To:	Judge Chris Hill
	Commissioner Duncan Webb
	Commissioner Darrell Hale
	Commissioner Cheryl Williams
	Commissioner Susan Fletcher
From:	Caren Skipworth, CIO
Date:	October 24th, 2023
Re:	FYI – Using Budgeted Maintenance Funds to Purchase Replacement IT Service Desk Ticketing Software

The Collin County Information Technology department will be using funds budgeted in FY24 for BMC Footprints Maintenance to replace that software with BossDesk Ticketing Software. There was $49,000 budgeted for BMC Footprints annual maintenance. The new BossDesk software will cost $36,625, a savings of $12,375. The annual renewal rate for BossDesk will be $35,125 starting in FY25, a savings of $13,875.