

State of Tennessee
Sourcing Event #9160
ServiceNow Preliminary Statement of Work (SOW)

ServiceNow Implementation Project Objectives to be completed are:

1. Aide in optimizing processes and integration of processes
2. Aide in organizational change strategies within the ServiceNow implementation and processes
3. Aide in translating business requirements into technical requirements
4. Provide estimates for configuration, deploy and development effort
5. Identify enhancement opportunities for configuration and administration efficiencies
6. Provide technical best practices in relation to the mitigation of risks and impacts on business processes and technical architecture.
7. ServiceNow Corporation will act as Subject Matter Expert (SME) in ServiceNow application and System and will provide a path of least resistance in the development and deployment of the solution.
8. Develop applications from business requirements and document including:
 - a) Screen/Form design and layout
 - b) Workflow design and administration
 - c) Report design, development Security, and group role administration (design & configuration)
 - d) Software integrations within our architecture and with 3rd party software applications where applicable
 - e) Event & Alarm configuration
 - f) Custom scripting
9. Perform ACE testing, code reviews, development and implement ServiceNow related best practices.
10. Develop clear and concise technical documentation (technical design, developer notes, etc.) in the form of Stories using StartNow

11. Effectively answer the "how to" technical and application questions as it relates to configuration of ServiceNow.
12. Provide knowledge transfer and product mentoring to the State of Tennessee resources.
13. Implement and share knowledge in Best Practices related to both ITSM Processes and the Service Now tool, providing business process workshops are included as part of the implementation.
14. Provide best practices experience around documentation, deployment, and change control.
15. Use approved change management procedures to manage system upgrades.
16. Implement all items including completing all integrations listed in the Invitation to Bid and the SOW.
17. The Contractor shall segregate data and configuration by site, agency and role.
18. The Contractor shall provide an Interface with BMC Remedy CMDB to transfer data to new solution.
19. The solution shall allow for self-service password resets for any local passwords (non LDAP authentication) via a challenge / response methodology.
20. The solution shall have the capability to integrate with one or more Active Directory (LDAP) directories in order to assist in the creation / removal of basic profiles using an automated, schedulable process.
21. The solution when integrated with LDAP shall provide a means of only generating accounts based upon specified criteria or filters.
22. The Contractor shall provide the ability to apply search filters against multiple directories.
23. The Contractor shall provide detailed logs of automated LDAP Import runs.
24. The solution shall allow scheduling and manual run of LDAP imports.
25. The solution shall Incorporate LDAPS/ADFS sign on to the system.
26. The solution shall allow Voice IP SiPP routing and priority groups routing with integration to Cisco Call Manager.
27. The contractor shall allow creation of a 24 x 7 Service Desk with Voice Self Help / Voice-Mail Generated Incidents.
28. The solution shall have the ability to integrate and accept data from Cisco systems and reports.
29. The solution shall have the Ability to integrate and accept data and integrate with Edison and other State databases.
30. The solution shall have the Ability to Integrate Service Catalog to Billing.

ServiceNow Services Implementation shall include:

1. Implementation will follow an enablement model with active Project Management, Process Owners, Architect, Technical Resources, and System Administrators during the Requirements and Architecture Workshops and the configuration of each application in ServiceNow
2. Business Services will be an iterative process and throughout implementation
3. Service Level Management will be incorporated throughout
4. Reporting will be incorporated throughout

Phase 1: Incident, Problem, Change and Configuration Management, Design Configuration for Phase 1 & related integrations

1. Services Integration:
2. Best Practice Process Workshops included in Quickstart:
 - a. Incident Management
 - b. Problem Management
 - c. Change Management
 - d. Configuration Management
3. Process User Training (prior to go live)-Included in Quickstart
 - a. Incident Management
 - b. Problem Management
 - c. Change Management
 - d. Configuration Management
4. Design and create Integrations and Interfaces with the following:
 - a. SCCM
 - b. BMC Remedy CMDB to transfer data to new solution
 - c. Microsoft MAP tool
 - d. SCCM Asset Management
 - e. Solarwinds Network Management
 - f. SCCM CMDB
 - g. Desktop Server Management
 - h. Microsoft Active Directory
 - i. LDAP
 - j. IPCM/Cisco Call Manager
 1. include Screen pops to auto create ticket with The State information

- 2. Voice IP SIP routing and priority groups routing with integration to Cisco Call Manager
 - k. Cisco systems
 - l. Edison and other State databases
 - m. Service Catalog to Billing
 - n. PlanView
 - o. Cisco Contact Center Express (UCCX)
 - 1. When caller enters Member ID, the call is then queued, and the Member ID is delivered to Agent CAD (Cisco Agent Desktop) so that a HTTP query can be launched into the ITSM system, resulting in a screen pop from the ITSM to the agent workstation.
 - 2. If a member does not have Member ID, upon prompts can enter last 4 of SS# and then the first four letters of their last name using the appropriate format. Once the “last four” and first four letters of the last name are collected, the caller is placed in queue and both information sets are delivered to Agent CAD so that a HTTP query can be launched into the ITSM system, resulting in a screen pop from ITSM to the agent workstation. The above IVR requirements do not require direct connectivity between UCCX and the ITSM solution for database dips, but relies on CAD-driven HTTP triggers
 - p. NetTN
 - i. correctly routed all NETTN tickets to the IPT team, not to general help Desk
 - ii. interface with correct systems for billing purposes
 - iii. interface with correct systems for billing purposes
 - iv. history must be kept forever
 - v. Must be able to download and store HPD Agency data. All fields must be editable and searchable
- 5. Core System Setup
 - a. Setup deployment methodology (StartNow) Agile scrum and planning
 - i. Setup and configure phase 1 project
 - ii. Setup sprints and define backlog with customer product owner
 - iii. Onsite workshop to understand current tool and gaps
 - b. Core configuration including ACL's, application and module setup
 - i. Define groups already in place
 - ii. Notifications
 - iii. SLA definitions

