



**Information Technology  
COUNTY OF TULARE  
AGENDA ITEM**

**Agenda Item**

**AGENDA DATE:** July 27,2010

Public Hearing Required	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Resolution, Ordinance or Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)						
	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
CONTACT PERSON: Peg Yeates    PHONE: 559-636-4805						

**SUBJECT:** Information Technology Licensing and Maintenance renewal with Service-now.com.

**REQUEST(S):**

That the Board of Supervisors:

1. Ratify and approve the annual renewal of license and maintenance agreements with Service-now.com to provide use licenses and maintenance support for the Service-now.com product in the amount of \$104,580 effective July 1, 2010 through June 30, 2011;
2. Find that the Board had authority to enter into the proposed agreement as of July 1, 2010 and that it was in the County's best interest to enter into the agreement on that date; and
3. Authorize the Chairman to sign the Agreement.

**SUMMARY:**

The Information Technology (IT) Department is responsible for purchasing and maintaining the hardware and software contracts for the Information Technology assets of Tulare County, including but not limited to the mainframe computer, the data center servers, network infrastructure components and Storage Area Network (SAN).

For the past 2 years Service-now.com has been the program used in Tulare County for incident and problem management, change management, asset management and self service. It is now time to renew the maintenance and licensing agreements

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for this product. Historically, the renewal was paid on an annual basis. The term of the contract has always run from July 1 through June 30.

**FISCAL IMPACT/FINANCING:**

The estimated cost for this license and maintenance agreement is \$104,580 and is included in IT's FY 2010/11 budget to be paid from account number 071-090-2900-2090. Cost will be included in user rates charges to departments benefiting from the product. There is no direct net county cost to the General Fund.

**LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:**

The County's five year strategic plan includes the Organizational Performance initiative to which this purchase applies because the ability of the County to maintain community safety and security is dependent on our ability to maintain and appropriately license County software.

**ALTERNATIVES:**

One alternative is to allow the maintenance and licensing to lapse. This is not recommended because the County could not continue using the licensed products to track the requests made to IT or IT Assets. This would prevent the County from moving forward with the project to improve the methodology used for charging County user Departments for services rendered. It would become significantly more difficult to provide service to Tulare County Departments.

**INVOLVEMENT OF OTHER DEPARTMENTS OR AGENCIES:**

County Counsel has approved the agreement as to form.

**ADMINISTRATIVE SIGN-OFF:**

  
\_\_\_\_\_  
Peg L. Yeates  
Information Technology Director

Cc: Auditor/Controller  
County Counsel  
County Administrative Office (2)

Attachment(s)  
Agreement with Service-now.com, Inc

**BEFORE THE BOARD OF SUPERVISORS  
COUNTY OF TULARE, STATE OF CALIFORNIA**

**IN THE MATTER OF** Information )  
Technology Licensing and Maintenance )  
Renewal with Service-now.com )

**RESOLUTION NO.** \_\_\_\_\_  
**AGREEMENT NO.** \_\_\_\_\_

UPON MOTION OF SUPERVISOR \_\_\_\_\_, SECONDED BY  
SUPERVISOR \_\_\_\_\_, THE FOLLOWING WAS ADOPTED BY THE  
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD \_\_\_\_\_  
\_\_\_\_\_, BY THE FOLLOWING VOTE:

AYES:  
NOES:  
ABSTAIN:  
ABSENT:

ATTEST: JEAN M. ROUSSEAU  
COUNTY ADMINISTRATIVE OFFICER  
CLERK, BOARD OF SUPERVISORS

BY: \_\_\_\_\_  
Deputy Clerk

\* \* \* \* \*

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