



City of Kirkland

Request for Proposals

Information Technology Service Management (ITSM) Solution and Professional Services for Implementation

Job # 39-20-IT

Issue Date: July 8, 2020

Due Date: July 24, 2020–5:00 p.m. (Pacific Time)

REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be received by the City of Kirkland, Washington, for:

Information Technology Service Management (ITSM) Solution and Professional Services for Implementation

File with Financial Operations Manager, Finance Department, 123 - 5th Ave, Kirkland WA, 98033

Proposals received later than **5:00 p.m. on July 24, 2020 will not** be considered.

A copy of this Request for Proposals (RFP) may be obtained from City's web site at <http://www.kirklandwa.gov/>. Click on the Business tab at the top of the page and then click on the Request for Proposals link found under "Doing Business with the City".

The City of Kirkland reserves the right to reject all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

If the proposer omits the requested information, at the City's sole discretion, the City may disqualify the proposal from consideration.

The City of Kirkland assures that no person shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Kirkland further assures that every effort will be made to ensure non-discrimination in all its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, the Service Provider(s) ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

Dated this 8th day of July 2020

Greg Piland
Financial Operations Manager
425-587-3123

DEFINITIONS

For the purposes of this RFP, the following definitions apply:

- **ITSM** or Information Technology Service Management or IT Service Management means the activities performed by the City's IT division to design, plan, deliver, operate and control IT services offered to customers.
- **ITSM Solution** means a software system used to operate industry standard practices delivering IT services. For the purposes of this RFP, the ITSM Solution may be an on-premise solution or a Cloud Service (e.g. Software-as-a-Service (SaaS)).
- **Cloud Service** or Cloud Service Subscription or Software-as-a-Service (SaaS) or SAAS means the subscription to use of the ITSM Solution functions, data security, data privacy, service level agreements, support, and maintenance including Version Updates.
- **Version Updates** means updates to the ITSM Solution whether minor enhancements, major enhancements, planned maintenance, or emergency fixes.
- **API** means Application Programming Interface and is a set of routines, protocols, and tools for building software applications. An API specifies how software components interact. APIs are used with programming graphical user interface (GUI) components for configuring.
- **Customization** means development of software code.
- **Configuration** means setting up data, templates, workflows, screen forms, reports or other parts of the ITSM solution and for the avoidance of doubt does not include the development of software code.

BACKGROUND INFORMATION

The City of Kirkland, Washington, is in the Seattle metropolitan area, on the eastern shore of Lake Washington and approximately 10 miles east of downtown Seattle. It has a population of over 88,000 and is the thirteenth largest city in the State of Washington and the sixth largest city in King County, Washington.

Since its incorporation in 1905, Kirkland has grown in geographic size and now occupies 18 square miles. The city employs over 600 regular employees.

Kirkland operates under a Council-Manager form of government. The City Council is the policy-making branch of Kirkland's government and consists of seven members elected at large to staggered, four-year terms. The Mayor is elected from within the Council. The City Council is supported by several advisory boards and commissions and the City Manager. The City Manager is appointed by the City Council and serves as the professional administrator of the organization, coordinating its day-to-day activities.

About the IT Department

1. The current ITSM solution is ServiceNow.
2. There are 3 service desk technicians, 4 network and desktop technicians, and one supervisor.
3. Total count of technicians using the ITSM solution less than 35.

4. The service desk receives approximately 5400 requests per year and this count is under reported.
5. Technicians conduct approximately 50-60 major changes per year.
6. There are approximately 1500 IT configuration items/nodes.
7. The City's Enterprise Resource Planning solution, Munis, by Tyler Technologies holds user, contract, and asset information.

In 2019, the City started an Information Technology (IT) Stabilization Initiative to improve IT operations. Further, IT completed a "maturity assessment" to identify key operational gaps with a recommended mitigation. Part of the mitigation includes the implementation of a right sized ITSM solution. The current ITSM system (ServiceNow) is neither properly configured nor correctly sized to meet the City's needs. The City desires pre-built API or import/export functions for foundational data/user configuration items. The primary objectives of an ITSM solution include the following.

- Increase maturity level of the following areas of Service Management:
 - Incident Management
 - Service Request Management
 - Asset Management / Configuration Management Database (CMDB)
 - Change Management
 - Knowledge Management
- Standardize and streamline repeatable and measurable IT processes.
- Create an easy, fast, and consistent service experience for Service Desk patrons.
- Update the City's service level agreements and performance metrics to continually improve service delivery by IT divisions.
- Deliver an ITSM solution that requires minimal customization and ongoing maintenance.
- Develop a comprehensive training plan and organizational change management plan to ensure adoption and sustainability of ManageEngine.
- Build meaningful reports and dashboards to enhance demand planning, trend reporting and increase transparency in IT's service delivery.

PURPOSE OF REQUEST

The purpose of this request is to learn how well suited your firm's commercial ITSM Solution meets the City's requirements and implementation needs. The City expects to evaluate both on-premise ITSM Solutions and Cloud Service ITSM Solutions. The City prefers a Cloud Service ITSM Solution. At the City's sole discretion, the City may or may not award a contract from this RFP process.

MINIMUM QUALIFICATIONS

- Firm
 - Previous experience as a commercial provider for an ITSM Solution.
 - Professional services experience in implementing the ITSM Solution.
- Project Manager
 - Previous professional services experience implementing a similar sized ITSM Solution for a City similar in size to Kirkland within the last 3 years.

- Solution
 - The ITSM Solution must ensure single sign-on with Active Directory.
 - The ITSM Solution must ensure that the City's data is not hosted offshore or transmitted unencrypted.

SCOPE

The scope includes the ITSM Solution and professional services for implementation assistance. The City has limited funding and expects using the ITSM Solution out of the box with minimal configuration and no customization. The City is planning on providing an implementation team with a technical lead. The implementation assistance includes guidance and knowledge transfer using out of the box configuration, templates, workflows, and APIs. Further, the City expects the commercial provider to provide overall guided assistance, configuration, data migration imports, data interface connections, training, readiness, production launch support, focused 30-day stabilization, and ongoing service/support for the ITSM Solution. The City expects to prepare the IT staff for the change. The approach is to deploy minimum viable operational capacity and iterate improvements after production launches. The City expects professional services assistance to be remote using online methods.

Out of Scope for Commercial Provider

- Traditional project management.
- API, export, or import customization to ITSM Solution.
- Customization to ITSM Solution.
- Low priority or requirements not approved.
- Data conversion (e.g. preparation or cleansing) for import or API.
- Data interface development.
- IT business processes, customized workflows, customized business rules, standard operating procedure documentation, service level agreement documentation, or the City's performance metrics.
- Onsite presence or travel expenses.

