



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: March 25, 2016

Board Meeting Date: May 10, 2016

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Amendment with CompuCom Systems Inc. for an IT Service Management (ITSM) System Administrator

RECOMMENDATION:

Adopt a resolution authorizing an amendment with CompuCom Systems, Inc. for continued professional services of an IT Service Management (ITSM) System Administrator to support the ServiceNow application, extending the term through May 31, 2017 and increasing the amount by \$174,720 to an amount not to exceed \$438,323.

BACKGROUND:

The Information Services Department (ISD) has enhanced 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 laptop), 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), utilization of the ServiceNow tool and CompuCom professional services. ISD is currently implementing Asset Management (e.g., physical tracking of computers) and Configuration Management for tracking of hardware and software in the County.

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 in support of the ServiceNow platform. 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 ServiceNow tool provides 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.

County Counsel has reviewed and approved the resolution and amendment 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.

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.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Service Desk % of ticket Resolution at first call	35%	38%

FISCAL IMPACT:

The funding for this Agreement, including the \$174,720 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.