



Tarrant County Computer-Related Training/Travel Request

Department: Information Technology	Name: Corey Harris										
Conference/Seminar Name: ServiceNow Customer Service Management Implementation											
Destination: Virtual	Dates: May 4 – 6, 2021										
Project Expenditures: <table border="1"><tr><td>Transportation:</td><td>.00</td></tr><tr><td>Hotel/Motel:</td><td>.00</td></tr><tr><td>Registration:</td><td>1,499.00</td></tr><tr><td>Other (specify):</td><td>.00</td></tr><tr><td>Total:</td><td>\$1,499.00</td></tr></table>	Transportation:	.00	Hotel/Motel:	.00	Registration:	1,499.00	Other (specify):	.00	Total:	\$1,499.00	Rationale: The ServiceNow CSM Implementation hands-on course provides training and lab work to obtain the domain knowledge, common implementation technical aspects and various processes needed to effectively manage a CSM Implementation. Attendees will learn and practice various tactical skills and strategies that will prepare them to implement CSM. With the knowledge obtained from this training, Dr. Corey Harris will be capable to implement ServiceNow CSM module for a customer request management system required by Elections office as well as other new or upgraded services to meet foreseen business need.
Transportation:	.00										
Hotel/Motel:	.00										
Registration:	1,499.00										
Other (specify):	.00										
Total:	\$1,499.00										
**Additional Person(s): <u>Ayumi Houle</u> Ayumi Houle (Apr 19, 2021 11:08 CDT) <u>Ardhesh Gupta</u> Ardhesh Gupta (Apr 19, 2021 11:10 CDT)	Funds Available in Department Budget? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (List department, line item and amount) <table border="1"><tr><td>Commitment #</td><td>Fund #</td><td>Cost Center #</td></tr><tr><td>588261</td><td>10000-2021</td><td>1810110000</td></tr></table>	Commitment #	Fund #	Cost Center #	588261	10000-2021	1810110000				
Commitment #	Fund #	Cost Center #									
588261	10000-2021	1810110000									

<u>Corey Harris</u> Corey Harris (Apr 19, 2021 11:06 CDT) Employee Signature _____ Date _____ <u>Christopher Nchopu-Ayalafor</u> Christopher Nchopu-Ayalafor (Apr 19, 2021 11:32 CDT) Supervisor/Department Head Signature _____ Date _____	Court Order No: Date:	<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
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Russell Scott
Russell Scott (Apr 19, 2021 11:23 CDT)



Tarrant County Computer-Related Training/Travel Request

Department: Information Technology	Name: Shawn Sears										
Conference/Seminar Name: ServiceNow Service Portal Advanced											
Destination: Virtual	Dates: May 4 – 6, 2021										
Project Expenditures: <table border="1"><tr><td>Transportation:</td><td>.00</td></tr><tr><td>Hotel/Motel:</td><td>.00</td></tr><tr><td>Registration:</td><td>1,499.00</td></tr><tr><td>Other (specify):</td><td>.00</td></tr><tr><td>Total:</td><td>\$1,499.00</td></tr></table>	Transportation:	.00	Hotel/Motel:	.00	Registration:	1,499.00	Other (specify):	.00	Total:	\$1,499.00	Rationale: The ServiceNow Service Portal Advanced hands-on course provides training and lab work to obtain the advanced skill of service portal and widget development. With the knowledge obtained from this training, Shawn Sears will be capable to develop new widgets and to improve Service Portal design and capability of Customer Care Portal, Work Order System as well as other new or upgraded services to meet foreseen business need.
Transportation:	.00										
Hotel/Motel:	.00										
Registration:	1,499.00										
Other (specify):	.00										
Total:	\$1,499.00										
**Additional Person(s): <u>Ayumi Houle</u> Ayumi Houle (Apr 19, 2021 11:46 CDT) <u>Avdhesh Gupta</u> Avdhesh Gupta (Apr 19, 2021 11:55 CDT)	Funds Available in Department Budget? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (List department, line item and amount) <table border="1"><tr><td>Commitment #</td><td>Fund #</td><td>Cost Center #</td></tr><tr><td>588261</td><td>10000-2021</td><td>1810110000</td></tr></table>	Commitment #	Fund #	Cost Center #	588261	10000-2021	1810110000				
Commitment #	Fund #	Cost Center #									
588261	10000-2021	1810110000									

<u>Shawn Sears</u> Shawn Sears (Apr 19, 2021 11:44 CDT) Employee Signature _____ Date _____ <u>Christopher Nchopa-Ayafor</u> Christopher Nchopa-Ayafor (Apr 19, 2021 17:52 CDT) Supervisor/Department Head Signature _____ Date _____	Court Order No: Date:	<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
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Russell Scott
Russell Scott (Apr 19, 2021 11:56 CDT)