Date   :   February 24, 2012

To   :   Chairman Lee Holloway, Chair, Finance and Audit Committee

From   :   Laurie Panella, Interim Chief Information Officer, IMSD

Subject: Informational Report: Helpdesk In-sourcing and integration of an IT Service Desk

BACKGROUND
The Milwaukee County Information Management Services Division (IMSD) provides Helpdesk services to over 43 County departments and divisions. Through a cooperative agreement with Waukesha County, IMSD outsourced the Helpdesk in 2006 to an organization called CompuCom Systems, Inc. (CompuCom). IMSD's contract with CompuCom is set to expire on March 31, 2012. IMSD will not be renewing the contract with CompuCom and, upon contract expiration, IMSD will be prepared to launch an integrated Service Desk model managed by County staff.

ANALYSIS
The purpose of a Helpdesk is to provide a contact point for users to make IT service requests. Today's workforce relies heavily on technology tools; uptime is critical to effective, efficient delivery of County service   Helpdesk service is only one component of providing service effectiveness in IT. Industry best practice recommends integrating Helpdesk Services into a comprehensive Service Desk model. The Service Desk model not only addresses IT service requests but incorporates problem prevention constructs and effective communication to increase uptime and user satisfaction.

Although outsourcing of Helpdesk services is beneficial for some organizations, for Milwaukee County, IMSD believes Helpdesk services should be in-sourced and integrated with a Service Desk model. The contract with CompuCom was not cost effective for Milwaukee County. In 2011 the CompuCom contract had a value of $216,727. CompuCom logged 23,076 incidents/tickets in 2011. Of the 23,076 incidents CompuCom resolved only 14% of the total or 3,231 tickets while 19,845 were referred back to IMSD for resolution.   IMSD believes that the CompuCom agreement hindered IMSD's efforts to launch a comprehensive Service Desk. Milwaukee County was not afforded the necessary level of access and control of CompuCom's Helpdesk software product limiting IMSD's ability to analyze problem/request tickets to the level required for efficient and effective problem resolution, problem prevention and overall user satisfaction.

It is important to note that through in-sourcing the Helpdesk, IMSD will be able to launch a full Service Desk model while remaining cost neutral.

OBJECTIVE
The objective of the "in-sourcing" initiative is to provide the full-service model (Service Desk) that had been missing from the previous design. Proper integration of the Helpdesk is required to build the foundation that only an integrated model can afford. In building this foundation,

IMSD evaluated Service Desk applications and secured "Managed Engine" as the tool to assist IMSD staff. IMSD believes this product will consolidate all the component areas and tasks required to provide problem/request resolution and problem prevention with one product owned and controlled by Milwaukee County. Furthermore, staffing for this new model will be provided internally by IMSD enhancing the investment in business knowledge and personnel through training and exposure to the on-going county-wide business needs.

RECOMMENDATION
The Interim Chief Information Officer respectfully requests this report to be received and placed on file unless further action is required by the Committee.

Prepared By:

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Interim Chief Information Officer

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