

M E M O R A N D U M

TO: Governing Board Members

FROM: Akintunde Owosina, P.E., Information Technology

DATE: November 13, 2025

SUBJECT: ServiceNow Service Management and Asset Management Subscription Service

Agenda Item Background:

In Fiscal Year 2024-2025, the District transitioned to ServiceNow's integrated service management (help desk and change control) and asset management subscription service. Following implementation and a true up of actual usage, the District identified a higher number of active users and managed assets than originally estimated under the initial subscription.

This request is to authorize amending the contract with Carahsoft Technology Corporation to true up ServiceNow subscription licensing and associated implementation services for enhancements in the amount of \$290,381.32 through December 19, 2029, for a revised contract total of \$3,128,171.28.

Funding Source:

The Fiscal Year 2025-2026 Budget includes \$114,377.56 in Ad Valorem funds for this item, and the remainder is subject to Governing Board approval of future years' budgets.

Staff Contact and/or Presenter:

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ATTACHMENTS:

[Resolution No. 2025-1108](#)