In Scope for Commercial Provider

- Overall implementation consultation and guidance.
- General Configuration and Knowledge Transfer.
- Single Sign On (SSO) with the City's Active Directory Configuration.
- Functional Configuration (based on Appendix A requirements) and Knowledge Transfer.
- Reporting, dashboards, and analytics Configuration and Knowledge Transfer.
- ITSM Solution Orientation/Overview, Online Help, and Training.
- Guides, formats and consultation for preparation for configuration, import or API.
- Discovery of data including configuration item and asset scanning on network for non-IT and IT assets.
- Data migration (e.g. imports to the ITSM Solution).
- Support plan with thirty (30) day stabilization period with daily minor configuration corrections.
- Unit and performance testing of ITSM Solution including the City's setup, configuration, data migration, and data interface connections.
- Responsible for readiness, transition, production launch and handover to support.

ITSM Solution Major Functions in Scope

- Asset Management and Configuration Management (CMDB)
- Incident Management
- Service Request Management and Customer Portal
- Change Management
- Knowledge Management/Solutions

BUDGET AND TIMELINE

- The proposer should propose what scope is possible with the overall first year budget shall not exceed \$50K.
 - Recurring subscription fees for the ITSM Solution use with initial term after contract execution followed by recurring annual terms.
 - Professional services assistance for implementation during the first year after contract execution.

EVALUATION PROCESS AND SELECTION OF PROPOSALS

Proposals are evaluated for the ITSM Solution based on the ITSM solution's ability to meet the City's requirements response in Appendix A. If the City chooses to include orals (interviews and demonstrations), the evaluation is further based on the ITSM Solution demonstration, which shall be unscripted.

Proposals are evaluated for professional services based on both the firm and individual team member's experience and expertise on similar projects. Further, the team/firm's capacity (personnel and other resources) to complete the project within the proposed schedule. Factors considered in the evaluation of the Scope submitted include:

1. Responsiveness of the written proposal to the purpose and scope;
2. Qualifications of key individuals in terms of what personnel will be committed to this project and what their qualifications are in implementing the ITSM solution;
3. Cost/Budget;
4. Ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work;
5. Orals (if conducted).

The City selects based on the evaluation of the written proposals and orals. The City may elect to interview some or all proposers. The City reserves the right to select based only on the evaluation of the written proposals. Written proposals and orals will be evaluated based on the following criteria:

- ITSM Solution Requirements and Subscription Agreement Suitability – 30%
- Implementation Methodology Plan – 25%
- Price – 25%
- References and professional expertise – 20%

A selection committee will evaluate each submitted written proposal and each oral session (if necessary), to determine the proposal that is most advantageous to the City based on the

evaluation process and evaluation criteria outlined in this RFP. Should the City decide to contract, the contract award is to the highest ranked proposer.

The contract shall be firm/fixed based on the deliverables of each phase. A cost proposal is required as part of the submission. During the final selection process, the City will discuss available project funds and a firm scope of work that will obtain the City’s objectives within the funds available.

SUBMISSION CRITERIA

All proposals must include the following items as related to the scope of this RFP:

1. Submit your firm’s size, total revenue, background and experience.
2. Submit individual team member resumes.
3. Submit three (3) professional references.
4. Complete the requirements response in Appendix A.
5. Submit implementation methodology and plan for the phases in the scope section. Provide improvements to the phased approach as your firm would implement.
6. Provide a cost proposal based on the implementation methodology and deliverables in a firm/fixed format.

	Year 1	Year 2	Year 3
Cloud Service Subscription	\$ -	\$ -	\$ -
[Instructions: Breakdown by modules]	\$ -	\$ -	\$ -
<i>Subtotal</i>	\$ -	\$ -	\$ -
Professional Services			
Implementation Assistance	\$ -	\$ -	\$ -
[Instructions: Breakdown by Phase]	\$ -	\$ -	\$ -
<i>Subtotal</i>	\$ -	\$ -	\$ -
TOTAL	\$ -	\$ -	\$ -

7. Provide your firms licensing/subscription agreement.
8. Provide your recommended statement of work for professional services assistance using the proposed methodology and with clearly defined responsibilities.

SUBMISSION INSTRUCTIONS

Proposals must be received by no later than **5:00 pm PDT on July 24, 2020.**

We encourage that proposals be submitted by email. Emailed proposals should include “Proposal-Job #39-20-IT” in the subject line and be addressed to: purchasing@kirklandwa.gov. (Emailed proposals must be in PDF format and cannot exceed 20MB).

As an alternate to email, proposals can be mailed or delivered to:

City of Kirkland
 Attn: Greg Piland – Job #39-20-IT
 123 5th Avenue
 Kirkland, WA 98033

If submitting a paper proposal, the original plus four (4) copies of all proposals in printed form must be submitted in a sealed envelope or box with the following words clearly marked on the outside of the envelope, City Response **Information Technology Service Management (ITSM) Solution and Implementation Services**. The supplier's name and address must be clearly indicated on the envelope.

Proposals should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not required or desired. Emphasis should be on completeness and clarity of content. Use recycled paper for responses and any printed or photocopied material created pursuant to a contract with the City whenever practicable. Use both sides of the paper for any submittal to the City whenever practicable.

Submittal Deadlines

July 8, 2020	Release RFP
July 13, 2020	Proposer questions due
July 15, 2020	Answers to RFP questions posted on website
July 24, 2020	Proposals Due by 5:00 PM PDT
If the City decides to proceed:	
July 29, 2020	Notify proposers of orals
Week of Aug 3, 2020	Orals (remote)
If the City decides to proceed:	
Aug 10, 2020	Notify selected proposer

Questions

Upon release of this RFP, all proposer communications concerning the RFP should be directed to the City's RFP Coordinator listed below via email. Unauthorized contact regarding this RFP with any other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Service Providers should rely only on written statements issued by the RFP Coordinator. The City's RFP Coordinator for this project is:

Name:	Greg Piland
Address:	City of Kirkland, Finance and Administration 123 5 th Avenue, Kirkland, Washington 98033
E-mail:	gpiland@kirklandwa.gov

TERMS AND CONDITIONS

1. The City reserves the right to request clarification of information submitted, and to request additional information on any proposal.

2. The City reserves the right to award any contract to the next most qualified agency, if the successful agency does not execute a contract within 30 days of being notified of selection.
3. Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of one hundred and twenty (120) days to sell to the City the services described in the attached specifications, or until one or more of the proposals have been approved by the City administration, whichever occurs first.
4. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City and shall reflect the specifications in this RFP. A copy of the City's standard Professional Services Agreement is available for review (see attachment A). The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the City Attorney's office.
5. The City shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its response to the RPQ.
6. Any material submitted by a proposer shall become the property of the City. Materials submitted after a contract is signed will be subject to the ownership provision of the executed contract.
7. All proposals and information submitted by proposers shall be public records and subject to disclosure pursuant to the Washington Public Records Act (RCW 42.56.270)
8. The selected proposer will be required to obtain a City business license.
9. The firm and all applicable personnel must be legally qualified in the State of Washington (i.e. be appropriately licensed or certified) to practice the work proposed to be performed.
10. Proposers responding to this RFP must follow the procedures and requirements stated in the RFP document. Adherence to the procedures and requirements of this RFP will ensure a fair and objective analysis of your proposal. Failure to comply with or complete any part of this RFP may result in rejection of your proposal.
11. Chapter 39.34 RCW allows cooperative purchasing between public agencies in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City may purchase from City contracts, provided that the consultant agrees to participate. The City does not accept any responsibility for contracts issued by other public agencies, however.

