

**GLENBROOK HIGH SCHOOLS
Regular Meeting – Monday April 27, 2009
Technology Department**

TO: Dr. Mike Riggle
FROM: Marcus Thimm
DATE: April 27, 2009
RE: **DISCUSSION/ACTION: Award of RFP – Service Desk Software**

It is recommended that the Board of Education

Award the RFP for Service Desk Software to TechExcel, Inc. at a price of \$17,150.00.

Background

At the February 2009 board meeting the board approved the Service Desk Software upgrade project and we contracted with Avastone LLC to develop the Request for Proposal documents and conduct the necessary research for a new Service desk software solution.

Process

Avastone conducted independent needs assessment sessions with technical staff, faculty and building staff at both schools to identify our organizational needs and wants regarding service desk support mechanisms. The result was an extensive requirements catalog that was reviewed by the tech department and converted into an RFP document. Avastone also researched available service desk software providers.

Initially we discovered 36 service desk software companies, which seemed to meet the broadest set of requirements. Additional research and screening narrowed this list to 26 vendors. We sent a short prescreening questionnaire to these vendors in order to narrow the list further. The screening process focused on 18 key factors with highest importance for the district as pass/fail filters. Examples of these filters: existence of self-service portal, Mac/PC compatibility, email ticket submission, knowledge base and FaQ, workflow capabilities, reporting features, financial company data.

We received fifteen responses ranging from \$18,000 to \$112,000. Based on these responses we felt confident to select the final three vendors to answer the detailed questionnaire and conducted several WebEx product demos and question and answer sessions. These Q and A sessions were conducted the week of April 6 and included technical staff as well as faculty and building staff. Diane Pranske and two faculty members represented the faculty staff from GBS and OCC. The technical staff included building technicians, programmers and network technicians.

We contacted the references - University of Wisconsin, Rockford Public Schools, Lewis University - and received positive feedback.

The three finalists reviewed were: WebHelpDesk, GroupLink, ServiceWise

Recommendation

The overall ranking of the packages based on project team evaluation was ServiceWise by TechExcel as the first choice, WebHelpDesk second and GroupLink third. While all three of the packages have the basic features required to meet the immediate, short-term needs of District 225, ServiceWise would provide the best long-term solution. It contains the most functionality and has the added distinction of being ITIL certified by Pink Elephant. It is a package that District 225 would be able to grow into and not grow out of within a couple of years. It provides features that could assist the Technology Department in developing its ability to meet the ever-changing technology needs of District 225.

Summary Review:

WebHelpDesk

The WebHelpDesk product appears easy to use and has the basic incident tracking functionality required. In addition to the Knowledge Base, it has Frequently Asked Questions, which can be generated directly from a ticket. Functionality includes change management / approval processes and purchase order tracking with links to the Asset, but not a ticket.

GroupLink

The GroupLink product also has the basic functionality requested. Summarized reports allow for drill-down to the ticket detail. It has a Knowledge Base, but does not have Frequently Asked Questions. Overall, it didn't appear as robust as WebHelpDesk.

ServiceWise

The ServiceWise product is similar to WebHelpDesk and GroupLink in ease of use and basic incident tracking functionality. It appears to have the most functionality with ticket escalation and prioritization, as well as reporting flexibility. It supports all of the ITIL Service Management processes and is the only ITIL certified product in this field. Overall, it appears to be the most robust and fully featured package.

| VENDOR | Agent License | Software Cost | Optional Setup Costs | Annual Maintenance | 5 Year Total Cost of Ownership |
|--------------|---------------|---------------|----------------------|--------------------|--------------------------------|
| WebHelpdesk | 20 | \$ 9,000 | | \$ 1,800 | \$ 18,000 |
| Grouplink | 20 | \$ 12,480 | | \$ 2,496 | \$ 24,960 |
| Service Wise | 20 | \$ 17,000 | \$ 3,000 | \$ 3,400 | \$ 34,000 |

Staff feedback and comments:

From the Tech Department's perspective, there was consensus that each of the demonstrated packages would meet their needs for today. The two packages of WebHelpDesk and ServiceWise did present themselves as having more desirable features and being easier to use than GroupLink.

The faculty feedback was that each of these packages would meet their needs of viewing their ticket history, submitting a new ticket and accessing a Knowledge Base. They agreed that a simple, not-too-busy screen would be beneficial, at least initially, in obtaining faculty and staff buy-in.

There was awareness that some of the more advanced features provided by ServiceWise would be beneficial in the future, given that they could start simple and grow into them as the new software was accepted and utilized. They were encouraged by functionality such as trending and reports, which would allow the Tech Department to be proactive in their support of technology users.