www.douglas.co.us

**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 HuberApprove11/5/2025Jeff GarciaApprove11/7/2025Christie GuthrieApprove11/7/2025Doug DeBordApprove11/12/2025

## **ATTACHMENTS:**

Zivaro SNOW 2026 236,510.10 QUOTE 165601