12. Once submitted to the City, proposals shall become the property of the City, and all proposals shall be deemed a public record as defined in "The Public Records Act," chapter 42 section 56 of the RCW. Any proposal containing language which copyrights the proposal, declares the entire proposal to be confidential, declares that the document is the exclusive property of the proposer, or is any way contrary to state public disclosure laws or this RFP, could be removed from consideration. The City will not accept the liability of determining what the proposer considers proprietary or not. Therefore, any information in the proposal that the proposer claims as proprietary and exempt from disclosure under the provisions of RCW 42.56.270 must be clearly designated as described in the "Proprietary Material Submitted" section above. It must also include the exemption(s) from disclosure upon which the proposer is making the claim, and the page it is found on must be identified. With the exception of lists of prospective proposers, the City will not disclose RFP proposals until a bid selection is made. At that time, all information about the competitive procurement will be available with the exception of: proprietary/confidential portion(s) of the proposal(s), until the proposer has an adequate opportunity to seek a court order preventing disclosure. The City will consider a proposer's request for exemption from disclosure; however, the City will make a decision predicated upon RCW 42.56.



PROFESSIONAL SERVICES AGREEMENT
PROJECT TITLE

Attachment A

The City of Kirkland, Washington, a municipal corporation ("City") and _____,
whose address is _____ ("Consultant"), agree and contract as follows:

I. SERVICES BY CONSULTANT

- A. The Consultant agrees to perform the services described in Attachment _____ to this Agreement, which attachment is incorporated herein by reference.
- B. All services and duties shall be conducted and performed diligently, completely and in accordance with professional standards of conduct and performance.

II. COMPENSATION

- A. The total compensation to be paid to Consultant for these services shall not exceed \$_____, as detailed in Attachment _____.
- B. Payment to Consultant by the City in accordance with the payment ceiling specified above shall be the total compensation for all services performed under this Agreement and supporting documents hereto as well as all subcontractors' fees and expenses, supervision, labor, supplies, materials, equipment or the use thereof, reimbursable expenses, and other necessary incidentals.
- C. The Consultant shall be paid monthly on the basis of invoices submitted. Invoicing will be on the basis of percentage complete or on the basis of time, whichever is applicable in accordance with the terms of this Agreement.
- D. The City shall have the right to withhold payment to Consultant for any services not completed in a satisfactory manner until such time as Consultant modifies such services to the satisfaction of the City.
- E. Unless otherwise specified in this Agreement, any payment shall be considered timely if a warrant is mailed or is available within 45 days of the date of actual receipt by the City of an invoice conforming in all respects to the terms of this Agreement.

III. TERMINATION OF AGREEMENT

The City or the Consultant may terminate this Agreement at any time, with or without cause, by giving ten (10) days' notice to the other in writing. In the event of termination, all finished or unfinished reports, or other material prepared by the Consultant pursuant to this Agreement, shall be provided to the City. In the event the City terminates prior to completion without cause, consultant may complete such analyses and records as may be necessary to place its files in order. Consultant shall be entitled to receive just and equitable compensation for any satisfactory services completed on the project prior to the date of termination, not to exceed the payment ceiling set forth above.

IV. OWNERSHIP OF WORK PRODUCT

- A. Ownership of the originals of any reports, data, studies, surveys, charts, maps, drawings, specifications, figures, photographs, memoranda, and any other documents which are developed, compiled or produced as a result of this Agreement, whether or not completed, shall be vested in the City. Any reuse of these materials by the City for projects or purposes other than those which fall within the scope of this Agreement or the project to which it relates, without written concurrence by the Consultant will be at the sole risk of the City.
- B. The City acknowledges the Consultant’s plans and specifications as instruments of professional service. Nevertheless, the plans and specifications prepared under this Agreement shall become the property of the City upon completion of the services. The City agrees to hold harmless and indemnify consultant against all claims made against Consultant for damage or injury, including defense costs, arising out of any reuse of such plans and specifications by any third party without the written authorization of the Consultant.
- C. Methodology, materials, software, logic, and systems developed under this Agreement are the property of the Consultant and the City, and may be used as either the consultant or the City sees fit, including the right to revise or publish the same without limitation.

V. GENERAL ADMINISTRATION AND MANAGEMENT

The _____ for the City of Kirkland shall review and approve the Consultant’s invoices to the City under this Agreement, shall have primary responsibility for overseeing and approving services to be performed by the Consultant, and shall coordinate all communications with the Consultant from the City.

VI. COMPLETION DATE

The estimated completion date for the Consultant’s performance of the services specified in Section I is _____.

Consultant will diligently proceed with the services contracted for, but consultant shall not be held responsible for delays occasioned by factors beyond its control which could not reasonably have been foreseen at the time of the execution of this Agreement. If such a delay arises, Consultant shall forthwith notify the City.

VII. SUCCESSORS AND ASSIGNS

The Consultant shall not assign, transfer, convey, pledge, or otherwise dispose of this Agreement or any part of this Agreement without prior written consent of the City.

VIII. NONDISCRIMINATION

Consultant shall, in employment made possible or resulting from this Agreement, ensure that there shall be no unlawful discrimination against any employee or applicant for employment in violation of RCW 49.60.180, as currently written or hereafter amended, or other applicable law prohibiting discrimination, unless based

upon a bona fide occupational qualification as provided in RCW 49.60.180 or as otherwise permitted by other applicable law. Further, no person shall be denied or subjected to discrimination in receipt of the benefit of any services or activities made possible by or resulting from this Agreement in violation of RCW 49.60.215 or other applicable law prohibiting discrimination.

IX. HOLD HARMLESS/INDEMNIFICATION

To the greatest extent allowed by law the Consultant shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from its negligence or breach of any of its obligations in performance of this Agreement.

In the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Consultant and the City, its officers, officials, employees, and volunteers, the Consultant's liability hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

X. LIABILITY INSURANCE COVERAGE

The Consultant shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees. A failure to obtain and maintain such insurance or to file required certificates and endorsements shall be a material breach of this Agreement.

Consultant's maintenance of insurance as required by the agreement shall not be construed to limit the liability of the Consultant to the coverage provided by such insurance, or otherwise limit the City's recourse to any remedy available at law or in equity.

