County of Los Angeles
INTERNAL SERVICES DEPARTMENT
1100 North Eastern Avenue
Los Angeles, CA 90063

MICHAEL OWH
Director

Telephone: (323) 267-2101
FAX: (323) 264-7135

Speed. Reliability. Value.

October 14, 2026

To: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Michael Owh
Director

BOARD NOTIFICATION OF INTENT TO EXECUTE WORK ORDER NUMBER E2-275 UNDER THE ENTERPRISE SERVICES MASTER AGREEMENT FOR THE SERVICENOW INFORMATION TECHNOLOGY SERVICE MANAGEMENT IMPLEMENTATION

This is to notify the Board of Supervisors (Board) that the Internal Services Department (ISD) intends to execute an Enterprise Services Master Agreement (ESMA) under Work Order (WO) No. E2-275. The WO defines, designs, plans, and implements a scalable Information Technology Service Management (ITSM) architecture that replaces ISD's existing legacy platform and aligns with County of Los Angeles (County) operational needs, governance standards, and long-term technology strategy at a total cost of $1,990,000.00. This notification is in accordance with ESMA guidelines that require prior Board notice on WOs exceeding $500,000.

BACKGROUND

The County of Los Angeles Internal Services Department is a multi-service organization that provides a broad portfolio of internal and external customer-facing services supporting County Departments and the public. These services include Technology, Facilities, Procurement, Energy, and other enterprise support functions.

Today, many of these services are supported by separate business processes and technology platforms, resulting in fragmented customer experiences, inconsistent workflows, limited visibility across service requests, and challenges in sharing information across organizational boundaries. The current legacy ITSM platform will be sunset in December 2026 as the product has reached the end of its lifecycle, requiring the County to transition to a replacement modern platform to ensure continuity of service management and support.

To address these challenges, ISD established the One-Stop Service Platform as a strategic initiative within the Department's Strategic Plan. The vision for this initiative is to create a single enterprise platform that enables customers to access, request, monitor, and receive valuable and critical services through a unified digital experience while providing ISD with standardized service delivery processes, integrated workflows, enterprise reporting, and consistent governance.

SCOPE OF WORK

The Contractor shall utilize the Now Create methodology, which includes the following documented phases of *Initiate, Plan, Execute, Deliver,* and *Close*. The County requires that all objectives be delivered in alignment with these phases.

Initiate Phase

- Establish project governance, kick-off, and communication protocols.
- Confirm resource assignments and readiness.
- Establish a periodic Executive/Engagement Steering Committee cadence.
- Define Requirements Finalization Dates for each in-scope application and integration.

Plan Phase

- Conduct requirements workshops for each in-scope application and integration to validate functional and technical needs.
- Document user stories with acceptance criteria in accordance with Agile Development methodologies within Azure DevOps boards.
- Develop solution design and architecture, including security roles and permissions.
- Define integration architecture for existing County systems.
- Establish sprint and release plans; agree regarding in-scope, backlog, and out-of-scope stories against the fixed scope.

Execute Phase

Iterative configuration of the ServiceNow platform across the in-scope workflows, including but not limited to:

- County user profile and platform setup (logo/theme, email, single sign on authentication, integration server, data loads);
- IT Service Management: Change, Incident (incl. Major Incident Management), Problem, Knowledge, Service Catalog & Request Management, Service Operations Workspace;

- IT Operations Management: Common Service Data Model (CSDM), Configuration Management Database (CMDB) and Discovery;
- Field Service Management: WO Management, scheduling, crew/contractor management, mobile, and Dispatcher/Contractor workspaces;
- Employee Center portal experience;
- Data & Analytics: Performance Analytics (ITSM and Security Operations bundles) and Search; and
- Integrations across in-scope County and third-party systems.

Deliver Phase

- Support User Acceptance Testing (UAT) and go-live planning.
- Create dashboards and reports for in-scope workflows.
- Remediate Critical and High defects as defined in the Defect Severity Classification.
- Complete cutover activities from non-production to production environments.

System Module Testing Prior to Implementation

- Complete unit testing of configured modules.
- Complete integration testing across systems.
- Complete User Acceptance Testing (UAT) with County stakeholders.

Close Phase

- Provide post-implementation (post go-live) support for two (2) weeks.
- Facilitate engagement closeout meeting and lessons learned.
- Deliver final project closeout report.

SELECTION PROCESS

On August 6, 2026, ISD released a competitive ESMA WO Solicitation to its pool of qualified contractors in ISD's ESMA Category 1: IT Strategic Planning and Enterprise Architecture Planning Services. On September 3, 2026, ISD received proposals from six qualified contractors. All proposals were reviewed for responsiveness and compliance with the minimum requirements as stated in the solicitation. Four proposals met the minimum requirements, and two proposals were disqualified for not meeting the minimum requirements set forth in the solicitation. The four proposals were then evaluated by an evaluation committee consisting of subject matter experts in accordance with the evaluation criteria identified in the solicitation. At the end of the evaluation process, the evaluation committee determined that Accenture LLC submitted the highest-ranked proposal and is therefore recommended for the WO award.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

ESMA E2-275 WO will enable ISD to implement ServiceNow ITSM, replacing ISD's existing legacy platform. This work is part of the Enterprise Service Management System (ESMS) Initiative and aligns with the County's Strategic Plan, particularly North Star 3, "Realize Tomorrow's Government Today," by advancing flexible and efficient technological infrastructure that improves the delivery of County services. ESMS strengthens interdepartmental collaboration, transparency, efficiency, and accountability, supporting the County's commitment to delivering effective, accessible, and customer-focused services.

FINANCIAL IMPACT

The total cost of the ESMA WO is $1,990,000.00. This implementation partner cost is part of the broader ESMS Initiative. Funding for this portion of the initiative is pending approval from the Information Technology Investment Board (ITIB). Funding for future years will be requested through the annual budget process, as necessary.

NOTIFICATION OF TIMELINE

Consistent with ESMA policies and procedures, ISD is informing the Board of its intent to Award ESMA WO E2-275. Upon receipt of this Board notification, if no objection is received from the Board within ten (10) business days, ISD will proceed with the execution of WO E2-275.

CONCLUSION

This Enterprise Service Management initiative will establish the strategic and technical foundation necessary to realize ISD's vision of modernizing the Department's service delivery capabilities through a common enterprise ITSM platform. While the initial implementation includes ITSM, IT Operations Management, Security Incident Response, and Field Service Management, the platform is intended to support the progressive integration of additional ISD services over time.

The awarded Contractor will serve as ISD's strategic partner in defining and implementing the future-state enterprise service delivery model for ITSM, ensuring that business transformation, organizational readiness, governance, customer experience, enterprise architecture, and technology most appropriately meet the needs of ISD customers.

If you have any questions or require additional information, please contact me at (323) 267-2101 or via email at MOwh@isd.lacounty.gov. Alternatively, your staff may contact Aaron Rzepka, Deputy General Manager at (562) 516-0201 or via email at ARzepka@isd.lacounty.gov.

MO:QH:MA:AR:
DH:ab

c: Chief Executive Office
Executive Office, Board of Supervisors
County Counsel
ISD Board Deputies