



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

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**File #:** A 17-045, **Version:** 1

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Approve and authorize the Contracts Purchasing Officer, or designee, to execute Amendment No. 1 to the Agreement between ServiceNow Incorporated and the County of Monterey for software subscription, maintenance and support in the amount of \$566,382, adding \$37,855 for purchase of the ServiceNow Domain Separation Plugin and associated annual subscription fees, for a revised total not to exceed \$604,237.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts Purchasing Officer, or designee, to execute Amendment No. 1 to the Agreement between ServiceNow Incorporated and the County of Monterey for software subscription, maintenance and support in the amount of \$566,382, adding \$37,855 for purchase of the ServiceNow Domain Separation Plugin and associated annual subscription fees, for a revised total not to exceed \$604,237.

**SUMMARY:**

On December 17, 2013, the Board of Supervisors approved a Master Ordering Agreement with ServiceNow Inc., in the amount of \$566,382, for the provision of software subscription, software maintenance/support, and implementation services. The Information Technology Department (ITD) wishes to include the purchase of the Domain Separation Plugin in order to deploy ServiceNow functionality, i.e., optimization of staff workloads, improved resource analysis, and forecasting, project and portfolio management, Asset Inventory Management, and Incident and Change Management at an enterprise-level to other County departments which have requested this functionality.

**DISCUSSION:**

ServiceNow, Inc. has been a County vendor since December 2013, providing a cloud-based service management platform that went live on September 10, 2014. This service management software suite allows for more detailed documentation of services provided by ITD to County departments, optimizing ITD staff workloads, improving resource analysis and forecasting, providing a comprehensive view of county-wide projects, improving asset tracking, and streamlining Incident and Change Management.

In December 2013, the Board of Supervisors authorized renewals to the Master Ordering Agreement, under the same or similar terms, as recommended by the Director of Information of Technology. ITD exercised that authority and extended the ServiceNow agreement through December 2019. The ServiceNow software used by ITD includes several products such as Incident Management, Asset Management, and Project Management which can be leveraged by other County departments.

ITD has since identified the need to purchase the Domain Separation Plugin and associated software maintenance subscription fees. The Domain Separation Plugin is a capability used to separate certain applications and functionalities on the Service Now instance into logically defined domains, allowing for: (i) data segregation between domain groups; (ii) each domain group to customize business process definitions and user interfaces for its own domain; and (iii) the maintenance of certain global processes and reporting. Thus, the

Domain Separation Plug in will allow ITD to deploy ServiceNow functionality, i.e., optimization of staff workloads, improving resource analysis, and forecasting, project and portfolio management, Asset Inventory Management, and Incident and Change Management at an enterprise-level to other County departments.

**OTHER AGENCY INVOLVEMENT:**

County Counsel reviewed Amendment Number 1 as to form.

**FINANCING:**

FY 2016-17 expense of \$10,854.69 will have no impact on the General Fund as funding will be fully sourced through ITD customer billing as it was included in ITD rate structure. Future year expenditures will be included in ITD budget submission.

Prepared by: Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

\_\_\_\_\_Date: \_\_\_\_\_  
Eric Chatham, Interim Director of Information Technology, 759-6920

**Attachments:**

Signed Board Order - Agreement with ServiceNow, Inc.  
Proposed Amendment No. 1 to Agreement with ServiceNow, Inc.  
Order Form Exhibit A with ServiceNow, Inc.  
Attachments are on file with the Clerk of the Board