

City of Minneapolis
Request for Committee Action

To: Committee of the Whole
Date: 10/21/2015
From: Information Technology
Prepared by: Charlie Ito
Presented by: Otto Doll
File type: Receive & File
Subcategory: Update

Subject:
Information Technology Outsourcing Transition Update

Description:
Receiving and filing of the Information Technology Outsourcing Transition update

Previous Actions:
None

Ward/Neighborhood/Address:
Not Applicable

Background/Analysis:
In 2002, IT Services contracted with Unisys, then renegotiated in 2007 and 2010 for reduced cost as well as added service levels and services. Council informed IT the Unisys contract would not be renewed in 2015 and an RFP was required. This provided time for an IT outsourcing transition to new supplier(s). IT Services initiated a phased approach to sourcing principles and measuring key objectives, evaluated multiple vendors and selected OneNeck as the new provider, providing flexible, fast provisioning of new services with competitive pricing that was more favorable than contenders, among other benefits. IT also moved to insourcing the IT Service Desk and Desk-side Support, saving the City thousands of dollars over the next five years.

Financial Review:
No financial impact.

Attachments:
1. Information Technology Outsourcing Transition Update