

ED GAINNEY  
MAYOR



HEIDI NORMAN  
DIRECTOR

CITY OF PITTSBURGH  
**DEPARTMENT OF INNOVATION & PERFORMANCE**  
CITY-COUNTY BUILDING

November 14, 2022

The Honorable President and Members of Council  
510 City-County Building  
414 Grant Street  
Pittsburgh, PA 15219

RE: To enter into an agreement with Ivanti for Cherwell licensing

Dear President and Members:

This letter is to request approval to submit a resolution authorizing the Mayor and the Director of the Department of Innovation & Performance to enter into an Agreement or Agreements with Ivanti to provide Cherwell ITSM (Information Technology Service Management) system to license, implement, manage, operate and deliver IT Services to meet the needs of the City of Pittsburgh at a sum not to exceed Seven Hundred Nine Thousand, One Hundred Seventy Seven Dollars (\$709,177).

Your favorable consideration is appreciated.

Sincerely,

*Heidi Norman*

Heidi Norman, Director  
Innovation & Performance