



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 19-819

Board Meeting Date: 8/6/2019

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jon Walton, Chief Information Officer, Information Services Department  
**Subject:** Continued Issuance of Purchase Orders to ServiceNow, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing the County Purchasing Agent to continue to issue purchase orders to ServiceNow, Inc. for providing additional proprietary software licenses and support maintenance, increasing the amount by \$92,249.79 for an amended total amount not to exceed \$1,001,939.19 with no change to the term.

**BACKGROUND:**

The Information Services Department (ISD) continues to improve its business processes and tools to provide County departments with easier access to IT services.

On December 20, 2013, ISD released RFP#ISD1827 Information Technology Service Management System (ITSM) to review and select an ITSM application and implementation services based on industry best practices inclusive of Information Technology Infrastructure Library (ITIL) principles. A cross-departmental RFP review committee was established to evaluate functions, such as Request Fulfillment (e.g., when a supervisor requests a computer for a new employee), Incident Management (e.g., when a user cannot access a County system), Change Management (e.g., when a new version of Microsoft Office is ready for installation), Knowledge Management (e.g., how-to guides), and Asset Management (e.g., physical tracking of computers). The committee evaluated six responses and selected the ServiceNow product in the cloud. In 2014, ISD purchased a three-year subscription to ServiceNow through its implementation vendor. The ITSM project was completed in January 2017 and the licensing subscription expired August 18, 2017.

Resolution # 075481 was executed on September 26, 2017, waiving the Request for Proposals process and authorizing the County Purchasing Agent to issue Purchase Orders to ServiceNow Corporation to provide proprietary software licenses and support maintenance, for the term of August 18, 2017 through August 17, 2020, in an amount not to exceed \$909,689.40.

Countywide adoption of the ServiceNow system requires seventy (70) additional licenses. ISD is

requesting an increase in the allocation for licenses in Resolution #075481 in the amount of \$92,249.79, for an amended total combined fiscal obligation not to exceed \$1,001,939.19.

**DISCUSSION:**

The ServiceNow system provides a platform for managing services via workflow driven task tracking, transparent reporting, business analytics and integrations with disparate systems to minimize duplication of effort between systems. Customer departments can access their own dashboards and trend reports, request new IT devices from a self-service portal, report an issue and check its status from a mobile app or desktop computer, and find tips or step-by-step instructions from the knowledge base. The ServiceNow system provides the tools necessary for ISD to respond to incidents and requests in a timely manner and the analytics to track performance. The outcome has been that issues are resolved faster, there is more accountability, and customer service has improved.

County Counsel has reviewed and approved the resolution 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:**

Measure	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 Actual	FY 2018-19 Projected
Percent of Customer Survey Respondents Rating Services as Good or Better	65%	95%	95%	95%

**FISCAL IMPACT:**

The term of the resolution is from August 18, 2017 through August 17, 2020. The amended not to exceed total combined fiscal obligation between all Purchase Orders for this Resolution is \$1,001,939.19. Funding for these purchase orders have been included in ISDs FY 2017-19 Approved Budget & FY 2019-21 Approved Recommended Budget and will be included in future budget requests for ServiceNow services. These services are funded through Core IT service charges distributed to County agencies.