



*Complete and submit this form, along with any supplemental documentation, to the Office of the President by 5:00pm on the seventh day prior to the Board meeting.*

**Date of Board Meeting:** April 15<sup>th</sup>, 2025

**Subject:**

Informational item to seek proposals for MSP Tier 1 Helpdesk services.

**Recommendation:**

Approve WCJC to seek sealed proposals from managed service providers to provide Tier 1 helpdesk services

**Background and Rationale:**

In our current IT support structure, we have one full-time Helpdesk Manager and a part-time resource to handle an overwhelming volume of approximately 20,000 tickets annually. Despite their best efforts, this setup is no longer sustainable due to the growing demand for IT support. Increasing headcount to address this workload would incur ongoing operational costs, making it an inefficient and potentially unscalable solutions. Therefore, we propose exploring a managed service provider (MSP) for Tier 1 helpdesk support to better address this volume and streamline operations.

The objective of this request is to initiate a formal Request for Proposal (RFP) process to gather competitive bids from potential MSP vendors. This will allow us to evaluate available options, analyze service levels, and understand cost structures in detail before making a decision. The request for this RFP is not a commitment to select a vendor, but a step to gather necessary information for the informed-decision making which will enable us to assess the potential benefits, risks, and overall feasibility of engaging an MSP to handle Tier 1 helpdesk tickets that will enhance our IT service delivery.

**Cost and Budgetary Support:** No cost

**Strategic Priority Alignment:**

☒ Student Success

☐ Community Impact

☒ Resource Optimization

☒ Institutional Excellence

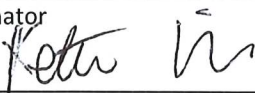
**Resource Person(s):**

Kettida Vasiknanon, Vice President of Information Technology  
Cynthia Ward, AVP of Financial Operations/Controller  
Clarissa Bueno, Director of Purchasing

**Signatures:**



Originator



Cabinet-Level Supervisor


04/04/25

Date

4/4/25

Date

**President's Approval:**



President

4-7-25

Date