



## Legislation Text

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**File #:** 21-030, **Version:** 1

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### **ACTION REQUESTED:**

Communication from the City Manager and Assistant City Manager / Interim Chief Information Officer with a Request to APPROVE a CONTRACT with NIMBUSNOW for BMC REMEDYFORCE Licensing, in an Amount not to Exceed \$29,600.00.

**BACKGROUND:** This is an IT ticketing and service management application and installation not to exceed \$29,600. Our current ticketing system was originally purchased sixteen years ago and is no longer supported by the company. This system is limited in its ability to manage workflow and report results in modern ways. The current system lacks mobile options. As a result, employees must return to their desk or use a computer on network to update tickets, see new tickets, and respond to requests. This has led to poor time tracking and updating of tickets in a timely manner. In addition, Users have difficulty understanding the status of their requests in the current tool, leading to frustration and multiple requests for the same item - leading to confusion and dissatisfaction.

In late 2020, the IS team began an investigation of possible alternate solutions and through technical review of the key needs of the team including:

- Third-party hosting
- Service Level Agreement (SLA) / Workflow Management capabilities
- A User Portal for submission, updates, status and other information to be shared transparently
- Mobile Application to access and use the system
- Time/ Task Analysis and Reporting capabilities.

A broad review of market options led the team to two highly capable options, BMC Remedyforce and Zen Desk. We received in-depth demo and input session involving all IS staff and combined that with price to identify BMC Remedyforce as the best solution. (baseline pricing was slightly lower for BMC Remedyforce).

On further review we have also elected to add a package to work with asset management and use this as our asset management tool. This addition translates and connects to data by reading a bar code.

**FINANCIAL IMPACT:** \$29,600 will be paid from Project E2106 in the amount of \$16,000 and \$13,600.00 from project E2002 for the one-time implementation/ set-up cost.

**NEIGHBORHOOD CONCERNS:** Not applicable

**IMPACT IF APPROVED:** We will be able to be more efficient and transparent when working on IS issues of all types

**IMPACT IF DENIED:** We will continue to struggle as we have previously and no longer have support from the vendor as this application is no longer supported.

**ALTERNATIVES:** Other options that meet the needs of the team are of comparable price.

**EEO CERTIFICATION NUMBER:** 03674-220331

**WHICH OF THE GOALS IDENTIFIED IN THE COUNCIL'S 2017 - 2032 STRATEGIC PLAN DOES THIS RECOMMENDATION ADVANCE?**

1. Financially Sound City

**WHICH CRITICAL SUCCESS FACTOR(S) FROM THE COMPREHENSIVE PLAN DOES THIS RECOMMENDATION IMPLEMENT?**

1. Have an efficient government.

**DEPARTMENT:** Information Systems