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MEETING DATE: November 18, 2025

STAFF PERSON RESPONSIBLE: Jim Brown, Chief Technology Officer

DESCRIPTION: Trace3 ServiceNow Annual Renewal for 2026 in the Amount of \$236,510.10.

SUMMARY: Seeking approval for the annual renewal of the ServiceNow Service Management Suite through Trace3, formerly Zivaro. This solution allows IT to effectively manage workload and resources, respond to incidents, problems, changes, and automate a number of common services. For continuation of service, payment is due by December 31, 2025. This purchase in the amount of \$236,510.10 is budgeted from the Maintenance Fund, 18900.

RECOMMENDED ACTION: Approval of the Trace3 ServiceNow Annual Renewal for 2026 in the Amount of \$236,510.10.

REVIEW:

John Huber	Approve	11/5/2025
Jeff Garcia	Approve	11/7/2025
Christie Guthrie	Approve	11/7/2025
Doug DeBord	Approve	11/12/2025

ATTACHMENTS:

Zivaro SNOW 2026 236,510.10 QUOTE 165601