



City of Aurora

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Agenda Number:

TO: Mayor Richard C. Irvin

FROM: Michael R Pegues, Chief Information Officer
Jeff Anderson, Deputy Chief Information Officer
Erick Davis, IT Service Desk Coordinator

DATE: December 15, 2022

SUBJECT:

A Resolution to award a contract for a five-year IT Service Management (ITSM) software to Ivanti, of Salt Lake City, UT, for \$391.893.39.

PURPOSE:

The City IT Department currently manages over 1,200 computing devices, much of which is done manually and in an irregular fashion. This leads to critical software update patches being missed, irregular incident response and inefficient management of the lifecycle of the computing device. The IT staff desires to implement ITSM software to improve service strategy, service design, change management, operations and continual service improvement.

BACKGROUND:

Currently IT staff utilizes a rudimentary HelpDesk ticketing system that is not capable of tracking computing devices (assets). Consequently, IT staff keeps track of devices manually which leads to inconsistent tracking of asset characteristics and phase within the system lifecycle.

The current HelpDesk ticketing system is also not capable of reporting on service level agreements - either for external vendors or internal IT staff. IT management desires to hold both vendors and staff accountable to agreed service levels and report on the effectiveness of IT staff.

Lastly remote access to computers for software repairs / configuration is done in an inefficient method today. A robust ITSM tool combined with a solid Remote Desktop Solution will solve this problem and thereby reduce the number of trips City staff need to make to IT for changes.

DISCUSSION:

The city engaged Marketplace.city to find a IT Service Management (ITSM) software provider.

Process Overview:

- Reviewed Market Landscape with 30+ Companies
- Created Opportunity and Scope Document based on needs described by IT
- Posted Opportunity on Marketplace and Aurora Website 10/25/21 with responses due 11/12/21. (22-78)
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
- 20 companies responded by Deadline
- Team developed Initial Filter Criteria to bring universe of 20 vendors down to a qualified 6 for deeper review
- Within the 6 qualified vendors, only 4 distinct products were offered (2 vendors offered BMC Helix, and 2 offered Cherwell)
- Met with 4 of these 6 to review all available products
 - Dell Marketing, Freshworks, Ivanti, SDI Presence
- Drafted the Request for Proposal (RFP) with IT Stakeholders
- Sent the RFP to the 4 finalists
 - Opened 4/1/22 and closed 4/18/22
 - Received 3 vendor responses
 - Dell Marketing did not respond to the RFP

IT Staff selected Ivanti for the ITSM solution as was the leader across all scoring categories and individual scoring submissions, providing the consensus choice.

IT Staff will engage Ivanti in 2022 for initial discovery and planning stages with the implementation to begin in earnest in 2023 Q1.

A 2023 Decision Package was approved with funds available in 101-1280-419.38-11 - Computer Software - for this purchase.

IMPACT STATEMENT:

Presently tools utilized by IT staff to manage the growing fleet of computing devices is neither flexible nor sustainable. Continued inefficiencies caused by poor device management increases costs and puts the City at risk of a security incident.

RECOMMENDATIONS:

Request the proposed resolution be adopted.

cc: Information and Technology Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution to award a contract for a five-year IT Service Management (ITSM) software to Ivanti, of Salt Lake City, UT, for \$391,893.39.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, as part of its Technology Strategic Plan, the City of Aurora is identifying and replacing its outdated and underperforming systems; and

WHEREAS, the City's IT staff currently manages over 1,200 computing devices.; and

WHEREAS, the City's IT staff manages these devices in an inefficient manner, thereby increasing costs and putting the City at risk of a security incident, and

WHEREAS, RFQ 21-78 was published in October 2021 and an RFP was published to the finalists in April 2022; and

WHEREAS funding for this purchase is available in 101-1280-419.38-11 with an approved 2023 Decision Package.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: awards a contract for a five-year IT Service Management (ITSM) software to Ivanti, of Salt Lake City, UT, for \$391,893.39.

PRIOR ACTION