A. Minimum Scope of Insurance

Consultant shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be as least as broad as Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage.
2. Commercial General Liability insurance shall be as least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap independent contractors and personal injury and advertising injury. The City shall be named as an additional insured under the Consultant's Commercial General Liability insurance policy with respect

to the work performed for the City using an additional insured endorsement at least as broad as ISO CG 20 26.

3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability insurance appropriate to the Consultant's profession.

B. Minimum Amounts of Insurance

Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

C. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability and Commercial General Liability insurance:

1. The Consultant's insurance coverage shall be primary insurance as respects the City. Any insurance, self-insurance, or self-insured pool coverage maintained by the City shall be excess of the Consultant's insurance and shall not contribute with it.
2. The Consultant shall provide the City and all Additional Insureds for this services with written notice of any policy cancellation, within two business days of their receipt of such notice.

D. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

E. Verification of Coverage

Consultant shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the services.

F. Failure to Maintain Insurance

Failure on the part of the Consultant to maintain the insurance as required shall constitute a material breach of contract, upon which the City may, after giving five business days' notice to the Consultant to correct the breach, immediately

terminate the contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City on demand, or at the sole discretion of the City, offset against funds due the Consultant from the City.

G. City Full Availability of Consultant Limits

If the Consultant maintains higher insurance limits than the minimums shown above, the City shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Consultant, irrespective of whether such limits maintained by the Consultant are greater than those required by this contract or whether any certificate of insurance furnished to the City evidences limits of liability lower than those maintained by the Consultant.

XI. COMPLIANCE WITH LAWS/BUSINESS LICENSE

The Consultant shall comply with all applicable State, Federal, and City laws, ordinances, regulations, and codes. Consultant must obtain a City of Kirkland business license or otherwise comply with Kirkland Municipal Code Chapter 7.02.

XII. FUTURE SUPPORT

The City makes no commitment and assumes no obligations for the support of Consultant activities except as set forth in this Agreement.

XIII. INDEPENDENT CONTRACTOR

Consultant is and shall be at all times during the term of this Agreement an independent contractor and not an employee of the City. Consultant agrees that he or she is solely responsible for the payment of taxes applicable to the services performed under this Agreement and agrees to comply with all federal, state, and local laws regarding the reporting of taxes, maintenance of insurance and records, and all other requirements and obligations imposed on him or her as a result of his or her status as an independent contractor. Consultant is responsible for providing the office space and clerical support necessary for the performance of services under this Agreement. The City shall not be responsible for withholding or otherwise deducting federal income tax or social security or for contributing to the state industrial insurance of unemployment compensation programs or otherwise assuming the duties of an employer with respect to the Consultant or any employee of Consultant.

XIV. EXTENT OF AGREEMENT/MODIFICATION

This Agreement, together with all attachments and addenda, represents the final and completely integrated Agreement between the parties regarding its subject matter and supersedes all prior negotiations, representations, or agreements, either written or oral. This Agreement may be amended only by written instrument properly signed by both parties.

XV. ADDITIONAL WORK

The City may desire to have the Consultant perform work or render services in connection with the project other than provided for by the express intent of this

Agreement. Any such work or services shall be considered as additional work, supplemental to this Agreement. This Agreement may be amended only by written instrument properly signed by both parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates written below:

CONSULTANT:

CITY OF KIRKLAND:

By: _____

By: _____
Tracey Dunlap, Deputy City Manager

Date: _____

Date: _____

Appendix A

Requirements

The City has documented its requirements for the ITSM solution. The City desires a right-sized solution and has established a priority. Please complete a response for each requirement. Each requirement has the following attributes.

Column	Meaning																																						
Requirement Category	<p>The category organizes the requirements at the highest level. Categories for Problem Management, Release Management, and Project Management are lower priorities overall and not included in the implementation scope for this RFP. The City desires an understanding on your firm’s capabilities across all the requirement categories whether in scope for implementation or not.</p> <table border="1"> <thead> <tr> <th>Requirement Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>00-Overall</td> <td>Global</td> </tr> <tr> <td>01-Data-Foundational</td> <td>Foundation Data in ITSM Solution</td> </tr> <tr> <td>02-Data-Configuration</td> <td>Configuration Data in ITSM Solution (CMDB)</td> </tr> <tr> <td>03-Data-Asset</td> <td>Hardware and Software Data in ITSM Solution</td> </tr> <tr> <td>04-Business Process</td> <td>Workflow and Narratives</td> </tr> <tr> <td>05-Procedures</td> <td>Standard Operating Procedures (SOP)</td> </tr> <tr> <td>06-Mgmt-Configuration</td> <td>Configuration Management</td> </tr> <tr> <td>07-Mgmt-Asset</td> <td>Asset Management (Software and Hardware)</td> </tr> <tr> <td>08-Mgmt-Incident</td> <td>Incident Management</td> </tr> <tr> <td>09-Mgmt-Request</td> <td>Request Management including Self Service</td> </tr> <tr> <td>10-Portal</td> <td>Service Portal</td> </tr> <tr> <td>11-Catalog</td> <td>Service Catalog</td> </tr> <tr> <td>12-SLA/OLA</td> <td>Service/Operational Level Agreements</td> </tr> <tr> <td>13-Mgmt-Change</td> <td>Change Management</td> </tr> <tr> <td>14-Mgmt-Problem</td> <td>Problem Management</td> </tr> <tr> <td>15-Knowledge</td> <td>Articles, HOWTO, SOP, etc.</td> </tr> <tr> <td>16-Mgmt-Release</td> <td>Release Management</td> </tr> <tr> <td>17-Mgmt-Project</td> <td>Project Management</td> </tr> </tbody> </table>	Requirement Category	Description	00-Overall	Global	01-Data-Foundational	Foundation Data in ITSM Solution	02-Data-Configuration	Configuration Data in ITSM Solution (CMDB)	03-Data-Asset	Hardware and Software Data in ITSM Solution	04-Business Process	Workflow and Narratives	05-Procedures	Standard Operating Procedures (SOP)	06-Mgmt-Configuration	Configuration Management	07-Mgmt-Asset	Asset Management (Software and Hardware)	08-Mgmt-Incident	Incident Management	09-Mgmt-Request	Request Management including Self Service	10-Portal	Service Portal	11-Catalog	Service Catalog	12-SLA/OLA	Service/Operational Level Agreements	13-Mgmt-Change	Change Management	14-Mgmt-Problem	Problem Management	15-Knowledge	Articles, HOWTO, SOP, etc.	16-Mgmt-Release	Release Management	17-Mgmt-Project	Project Management
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Response and Instructions

The response columns are I through N.

- Column I (“Response”)
 - Complete a brief description in the indicating how the Service Provider’s solution meets the requirement.
 - If the requirement is met by custom development, note the impact to support and Version Updates.
- Columns J thru M (“How the Requirement is Met”)
 - Place an X in accordance with the definitions below. Put one single X for each requirement. If the requirement is both Current Capability or Configurable Item AND Custom, explain in column I.
 - Mark an X for every requirement unless marked ‘ignore’.
 - If there is no X indicated for the requirement, the City will assume ‘Not Available’.

