

Information Technology & Services Budget Request Form

Contact Information

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Department: Information Technology & Services
Request Number: FY20 – Remote Managed Services Agreement

Request Information

Description: Enter into an agreement for remote managed services for our central ERP system

We continue to experience more complex and varied upgrades to our central Enterprise Resource Planning (ERP) system (budget, payroll, purchasing, invoicing, etc.) and the hardware infrastructure that it resides on. Since the departure of our last iSeries/AS400 technician we have struggled to meet the service and support needs of this critical suite of products.

This agreement would transfer the system (both central hardware and software) responsibilities to Superior (CentralSquare) technologies. They would assume all duties relating to the management and upkeep of our iSeries system and the central ERP software. This would include both application and system upgrades as well as maintenance. Customer support staff within IT&S would still be managing any physical duties onsite (changing tapes, configuring printers, etc).

Cost Benefit or Return on Investment Statement:

As witnessed over the past few years, not having or being able to obtain iSeries expertise and technicians has created difficulties for both organizations. This agreement will provide long term stability to our core systems and insure that our future direction with these products is managed in line with the product vendors.

Request Cost

Initial Cost: \$46,000

Annual (Ongoing) Costs: \$36,000

Proposed Funding

Per PC: Network Fee: 100%
Amount: \$46,000

Per FTE: Per Telecom:
Other (Please Identify): _____