

INFORMATION TECHNOLOGY
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June 14, 2010

To: Dee F. Bruemmer, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Approval of service desk software upgrade

Scott County has requested and received a statement of work and quote for a software upgrade and services from Numara Software to Footprints, an upgrade to Track-IT, the service desk management application currently used by Information Technology.

Track-IT, an entry level service desk application, was originally purchased and installed at the County in 2002. The application was implemented at the time the County added a Help Desk Specialist and has been used successfully since that time. Footprints is an upgraded application that will support a unified service desk interface for IT, FSS and HR.

Footprints has been on the market for several years, is thoroughly tested, and is a mid market leader. IT has worked with FSS and HR to ascertain application requirements and found the functionality in Footprints to meet County needs.

Scott County IT handles over 5,000 contacts annually through the Help Desk. Footprints is designed for and better to able to handle this level of workload.

It is recommended that the Board approve the Purchase Agreement and quote for a software upgrade from Numara Software to Footprints in the amount of \$39,627.79. Budget dollars are available in the Capital Improvement Program budget.

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

RESOLUTION

SCOTT COUNTY BOARD OF SUPERVISORS

June 24, 2010

APPROVING SERVICE DESK SOFTWARE UPGRADE

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase agreement for the upgrade of the County service desk application to Numara Footprints in the amount of \$39,627.79 is hereby approved.

Section 2. This resolution shall take effect immediately.