



October 16, 2025

TO: THE DISTRICT BOARD OF TRUSTEES OF VALENCIA COLLEGE

FROM: DR. KATHLEEN PLINSKE
President

RE: APPROVAL OF IT SERVICE MANAGEMENT (ITSM) AND CUSTOMER SERVICE MANAGEMENT (CSM) PLATFORM

Valencia College proposes the acquisition of a comprehensive digital workflow solution designed to enhance efficiency, strengthen service delivery, and improve IT management across the institution. The system incorporates intelligent automation and streamlined access to information, reducing operational risks while driving greater efficiency in functions such as IT, human resources, finance and budget, and strategic planning. In addition, the solution will improve decision-making capabilities and provide the College with increased operational flexibility.

On July 31, 2026, the College issued Request for Information (RFI) 2026-05 for an IT Service Management Platform to evaluate options for replacing the existing work management system. The College received nine (9) vendor responses, which were reviewed and analyzed for functional, technical, and operational capabilities. Following this thorough evaluation, the Review Committee determined that ServiceNow, Inc. provides the most competitive and comprehensive solution. As a leading enterprise platform, ServiceNow will enhance service delivery, streamline operational workflows, and support the College's long-term goals for efficiency and improved IT management.

In accordance with applicable laws and College policy, the College negotiated favorable terms with ServiceNow, Inc. for their Service Management Platform. The proposed three-year agreement, totaling \$481,140 and including licensing and support services, is structured with the expectation that the platform will be maintained in perpetuity unless future institutional needs warrant a change.

RECOMMENDED ACTION:

The President recommends that the District Board of Trustees of Valencia College authorize the College to enter into a three-year agreement, with the option to renew, with ServiceNow, Inc., at a total cost of \$481,140 to procure their IT Service Management Platform, as presented.



President