

# Request for Council Action

Originator Information Systems	Item <b>Approve purchase of LANDesk Service Desk software license and professional services.</b>
Agenda Section Consent	Date 11/16/2015

Description

The Information Systems division implemented LANDesk Management suite earlier in 2015 as part of a two phase project to improve the management of the City's 600+ computers. The suite includes computer inventory, provisioning, security patch management, and remote desktop capabilities. Phase 2 is the implementation of the LANDesk Service Desk system which will replace the City's existing request system that assists Information Systems staff with supporting 800+ end users. The LANDesk Service Desk goes beyond a basic service ticketing system and is fully integrated with the LANDesk Management suite to allow staff to easily determine current computer configurations and to perform updates if necessary. Mobile access to LANDesk Service Desk will provide staff the ability to respond to requests when they are away from their desks.

The cost of the LANDesk Service Desk is \$52,379.31 which includes software licensing and professional services. Professional services include installation, configuration, training, and business process improvement through the development of service level agreements (SLAs) for common processes such as incident management. Council approval is required, because the purchase will be made through the State of Minnesota WSCA/NASPO Contract Number 14279 and the total spend under that contract has exceeded \$100,000 for the year. \$103,692.85 was spent on HP hardware such as servers, PCs, monitors, and printers. \$51,555.26 was spent on the LANDesk Management suite. Funding is available in the Information Systems replacement fund 740102-52070. Annual maintenance for software licensing is estimated to be \$3,984.21 and will be budgeted in subsequent years in the Information Systems operating fund.

Requested Action

Council is requested to approve the purchase of LANDesk Service Desk in the amount of \$52,379.31.

Attachments: