duplicate user accounts coming up in Manager field when ordering items	1	Request Fulfillment/Service Catalog
Make an entry on the desktop order page that "Keyboard and Mouse are included in this order"	1	Request Fulfillment/Service Catalog
For Laptop orders we need to put verbiage on the form "To order peripherals such as a docking station, laptop bag, etc. select "Add to Cart" and then "Continue Shopping" to add these items.	1	Request Fulfillment/Service Catalog
Need to add "Approximate" to the Price on the order form and on all order forms. i.e. (make it "Approximate Price")	1	Request Fulfillment/Service Catalog
Create a new task named "Get quote from vendor" (also in Short Description) when Desktop/Laptop is approved by the manager. Auto Assignment to the Desktop team.	1	Request Fulfillment/Service Catalog
On the order form for Optiplex 7020, remove the verbiage "- Liked by HSA." Also, for Catalog Items Descriptions, please add descriptions found in the Device Descriptions worksheet	1	Request Fulfillment/Service Catalog
Make entry on the Order form homepage, "Specific items are subject to manufacturer availability and may affect delivery time".	1	Request Fulfillment/Service Catalog
Need to add verbiage on the Order Form homepage for procurement blackout period. The verbiage should be. "All purchasing is contingent upon the County's procurement process. This includes a purchasing blackout period of 1-3 months during fiscal year closing".	1	Request Fulfillment/Service Catalog
Add to verbiage for each item for laptops and desktops- "Warranty period for desktops and laptops is 5 year Next Business Day support based on approved County Standards"	1	Request Fulfillment/Service Catalog
Add Peripherals icon in the Order Items homepage. In there have options for Monitor, Keyboard, Mouse, Other- Darryl to provide peripheral models, pricing. See Word doc "2015 Peripherals"	1	Request Fulfillment/Service Catalog
Change item name "Mobiles" to "Mobile Devices"	1	Request Fulfillment/Service Catalog
Remove Lenovo models from the Order form. We will have a single	1	Request



vendor for PC purchase (Dell) going forward		Fulfillment/Service Catalog
In all Desktop and Laptop Catalog Items, replace 32 bit with 32 Bit OS. There are some cases of 64 bits. These should be changed to 64 Bit OS	1	Request Fulfillment/Service Catalog
Remove the Delivery Time in all Laptop catalog items	1	Request Fulfillment/Service Catalog
In the Onboarding form, In the section Attention to "Hiring manager / Liaison:" remove all entries and replace them with 2 items 1- VPN requests (make link to http://intranet.co.sanmateo.ca.us/isd/wp-content/uploads/sites/2/2014/12/remote_access_request.pdf) must be attached to the Generic Service request in ServiceNow. 2- For Non-ISD employees, visit the ISD Intranet site for Card Key Services (make link http://intranet.co.sanmateo.ca.us/isd/cardkey/)	1	Request Fulfillment/Service Catalog
Include labor hours for computer setup (3 hours at \$129 per hour). Needs to be shown on the form and included in the pricing.	1	Request Fulfillment/Service Catalog
Make Position location mandatory in the Onboarding form	1	Request Fulfillment/Service Catalog
Make the Home Organization field required in the Onboarding form	1	Request Fulfillment/Service Catalog
On the Onboarding form, rename the "Reporting manager" to "Manager" and "Reporting Department" to "Department"	1	Request Fulfillment/Service Catalog
Need Cardkey task in onboarding form if the person has the Department of Information Services (ISD) route to the ISD Personnel-Payroll-Training-Ergo-Safe group	1	Request Fulfillment/Service Catalog
Modify name of "Payroll" and make it "Time Track".	1	Request Fulfillment/Service Catalog
If the onboarding form is for an employee and not a contractor, then Time Track check box needs to be auto populated and read only. If the person is a contractor in ISD, then this "Time Track" option does not show up.	1	Request Fulfillment/Service Catalog
The mobile phone item needs to have no defaults and make them required	1	Request Fulfillment/Service Catalog
Rename the Facility item in the Onboarding form and Facilities Catalog Item to "Cubicle/Work Space" and rename the associated workflow component and RITM and TASK. This needs to be only shown on the form when ISD is selected. Also add the item "Cubicle/Work Space" to the Portal under "Order Things"	1	Request Fulfillment/Service Catalog
Rename the "Choose Options" button to "Next"	1	Request Fulfillment/Service Catalog
Need verbiage on the 2nd screen "Please select each tab below to provide further information as necessary."	1	Request Fulfillment/Service Catalog



