STATE OF IOWA – JUDICIAL BRANCH
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JB120417 – RFP FOR INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SOLUTION
QUESTIONS/REQUESTS FOR CLARIFICATIONS RESPONSE – PART 2
JANUARY 11, 2018

1. Have all ITSM Processes been defined or should the PS team include the Development of ITSM Process for the first phase?
   Agency Response: Include them if you desire.

2. Will there be a predefined Design for Service Portal or will the first phase be out of the box?
   Agency Response: It will be out of the box.

3. Is the Service Catalog focus to be IT Services Only?
   Agency Response: No, this will be all services provided to all the customers; internal and external.

4. In your current state is Change Management also being used for Release Management?
   Agency Response: No

5. Is the portal to be accessible to all employees and will there be any requirements to show only specific catalog items by role or business entity?
   Agency Response: Yes and Yes

6. For Mobility enablement are all ITSM modules in scope?
   Agency Response: Potentially.

7. Is there a pre-defined go live date already committed to?
   Agency Response: No

8. Do you have knowledge Articles that you will want to migrate over?
   Agency Response: No, however we do capture some detail in call tickets, those could potentially me migrated or 'moved' to an area that is used for knowledge retention.

9. Please confirm that there is an expectation of migrating data from your existing system to SN and does it include, IM, PM, and change management?
Agency Response: This is yet to be determined depending on capabilities of new system.

10. Does JBIT have Transition Management (Organizational Change Management) expertise necessary to perform activities in conjuction with the implementation of a new ITSM system? If not, is this something JBIT would like to see as an optional component of the RFP response? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 6 | 1.4 Background Information > Current Environment)
Agency Response: No. We would like implementation services included under Professional Services.

11. Of the 1,800 internal customers of JBIT today, what percentage of these customers perform any fulfillment or resolution of requests? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 6 | 1.4 Background Information > Current Environment)
Agency Response: Currently only JBIT staff (total of 56 staff across the state).

   If optional modules such as electronic timesheets, Absence Requests and resource reservations are included and purchased, that number could increase to potentially all 1,800 employees (internal customers) needing to at minimum be able to approve, or resolve requests.

12. Of the 1,800 internal customers of JBIT today, what percentage of these customers perform any approval of requests? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 6 | 1.4 Background Information > Current Environment)
Agency Response: Currently only JBIT staff (total of 56 staff across the state).

   If optional modules such as electronic timesheets, Absence Requests and resource reservations are included and purchased, that number could increase to potentially all 1,800 employees (internal customers) needing to at minimum be able to approve, or resolve requests.

13. Does JBIT wish to have an On-Call or Notification component implemented as part of this RFP or potentially identified as an optional item? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 6 | 1.4 Background Information > Current Environment)
Agency Response: Yes as an optional item.

14. Of the public customers of JBIT, are all of these customers anticipated to register or otherwise hold a profile within the new ITSM system? Or, can these public users interact anonymously with the platform? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 6 | 1.4 Background Information > Current Environment)

Agency Response: Depending on system (licensing) requirements we could have both as an option. Preferably, we would have them register.

15. Is the chat intended for Internal Customers or External Customers or both? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 19 | 4.1.1.2 Customer Interaction > Item c)
    Agency Response: The intent is for all customers to be able to open call tickets via the chat function.

16. Is the scripted resolution of common problems intended to be limited to various system access resets or other scoping in the initial implementation? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 19 | 4.1.1.2 Customer Interaction > Item h)
    Agency Response: This would be built as the problems are identified and the ability to script a solution is possible.

17. What is the intent (or problem to be solved) by a setup of workflow by role? Are these workflows intended to be created and managed by the groups listed or created and managed on behalf of them for delivery of work to them? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.3 Set up of Workflows > Item a)
    Agency Response: The possibility of both, depending on the functionality capabilities.

18. What is the intent (or problem to be solved) by the ability to change a workflow? Are these workflows active and running when needed to be changed? Or is the intent to have some form of an override or kill capability? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.3 Set up of Workflows > Item c)
    Agency Response: As processes change the need to change a workflow is necessary.

