



CITY OF WAUKESHA

Administration

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Committee: Information Technology Board	Date: 11/4/2015
Common Council Item Number: ID#15-3679	Date: Click here to enter a date.
Submitted By: Bret Mantey, IT Director	City Administrator Approval: Kevin Lahner, City Administrator KL
Finance Department Review: Rich Abbott, Finance Director RA	City Attorney's Office Review: Brian Running, City Attorney, BR
Subject: Review, comment and recommend for approval the IT Help Desk Outsourcing contract between Heartland Business Systems and the City of Waukesha.	

Details:
 Review IT Help Desk Outsourcing contract. Upon ITB approval, the Help Desk outsourcing contract will move forward to the Finance Committee and Common Council for final approval. The contract between the City of Waukesha and Heartland Business Systems will outsource the IT Help Desk, as well as provide a Level II on-site technician within the IT department. A short explanation of the differences between a level I, II and III technical positions are attached to the agenda for reference.
 This is a budget neutral item for 2016, being funded by the now vacant positions of IT Tech II and Account Clerk II. The proposed change was presented and approved by the City Administrator and ITB, moving the item forward into the 2016 budget. This is a long term cost savings measure and will better balance IT service offerings. The current Help Desk position will shift responsibilities to include all Account Clerk duties, as well as act as the Account Manager for Heartland Business Systems and Print Vendors used by the City. Additional changes will include a training component. Help Desk metrics provided by Heartland Business Systems will be analyzed and negative trends will be addressed through development of a training program to deal with the issue(s) identified. This will put IT in a more proactive role in assisting City departments to operate optimally.
 The City Attorney has already reviewed the contract and approved it move forward to the various committees.

Options & Alternatives:
Option 1: Outsource Help Desk and Level II technician with Heartland Business Systems.
Option 2: Keep Help Desk "as -is" and hire a full-time Tech II and Account Clerk II to fill the vacancies.

Financial Remarks:
 This is a budget neutral contract, utilizing 2015 wages/salaries of two positions to pay for the services. Should the contract not be approved, two full-time positons would need to be hired in 2016 to meet department demand.



Executive Recommendation:

Approval of option 1. Recommend the Help Desk outsourcing contract between Heartland Business Systems and the City of Waukesha be approved by the Common Council, authorizing the Mayor to sign the contract.