



**CITY OF HOUSTON - CITY COUNCIL**

Meeting Date: 8/31/2021

ALL

Item Creation Date: 8/5/2021

HITS - FY22 IT Help Desk Software Appropriation

Agenda Item#: 13.

**Summary:**

**Background:**

**Ordinance appropriating \$107,000.00 from the Equipment Acquisition Consolidated Fund for the IT Help Desk Software Upgrade project for Houston Information Technology Services and various other departments.**

**SPECIFIC EXPLANATION:**

The Chief Information Officer recommends that City Council approve an ordinance to appropriate \$107,000.00 from the Equipment Acquisition Consolidated Fund (Fund 1800) for the IT Help Desk Software Upgrade project. The following project is budgeted in the approved FY2022 Capital Improvement Plan adopted by City Council.

The project description with the allocation is as follows:

<u>PROJECT</u>	<u>PROJECT NO</u>	<u>AMOUNT</u>
<b>IT Help Desk Software Upgrade</b>	<b>WBS # X-680038</b>	<b>\$107,000.00</b>

The City of Houston currently uses an IT Operations and Service Management (ITSM) tool that allows for end-to-end visibility into industry standard Information Technology Infrastructure Library (ITIL) processes and infrastructure through a single system of record for IT. This project allows the City to implement enhancements to the current ITSM thereby streamlining IT operations in the IT help desk arena. Furthermore, this project enables the expansion into other modules, such as the Resource Management module, to increase IT resource efficiency, visibility, and performance.

**Fiscal Note:**

No significant Fiscal Operating impact is anticipated as a result of these projects.

DocuSigned by:

*Lisa Kent*

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Lisa Kent, Chief Information Officer

**Prior Council Action:**

N/A

**Amount of Funding:**

**Funding:**

\$107,000.00 – Equipment Acquisition Consolidated Fund (1800)

**Contact Information:**

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**ATTACHMENTS:**

**Description**

Draft RCA

Funding Requests

**Type**

Ordinance/Resolution/Motion

Financial Information