

MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES
Agenda Item Summary Sheet

Name: Finance and Facilities Committee

Date: March 17, 2015

Title: ITS Management Contract Exceeding \$1 Million Dollars

Purpose (check one):

- Proposed New Policy or Amendment to Existing Policy
- Approvals Required by Policy
- Other Approvals
- Monitoring / Compliance
- Information

Brief Description:

Minnesota State Colleges and Universities have collaborated to select an Information Technology Service Management (ITSM) Tool and implementation vendor. This will enhance the current Information Technology support services provided to the students, faculty and staff through sharing of knowledge, increased incident response and resolution, problem management and reporting. An RFP was issued on June 16, 2014 and ten (10) responses were evaluated. Consideration for the contract will likely not exceed \$6,000,000, which requires approval by the Board of Trustees pursuant to Board Policy 5.14.

Scheduled Presenters:

- x Ramon Padilla, Jr., Vice Chancellor and Chief Information Officer, Minnesota State Colleges and Universities
- x Ross Berndt, Associate Vice Chancellor, Infrastructure and Operations, Minnesota State Colleges and Universities

**BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

BOARD ACTION

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BACKGROUND

Minnesota State Colleges and Universities have collaborated to procure and implement an Information Technology Service Management (ITSM) tool that can enhance the current Information Technology (IT) support services provided to the students, faculty, and staff through sharing of knowledge, increased incident response and resolution, problem management and reporting. An RFP was issued on June 16, 2014 and ten (10) responses were evaluated.

The ITSM RFP Evaluation team consisted of two chief information officers, a chief operating officer, a director, security specialists, and other IT professionals. The two college, two university and five system office representatives evaluated ten (10) responders resulting in the final selection of Beyond20 as the implementation vendor and Cherwell software as the ITSM tool. The vendor will work with the system office and colleges to identify core common business processes to support effective and efficient delivery of IT services. The vendor will implement incident management, problem management, request fulfillment, knowledge management, and change management modules to enhance services to students, faculty, and staff while sharing knowledge in the ever-evolving business and IT landscapes.

The administration is seeking approval to enter into a master contract for Cherwell Service Management (CSM) licenses and support of the implantation vendor BEYOND20, which are used for information technology service management (ITSM). Total consideration for the seven year contract is not expected to exceed \$6 million, which requires approval by the Board. The Board has approved into a contract with BEYOND20 with the term of seven years, at a cost not to exceed \$6,000,000. The board authorizes the chancellor or his designee to execute all necessary documents.

RECOMMENDED BOARD MOTION:

The Board of Trustees approves entering into a contract with BEYOND20 with the term of seven years, at a cost not to exceed \$6,000,000. The board authorizes the chancellor or his designee to execute all necessary documents.