Response Option	Definition
Column J: Current Capability or Configurable Item	Requirement will be met by using a feature that is installed and operational in other agencies or businesses and can be demonstrated to the City of Kirkland and is included in the cost of the base package.
Column K: Future Release	Requirement will be met by a future release of the product and is included in the cost of the base package (if not please indicate in the ManageEngine Response column).
Column L: Custom Development	Requirement will be met by packaged software currently under development, in beta test, or not yet released. This is an additional cost.
Column M: Not Available	Requirement cannot be provided either as part of the baseline solution or as a future enhancement.

- Column N (“Indicate Module or Product Offering Associated to Requirement.”)
 - Indicate the module or product used to meet the requirement.
 - Ensure the module or product used to meet the requirement is included in the pricing.

	Year 1		Year 2		Year 3	
Cloud Service Subscription	\$	-	\$	-	\$	-
[Instructions: Breakdown by modules]	\$	-	\$	-	\$	-
<i>Subtotal</i>	\$	-	\$	-	\$	-
Professional Services						
Implementation Assistance	\$	-	\$	-	\$	-
[Instructions: Breakdown by Phase]	\$	-	\$	-	\$	-
<i>Subtotal</i>	\$	-	\$	-	\$	-
TOTAL	\$	-	\$	-	\$	-

Requirement Category	Requirement Type	Requirement Status	Priority	ID	Requirement Topic
00-Overall	Non-Functional	02-Approved	01-Must Have	N-1	Access
00-Overall	Non-Functional	02-Approved	01-Must Have	N-2	Access
00-Overall	Non-Functional	02-Approved	01-Must Have	N-3	Access
00-Overall	Non-Functional	02-Approved	02-Nice to Have	N-4	Accounts
00-Overall	Non-Functional	02-Approved	01-Must Have	N-6	Accounts
00-Overall	Non-Functional	02-Approved	02-Nice to Have	N-7	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-8	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-9	Administration
00-Overall	User Experience	02-Approved	01-Must Have	U-10	Administration
00-Overall	Non-Functional	02-Approved	02-Nice to Have	N-11	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-12	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-13	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-15	Administration
00-Overall	Non-Functional	02-Approved	01-Must Have	N-16	Administration
00-Overall	System Relationships	02-Approved	01-Must Have	S-17	Analytics and Reporting
00-Overall	Functionality	02-Approved	02-Nice to Have	F-18	Analytics and Reporting

00-Overall	Functionality	02-Approved	01-Must Have	F-19	Analytics and Reporting
00-Overall	System Relationships	02-Approved	01-Must Have	S-20	Analytics and Reporting
00-Overall	Functionality	02-Approved	01-Must Have	F-21	Analytics and Reporting
00-Overall	Functionality	02-Approved	01-Must Have	F-22	Analytics and Reporting
00-Overall	Non-Functional	02-Approved	01-Must Have	N-24	Compliance
00-Overall	Non-Functional	02-Approved	01-Must Have	N-25	Compliance
00-Overall	Functionality	02-Approved	01-Must Have	F-26	Core
00-Overall	Non-Functional	02-Approved	01-Must Have	N-27	Core
00-Overall	User Experience	02-Approved	01-Must Have	U-28	Core
00-Overall	Functionality	02-Approved	02-Nice to Have	F-29	Core
00-Overall	Non-Functional	02-Approved	01-Must Have	N-30	Core
00-Overall	Functionality	02-Approved	02-Nice to Have	F-31	Core
00-Overall	System Relationships	02-Approved	01-Must Have	S-32	Core

00-Overall	Non-Functional	02-Approved	01-Must Have	N-33	Core
00-Overall	User Experience	02-Approved	02-Nice to Have	U-34	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-35	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-36	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-37	Ease of Use
00-Overall	User Experience	02-Approved	02-Nice to Have	U-38	Ease of Use
00-Overall	User Experience	02-Approved	02-Nice to Have	U-39	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-40	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-41	Ease of Use
00-Overall	User Experience	02-Approved	01-Must Have	U-42	Ease of Use
00-Overall	Non-Functional	02-Approved	01-Must Have	N-43	High Availability
00-Overall	System Relationships	02-Approved	02-Nice to Have	S-46	Interoperability
00-Overall	System Relationships	02-Approved	01-Must Have	S-47	Interoperability

00-Overall	System Relationships	02-Approved	01-Must Have	S-48	Interoperability
00-Overall	System Relationships	02-Approved	02-Nice to Have	S-49	Interoperability
00-Overall	System Relationships	02-Approved	02-Nice to Have	S-50	Interoperability
00-Overall	Functionality	02-Approved	01-Must Have	F-52	Lifecycle
00-Overall	Non-Functional	02-Approved	01-Must Have	N-53	Notifications
00-Overall	Functionality	02-Approved	01-Must Have	F-54	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-55	Notifications
00-Overall	Functionality	02-Approved	01-Must Have	F-56	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-58	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-59	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-60	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-62	Notifications
00-Overall	Non-Functional	02-Approved	01-Must Have	N-63	Notifications
00-Overall	Functionality	02-Approved	01-Must Have	F-64	Planning
00-Overall	Non-Functional	02-Approved	02-Nice to Have	N-65	Remote Access

00-Overall	Non-Functional	02-Approved	04-Out of Scope	N-66	Remote Access
00-Overall	Functionality	02-Approved	01-Must Have	F-67	Retention
00-Overall	Functionality	02-Approved	01-Must Have	F-68	Searching
00-Overall	Functionality	02-Approved	01-Must Have	F-69	Searching
00-Overall	Functionality	02-Approved	02-Nice to Have	F-70	Searching
00-Overall	Functionality	02-Approved	02-Nice to Have	F-71	Searching
00-Overall	Non-Functional	02-Approved	01-Must Have	N-72	Security
00-Overall	Non-Functional	02-Approved	01-Must Have	N-73	Security
00-Overall	Non-Functional	02-Approved	02-Nice to Have	N-74	Security
00-Overall	Non-Functional	02-Approved	01-Must Have	N-75	Security
00-Overall	Non-Functional	02-Approved	01-Must Have	N-76	Security
00-Overall	Functionality	02-Approved	01-Must Have	F-78	Tasks

00-Overall	Non-Functional	02-Approved	01-Must Have	N-79	Tasks
00-Overall	Non-Functional	02-Approved	01-Must Have	N-80	Tasks
00-Overall	Functionality	02-Approved	01-Must Have	F-81	Tasks
00-Overall	Functionality	02-Approved	01-Must Have	F-82	Tasks
00-Overall	Functionality	02-Approved	01-Must Have	F-83	Tasks
00-Overall	Non-Functional	02-Approved	01-Must Have	N-84	Tasks
00-Overall	Non-Functional	02-Approved	01-Must Have	N-85	Validation
00-Overall	Functionality	02-Approved	01-Must Have	F-86	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-87	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-88	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-89	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-90	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-91	Workflow