19. What is the intent (or problem to be solved) by escalation outside of a workflow? Is there an additional process which JBIT would like to be triggered based upon a defined event? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.3 Set up of Workflows > Item d)
    Agency Response: This would be an exception to the process, in case of an emergency or special need outside the workflow.

20. Does JBIT have a current system of record for procurement and contract related activities? If so, can you advise to any intent regarding integration between these and the ITSM platform to be implemented? If no integrations are intended, please confirm that the ITSM platform use for procurement / acquisition is intended solely for routing to a work queue. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.3 Set up of Workflows > Item a.6)
    Agency Response: No, JBIT currently does not have integration between procurement/contract related activities, but would be interested in the possibility of integration using workflows.

21. Is the intent of this capability to allow managers of any user accessing and submitting an email template to a customer the ability to see the email generated? If so, is this on an as needed basis or daily reviews of all email sent? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.5 Notifications > Item a)
Agency Response: Yes, this could be a daily basis.

22. Is there a current call system in use today? If so, please advise to the platform name, manufacturer, and version. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.6 Dashboards > Item c)
Agency Response: Yes. IBM Notes, Version 9.01FP5.

23. What types of assets are in scope for Asset Request? Are these end user computing devices (desktops, laptops, printers), software, or infrastructure related devices (servers, firewalls, routers, etc.)? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.7 Asset Management > Item a)
Agency Response: End user computing devices such as desktops, laptops, printers, multifunction units, monitors as well as software and infrastructure related devices such as servers and switches.

24. Are assets created or otherwise required to be managed in any other system besides the intended ITSM platform? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.7 Asset Management > Item b)
Agency Response: No

25. Does JBIT utilize any type of Asset Tag program or does JBIT utilize Serial Numbers, or other methods to identify an Asset. If utilizing an Asset Tag, does JBIT utilize Bar Code readers? If so, please advise to device type and manufacturer. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.7 Asset Management > Item c)
Agency Response: Judicial Branch assets are tagged using peel and stick State of Iowa numbered property tags. These tag numbers are assigned by Hardware staff across the state and relayed to Procurement/Acquisition via our call tracking system. There is currently no integration; everything is manually entered. JBIT does not currently use bar code readers, but have listed this as an optional specification for this RFP (Section 4.3(e).

26. Shall the Financial and Warranty information associated to an Asset be restricted in any way or is intended to be utilized (accessed or otherwise served up) to any other role besides Asset Managers? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 20 | 4.1.1.7 Asset Management > Item d)
Agency Response: All JBIT staff will need access to financial and warranty information for assets.

27. Does JBIT have a practice of utilizing Configuration Items (CI's) as part of the existing Change Management in place today? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.1.11 Change Management > General)
Agency Response: No

28. Does JBIT have any external systems of record associated with application or product release management practices today or is the intent to have this contained within the ITSM implementation? If other systems exists, please provide system name, manufacturer, and version. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.1.11 Change Management > Item c)
Agency Response: Currently, contained within, however that could change in the future.

29. How many users does JBIT anticipate for utilization of the ITSM Platforms' Development or Testing capabilities? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.1.11 Change Management > Item c)
Agency Response: Potentially all of JBIT and maybe some customers for testing. Approx. 70.

30. What version of the Microsoft Configuration Manager Console is in use today? And, can JBIT provide a data sample including scope or representative scope to be integrated into the ITSM Platform? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.2 Integration Requirements > Item a)
Agency Response: SCCM 2012R2 is currently in use, in process of updating to SCCM 2016. Data to be integrated would be assets assigned to user, potentially more, if additional optional items are provided by selected solution.

31. Is Active Directory the system of record for users (internal and external) to JBIT? Can JBIT provide a data sample including scope or representative scope to be integrated into the ITSM Platform (eg: fields available)? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.2 Integration Requirements > Item a)
Agency Response: AD is the system of record for internal users to JBIT. Required integration would include user information for internal users, ability to sign in with AD credentials for self service or trouble ticket entry.

