



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



**Date:** May 5, 2015  
**Board Meeting Date:** June 16, 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 a System Administrator to assist the Information Services Department with the support of the ServiceNow IT Service Management system, increasing the agreement amount by \$138,873 to an amount not to exceed \$238,713, and to extend the term to April 30, 2016.

**BACKGROUND:**

The Information Services Department (ISD) is enhancing 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, performance analytics, Request Fulfillment (e.g., when an employee requests a new Smartphone), Change Management (e.g., when a new version of Microsoft Office is ready for installation), 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) utilizing the ServiceNow tool and CompuCom professional services. On September 10, 2014, ISD entered into an agreement with CompuCom to provide professional services for an ITSM System Administrator for an amount not to exceed \$99,840 and for the term September 15, 2014 through April 24, 2015. On March 24, 2015, Amendment #1 was executed to extend the term date through June 30, 2015.

**DISCUSSION:**

With the Board's approval, CompuCom will continue to provide professional services to ISD by providing an experienced and certified level 2 System Administrator to provide system maintenance and administration support for the ServiceNow suite. This basic maintenance and administration is not part of the development or implementation of the

new ServiceNow modules and implementation phases. This is a “care and feeding” support contract consisting of configuration and maintenance of the user interface, system properties, foundation configuration/integrations, and content/reports/data management. ISD anticipates using these professional services through the next fiscal year after which the implementation of ServiceNow will be completed. During this period, ISD will determine the level of support required to maintain ServiceNow and train existing personnel or, if it is more cost effective, continue to utilize professional services.

The implementation of the ServiceNow tool will provide customer departments with added functionality to access their own dashboards and trend reports, request new IT devices with improved access to cost information, report an issue from a user’s Smartphone or mobile device, and check the status on a previously reported issue or past service request. It will also allow customer departments to receive tips or step-by-step instructions for simple fixes. ServiceNow will provide the tools necessary to create a consistent and timely resolution to customer requests and reported issues. The outcome of ServiceNow’s work under this Amendment will be that customer service issues are resolved faster and, as a result, ISD will be able to provide more effective customer service throughout the County.

It is anticipated that this system and process is critical to ISD’s ability to meet performance goal metrics of high customer satisfaction and timely response to both daily and long-term mission critical issues.

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

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

Approval of this Resolution contributes to the 2025 Shared Vision of a Collaborative Community by providing access for all County departments to IT services through a convenient and effective process.

**PERFORMANCE MEASURE(S):**

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Service Desk % of ticket Resolution at first call	23%	30%

**FISCAL IMPACT:**

The funding for this agreement, including the \$138,873 amendment, is included in ISD’s budget to implement a new IT Service Management system, and it is also included in ISD’s 2015-2017 Recommended Budget and will be included in future year’s budgets. The ongoing cost of service desk operations is included in the Core IT charges portion of ISD service charges to all customer departments.