



Agenda Report

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SUBJECT:

SERVICENOW IT SERVICE MANAGEMENT LICENSE RENEWAL

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION:

- A. Approve a Purchase Order to Insight Public Sector for the purchase of ServiceNow License Renewal using the OMNIA Partners Public Sector (formerly U.S. Communities) cooperative contract #4400006644 for a one-year contract for the period of December 30, 2022 through December 29, 2023 for a total amount not to exceed \$112,408, plus tax and delivery (if applicable); and
- B. Approve a contingency of \$11,241 (10%).

BACKGROUND

The Orange County Sanitation District's (OC San) Information Technology (IT) division utilizes ServiceNow Information Technology Service Management (ITSM) software to track, manage, and deliver IT assets and services. The IT division processes nearly 1,000 service requests and incidents per month utilizing this software. All system changes are documented and approved through ServiceNow for auditing purposes. The ITSM system is the primary system used to track the division's day-to-day operations and ensures that all activities are conducted effectively and efficiently with available resources.

Staff is requesting a contingency of 10% to cover any additional software license increases during this one-year contract. Additional licenses may be required to comply with contractor staffing changes.

RELEVANT STANDARDS

- Protect OC San assets
- Participate in local, state, and national cooperative purchasing programs

PROBLEM

The existing ServiceNow ITSM licenses expire on December 30, 2022. OC San needs the renewal to continue to utilize the software.

PROPOSED SOLUTION

Renew OC San's ServiceNow ITSM software licenses for one year.

TIMING CONCERNS

Renewal of the ServiceNow ITSM software licenses should occur prior to December 30, 2022, to ensure software availability without disruption.

RAMIFICATIONS OF NOT TAKING ACTION

Access to the ServiceNow ITSM software would become unavailable for OC San staff. OC San's IT division would no longer be able to track and manage its portfolio of IT services, including assets, service requests, incidents, and change requests.

PRIOR COMMITTEE/BOARD ACTIONS

November 2021 - Board of Directors authorized a Purchase Order for the implementation and software subscription of the ServiceNow ITSM software platform for \$474,505; and approved a contingency of 10% (\$47,451).

ADDITIONAL INFORMATION

N/A

CEQA

N/A

FINANCIAL CONSIDERATIONS

This request complies with authority levels of OC San's Purchasing Ordinance. This item has been budgeted. (FY2022-23 & 2023-24 Budget, Section 8, Page 48, Information Technology Capital Program (M-MC-IT)).

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

N/A