

CHANGE REQUEST / AMENDMENT

PIJ ID DE23015 - DTS ServiceNow

Name of Agency Submitting CR

Original 5-Year Lifecycle Budget Estimate:

Total Development Budget	\$ 2,213,358
<u>Total Operational Budget</u>	<u>\$ 5,133,205</u>
Total Overall Budget	\$ 7,346,562

Areas Affected:

End Date	Yes
Development Costs	No
Scope	Yes

Original End Date: 06/21/2024

Revised End Date: 10/25/2024

Change Description: DES DTS is requesting approval for a change request for Time & Scope on their ServiceNow Project in order to add configuration for Communication Support Modules and Major Incident Management.

AMENDMENT 01:

In this section, insert a brief historical narrative description of the project: (such as)

- Original PIJ approval date
 - ITAC approved on April 19, 2023
- Original intent and scope of the project:
 - ADOA is currently in the process of implementing ServiceNow. No other vendors were considered as we are following ADOA's direction for the Information Technology Service Management (ITSM) solution.
ServiceNow had already been under consideration and was deemed to be a superior product based on multiple criteria. This includes the ability to integrate with other platforms in use at DES and statewides such as Tanium and Qualys. Additionally DES is adding the ServiceNow Hardware Asset Management (HAM) featureset to bring automation and reporting to a previously manual inventory process.
- Brief mention of current progress and status
 - The project is moving forward, a critical resource was lost on the project which impacted the timeline. The addition of new scope and end date have impacted the budget but by less than 10%
- Description of new scope, end date and associated details
 - Scope change is for additional Professional Services for accurately and optimally configuring Major Incident Management and CSM/Encryption for PII data.
Major Incident Management will allow us to have a well-coordinated response process to accelerate the resolution and minimize the business impact based on the level of their impact and urgency of reported issues.
- Benefit to the state of the proposed changes
 - Customer Service Management (CSM) - Encryption will allow us to protect our customers PII data using on screen encryption so that only the people that need to see the data have permission to view the data.

Revised Project Timeline:

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Project Timeline