32. Can JBIT elaborate on the objectives or use cases intended for integration with MS Office? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.2 Integration Requirements > Item c)
Agency Response: The ability to save documents within the ITSM. As well as any type of scripting that could be utilized.

33. Can JBIT provide a data sample for the current IBM Notes call tracking system which covers intended data fields / content to migrate? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: Once the vendor is selected we will provide this information.

34. What is the intended size (amount) of data to migrate related to the Call Tracking System? Also identify if this is active data or historical data? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: The amount of data to be migrated will be determined at a later date, we don't intend on migrating all the data. It will be active and historical.

35. What is the intended size (amount) of data to migrate related to the asset management system? Also identify if this is active data or historical data? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: The amount of data to be migrated will be determined at a later date, we don't intend on migrating all the data. It will be active and historical.

36. What is the intended size (amount) of data to migrate related to the equipment request system? Also identify if this is active data or historical data? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: The amount of data to be migrated will be determined at a later date, we don't intend on migrating all the data. It will be active and historical.

37. What is the intended size (amount) of data to migrate related to the change management system? Also identify if this is active data or historical data? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: The amount of data to be migrated will be determined at a later date, we don't intend on migrating all the data. It will be active and historical.

38. What is the intended size (amount) of data to migrate related to the knowledge base system? Also identify if this is active data or historical data? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 21 | 4.1.3 Migration Requirements > General)
Agency Response: The amount of data to be migrated will be determined at a later date, we don't intend on migrating all the data. It will be active and historical.

39. How many Data Centers does JBIT have and are these JBIT owned and managed or Service Provider owned and managed on behalf of JBIT? If Service Provider managed, are there any known restrictions? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 24 | 4.3 Optional Specifications > Item f)
Agency Response: Currently, we have 2 data centers, they are both in State facilities. No restrictions that we are aware of.

40. Are there any monitoring tools in place today? If so, what types of items are being monitored and how is JBIT alerted today? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 24 | 4.3 Optional Specifications > Item f)
Agency Response: PRTG, WhatsUp Gold, and some custom monitoring in use today. Currently we are alerted by this system via email and/or messages in internal Chat.

41. Are there items which JBIT would like monitored that aren't currently? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 24 | 4.3 Optional Specifications > Item f)
Agency Response: We have reasonably robust monitoring now, but would be interested in possibility of integration so tickets are automatically created in case of an outage.

42. Is there a current Software Enhancement Requests and Bug Tracking in use today? If so, please advise to the platform name, manufacturer, and version as well as to the number of users accessing this system from a "work" perspective. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 24 | 4.3 Optional Specifications > Item g)
Agency Response: Bugzilla 3.2.2

43. Is there a current Electronic timesheet/ Absence requests in use today? If so, please advise to the platform name, manufacturer, and version as well as to the number of users accessing this system to submit timekeeping vs. those in an approval role. (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 24 | 4.3 Optional Specifications > Item h)
Agency Response: Currently JBIT staff and one Judicial District use a database in IBM Notes (Version 9.01FP5) to submit, approve and track timesheets and absence requests. The desire in listing this as an optional specification for this RFP is to have a solution that can be utilized by all of the approximate 1,800 Judicial employees across the state.

44. In regards to the 3-year duration, is it the intent of JBIT that all items contained within this RFP will be implemented within the 3-years or are there specific milestones which may preclude that JBIT wishes to implement faster such as may be driven by licensing or "end of service life" contracts with current systems? (State of Iowa - Judicial Branch - Information_Service Management_Solution_ITSM_RFP.pdf | Page 30 | 6.2 Duration > General)
Agency Response: The latter is correct, we will determine the implementation path after awarding the RFP.

45. **Section 4.1.1.2 – Page 19 – Customer Interaction - item c** – Should the chat process allow for chat sessions with the public or internal users/customers only?
Agency Response: The intent is for all customers to be able to open call tickets via the chat function.

46. **Section 4.1.1.2 – Page 20 – Customer Interaction - item i** – Should the notifications/messages to be pushed to the portal be visible to external (public) customers as well as internal users?
Agency Response: Yes, in some circumstances that is necessary. Having the ability to only have external or internal only communication would be a plus.

