REPORT TITLE: **Supply and Implementation of an Information and Technology Service Management Solution – Document 2020-191P**

FROM: Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

1. **That the contract (Document 2020-191P) for the Supply and Implementation of an Information and Technology Service Management Solution awarded to CDW Canada Corp. be increased in the amount of $466,796.20, exclusive of applicable taxes, for a revised total contract amount of $736,432.90, exclusive of applicables taxes, in accordance with Procurement By-law 30-2018, as amended; and,**

2. **That authority be granted to the Director of Procurement to renew the contract annually (or for multiple years to take advantage of multi-year discounts) for ongoing software licenses, subscription, maintenance, and ongoing support, and to increase the contract for any upgrades, technical support, implementation services, additional modules, hosting, licenses, and other products and services for the lifecycle of the solution, subject to satisfactory performance, price, and approved budget.**

REPORT HIGHLIGHTS

- To strengthen the Region's Information Technology Infrastructure Library (ITIL) program and implement Information Technology Service Management (ITSM) process improvements, the Region conducted a competitive process and awarded Contract Document 2020-191P to CDW Canada Corp. for the implementation of the ServiceNow application to replace the previous unsupported ITSM tool.
- Over the past year and a half, the Region has successfully implemented a number of ServiceNow modules, including Incident Management, Self-Service Portal, Problem Management, Contract Management, Change Management, Configuration Management, and Asset Management.
- The new tool follows ITIL best practices to improve efficiency, reduce operational costs, increase self-service, and provide better service and customer experience.
- The Region requires to implement a full IT Asset Management solution to streamline, manage and monitor hardware and software assets, usage, configurations, installations, deployments, and achieve cost savings, time savings and automation.

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DISCUSSION

1. Background

In 2020, Region of Peel's IT Operations division transitioned from the previous unsupported ITSM tool and implemented a modern, out-of-the-box, cloud based and configurable ITSM tool solution to meet the needs of stakeholder groups across the Region and to support the 5,500 employees who require access to the self-service and knowledge management portal where tickets for incidents and service requests can be submitted, tracked, updated, and viewed.

The ITSM tool that was procured and implemented was ServiceNow and the contract Document 2020-191P was awarded to CDW Canada Corp.

Over the past year and a half, the Region has successfully implemented the following ServiceNow modules:

- Incident Management
- Self Service Portal
- Problem Management
- Contract Management
- Change Management
- Configuration Management
- Asset Management

These modules have been adopted well within the organization and have empowered different teams with centralized access to valuable information, streamlining processes and activities to review, fulfilling, and managing of service requests and incidents, and improving response time, deliverables, and overall management of resources.

The new tool follows ITIL best practices to improve efficiency, reduce operational costs, increase self-service, and provide better service and customer experience. Since launching this tool, significant improvement in a number of processes has been achieved in the form of greater accuracy, repeatable processes, reduction in time and effort, speed and effectiveness of response and resolution through migration from multiple legacy and manual systems to automated business services and centralized system, improved access to and management of data in real time, and collaborative workspaces and modern work environment.

In an effort to further strengthen the Region's ITIL program and manage the IT assets effectively, the Region requires to implement the full IT Asset Management consisting of Hardware and Software Asset Management (HAM/SAM) modules with Integration Hub. These are two modules within ServiceNow which will gather information that is initially provided to create the foundational data, which will then be sourced from other ServiceNow modules as assets are moved through their lifecycle, and which will track the full lifecycle of Hardware and Software Asset Management, enabling management to assess the state of all assets real time through the availability of reports, charts and data updated live within ServiceNow. This will result in potential cost savings, such as: reduction in overall software costs as duplicate installations and license surplus will be eliminated, end of life software will be identified and replaced, and unused licenses will be recovered and re-assigned to other

staff; reduction in overall hardware costs as all hardware assets will be identified, tracking of warranty, effective management of surplus and inventory, and better preparation for hardware upgrades and roll-outs across the Region. With the advent of cloud computing, the Region has been rapidly migrating to cloud-based applications. These emerging SaaS products require a new way of tracking and managing usage; therefore, the Integration Hub will ensure that software licenses and usage of applications that are not on-premise can be managed on the SAM platform.

Additionally, The Enterprise Asset Management and Enterprise Resource Planning Programs have planned integrations into ServiceNow which relies on additional modules to be activated.

Service management activities that require inter-divisional coordination and tracking is also facilitated by ServiceNow.

2. Procurement Process

This report is seeking a financial increase to an existing contract. In accordance with Procurement By-law 30-2018, Regional Council approval is required.

FINANCIAL IMPLICATIONS

There are sufficient funds available in the approved capital cost centre 207550 to carry out the recommendation.

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