

IT OPERATIONS AUTOMATION TOOL



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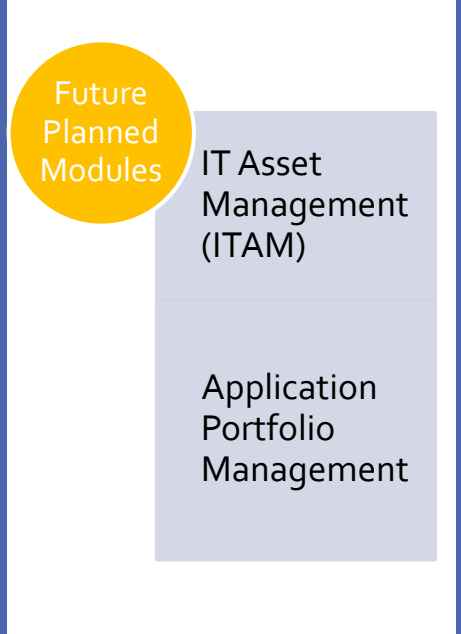
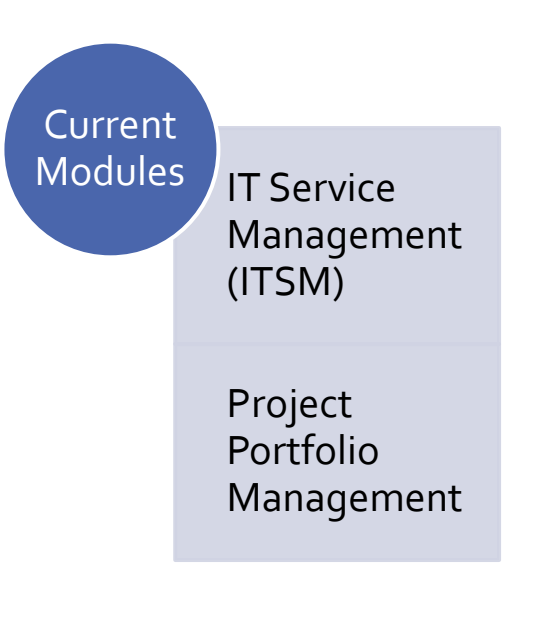
BOTTOM LINE UP FRONT

Council Action Request	Award a new contract for an IT Operations Automation Tool
Vendor	Precision Task Group, Inc. (PTG)
Purpose	The City has adopted the IT Operations Automation tool used for incident and request management. Many departments interact with the customer portal to enter requests for department services. Several department also uses the tool for project portfolio management.
Contract Amount	\$9,559,243.71
Contract Term	3 years initial term + 2 one-year renewal options (total 5 years)
MWBE Goal	0%
Primary Department Users	Citywide

IT Operations Automation Tool – Vendor Overview

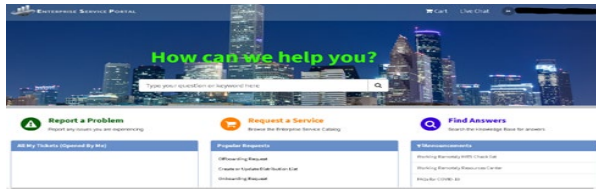


IT OPERATIONS AUTOMATION - MODULES OVERVIEW



IT Operations Automation Tool – Current COH Usage Highlights (ITSM)

- <https://help.houstontx.gov>



- Citywide IT Service Requests

Onboarding Request



Request for onboarding new employee, contractor or intern

New Mailbox



Create an Individual or Group mailbox

HROne Connect



HROne Connect Support Request

Office 365 Apps Request



Office 365 Apps Request

Application access request

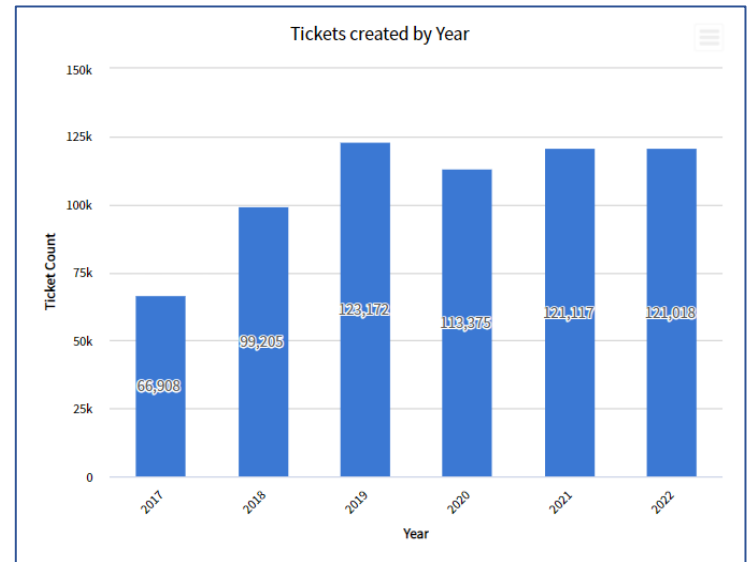


Request application access

Password Reset



Request a Password Reset





IT Operations Automation - Future Planned Modules Overview



HAM

Hardware Asset Management

- Manage hardware assets from acquisition through disposal
- Control inventory across stockrooms and work from home locations
- Reduce the cost of purchasing and managing assets
- Simplify asset management processes with prescriptive workflow



SAM

Software Asset Management

- Gain greater cost and usage visibility of software and SaaS
- Optimize license usage of owned software and buy only what you need
- Mitigate vendor audit risks and maintain compliance
- Workflow trustworthy software data to security, procurement and IT change



APM

Application Portfolio Management

- Analyze business apps based on cost, performance, and risk
- Rationalize your app portfolio, eliminate duplicate apps that perform similar functions
- View technology stack components supporting critical business services and understand the risk of unsupported or end-of-life technologies
- Create Demands and Projects to execute

IT Operations Automation Platform Benefits

Connect the enterprise with a single platform

Reduce cost	Reduce risk	Automate with workflow
<ul style="list-style-type: none">• Harvest under-utilized software, hardware, and cloud services• Improve negotiating position with trustworthy data for purchases, renewals or true ups of software, hardware, and cloud resources• Detect business unit spending or shadow IT not currently managed	<ul style="list-style-type: none">• Avoid large unbudgeted costs from compliance audits, policy obligations and unmanaged clouds• Accurately track hardware, software, clouds and apps from request to disposal. Minimize lost, stolen and ghost assets• Plan tech refresh cycles for warranty and end of life periods. Rationalize legacy apps, reduce tech debt and operating expenses.	<ul style="list-style-type: none">• Digitize workflows to accelerate labor productivity and achieve outcomes fast.• Eliminate the need for constant imports and exports of data from legacy asset systems. Preserve perpetually clean data in the CMDB.• Elevate teams across the business by allowing them to work from the same system.

BUDEGTARY IMPACT

Department	FY24	FY25	FY26	FY27	FY28	TOTAL
Houston Information Technology Services (HITS)	\$609,281.40	\$792,065.82	\$1,029,685.57	\$1,338,591.24	\$1,740,168.61	\$6,509,792.63
Houston Airport System (HAS)	\$156,672.36	\$203,674.07	\$264,776.29	\$344,209.17	\$447,471.93	\$1,416,803.82
Houston Public Works (HPW)	\$291,122.21	\$378,458.87	\$491,996.53	\$639,595.50	\$831,474.14	\$2,632,647.26
	\$1,057,075.97	\$1,374,198.76	\$1,786,458.39	\$2,322,395.91	\$3,019,114.68	\$9,559,243.71



Q&A

