BOARD AGENDA ITEM

Information/Discussion_____
Future Action_____
Action __X____

Item: Solarwinds Maintenance Renewal

Submitted by: Tim Lillis   Date: 3.6.2025

Recommended by: Glen Finkel   Board Meeting Date: 3.17.2025

RECOMMENDATION:

It is recommended that the Kent ISD school board approve the annual maintenance renewal for Solarwinds Helpdesk Suite 6/30/25-6/30/26 for $53,878.

BACKGROUND:

This is the annual renewal for maintenance and support for our Help Desk Software Service.

SolarWinds offers help desk products designed to streamline IT service management. Here's a breakdown of what this product helps us do:

- **Core Functionality: Ticketing Management:**

    o At the heart of SolarWinds help desk solutions is robust ticketing management. This involves capturing, organizing, and tracking service requests from initiation to resolution.

- **Asset Management:**

    o SolarWinds help desk products integrate with asset management capabilities, allowing our teams to tie inventory to existing work tickets

- **Automation and Efficiency:**

    o A key focus is on automation to improve efficiency. This includes automating ticket routing and assignment, notifications and alerts, and other repetitive help desk tasks.

- **Reporting and Performance Monitoring:**

    o SolarWinds provides reporting and performance monitoring tools to:

        ▪ Track technician performance.

        ▪ Monitor service level agreements (SLAs).

        ▪ Generate reports on key metrics.