



Remedy Enterprise IT Service Management Pilot Phase 1: Requirements Analysis

Letter of Commitment

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Document Change Activity

The following is a record of the changes that have occurred on this document from the time of its original approval

#	Change Description	Author	Date
1	Original Document	James Foster	March 5, 2007
2	Melody: Format changes – bullets, headers, order of sections	James Foster	March 5, 2007
3	Modified DAS-TSC section per Debbie Fery	James Foster	March 11, 2007
4	Added background and deliverables section	James Foster	March 12, 2007
5	Changed SDC Commitments	James Foster	April 11, 2007
6	Revised DEQ and Revenue CIO	James Foster	April 25, 2007
7	Added part 3 of TSC section per Debbie Fery	James Foster	May 8, 2007
8	Updated DEQ Manager Title	James Foster	May 8, 2007
9	Updated SDC Commitments	Bret West	June 5, 2007

Letter of Commitment

Background

The State of Oregon has formed an Academy as a forum for the Enterprise ITSM Pilot Project to educate the participants on Information Technology Infrastructure Library (ITIL) best practices at the same time identifying the configuration needs of the Remedy IT Service Management (ITSM) Suite. The State of Oregon has begun the Requirements Analysis phase of the project and has solicited a proposal for assistance in gathering and formulating its implementation requirements for its ITSM Configuration Management Database (CMDB). The vendor, Column Technologies, is to review the state's requirements around BMC Remedy Asset Management and BMC Atrium CMDB and recommend an implementation approach.

The Requirements Analysis phase will consist of multiple group sessions in which the default application is demonstrated and then compared to desired functionality and reporting capability. The Asset Management processes mapped out by the academy will be reviewed as will the CMDB structure (Identify classes, attributes, and data sources) needed to support the Asset Management processes.

The requirements will be inclusive of the following Remedy ITSM areas per ITIL and defined as follows:

- Change Management - An action that results in a new status for one or more IT infrastructure Configuration Items
- Help Desk
 - Incident Management - Any event which is not part of the standard operation of a service, and which causes, or may cause an interruption to, or a reduction in, the quality of that service
 - Problem Management - A condition identified by multiple incidents exhibiting common symptoms, or from one single significant incident, indicative of a single error, for which the cause is unknown
- Configuration Management - a process that tracks all of the individual Configuration Items (CI) in a system
 - Configuration items (CIs) - component of an infrastructure or item, such as a request for change, associated with an infrastructure, that is (or is to be) under the control of Configuration Management
 - Configuration Management Database - A database which holds a record of all CIs associated with IT infrastructure
- Asset Management - an operational approach to life cycle, procurement, inventory, contract, compliance and cost controls of IT assets

Deliverables

Column Technologies has submitted a proposal for \$9,000 to deliver the following:

“Column presents business requirements back to the customer for validation. Once the body of requirements is accepted, Column converts these into a solution design document. The design document describes how the application will be leveraged to meet the business requirements and what changes are necessary to align the application with ratified processes and practices.”

Letter of Commitment

This letter declares the following State of Oregon Departments intent to collaborate and commit funds and/or resources for the project entitled "Remedy Enterprise ITSM Pilot Project – Requirements Analysis Phase" described above. Department of Human Services, Department of Administrative Services – Technology Support Center, State Data Center, DAS - Enterprise Information Strategy and Policy Division, Department of Forestry, Department of Environmental Quality, Department of Revenue.

DAS – Enterprise Information Strategy and Policy Division

Below is a description of the effort and resources the DAS - Enterprise Information Strategy and Policy Division (EISPD) commits to the requirements analysis phase of the Remedy Enterprise ITSM Pilot Project. The proposed time commitment is two months including a three consecutive day academy session.

- 1) The DAS - EISPD commits \$9000 for professional services by the vendor required for this phase.
- 2) DAS - EISPD commits to contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions and provide required enterprise level inventory requirements. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

Dugan Petty – State CIO

Sean McSpaden – Manager EISPD

DAS – Technology Support Center

Below is a description of the effort and resources the DAS – Technology Support Center (TSC) commits to the requirements analysis phase of the Remedy Enterprise ITSM Pilot Project. The proposed time commitment is two months including a three consecutive day academy session.