00-Overall	Non-Functional	02-Approved	01-Must Have	N-92	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-93	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-94	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-95	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-96	Workflow
00-Overall	Non-Functional	02-Approved	01-Must Have	N-97	Workflow
01-Data-Foundational	Non-Functional	02-Approved	02-Nice to Have	N-98	Core
01-Data-Foundational	Functionality	02-Approved	01-Must Have	F-99	Core
01-Data-Foundational	Functionality	02-Approved	02-Nice to Have	F-100	Profile
02-Data-Configuration	Non-Functional	02-Approved	02-Nice to Have	N-101	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-102	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-103	Core

02-Data-Configuration	Functionality	02-Approved	01-Must Have	F-104	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-105	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-106	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-107	Core
02-Data-Configuration	System Relationships	02-Approved	01-Must Have	S-108	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-109	Core
02-Data-Configuration	Non-Functional	02-Approved	01-Must Have	N-110	Core
02-Data-Configuration	System Relationships	02-Approved	01-Must Have	S-111	Interoperability
02-Data-Configuration	System Relationships	02-Approved	01-Must Have	S-112	Interoperability
02-Data-Configuration	Functionality	02-Approved	01-Must Have	F-113	Validation
03-Data-Asset	Non-Functional	02-Approved	01-Must Have	N-114	Core
03-Data-Asset	System Relationships	02-Approved	01-Must Have	S-115	Core
03-Data-Asset	Non-Functional	02-Approved	01-Must Have	N-116	Core

03-Data-Asset	Functionality	02-Approved	01-Must Have	F-117	Core
03-Data-Asset	Functionality	02-Approved	01-Must Have	F-118	Core
04-Business Process	Functionality	02-Approved	01-Must Have	F-119	Workflow
04-Business Process	Functionality	02-Approved	01-Must Have	F-120	Workflow
04-Business Process	Non-Functional	02-Approved	01-Must Have	N-121	Workflow
05-Procedures	Non-Functional	02-Approved	01-Must Have	N-122	Procedures
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-123	Audit
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-124	Audit
06-Mgmt-Configuration	System Relationships	02-Approved	01-Must Have	S-125	Audit
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-126	Core
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-127	Core
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-128	Core

06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-129	Core
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-130	Core
06-Mgmt-Configuration	Non-Functional	02-Approved	01-Must Have	N-131	Core
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-132	Core
06-Mgmt-Configuration	Non-Functional	02-Approved	01-Must Have	N-133	Core
06-Mgmt-Configuration	System Relationships	02-Approved	01-Must Have	S-134	Interoperability
06-Mgmt-Configuration	System Relationships	02-Approved	01-Must Have	S-135	Interoperability
06-Mgmt-Configuration	System Relationships	02-Approved	01-Must Have	S-136	Interoperability
06-Mgmt-Configuration	System Relationships	02-Approved	01-Must Have	S-137	Interoperability
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-138	Lifecycle
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-139	Logging
06-Mgmt-Configuration	Functionality	02-Approved	01-Must Have	F-140	Workflow
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-141	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-142	Core

07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-143	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-144	Core
07-Mgmt-Asset	Functionality	02-Approved	02-Nice to Have	F-145	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-146	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-147	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-148	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-149	Core
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-150	Core
07-Mgmt-Asset	System Relationships	02-Approved	01-Must Have	S-151	Interoperability
07-Mgmt-Asset	Functionality	02-Approved	01-Must Have	F-152	Searching
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-153	Analytics and Reporting
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-154	Core

08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-155	Core
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-156	Core
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-157	Core
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-158	Core
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-159	Core
08-Mgmt-Incident	Non-Functional	02-Approved	01-Must Have	N-160	Core
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-161	Create
08-Mgmt-Incident	System Relationships	02-Approved	02-Nice to Have	S-162	Interoperability
08-Mgmt-Incident	System Relationships	02-Approved	01-Must Have	S-163	Interoperability
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-164	Logging
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-165	Notifications
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-166	Notifications

08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-167	Notifications
08-Mgmt-Incident	Functionality	02-Approved	01-Must Have	F-168	Priority
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-169	Priority
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-170	Priority
08-Mgmt-Incident	Functionality	02-Approved	02-Nice to Have	F-171	Priority
08-Mgmt-Incident	System Relationships	02-Approved	01-Must Have	S-172	Searching
09-Mgmt-Request	Functionality	02-Approved	02-Nice to Have	F-173	Approvals
09-Mgmt-Request	Functionality	02-Approved	02-Nice to Have	F-174	Core
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-175	Core
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-176	Core
09-Mgmt-Request	Functionality	02-Approved	02-Nice to Have	F-177	Core

09-Mgmt-Request	Functionality	02-Approved	02-Nice to Have	F-178	Core
09-Mgmt-Request	Functionality	02-Approved	02-Nice to Have	F-179	Core
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-180	Core
09-Mgmt-Request	Non-Functional	02-Approved	01-Must Have	N-181	Core
09-Mgmt-Request	System Relationships	02-Approved	02-Nice to Have	S-182	Interoperability
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-184	Notifications
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-185	Notifications
09-Mgmt-Request	Functionality	02-Approved	01-Must Have	F-186	Notifications
10-Portal	Non-Functional	02-Approved	01-Must Have	N-187	Self Service
10-Portal	Functionality	02-Approved	01-Must Have	F-188	Self Service
10-Portal	Functionality	02-Approved	01-Must Have	F-189	Self Service
10-Portal	Functionality	02-Approved	01-Must Have	F-190	Self Service

10-Portal	Functionality	02-Approved	01-Must Have	F-191	Self Service
10-Portal	Functionality	02-Approved	01-Must Have	F-192	Self Service
10-Portal	Functionality	02-Approved	01-Must Have	F-193	Self Service
11-Catalog	Functionality	02-Approved	01-Must Have	F-194	Core
11-Catalog	Non-Functional	02-Approved	01-Must Have	N-195	Core
11-Catalog	Non-Functional	02-Approved	01-Must Have	N-196	Core
11-Catalog	Functionality	02-Approved	01-Must Have	F-197	Core
11-Catalog	Functionality	02-Approved	02-Nice to Have	F-198	Core
11-Catalog	Functionality	02-Approved	01-Must Have	F-199	Core
11-Catalog	Non-Functional	02-Approved	01-Must Have	N-200	Core
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-201	Analytics and Reporting
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-202	Analytics and Reporting
12-SLA/OLA	Functionality	02-Approved	02-Nice to Have	F-203	Analytics and Reporting
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-204	Core

