DECISION BRIEF
SUMMARY SHEET

Title:
2020.05 EW SRV-New ServiceNow Module Expansion

Initial Requester: April Grady	**Contact Information:** April.Grady@mt.gov
Submitted By (SITSD Rep): Click here to enter text.	**Contact Information:** Click here to enter text.
Action Requested: Service - New	**Entity Impacted:** Enterprisewide

Brief Description and Recommendations:
The state is adding additional Service Now modules including CSM, Security Operations Management, and Software Asset Management as an enterprise service offering to state agencies.

If applicable, please include:
☐ ServiceNow documentation included and case # Click here to enter case number.
☒ ITPR documentation included and case # 4264
☐ Policy included

Check all that apply:
☐ Internal Communication Required
☐ External Communication Required
☒ Enterprise Information Technology Financial Workgroup Review Required

POLICY AND OPERATIONS DECISION BRIEF
Complete this section for policy, process, standards or procedure decision briefs.

Problem Statement:
Click or tap here to enter text.

Factors bearing on the problem:
Click or tap here to enter text.

Discussion:
Click or tap here to enter text.

Recommendation:
☐ Recommend to approve
☐ Recommend to deny

Comments:
Click or tap here to enter text.

SERVICE CATALOG DECISION BRIEF
Complete this section for service catalog changes related to new, retired, or changed (e.g. rates, enterprise) services.

Financial Implications:
COST FOR THE EXPANDED SERVICE NOW MODULES WILL BE ALLOCATED AMONGST THE AGENCIES BASED ON FTE FOR THE 2023 BIENNIUM.

Describe the proposed service or change to the service:
THIS PURCHASE INCLUDES: CUSTOMER SERVICE MANAGEMENT (CSM) SECURITY OPERATIONS PROFESSIONAL SERVICENOW ITOM OPERATOR PROFESSIONAL SERVICENOW INTEGRATIONHUB ENTERPRISE SERVICENOW INSTANCE - GOVERNMENT DATA CENTER SERVICENOW ADDITIONAL NON- PRODUCTION INSTANCE - GOVERNMENT DATA CENTER SERVICENOW LEARNING CREDITS (424)

SITSD Resource Requirements:
What are the estimated SITSD resource requirements? (Staff, training, budget, procurement, project, technical needs, etc.)

Cost Recovery: Enterprise cost allocation to agencies

What are the costs of this proposal and how will costs be recovered? (Estimate rates and FTM considerations-final rate development will occur per approval of this request).	
Recommendation:	
THIS DECISION BRIEF NEEDS TO BE APPROVED IN ORDER TO START PROVIDING SERVICES TO AGENCIES.	

Administrative Use Only	
Publish Date: 5/12/2020	**Response Deadline:** 5/26/2020

MANAGEMENT TEAM **REVIEW/COMMENT**					
	Comments	**Approve**	**Deny**	**NA**	**Date**
Application Technology Services Bureau	Audrey Hinman	☒	☐	☐	5/4/2020
Attorney	Don Harris	☒	☐	☐	5/4/2020
Business and Communications Coordinator	Christie Magill	☒	☐	☐	5/5/2020
Chief Information Security Officer	Andy hanks	☒	☐	☐	5/11/2020
Chief Technology Officer	Matt Van Syckle	☒	☐	☐	5/5/2020
Chief Financial Officer	April Grady	☒	☐	☐	5/4/2020
Enterprise Support Bureau	Dave Johnson	☒	☐	☐	5/4/2020
Enterprise Technology Services Bureau Network	Jerry Marks	☒	☐	☐	5/4/2020
Network Technology Services Bureau	Daniel Donithan	☒	☐	☐	5/11/2020
Executive Services and Support Bureau	Rian Miller	☒	☐	☐	5/4/2020
Contracts and Asset Management Bureau	Linda Kirkland	☒	☐	☐	5/4/2020
Finance and Budget Bureau	Kari Hahn	☒	☐	☐	5/5/2020
Public Safety Communications Bureau	Click or tap here to enter text.	☐	☐	☐	Click or tap to enter a date.

ENTERPRISE IT FINANCIAL WORKGROUP **REVIEW/COMMENT**		
Department	**Comments**	**Date**
Administration	Click here to enter text.	Click here to enter a date.
Agriculture	Click here to enter text.	Click here to enter a date.

ENTERPRISE IT FINANCIAL WORKGROUP		
REVIEW/COMMENT		
Department	**Comments**	**Date**
Arts Council	Click here to enter text.	Click here to enter a date.
Board of Public Education	Click here to enter text.	Click here to enter a date.
Commerce	Angie Riley 5/28/2020	Click here to enter a date.
Commissioner of Higher Education	Click here to enter text.	Click here to enter a date.
Corrections	Click here to enter text.	Click here to enter a date.
Environmental Quality	Stephen Forrest – reviewed post approval by OBPP. 5/26/2020	Click here to enter a date.
Fish, Wildlife and Parks	Jessica Plunkett 5/20/2020	Click here to enter a date.
Governor's Office	Errolyn Lantz 5/14/20	Click here to enter a date.
Historical Society	Click here to enter text.	Click here to enter a date.
Judicial Branch	Click here to enter text.	Click here to enter a date.
Justice	For DOJ this there is no direct benefit since we already are budgeted for and utilize a different tool. DOJ would struggle with finding time to implement and become proficient with this tool alongside already prioritized projects that will be ongoing into the distant future. So, unfortunately this is not currently useful or a benefit for us and has become an unfunded mandate we will pay for whether we use it or not. Butch Huseby May 28, 2020	Click here to enter a date.
Labor and Industry	There should be some allowance for agencies that have already purchased some modules. Nancy Jones 5/28/20	Click here to enter a date.
Legislative Branch	Dale Gow 5-15-2020	Click here to enter a date.
Livestock	Click here to enter text.	Click here to enter a date.
Military Affairs	Click here to enter text.	Click here to enter a date.
Natural Resources and Conservation	Click here to enter text.	Click here to enter a date.

Revised August 6, 2019

ENTERPRISE IT FINANCIAL WORKGROUP REVIEW/COMMENT		
Department	**Comments**	**Date**
Office of Public Instruction	Michael Sweeney reviewed 5-28-2020	Click here to enter a date.
Public Health and Human Services	Approves, Samantha Cooley, 5/28/2020	Click here to enter a date.
Public Service Commission	Click here to enter text.	Click here to enter a date.
Revenue	Click here to enter text.	Click here to enter a date.
Secretary of State		Click here to enter a date.
State Auditor	Click here to enter text.	Click here to enter a date.
State Fund	Click here to enter text.	Click here to enter a date.
State Library	Jennie Stapp, 5/14/2020	Click here to enter a date.
Transportation	Mike Bousliman 5-15-2020	Click here to enter a date.

CIO DECISION	
☒ Recommendation Approved	☐ Recommendation Denied
☐ Recommendation approved with conditions or explanation noted below:	☐ Recommendation denied with conditions or explanation noted below:
Click or tap here to enter text.	Click or tap here to enter text.
☐ Additional staff work required as noted below:	☐ Additional staff work required as noted below:
Click or tap here to enter text.	Click or tap here to enter text.
Assigned to: Click or tap here to enter text.	Assigned to: Click or tap here to enter text.
Deadline: Click or tap to enter a date.	Deadline: Click or tap to enter a date.

Revised August 6, 2019

X *Timothy Bottom*

State Chief Information Officer

Signed by: 01067fd4-c333-454a-9537-6a4637acced5

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