

Service Now – IT Help Desk

TTI Presentation

Date September 18, 2017*

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***Updated September 20, 2017**

Bottom Line Up Front: Service Now

Vendor	Precision Task Group (Service Now authorized reseller)
Purpose:	ServiceNow is a cloud-hosted IT service management tool that the City currently uses for incident management and help desk functions. Historically multiple departments have purchased Service Now licenses & support separately. This contract will consolidate all COH licenses and support into a single citywide agreement, and allow expansion to include two additional modules.
Contract Amount:	\$2,615,122 Spending authority requested now \$5,928,984 Planned total spending authority (later)
Term:	1 Year with 4 renewal option years
Primary Department Users:	HITS (includes use by all employees citywide) PWE HPL MCD (CSMART support) HAS* (will migrate from another platform in FY18)

Detail Cost Breakdown

Vendor		Precision Task Group (PTG)					
Annual contractual increase %		0%	0%	0%	7%	7%	
Itemized details (Services/ HW/SW)		Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
Revolving Fund (1002)	HITS SaaS subscription	\$ 266,622.72	\$ 266,622.72	\$ 266,622.72	\$ 285,286.31	\$ 286,592.76	\$ 1,371,747.23
Enterprise Fund (8300)	PWE SaaS subscription	\$ 91,661.28	\$ 91,661.28	\$ 91,661.28	\$ 98,077.57	\$ 98,526.71	\$ 471,588.12
Enterprise Fund (8012)	HAS SaaS subscription	\$ 83,354.40	\$ 83,354.40	\$ 83,354.40	\$ 89,189.21	\$ 89,597.64	\$ 428,850.05
		\$ 441,638.40	\$ 441,638.40	\$ 441,638.40	\$ 472,553.09	\$ 474,717.12	\$ 2,272,185.40
Planned Expansion (now)	Performance Analytics Module	\$ 66,655.68	\$ 66,655.68	\$ 66,655.68	\$ 71,321.58	\$ 71,648.19	\$ 342,936.81
	Requested now for initial contract	\$ 508,294.08	\$ 508,294.08	\$ 508,294.08	\$ 543,874.67	\$ 546,365.31	\$ 2,615,122.21
Planned Expansion (later)	Service Watch Suite		\$ -	\$ 636,864.00	\$ 681,444.48	\$ 729,145.59	\$ 2,047,454.07
Planned Expansion (later)	Professional Services	\$ -	\$ -	\$ 500,000.00	\$ -	\$ -	\$ 500,000.00
Contingency	Additional licenses	\$ -	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 400,000.00
Contingency	Professional Services	\$ -	\$ -	\$ -	\$ 200,000.00	\$ 100,000.00	\$ 300,000.00
	Future additional allocation		\$ 100,000.00	\$ 1,236,864.00	\$ 981,444.48	\$ 929,145.59	\$ 3,247,454.07
Grand Total		\$ 508,294.08	\$ 608,294.08	\$ 1,745,158.08	\$ 1,525,319.15	\$ 1,475,510.90	\$ 5,862,576.29

5yr licenses maintenance cost	= \$2,272,185
Additional products and services	= \$ 342,936
Total requested now	= \$2,615,122

Current spending authority request

HITS – Enterprise Service Portal

ENTERPRISE SERVICE PORTAL My Open Tickets 6 Useful Links Support Staff Live Chat RA Askew, Reenie (E153775)

How can we help you?

Type your question or keyword here

Report a Problem
Report any issues you are experiencing

Request a Service
Browse the Enterprise Service Catalog

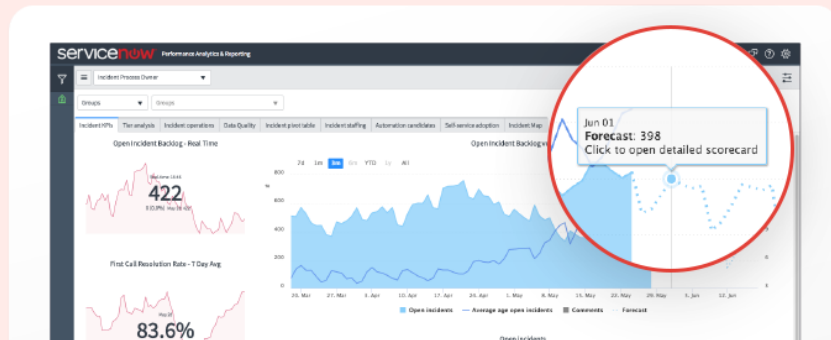
Find Answers
Search the Knowledge Base for answers

All My Tickets (Opened By Me) Popular Requests News Flash

- IT Helpdesk portal with employee self service capabilities
- Supports all IT requests for HITS supported departments

Features of Performance Analytics

With Performance Analytics, You Can...



Anticipate Trends Prioritize Resources

Deliver Automation and Self-Service

Drive Toward Continual Service Improvement

Align Service With Overall Business Goals

Overview of Service Watch

Explore the IT Operations Management
Applications



Discovery

Create a single system of record for IT infrastructure spanning data centers and clouds



Event Management

Reduce event floods from monitoring tools and gain insight into business service health



Operational Intelligence

Proactively identify anomalous behavior in the IT infrastructure before it causes service outages



Orchestration

Automate IT processes, eliminate manual tasks, and remediate service issues



Service Mapping

Map the relationships between IT components and business services in dynamic environments



Cloud Management

Deliver cloud resources through self-service, reducing business risk and managing costs

Key Features of Service Watch

- **System Discovery** – Maintain infrastructure configuration in a Configuration Management Database (CMDB), through which HITS can maintain an inventory of system and devices on the network
- **Process automation** - Automate IT and business processes for operations management. Automated scripts to accelerate processes execution, in the event of service disruption
- **Service Mapping** – Map infrastructure to business services, creating an immediate awareness of service disruption impacts to the business, down to the application layer

Service Now Contract

Questions?