



COLLIN COUNTY

Information Technology
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To: Judge Keith Self
Commissioner Fletcher
Commissioner Williams
Commissioner Hill
Commissioner Webb
Bill Bilyeu

From: Caren Skipworth, IT Director

Date: 05/01/2017

Re: Request for "Footprints Service Catalog Module Project" approval and Budget Amendment

The Information Technology Department would like to request approval from Commissioner's Court to utilize savings from completed "Lexmark Managed Print Services Project", Project Code#: S06109 to cover funding for "Footprints Service Catalog Module Project" in the amount of \$17,500.00. This project has been requested in the FY2018 Budget, but if approved now to use the left over funds from the "Lexmark Managed Print Services Project" the request will be removed from the FY2018 Budget.

FY2018 Budget - Program Improvement Information:

Current situation: Currently users at the county are able to place requests for assistance or service by telephone, email, or by entering their own ticket into the Footprints portal. The tickets that users enter themselves are very vague and do not have the information needed for IT to be able to make an informed decision on what needs to be done for their issue. This causes more calls back to the user to get all of the info that is needed by our team to give them the good customer experience that IT Operations shoots for with our users. One of the main issues we have is the onboarding and offboarding of employees. IT gets an email telling us that John Doe has been hired and he has an employee number and what department he is working in. We then have to wait until the department contacts us to let us know which current employee to copy so that the new employee has all of the right access and programs that they need in their position.

Detailed description: Our current Footprints software that we create tickets has a module available to license that would allow IT to create a service catalog for our users to create tickets. This would allow the users to go to the catalog on our webpage and see a list of services that we provide. When they click on what they need, a template would come up for them to fill out that would give us all of the information we need to assign a ticket to the correct person and get their request filled much quicker. A department head or assistant can go to the service catalog, click onboarding of new employee, a template would come up that would let them know all of the info that we need to know to create that new profile. For instance, current employee to copy, new employee's extension, job title, and request access to all of the softwares they would need. They could also schedule moves, request equipment to be ordered, notify of position changes, and terminations to just name a few. The City of Frisco uses this and they have even used this service catalog for other departments to take requests of service. This module will allow IT to increase our customer service without having to disrupt the users for additional information.

Please note that there are no requirements pending that requires the project to begin before FY2018 adopted budget.

Caren Skipworth with the Information Technology Department will be available for questions.

