



OFFICE OF THE CITY CLERK COUNCIL SERVICES

**CITY HALL
WINDSOR, ONTARIO
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CAO APPROVAL

The Chief Administrative Officer approved the following recommendation:

**Report Number: CAOP 155/2025
Approved: Wednesday, December 24, 2025**

THAT the Chief Administrative Officer **APPROVE** an additional net expenditure of \$45,374.52 (excluding HST) under the existing three (3) year contract with Ernst & Young LLP, to be funded from the End User Management Operating Dept ID, 0125413, and recovered from the PC Maintenance & Support Reserve Fund, Fund 177 as part of the Year-End closing process; and further,

THAT the Chief Administrative Officer and City Clerk **EXECUTE** an amending agreement, including a Use Authorization Form and any other necessary documents with Ernst & Young LLP for the provision of IT Service Management (ITSM) ServiceNow software licenses, and further, to add the Hardware Asset Management Professional Module and the IT Operations Management Visibility Module, and to remove the Strategic Portfolio Management Standard Module and the Business Stakeholder Module; with all documentation to be satisfactory in legal form to the City Solicitor, in financial content to the City Treasurer, and in technical content to the CIO & Executive Director of Information Technology, or their designates.

Report Number: CAOP 155/2025
Clerk's File: SI/13938

Anna Ciacelli

Deputy City Clerk / Supervisor of Council Services
December 29, 2025



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