Date: 2023-05-29

Subject: **Request to Begin Procurement – Ivanti Integrated Service Management Suite**

Contact: **Jennifer Ellis, IT Program Manager, Digital Innovation & IT,**

Report Number: Corporate Support Services-2023-487

Recommendations:

1. That the report from Jennifer Ellis, IT Program Manager, Digital Innovation & IT to the Committee Meeting of June 21, 2023 re: **Request to Begin Procurement – Ivanti Integrated Service Management Suite** be received, and,

2. That the Purchasing Agent be authorized to directly negotiate with Kifinti Solutions Inc. for the Ivanti Integrated Service Management Suite, including maintenance and support, through a limited tendering procurement process.

Overview:

- **This report is to obtain Council authority to begin procurement of Ivanti Integrated Service Management Suite, providing digital service management support to workflow automation and service management for many business units across the organization, for a Five (5) Year Period, with the option to renew the contract for Two (2) additional Three (3) Year Periods.**

- **The current vendor, Kifinti Solutions Inc. is the sole authorized Canadian reseller with verified consultants of the Ivanti Integrated Service Management Suite.**

- **The City's current contract for Ivanti Integrated Service Management Suite expires on September 24, 2023.**

Background:

In 2020, the City chose Kifinti Solutions Inc. through a public Request for Proposal (RFP) to provide an enterprise solution for service management and workflow automation. This solution was primarily for the Service Desk Modernization Project, but also had the potential for expansion into other business areas. The goal was to enhance the customer experience by establishing a single point of contact, enabling multichannel support, and improving self-service capabilities. A modern and automated service desk function combined with our continuous work on Infrastructure Technology Information Library (ITIL) compliance has brought the City at par with Industry standards and allowed us to address Audit recommendations.

Over the 3-year period, the solution was successfully implemented and currently being used by many departments across the organization, including but not limited to Digital Innovation & IT, Human Resources, Payroll, Records Management, Internal Design Services (IDS), Facilities, Security, Events and Strategic Communications.

The new system has allowed the following improvements:

- Self-service capability to staff to report their issues;
- Full documentation and tracking of changes being implemented;
- Streamlined onboarding and off-boarding processes;
- Implemented request offerings for Security (security guards requests. Security projects, door access levels, key requests);
- Implemented request offerings for Strategic Communications (council office, corporate events, operational updates, photos, and video requests);
- Implemented request offerings for the Print Shop;
- Implemented an integration to an automated IVR (voice response) including password resets to enable users to reset their own passwords 24/7;
- Interface to the new Canon fleet printers for automated service and toner ordering;
- Automated ability to populate the Configuration Management Database for all IT assets
- Implemented a Continuous Improvement database;
- Automated IVR for 24x7 client support, Web chat and other self-service features to improve the client experience.

Ivanti Integrated Service Management Suite currently includes:

- <u>Service Management Module</u> – Workflow automation and tracking of request volume commonly known as the ticketing system. Many internal businesses are using it to maximize and track work volumes and improve services. This module includes: Incident Management, Change Management, Request Management, Problem Management, Release Management, Knowledge Management and Self Service.
- <u>Service Level Management</u> – Development and processes around service level agreements for Digital Innovation & IT and its clients.

- <u>Neurons for Discovery</u> – Automation to track the City's IT assets.
- <u>Neurons for Support</u> – Tools for support of client issues for Service Desk. Allows for agents to connect to devices for staff to fix problems.
- <u>IT Asset Management</u> – Automation Management of all IT assets to include Virima for application and relationship mapping. Spend intelligence for vendor, contract and license management.
- <u>Neurons for Patch Management</u> – Management of patching of all IT hardware.
- <u>Bright Pattern Omni-channel interaction platform</u> – Provides the service desk phone, agent agility, quality assurance reporting and web chat features of self service.
- <u>Project and Portfolio Management</u> – Module for the management of client portfolios and associated projects, including capital budgets and resourcing associated with those projects.

In 2022, staff actioned over 11,000 incidents and over 27,000 service requests which generated over 63,000 tasks being handled by Digital Innovation & IT, Human Resources, Payroll, IDS, Facilities, Records Management, Security, Strategic Communications, and many other service areas supporting over 6000 employees.

Current Situation:

Over the past three years, Digital Innovation and IT (DI&IT) has undergone a significant transformation in its approach to service management and delivery. The integration of self-service capabilities has substantially improved service quality, productivity, and resource management, benefiting the departments utilizing the platform.

Expanding the solution to other business areas has brought additional benefits, such as enhancing the security posture with improved vulnerability patching as well as streamlining workflows through automation for a better and more consistent employee experience.

Utilizing this solution enables continuous improvements and expansion of offerings in the coming years, resulting in increased productivity and cost efficiency in managing hardware and software assets. The City has used Ivanti Integrated Service Management Suite to align with both industry best practices and leading municipalities. Furthermore, the suite of products has enabled us to address recommendations from several audits, including the 2020 Service Desk Audit.

To replace the current enterprise solution and rebuild existing workflows and capability with a similar product in the market will require substantial effort, spanning multiple years to attain the same level of efficiency and capabilities. This would entail significant financial investment, operational impact (switching costs and change management), and hinder our ability to continue to improve and streamline additional processes and services. This will help to be in a state of readiness for expansion of services going forward.

Market analysis indicates that Ivanti products are well positioned in their market and enjoy high level of user satisfaction. Other platforms do not provide any additional benefits that we do not already have or are planned with the current vendor. According to Gartner and InfoTech (IT research consultants) our current service provider is ranked among the highest in the Service Management Industry. Moreover, an internal IT survey revealed that City staff expressed over 80% satisfaction with the service desk functions supported by the Ivanti Integrated Service Management tool.

Establishing a new contract with Kifinti Solutions Inc. the sole reseller of Ivanti Integrated Service Management Suite, would allow the City to continue to enhance the services driving additional automation, and reducing workloads attributed to manual activities.

Corporate Implications:

Financial Implications:

Funding for Ivanti Integrated Service Management Suite currently provided by Kifinti Solutions Inc. is available in the 2023 Operating Budget. Staff will ensure that sufficient funding is requested in future year budget submissions for the duration of the contract, subject to Council approval.

Purchasing Comments:

In accordance with the Purchasing By-law 19-2018, Schedule C sets out the following exception:

3. For additional goods or services from the original Vendor that were not included in the initial Procurement, if a change of Vendor for such additional goods or services.
    a. Cannot be made for economic or technical reasons
    b. Would cause significant inconvenience or substantial duplication of costs for the City.

An invitation to Bid will be sent to the Bidder to provide a submission in accordance with the bid document. The Bid submission will start a negotiation process. Upon successful conclusion, purchase approval will be obtained in accordance with the Purchasing By-law.

All communication with the Bidder involved in the procurement must occur formally, through the contact person identified on the Bid Document.

Term of Council Priorities:

The Ivanti Integrated Service Management Suite of products aligns with 2022-2026 Term of Council Priorities: Government and Leadership; Environmental Resilience & Sustainability.

Solution(s) specifically supports the following objectives:
- Demonstrates value for money of City programs and services.
- Continuous improvement for workflow automation eliminating manual work.
- Performance indicators and reporting for Services being managed.

Conclusion:

This report recommends that the Purchasing Agent be authorized to directly engage Kifinti Solutions Inc. (authorized Canadian reseller) for the Ivanti Integrated Service Management Suite, including maintenance and support through a limited tendering procurement process.

Authored by:

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