

**CITY OF WEST ALLIS
RESOLUTION R-2026-5249**

**RESOLUTION FOR THE PURCHASE OF HALOITSM IT SERVICE
MANAGEMENT SOFTWARE IN THE AMOUNT OF \$16,935**

WHEREAS, the Information Technology Department has identified the need for a dedicated IT Service Management (ITSM) platform to modernize and centralize how IT service requests are submitted, tracked, and resolved for City staff; and

WHEREAS, the Information Technology Department presented the case for adopting HaloITSM to the City's IT Steering Committee, which discussed and received the proposal favorably; and

WHEREAS, HaloITSM has proposed a total Year 1 cost of \$16,935, consisting of a one-time implementation cost of \$3,000 and a first-year subscription of \$13,935; and

WHEREAS, the City Administrator has reviewed and approved this funding request and verified that funding for Year 1 is available in the City Administration budget.

NOW THEREFORE, be it resolved by the Common Council of the City of West Allis that the proposal from HaloITSM for the purchase and implementation of an IT Service Management platform at a total Year 1 cost of \$16,935 is accepted.

BE IT FURTHER RESOLVED that the 2026 Operating Budget be amended to transfer \$16,935 from City Administration account 100-1001-513.30-04 to IT account 100-1101-517.32-01.

BE IT FURTHER RESOLVED that the Information Technology Department is authorized to enter into a contract for the aforesaid platform.

SECTION 1: **ADOPTION** “R-2026-5249” of the City Of West Allis Municipal Resolutions is hereby *added* as follows:

ADOPTION

R-2026-5249(*Added*)

PASSED AND ADOPTED BY THE CITY OF WEST ALLIS COMMON COUNCIL

_____.

	AYE	NAY	ABSENT	ABSTAIN
Ald. Ray Turner	_____	_____	_____	_____
Ald. Kimberlee Grob	_____	_____	_____	_____
Ald. Chad Halvorsen	_____	_____	_____	_____
Ald. Marissa Nowling	_____	_____	_____	_____
Ald. Suzzette Grisham	_____	_____	_____	_____
Ald. Danna Kuehn	_____	_____	_____	_____
Ald. Dan Roadt	_____	_____	_____	_____
Ald. Patty Novak	_____	_____	_____	_____
Ald. Kevin Haass	_____	_____	_____	_____
Ald. Marty Weigel	_____	_____	_____	_____

Attest

Presiding Officer

Tracey Uttke, City Clerk, City Of
West Allis

Dan Devine, Mayor, City Of West
Allis