

Memo

To: Superintendent Jeff Stephens, Weber School District Board of Education
From: Lynn Raymond, Administrative Director of Technology
CC: Robert Petersen, Dax Teuscher
Date: May 25, 2022
Re: Bid and Purchase requests

Due to the increased volume and management of support, it is necessary to update our ticketing system within the Technical Services, Transportation, Facilities and Custodial departments. The current ticketing and help desk software is unable to meet the needs as well as does not provide a uniform approach to support from various departments. The Maintenance, Custodial and Transportation departments have been using an outdated and not supported IFAS system for tracking their work orders. The new solution provides ability to seamlessly work within and between departments on issues related to an improved communication of support within the schools.

I am requesting board approval for the following:

Incident IQ – Not to exceed \$405,000 (Three-year agreement - \$135,000 annual payment)

- Includes Technical Ticketing module
- Includes Assets and Parts tracking module
- Includes Facilities module
- Support 3 year

Thank you for your consideration of this acquisition. District purchasing guidelines will be followed. These items are important to the safe, reliable and secure operation of our school networks. I appreciate your continued support of technology in the district. If I can provide you with further clarification or answers to questions, please contact me at 801-476-7977. Alternatively, you can reach me on my cell phone at 801-540-1014.

Thank you.

Lynn Raymond
Director of Technology