- 1) The DAS – TSC will make available for the duration of this phase a resource to coordinate all activity for the DAS – TSC and to act as a representative to the project. This resource will participate in any necessary meetings or work sessions to support this phase.
- 2) The TSC will provide a resource to publish information to the ITSM web site, to include content development and creating PDFs.
- 3) TSC will commit resources for coordination of the environment setup through the Support Request Process at the SDC and will provide resources for coordinating the purchasing and invoicing process. TSC also commits FTE to the Application Administration effort and to getting resources from within DAS for application and database support for this pilot.
- 4) DAS – TSC commits to providing the appropriate number of subject matter experts in the areas of standard desktop, peripheral, printer management, audio and video conferencing, online services, application support, enterprise mail, mobile computing, remote access services, user management, server support and configuration for client agencies. These staff will participate in all requirements analysis sessions and will provide requirements for the design of the Enterprise Configuration Management Database (CMDB). DAS – TSC will contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

Bret West – DAS CIO

Debra Fery – DAS - TSC Manager

State Data Center

Below is a description of the effort and resources the State Data Center (SDC) commits to the requirements analysis phase of the Remedy Enterprise ITSM Pilot Project.

- 1) The SDC commits to provide the infrastructure and hardware platform(s) sufficient to host a production, test and development environment; technical staff and other necessary resources to implement the Remedy ITSM product for this phase. The SDC commits to make any network and firewall configuration changes necessary to grant access and connectivity to participating departments, vendors and any other systems.
- 2) SDC commits to provide to the project a list of CMDB data elements necessary for its operational needs.
- 3) The SDC commits to use the Asset module in out-of-the-box format for SDC business requirements. Assuming the pilot proves beneficial to the SDC, the SDC commits to maintain the data for SDC business purposes.

Mark Reyer – SDC Manager

Department of Human Services

Below is a description of the effort and resources the Department of Human Services (DHS) commits to the requirements analysis phase of the Remedy Enterprise ITSM Pilot Project. The proposed time commitment is two months including a three consecutive day academy session.

- 1) DHS will provide a project coordinator to plan, facilitate, and track the work tasks of this phase. The DHS project coordinator will facilitate activities with the vendor and act as the State's point of contact.
- 2) DHS will make available for the duration of this phase a resource to coordinate all activity for DHS and to act as a representative to the project. This resource will participate in any necessary meetings or work sessions to support this phase.

- 3) DHS commits to providing the appropriate number of subject matter experts in the areas of standard desktop, peripheral, printer management and agency-specific network and server management. These staff will participate in all requirements analysis sessions and will provide requirements for the design of the Enterprise Configuration Management Database (CMDB). DHS will contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

Melody Riley – DHS CSS Manager

Department of Forestry

Below is a description of the effort and resources the Department of Forestry commits to the Requirements Analysis phase of the Remedy Enterprise ITSM project. The proposed time is two months including a three consecutive day academy session.

- 1) Forestry will make available for the duration of this phase a resource to coordinate all activity for Forestry and to act as a representative to the project. This resource will participate in any necessary meetings or work sessions to support this phase.
- 2) Forestry commits to providing the appropriate number of subject matter experts in the areas of standard desktop, peripheral, printer management and agency-specific network and server management. These staff will participate in all requirements analysis sessions and will provide requirements for the design of the Enterprise Configuration Management Database (CMDB). Forestry will contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

Sandy Jefferson – Forestry CIO

Department of Environmental Quality

Below is a description of the effort and resources the Department of Environmental Quality (DEQ) commits to the Requirements Analysis phase of the Remedy Enterprise ITSM project. The proposed time commitment is two months including a three consecutive day academy session.

- 1) DEQ will make available for the duration of this phase a resource to coordinate all activity for DEQ and to act as a representative to the project. This resource will participate in any necessary meetings or work sessions to support this phase.
- 2) DEQ commits to providing the appropriate number of subject matter experts in the areas of standard desktop, peripheral, printer management and agency-specific network and server management. These staff will participate in all requirements analysis sessions and will provide requirements for the design of the Enterprise Configuration Management Database (CMDB). DEQ will contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

Jim Roys – DEQ - Manager, Business
Systems Development

Department of Revenue

Below is a description of the effort and resources the Department of Revenue commits to the Requirements Analysis phase of the Remedy Enterprise ITSM project. The proposed time commitment is two months including a three consecutive day academy session.

- 1) Revenue will make available for the duration of this phase a resource to coordinate all activity for Revenue and to act as a representative to the project. This resource will participate in any necessary meetings or work sessions to support this phase.

- 2) Revenue commits to providing the appropriate number of subject matter experts in the areas of standard desktop, peripheral, printer management and agency-specific network and server management. These staff will participate in all requirements analysis sessions and will provide requirements for the design of the Enterprise Configuration Management Database (CMDB). Revenue will contribute to the design of the desired CMDB structure identifying configuration items, classes, attributes, and data sources by actively participating in the academy sessions. They will take a critical look at business processes involved for each entity and will focus on standardization and compromise.

David Almond – Revenue CIO