- c. Instance provision, Multiple AD/LDAP setups, user/location data loads
6. Incident Management setup, design, and configuration - ServiceNow will configure the Incident Management application to support customers Custom Incident Management process with capabilities to record incidents, classify according to impact and urgency, assign to appropriate groups, escalate, and manage through to resolution and reporting.
 - a. Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized as part of Quickstart.
 7. Problem Management setup, design, and configuration - ServiceNow will configure the Problem Management application to support the customers Problem Management process with capabilities to record problems, create knowledge from problems, request changes, assign to appropriate groups, escalate, and manage through to resolution and reporting.
 - a. Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized as part of Quickstart.
 8. Change Management setup, design, and configuration - Change Management is the method to control the rapid pace of change needed by business without causing unplanned interruption in the environment. Implementation support for Change Management will provide a centralized system for logging, notification of stakeholders, approving, and auditing of changes. The advanced workflow available for Change Management can be developed to completely automate the process.
 - a. Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized s part of Quickstart.

9. Configuration Management (CMDB) setup, design, and configuration - ServiceNow will configure a centralized inventory repository to track Configuration Items (CI's) and their composition where known. Customer will supply ServiceNow with either data from existing discovery tool or data source and/or spreadsheets in supported type files to import.
 - a. Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized as part of Quickstart.

Phase 2: Requests Management (Service Catalog) and Asset Management, Design Configuration for Phase 2

1. Business Services will be an iterative process and throughout implementation
2. Service Level Management will be incorporated throughout
3. Reporting will be incorporated throughout
 - ii) Best Practice Process Workshops:
 - (a) Request Management-Included in Quickstart
 - (b) Asset Management
 - iii) Process User Training
 - (a) Request Management –Included in Quickstart
 - (b) Asset Management
 - iv) Implementation Services - ServiceNow Technical Consultants will continuously test the configurations utilizing the automated configuration evaluation (ACE) tool. ACE scans individual ServiceNow instances for a set of predefined configuration scenarios that may result in issues related to performance, manageability, upgradability, scalability, and security.
 - v) Service Catalog/Request Management setup, design, and configuration - The service catalog is a central listing of the goods and services that an IT organization provides to its users. The aim of service catalog management is to ensure the accuracy and availability of the

service catalog. The ServiceNow Service Catalog application provides data storage and administration features as well as an interface for end users to order goods and services. Administrators can define all aspects of the service catalog including categories, catalog items, and request fulfillment processes.

(a) Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. It will also include reviewing current catalog/request items and identifying those that remain, consolidation opportunities, and additional catalog/requests to add. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized as part of Quickstart.

vi) Asset Management setup, design, and configuration - IT Asset Management (ITAM) integrates the physical, technological, contractual, and financial aspects of information technology assets. In ServiceNow these are all housed under the Asset Management application:

(a) Requirements Workshop & Architecture Review - ServiceNow will lead a Requirements Workshop that captures business/functional requirements and begins the process of documenting requirements as stories in the StartNow Implementation Application for build. This will follow the Best Practice Process Workshop and corresponding Process Guide will be utilized.

vii) Assist in configuration of the following:

- (a) Software Management
 - 1. Licensing
- (b) Hardware Management
 - 1. Financial/Depreciation
 - 2. Inventory
 - 3. IMAC Management
 - 4. Vendors

MIGRATION PLAN

1. ServiceNow project team will work with State of Tennessee to determine the best release cycle for ITSM applications based on current dependencies between applications
 - (a) Leading up to the release, scrub current ticket back log to minimize the number of open items
 - (b) Implement a Communication plan to insure all parties (fulfillers, approvers, requestors) are aware of the change and enabled
 - (c) Implement a redirect to insure that users are no longer able to go to the legacy system and are redirected to ServiceNow
 - (d) Once go live occurs lock the legacy systems in a read only mode except for tickets that still require remediation and redirect all users to ServiceNow
 - (e) Activate redirect to insure that users are no longer able to go to the legacy system and are redirected to ServiceNow
 - (f) Identify tickets that will require longer than 1 week to remediate and recreate in ServiceNow

For all of the above, a collaborative discovery process between the State of Tennessee and ServiceNow, will occur. The goal is to reduce the amount of project tasks, hours and therefore estimated costs by leveraging the State of Tennessee technical team.