

### **ADMINISTRATION RECOMMENDATION/REPORT**

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

### **BACKGROUND**

BlackBeltHelp provides supplemental support services to the Student Help Desk for the District. There were over 53,000 interactions in FY23, and the interactions for FY24 are estimated to be around 45,000. BlackBeltHelp assists students in navigating multiple integrated systems and provides technical support.

Request For Proposal Number 4403 was issued and awarded in May 2021 to procure help desk services for the District. Reference Contract Number SCON-100347 was issued to track contract spend for BlackBeltHelp.

### **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, interactions with the Help Desk have increased dramatically, and BlackBeltHelp has assisted in providing 24/7/365 service to students and staff.

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

The Board has approved a total spend authorization of \$1,470,000. This purchasing request, subject to Board approval, is for spend authorization for an additional \$550,000 which is budgeted in the Technology Services Department's FY25 operating budget and subsequent year's budget. Current contract spend is \$1,449,798.

### **MONITORING AND REPORTING TIMELINE**

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

### **RESOURCE PERSONNEL**

Abe Johnson, SVP Campus Operations  
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