

BILL/ RESOLUTION REQUEST

- 1. Title:** Amends an agreement with ServiceNow Inc. with a five year extension (new end date: 12-30-2019) at an added cost of \$4,790,312.21 (new total: \$5,364,212.51) to purchase additional user licenses, additional functionality, scope, professional services and education and training for IT Service Management (TECHS-201208650-00).

- 2. Requesting Agency:** Technology Services

- 3. Contact Person *with actual knowledge of proposed ordinance***
Name:Alex Stefanacci
Phone:
Email:

- 4. Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary***
Name:
Phone:
Email:

- 5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**
 - a. Scope of Work**

 - b. Duration**

 - c. Location**

 - d. Affected Council District**

 - e. Benefits**

 - f. Costs**

- 6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.**

Bill Request Number: BR15-0192

Date: 3/31/2015