



## Legislation Text

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**File #:** 16-0749, **Version:** 1

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### Purchase of a Replacement Vendor-Hosted Information Technology Services Management (ITSM) System for the Information Technology Department (**Citywide**)

The Information Technology Department (ITD) is seeking a replacement for their existing obsolete ITSM system that will include Help Desk ticketing, a streamlined user portal for add/change request fulfillment, incident management, asset management, change management, configuration management and service level tracking. This user portal can provide "one stop shopping" for users across the City to request IT services. This system will be a robust, resilient, and scalable vendor-hosted solution that uses current technology and leverages industry best practices.

The Information Technology Department and Purchasing recommend authorizing the purchase using the State of Arizona cooperative contract with SHI International, at \$306,705.70, plus a project contingency, at \$43,294.30, for the first-year total of \$350,000; and years 2 through 5, at \$36,000 annually, for on-going maintenance and support.