

## **ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends that the Board of Trustees approves the expenditure of additional funds for the purchase of help desk services from BlackBeltHelp for the Technology Services Department.

## **BACKGROUND**

BlackBeltHelp provides supplemental student help desk support services for the District by aiding in over 49,015 interactions in Fiscal Year 2022, assisting students in navigating multiple integrated systems, and providing technical support.

Request For Proposal (RFP) Number 4403 was issued and awarded in May of 2021 to procure help desk services for the District.

## **IMPACT OF THIS ACTION**

This additional spend request will provide students with continued support through further contracted interactions via email and phone. The technical support and student help desk services provided by BlackBeltHelp support Collin College students and augment the Collin College internal help desk services for students and faculty during evening and weekend hours. More instruction in an online environment has resulted in students needing more technical support. These services include email support and telephone assistance to students for essential systems, including Workday, OneLogin, Canvas, and Org Sync. Since 2020, the number of interactions with the Help Desk has increased dramatically, and BlackBeltHelp has assisted in providing 7/24/365 service to students and staff.

## **BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)**

The Board has approved a total spend authorization of \$900,000. This purchasing request is for spend authorization for an additional \$130,000, which is budgeted in the Technology Services Department's FY24 operating budget, subject to Board approval. Current contract spend is \$893,777.

## **MONITORING AND REPORTING TIMELINE**

The contract term is September 1, 2021 through August 31, 2026.

## **RESOURCE PERSONNEL**

Dr. Abe Johnson, SVP Campus Operations  
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