When selecting Health as the Department in the Onboarding form, an RITM is created and 2 associated tasks for Onboarding Group and Drives. These tasks have no assignment group. They need to be assigned to the "Server" group	1	Request Fulfillment/Service Catalog
On the Onboarding form, change "Group/Drives Access" to "Group/Drive Access". See screenshot to the right	1	Request Fulfillment/Service Catalog
In the Onboarding form, under Position Information section remove "Desire Start date", Salary Range	1	Request Fulfillment/Service Catalog
Combine Position Classification/Information sections and keep the name Position Information with 5 fields	1	Request Fulfillment/Service Catalog
In the Onboarding form, remove section ISD Classification. This section only comes up when the	1	Request Fulfillment/Service Catalog
On the Onboarding form, rename the Hire date to Start date	1	Request Fulfillment/Service Catalog
On the Onboarding form, change field "Position" to "Job Title"	1	Request Fulfillment/Service Catalog
On the Onboarding form, change "Position Location" to "Work Location"	1	Request Fulfillment/Service Catalog
On the Portal and Service catalog: 1- Make Facilities and New Employee Requisition Request available only to ISD users. Either use the Information Services Department or ISD to role to do this filtering. 2- Restrict the "Hardware" category on the Service Catalog. Users with Help Department and HSA should not see this Category in the Portal	1	Request Fulfillment/Service Catalog
For Facilities requests, the auto assignment of the task needs to go to ISD Personnel-Payroll-Training-Ergo-Safe, not Facilities	1	Request Fulfillment/Service Catalog
Under Service Catalog > Facilities > Chair & Desk request change the "Desk" to "Desk configuration"	1	Request Fulfillment/Service Catalog
Move the Service Catalog > Facilities > Requisition request to the main Service Catalog and Portal page and rename it to New Employee Requisition Request. See the MS Word document named "New Employee Requisition Request" Fields need to be put into one the sections below: Requestor Information Email Location Business Phone Department 2- Position Information All these fields need to be mandatory.	1	Request Fulfillment/Service Catalog
On the Requisition request form in the Position Classification section, if Contractor is selected, then a new field Bill Rate should appear and be mandatory- Text field	1	Request Fulfillment/Service Catalog
On the Requisition request form, Add "Pass thru" field when	1	Request



Contractor is selected. Yes/No field.		Fulfillment/Service Catalog
Add "Customer or Project" field when Contractor is selected	1	Request Fulfillment/Service Catalog
Need to redo the GIS catalog Item as shown in the "Service Catalog Request Items for GIS" word doc	1	Request Fulfillment/Service Catalog
Need verbiage for GIS catalog item for charge codes/SR codes	1	Request Fulfillment/Service Catalog
From Incident, we want to right-click to create a Problem ticket. The short description should be copied to the Problem ticket. There should be a relationship created between the new Problem ticket and the Incident ticket that it was created from. In the Problem ticket, you should be able to see the related Incident and in the Incident ticket you should be able to see the related Problem ticket.	1	Problem
The option to "Navigate to ITSM Portal" needs to be available to all users, not just ITIL users	1	Default UI
Modify the Catalog Category named "Can We Help You?" Instead of "Your IT gateway. Report issues and submit requests". Use the wording "Use this to open requests for Employee Onboarding, Password Resets or a Generic Service Requests.	1	Default UI
For the GIS catalog Item "GIS- Application Enhancement", add verbiage to the top of the page. "Please note: If the enhancement benefits all county employees, there would no cost to your department. If the enhancement benefits only your department, ISD will provide cost estimates for your approval.	1	Request Fulfillment/Service Catalog
In Dev, the Service Catalog, the "Can We Help You" category has 5 Items. Remove "Request a Change" and add "Generic Service Request"	1	Request Fulfillment/Service Catalog
The link "Navigate to ITSM Portal" needs to be put in the Self Service application in the Left Navigation pane for all users.	1	Request Fulfillment/Service Catalog
In every catalog item, remove the number "1." See screenshot to the right	1	Request Fulfillment/Service Catalog
In the portal under "Make a Request", add items GIS, Internet/Intranet, PMO, SharePoint and Generic Service Request	1	Portal
Update Portal page with modifications found in the bitmap "Portal Modifications"	1	Portal
For the Knowledge homepage Remove Videos, Client Services, and Infrastructure. Add Network, Server and ServiceNow Training	1	Portal
For GIS-Application Enhancement item create an approval notification to include the following wording ""Requestor" has asked for an application enhancement. If the enhancement benefits all county employees, there would no cost to your department. If the enhancement benefits only your department, ISD will provide cost estimates for your approval".		Request Fulfillment/Service Catalog
For the Knowledge Homepage- Can we have a more prominent search for end users placed above the tiles?	2	Portal



3. All other terms and conditions of the agreement dated August 5, 2014, and as amended, between the County and Contractor shall remain in full force and effect.



IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives,
have affixed their hands.

COUNTY OF SAN MATEO

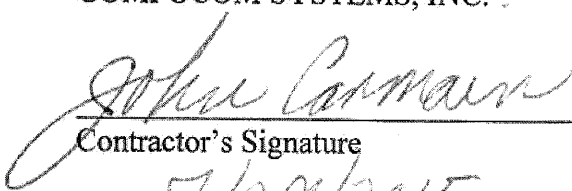
By: _____
President, Board of Supervisors, San Mateo County

Date: _____

ATTEST:

By: _____
Clerk of Said Board

COMPUCOM SYSTEMS, INC. .


Contractor's Signature

Date: 7/29/2015