12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-205	Core
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-206	Core
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-207	Core
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-208	Core
12-SLA/OLA	Non-Functional	02-Approved	01-Must Have	N-209	Core
12-SLA/OLA	System Relationships	02-Approved	01-Must Have	S-210	Interoperability
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-211	Lifecycle
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-212	Workflow
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-213	Workflow
12-SLA/OLA	Functionality	02-Approved	01-Must Have	F-214	Workflow
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-215	Analytics and Reporting
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-216	Approvals

13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-217	Approvals
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-218	Approvals
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-219	Approvals
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-220	Approvals
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-221	Approvals
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-222	Core
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-223	Core
13-Mgmt-Change	Non-Functional	02-Approved	01-Must Have	N-224	Core
13-Mgmt-Change	System Relationships	02-Approved	01-Must Have	S-225	Interoperability
13-Mgmt-Change	System Relationships	02-Approved	01-Must Have	S-226	Interoperability
13-Mgmt-Change	System Relationships	02-Approved	02-Nice to Have	S-227	Interoperability
13-Mgmt-Change	System Relationships	02-Approved	01-Must Have	S-228	Interoperability
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-229	Lifecycle
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-230	Lifecycle

13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-231	Lifecycle
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-232	Logging
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-233	Logging
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-234	Notifications
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-235	Notifications
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-236	Notifications
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-237	Planning
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-238	Planning
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-240	Planning
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-241	Planning
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-242	Risk
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-243	Risk
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-244	Risk
13-Mgmt-Change	Functionality	02-Approved	01-Must Have	F-245	Tasks

13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-246	Tasks
13-Mgmt-Change	Functionality	02-Approved	02-Nice to Have	F-247	Workflow
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-248	Analytics and Reporting
14-Mgmt-Problem	Functionality	02-Approved	01-Must Have	F-249	Core
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-250	Core
14-Mgmt-Problem	Functionality	02-Approved	01-Must Have	F-251	Core
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-252	Core
14-Mgmt-Problem	Functionality	02-Approved	01-Must Have	F-253	Core

14-Mgmt-Problem	Non-Functional	02-Approved	01-Must Have	N-254	Core
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-255	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-256	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-257	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-258	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-259	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-260	Interoperability
14-Mgmt-Problem	System Relationships	02-Approved	01-Must Have	S-261	Interoperability
14-Mgmt-Problem	Functionality	02-Approved	01-Must Have	F-262	Lifecycle
14-Mgmt-Problem	Functionality	02-Approved	01-Must Have	F-263	Logging
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-264	Notifications
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-265	Notifications
14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-266	Root Cause

14-Mgmt-Problem	Functionality	02-Approved	02-Nice to Have	F-267	Root Cause
15-Knowledge	Functionality	02-Approved	01-Must Have	F-268	Approvals
15-Knowledge	Functionality	02-Approved	01-Must Have	F-269	Core
15-Knowledge	Functionality	02-Approved	01-Must Have	F-270	Core
15-Knowledge	Non-Functional	02-Approved	01-Must Have	N-271	Core
15-Knowledge	Functionality	02-Approved	01-Must Have	F-272	Core
15-Knowledge	Non-Functional	02-Approved	01-Must Have	N-273	Core
15-Knowledge	System Relationships	02-Approved	02-Nice to Have	S-274	Interoperability
15-Knowledge	Functionality	02-Approved	02-Nice to Have	F-275	Notifications
15-Knowledge	Functionality	02-Approved	01-Must Have	F-276	Searching

15-Knowledge	Functionality	02-Approved	02-Nice to Have	F-277	Workflow
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-278	Audit
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-279	Core
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-280	Core
16-Mgmt-Release	Non-Functional	02-Approved	02-Nice to Have	N-281	Core
16-Mgmt-Release	System Relationships	02-Approved	02-Nice to Have	S-282	Interoperability
16-Mgmt-Release	System Relationships	02-Approved	02-Nice to Have	S-283	Interoperability
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-284	Lifecycle
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-285	Lifecycle
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-286	Lifecycle

16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-287	Logging
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-288	Notifications
16-Mgmt-Release	Functionality	02-Approved	01-Must Have	F-289	Notifications
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-290	Planning
16-Mgmt-Release	Functionality	02-Approved	02-Nice to Have	F-291	Scheduling

Requirement Description	Comments
Ability to set access based on roles to read, create, update, expire, and delete.	<i>Such as access matrix by role, ITIL process, records, and types.</i>
Provide the ability to grant, revoke, and/or modify rights to the ITSM system.	
Provide single sign on (SSO) with Microsoft Azure Active Directory Federated Services token based authentication.	
Ability to delegate administration of user provisioning.	<i>Such as delegating account provisioning to individuals or groups.</i>
Can logoff users after predefined period of inactivity.	
Ability to evaluate updates before deployment on the SaaS platform.	<i>Such as feature flagging new functionality for Kirkland to decide timing of deployment.</i>
User defined fields are available at a table level.	<i>Such as providing user defined fields specific to a table of other data.</i>
Ability to restrict dashboard views based on user credentials.	<i>Such as a service owner able to only see record/ticket in their queue.</i>
Allow for individual or group-based dashboard views.	
Provide separate query/reporting with SQL query.	
Ability to customize the form/screen layout based on type of requests (incident/service).	
Provide a capability to override information/data after requests (incident/service) closure.	
Ability to manually override value settings by automated system processes.	
Authorized users can reopen closed requests (incident/service).	<i>Such as the end user reopening a request.</i>
Log data can be exported.	
Ability to create trend reports by classifications with current and historical information.	

Ability to report on the number of times a request (incident/service) has been reassigned with notifications to the coordinators.	<i>Such as analytics indicating underlying training or organizational structure issues causing requests (incident/service) to be reassigned unnecessarily or otherwise.</i>
Overall export of data to CSV or Excel formats within the graphical user interface.	
Produce an aging report reflecting active requests (incident/service) from oldest to newest.	
Provide a visual representation of the tasks with current state status, time on each fulfilled task, time spent on active tasks, and cumulative time.	<i>Such as configuration item with problems and has not reached lifecycle that has a large amount of time in problems.</i>
Provide ability to associate compliance requirements (PCI, HIPAA, CJIS, etc.) to requests (incident/service) for workflow routing and resolution.	
User screens are ADA compliant.	
Ability to create and update requests automatically through E-Mail, web forms, end user portal, and/or technology monitoring tools.	<i>This depends if the monitoring system tied to the ITSM.</i>
Ability to capture date/time and user id as stamping records for any/all changes.	
Provide spell check.	<i>Such as redlined (as you type) spell check within any free form text field entry throughout the solution.</i>
Ability to designate a request (incident/service) as a duplicate and relate the two together with notifications to the end user.	
As the user chooses, simultaneously work on multiple requests (incident/service) without the need to open multiple sessions.	<i>In contrast, do not want automatic opening of new windows.</i>
Allow for all record types (e.g. change, release, incident, problem, etc.) to be saved in draft without requiring mandatory fields.	<i>Such as not requiring mandatory fields during draft saving.</i>
Automated relationships tie the global scope functions in lookup, workflow, operations, and maintenance.	<i>Such as integrated workflows, assignments, escalations.</i>

