



Project Change Request (Amendment No. 1)

Customer Name	San Bernardino County	Customer Project Sponsor	Jonathan Humeston
Project / Engagement Name	ServiceNow ITSM Licenses and Implementation Services	Logicalis Project Manager	Shirley Boatman
PCR Number	01	Project Number	0257324
PCR Date	March 17, 2022	Original SOW Date	May 27, 2021

Additional Scope of Work Exhibit A-1

Description of Project Change Request (PCR)

Configurations include:

- Configure Read/Write Access Controls for the purpose of allowing Assignment Group members to be the only ones that can see the tickets assigned to their group.
 - Configure Read/Write access controls for the following ITSM tables to override out of box read/write permissions to accomplish the same thing for each of the main ticket types used by County of San Bernadino
 - Incident
 - Problem
 - Problem Task
 - Change Request
 - Change Task
 - Request Item
 - Catalog Task
- Create a new role which will be given to the group(s) to be able to view all ticket types regardless of which group the tickets are assigned to.
 - Configure Read/Write Access controls for this role on each of the following ticket tables:
 - Incident
 - Problem
 - Problem Task
 - Change Request
 - Change Task
 - Request Item
 - Catalog Task
- Configure query business rules for each table that will limit the view of records from any list views of tickets. The query business rule prevents a security message from displaying at the bottom of the list of tickets stating how many rows have been removed. This provides a cleaner look to the user accessing the list of records in the even they are not looking at the list of tickets provided in their work queues.
 - Configure query business rules for the following tables:
 - Incident

- Problem
- Problem Task
- Change Request
- Change Task
- Request Item
- Catalog Task
- Ensure that out of box read permissions for end users stay intact so that requesters/callers can still see their requests.
 - Tables for this include:
 - Incident
 - Request
 - Request Item

Completion Criteria

UAT Completion and Signoff

PCR Impact

- **Technical**

Additional configuration required

- **Schedule**

Additional 3 weeks after PCR execution that will push the go live date out 3 weeks.

Estimated Charges for the Change Authorization

Logicalis will provide the estimated hours of Professional Services for the additional scope of work in this PCR at hourly rates per the table below, which rates shall be fixed for the term of the Agreement. Travel expenses are not included. Notwithstanding anything to the contrary in this Project Change Request (PCR), the total cost of any work performed by Logicalis and invoiced to San Bernardino County under this PCR shall not exceed \$22,950.00.

Tasks	Estimated NTE Hours	Hourly Rate	Estimated NTE Amount
1 Professional Services	86	225.00	\$19,350.00
2 Project Management	18	200.00	\$3,600.00
Total	104		\$22,950.00

Should the scope of this PCR require additional hours and costs greater than those estimated above, Logicalis and San Bernardino County will execute a subsequent mutually agreeable PCR for more hours and approved costs.

Terms for this Change Authorization

This Project Change Request (PCR) (Amendment No. 1) amends the Scope of Work, ServiceNow ITSM Licenses and Implementation Services, dated *May 27, 2021*, which is attached as Exhibit A to the Terms and Conditions of Sale Agreement dated June 22, 2021 (Agreement), between Logicalis, Inc. and San Bernardino County to include the Additional Scope of Work set forth in this PCR and identified as Exhibit A-1 herein. A Project Change Request is solely for the purpose of revisions to the Scope of Work and/or Pricing Information section(s) of the Scope of Work. Project Change Requests shall not be utilized for any revisions to the legal terms or conditions of any agreement. All other terms of the Scope of Work and Agreement remain in effect and are incorporated herein by reference.

Approved by:

San Bernardino County

Curt Hagman, Chairman, Board of Supervisors

Date

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

Lynna Monell, Clerk of the Board of Supervisors of San Bernardino County

Logicalis, Inc.



Signature

5/17/2022

Date

Eric Braun

Printed Name