47. **Section 4.1.1.3 – Page 20 – Setup of Workflows** - Is this specification to request whether an administrator of the platform can configure workflows by the various roles, or whether those roles will have access to create and modify workflows as well?
Agency Response: Potentially both, however, if it is a system limitation we can adjust our process.

48. **Section 4.1.1.5 – Page 20 – Notifications – item c** – Could additional information or examples be provided on the type of management options being requested?
Agency Response: One example would be a call ticket not being resolved within the established SLA, notification would be sent to management to look into.

49. **Section 4.1.1.7 – Page 20 - Asset Management** - Are you looking track both hardware and software assets and do you have any sources of this to be imported ?
Agency Response: Yes, we currently keep track of inventory within a Lotus Notes database.

50. **Section 4.1.1.7 – Page 20 - Asset Management – item g** – Could additional information or examples be provided on the type of internal controls being requested?
Agency Response: JBIT managers and Procurement/Acquisition need control and limit the ability to delete and manage assets as needed. The intent is that Hardware staff across the state would be able to create records as needed, but managers would be able to configure and control other actions such as the ability to transfer and delete records.

51. **Section 4.1.1.8 – Page 21 - Licensing structure – item b** – Could this request be clarified as to what type of availability is being requested?
Agency Response: JBIT would like to see licensing options for the solution proposed to see what economies of scale can be leveraged and explore all options available.

52. **Section 4.1.1.8 – Page 21 - Licensing structure – item d** – Can the number of users who will be working on tasks, viewing reports, and approving requests or other types of tasks be provided?
Agency Response: Minimally all 56 JBIT staff members. If optional modules such as electronic timesheets, Absence Requests and resource reservations are included and purchased, that number could increase to potentially all 1,800 employees (internal customers) needing to at minimum be able to approve, or resolve requests.

53. **Section 4.1.1.11 – Page 21 - Change Management – item c –** Does your IT department utilize Agile methodologies including use of Sprints and Stories?
Agency Response: No

54. **Section 4.1.2 – Page 21 - Integration Requirements – item a** – What type of integration with the Microsoft Configuration Manager Console?
Agency Response: Integration/Import of hardware/software inventory data from SCCM for asset management and/or import of information into a user trouble ticket.

55. **Section 4.1.2 – Page 21 - Integration Requirements – item c** – What type of integration with the Microsoft Office?
Agency Response: The ability to save documents within the ITSM. As well as any type of scripting that could be utilized.

56. **Section 4.1.3 – Page 21 - Migration/Conversion Requirements** –Can you provide a list of the current sources of data and the type of data each source contains?
Agency Response: All of our data is currently in a Lotus Notes database.

57. **Section 4.3 – Page 24 - Optional Specifications -item f** – What type of Data Center is currently being utilized and are there currently any monitoring tools in place that would need integrations configured?
Agency Response: Currently using PRTG and WhatsUp Gold for monitoring. Ability to create tickets automatically based on certain monitoring events would be helpful.

58. **Section 4.3 – Page 24 - Optional Specifications -item 3** – How many servers and applications are in your current environment and how are they classified (i.e. test, development, production)? Do you want tracking of servers and applications for all of the above or only production?
Agency Response: Assuming this is section f, item 3. In asset management view, ability to tie change/trouble tickets to an asset to see historical information on troubles, changes, etc, using the asset as an aggregation point, would be useful.

59. **Section 4.3 – Page 24 - Optional Specifications -item h**– Are there any integrations required for the time tracking and any payroll system and if so, what system?
Agency Response: No integrations, we would be looking at a module within the ITSM that could be utilized for this functionality state wide.

60. **Section 4.3 – Page 25 - Optional Specifications -item i** – How many users would need to be able to make the reservations requests and how many would be able to view them. Additionally, would these users also be the same users who can work other types of tasks and approvals?
Agency Response: Minimally the approx. 120 users in the Judicial Building in Des Moines. If this optional spec is purchased, it could potentially be used by all Judicial staff across the state (approx. 1,800).