

Background Information

300-2023 - Background information

This project provides the City of Winnipeg an opportunity to modernize the current Information Technology Service Management (ITSM) platform.

The current ITSM platform (Remedy) is integral to the IT service delivery processes and workflows within the City. The processes built upon this ITSM environment manages the service delivery interactions with clients and produces the data used to drive service delivery improvements.

The existing ITSM environment was last upgraded in 2018 and reached the end of support in June 2022. To continue to sustain the City's IT service management processes, there is a need to migrate to a more modern, competitive and cost-efficient Solution with proportionate vendor support.

The City is also seeking a flexible Solution where we can build upon the existing services within the Solution to add additional services, such as the Problem Management and Change Management, as the City's needs and service process maturity grows.

The City of Winnipeg currently has 10,000 staff members that can generate approximately 50,000 tickets (incidents and service requests) per year.

There are 400 Support Staff that provide Ticket resolution. The City of Winnipeg requires a blend of access for these Support Staff that includes concurrent read/write access, as well as ensuring some Support Staff have guaranteed access.