



## MEMORANDUM

**To:** Mayor and City Council

**From:** Albert Gauthier, Chief Information Officer

**Date:** April 26, 2016

**Reference:** Managed Service Desk Agreement

**2030:** Sustainable City Government

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### Introduction:

As part of the Information Systems Strategic Plan we identified the need to have a managed services provider assist with the daily care and maintenance of our Information Systems (IS) environment. The managed services provider will become the first response support for any IS issues involving our physical and virtual server environment, workstations, desktops, laptops, tablets and network devices.

### Analysis:

We recently engaged Connected Workplace Solutions (CWPS) to provide a proof of concept of their services for our Police Department (PD). For the past three months CWPS has been the first response support for PD related to IS issues. CWPS's support impact was felt immediately. CWPS has proactively made necessary server patches, desktop patches, and other general maintenance related improvements. This service is inclusive of the following items:

- First Response and Resolution
  - Desktop, Laptop, Tablet, Telephone
  - Servers
  - Network Equipment
- Proactive Monitoring Services
- Microsoft Patch Management
- Cisco Asset Management
- Strategic IS short term and long term planning
- Quarterly Business Reviews

In addition to the services they provide, our staff will have access to tools to better monitor our own environment as well as access to a ticketing system. The CWPS ticketing system will replace our

existing ticketing solution and will be able to provide problem specific reporting to help identify support trends. The result of having CWPS engaged has dramatically helped our staff focus on other higher value projects. We are now prepared to fully engage CWPS city-wide.

**Legal Review:**

(Agenda item was reviewed by Bob Hager on 05/06/16 or Agenda item did not require legal review)

**Fiscal Impact:**

The fiscal impact of this Agenda item is a one year agreement at a cost of \$274,800 plus the onboarding cost of \$62,000 for a total of \$336,800.

**Recommendation:**

The Information Systems Department recommends approval.