



Information Technology COUNTY OF TULARE AGENDA ITEM

BOARD OF SUPERVISORS

ALLEN ISHIDA
District One

PETE VANDER POEL
District Two

PHILLIP A. COX
District Three

J. STEVEN WORTHLEY
District Four

MIKE ENNIS
District Five

AGENDA DATE: June 7, 2011

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. Approve the annual renewal of license and maintenance with Service-now.com to provide use licenses and maintenance support for the Service-now.com product in the amount of \$124,500 effective July 11, 2011 through July 10, 2012.

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 for this product. Historically, the renewal was paid on an annual basis. The term of the contract has always run from July 11 through July 10.

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

DATE: June 7, 2011

FISCAL IMPACT/FINANCING:

The cost for this license and maintenance agreement is \$124,500 and is included in the FY 2011/12 budget to be paid from account number 071-090-2900-2200. 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 would not be able to 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:

Not Applicable.

ADMINISTRATIVE SIGN-OFF:

Peg L. Yeates
Information Technology Director

Cc: Auditor/Controller
County Counsel
County Administrative Office (3)

**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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