

**ILLINOIS STATE  
UNIVERSITY**

**BOARD OF  
TRUSTEES**

**Resolution No. 2024.05/25  
Authorization to Acquire  
Information Technology  
Service Management  
Software and Services**

**Resolution**

WHEREAS, the Board of Trustees of Illinois State University has the authority to enter into contracts for the acquisition of software services, and

Whereas, the campus community utilizes Information Technology Service Management (ITSM) software to manage user requests, system & security incidents, configuration management, and release management, and

Whereas the manufacturer of the University's current software solution has announced a service end of life date of December 31, 2026, and

Whereas the University has identified ServiceNow as the preferred solution of the future, and

Whereas, ServiceNow is available to Illinois State University via Illinois Public Higher Education Cooperative award;

Therefore, be it resolved that the Board of Trustees authorizes expenditures not to exceed \$1,065,000 for the necessary software solutions and implementation services to facilitate the replacement of the expiring solution.

Board Action on:	_____	Postpone:	_____
Motion by:	_____	Amend:	_____
Second by:	_____	Disapprove:	_____
Vote:	Yeas: _____	Nays: _____	Approve: _____

ATTEST: Board Action, May 10, 2024

Secretary / Chairperson

**Board of Trustees  
Illinois State University  
Authorization to Acquire Information Technology Service Management Software & Services**

IT Service Management (ITSM) refers to the set of policies, processes, and procedures that organizations use for designing, delivering, managing, and improving IT services to meet the needs of their customers. The goal of ITSM is to ensure that IT services are aligned with the needs of the business and delivered efficiently and effectively. ITSM involves various activities such as incident management, problem management, change management, configuration management, service level management, and others. ITSM helps organizations ensure the quality, reliability, and agility of their IT services while optimizing costs and resources.

In 2014, Illinois State University adopted its first campus wide ITSM tool: Cherwell Service Management. Over the last decade, IT teams across campus that include those in Technology Solutions, College IT staff, and other departmental units have collaborated to produce standardized, repeatable processes that enhance the user experience for students, faculty and staff. The use of ITSM has improved communication across IT units and has reduced financial audit findings. While the system has performed well, in October 2023 the vendor announced that the software will reach end of life on December 31, 2026.

ServiceNow is recognized as a key player in the ITSM marketplace. Staff from multiple departments and the ITSM Advisory Group determined ServiceNow best meets the current needs of users and departments, and best allowed for the expansion of services in the future. This new tool offers the opportunity for better integration into tools existing on campus, allowing for automation of existing practices, and can also be expanded to non-IT organizations on campus that need tools to manage request workloads and approvals.

With this request, the University seeks to enter into a 42-month agreement to allow for an implementation period that overlaps the final year of Cherwell Service Management in fiscal year 2025. This will allow for uninterrupted service delivery as the transition to the new solution occurs. To achieve this, a ramp-up period with minimal licensing (developers and admins only) will be in place until shortly before the expected go-live in late Spring 2025. This will also allow for the minimization of cost during this time period. This request also seeks to establish a contingency for the expansion of user base and software features later in the term of the contract once the solution has been established.

<b>Estimated Costs</b>	<b>FY25</b>	<b>FY26</b>	<b>FY27</b>	<b>FY28</b>
ServiceNow ITSM Pro	\$81,000	\$204,000	\$204,000	\$146,000
Implementation	\$200,000			
<b>Total</b>	<b>\$281,000</b>	<b>\$204,000</b>	<b>\$204,000</b>	<b>\$146,000</b>

<b>42-month total</b>	<b>\$835,000</b>
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The University also seeks to establish a contingency of \$230,000 for the possible addition of modules or expansion of user base as described above. This would primarily be undertaken in FY27 and beyond, once the system is implemented, stable, and has been in production use for at least 12 months. Upon successful completion of this initial term, the University would expect to return to the Board of Trustees in Winter 2027/2028 for authorization to the next long-term agreement.

The FY25 renewal cost for Cherwell Service Management is \$168,000, and it is expected in FY26 and beyond that the cost for ServiceNow will be offset by the retirement of Cherwell Service Management and other smaller software packages that offer similar outcomes.

With this resolution, the University seeks authorization of expenditures not to exceed \$1,065,000 for the necessary software solution and implementations to replace the existing ITSM system with ServiceNow.

Funding Source: General Revenue Funds