



Request for City Council Committee Action from the Department of Information Technology

Date: March 30, 2015

To: The Honorable John Quincy, Chair, Ways and Means Committee

Subject: ServiceNow Knowledge 15 Technology Conference

Recommendation: Accept gifts covering conference registration expenses for three Information Technology staff to participate in ServiceNow Knowledge 15 Technology Conference

Previous Directives: None

Department Information:

Prepared by: Mary Meyer, Contract Administrator, 612-673-3840
 Submitted by: Otto Doll, Chief Information Officer
 Approved by: Spencer Cronk, City Coordinator
 Presenter(s) in Committee: Otto Doll, Chief Information Officer

Reviews	Approval	Date	Not Applicable
Permanent Review Committee (PRC):	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Civil Rights Approval:	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Policy Review Group (PRG):	<input type="checkbox"/>		<input checked="" type="checkbox"/>

Financial Impact

Yes. The complimentary registration for three attendees is valued at \$4,785. The cost for travel, accommodations, meals, etc. for this conference is covered in Information Technology's operation budget.

Supporting Information

ServiceNow Knowledge 15 User Conference to be held April 20-23 in Las Vegas, Nevada has extended a conference registration invitation to Beth Cousins, Gina Filigenzi and Leslie Tevlin. This gift is for registration only. All travel, accommodations, meals, etc. will be the City's responsibility.

ServiceNow is the new IT Service Management system which is currently being implemented in the new insourced areas of IT. The system will serve as the system of record and the management platform for all IT processes, tickets, incidents, problems, inventories, changes, etc. There is also a customer-facing portal which will serve all IT

customers via an IT services catalog and request system, along with many automation opportunities. The conference offers:

- a) Training and educational opportunities through the more than 200 breakout sessions
- b) Participation in 100 labs
- c) Peer networking opportunities with the 9000+ ServiceNow users in attendance
- d) Educational tracks for leadership, management and developers

By attending this conference, IT can leverage the service management tool across the City enterprise.