Inclusive functionality overall is compliant with ITIL V4 for the following global scope functions: incident, problem, request, change, asset, configuration, service catalog, service level, knowledge, self-service request/knowledge.	<i>Such as a complete ITIL (current version) configuration where the ITIL templates and checklists support process design/workflow, and documentation.</i>
End Users have ability to opt-in or opt-out of specific notifications with some types of notification not being subject to opting out.	<i>Such as choosing which status is of interest to the end user.</i>
Provide clipboard and other user interface capabilities.	<i>Such as scrolling.</i>
Ability to imbed images in forms and reports.	<i>In contrast, we do not want images as attachments.</i>
Provide usable internal/external hyperlinks in data fields, memo fields, comments, and other link or text-based fields.	
Provide the ability to predefine acceptable number of attachments and constrain sizing on requests (incident/service).	
Users can setup reminders.	
Ability for service owners and service desk to create their own personal dashboards.	
Allow for creation of customizable dashboards by user or groups.	
Provide the ability to bookmark frequently used forms, queries, an applications.	<i>Such as quick access.</i>
The SaaS solution is replicated to a remote site by the SaaS provider for redundancy and high availability.	
Ability to interface with HR systems for population of foundational data.	<i>Such as onboarding.</i>
Ability to interface with AD systems for population of foundational data.	<i>Such as staging for termination, position offer to initiate backgrounding and position hire and populating user foundational information based on hiring status.</i>

Ability to interface with auto-discovery tools for configuration item population and updates in a draft state for IT to confirm.	<i>Such as SNMP, SCCM, etc..</i>
Provide API with monitoring tools for common HR systems, access systems (e.g. keycards), other facility assets, and other.	
Interface knowledge with other repositories of information.	<i>Such as standard operating procedures, GIS information, VISIO, or incident models stored outside of the ITSM.</i>
Provide status settings as a system function (read only) driven by a change in status through actions on the solution.	<i>For example, providing a method to allow the change manager methods for follow-up such as an indication that the completion information is needed if the change status is pending a post implementation review. Such as forwarding schedule of changes results in the status change to 'scheduled'.</i>
Ability to send RSS feed-based broadcasts on any content.	
Outages are available online indicating the incident or problem records impacting the service outage including which SLA/OLA is impacted.	<i>Such as giving end users ability to see outages.</i>
Notifications can be scheduled for a future date.	
Ability to notify specific roles based on predefined criteria.	<i>Such as 'heads up' alerts from service category or symptom codes.</i>
Notifications are customizable based on types.	
Notifications can be triggered from workflows.	
Provide ability to broadcast message to groups with expiration dates.	
Ability to broadcast internal messages by groups.	
Notifications can be sent via SMS (automated).	
Ability to view a central calendar with all scheduled events for any process.	<i>Such as freeze dates, release dates, rolling release deployments, change dates, and/or post known errors as an option.</i>
Ability to remotely access the solution without the need for desktop emulation software.	

From mobile devices provide the ability to create, review, and update requests (incident/service) and assets.	
Ability to set retention schedules for records and archive or purge accordingly based on predefined settings by record types.	
Ability to search activity logs with specified keywords or fuzzy search.	
Ability to request (incident/service) search by a end user's name, the asset id, a configuration item and other fields.	<i>Such as users may not have request (incident/service) number at hand requiring alternative lookups.</i>
Ability to setup and search by keyword or tag or metadata with results returning based on system generated and user set weighting.	<i>Such as predefining metadata, defaulting metadata, and setting metadata and then including such metadata in search functions. Search weighting such as high hit items.</i>
Ability to automate searches by service category or symptom (or other fields) and adding extra key words to search/filter refining search results.	<i>Such as intuitive searches by record/ticket type (e.g. type of service on service request record).</i>
Provide the ability to monitor user access activities when logged in to the ITSM solution.	<i>Such as typical security monitoring tools whereas alerts are sent to the console for predefined violation detection</i>
The solution uses encryption in transit.	
Ability in a reporting mechanism to mark confidential and security fields predefined and redact such fields on disclosure requests.	<i>Such as identifying security information as an exemption and then redacting such information upon a public disclosure request.</i>
Ability to protect confidential information based on roles.	<i>Such as obfuscating fields.</i>
The solution uses encryption in storage.	
Ability to assign ownership of requests (incident/service) and tasks to a resolution group on any type of service record (e.g. incident, request, problem, change, release, etc.) and send notifications to monitoring groups.	<i>Such as setting up business rules about groups and the configuration items they resolve or monitor.</i>

Ability to develop automation of regular tasks.	<i>Such as assignment templates based on request type (e.g. user provisioning triggers multiple and simultaneous tasks to setup a new employee).</i>
Ability to mark tasks complete with a required resolution comment.	
Ability to reassign tasks to another support group or individual with a automatic notification to the newly assigned group or individual.	
Allow assigned staff to clear the assigned field and place back into unassigned state indicating to the queue coordinator that the task needs to be reassigned with notification triggers.	
Track task assigned and time worked by task.	
Ability for tasks to proceed linear or in parallel.	
Validation is available on any field type and configurable.	<i>Such as maintenance of drop lists, dates/times, and other validation methods.</i>
Ability to separate approval queues for each approver with prioritizing and separating approvals from tasks.	
Ability to cause a workflow action by clicking on status buttons.	<i>Such as status change, accept, assign.</i>
Ability to create of business rules and workflows based on event types.	
Ability to predefine escalation criteria notifying staff of requests (incident/service) status and tier level support assignments.	
Ability to provide non-IT workflows.	<i>Such as a department lead setting up workflows within their department for support tickets related to their department's work. Associated, whether subscription cost is involved for those outside of IT participating in the workflow.</i>
Ability to setup multiple approvals and coordinate the approval sequence allowing for automated escalation.	

Can auto route requests (incident/service) to predefined support groups based on service category.	
Provide automatic escalation based on predefined timeframes (through service level agreements or otherwise) and other incident criteria as priorities.	
Requests (incident/service) may be approved sequentially and/or concurrently.	<i>Such as multiple approvals allowed in parallel to each other before progressing to the next approval sequence.</i>
Provide an out of the box ITIL based workflows that can be modified.	<i>Such as standard workflow templates based on ITIL V4 that can be modified as needed.</i>
Ability to recognize when tasks are completed and allow automated flow to verify the completion status from the user.	
A request for change can be returned to the requestor for additional information, to correct the request, or to clarify the request and the workflow resets accordingly.	
Ability to link a user to more than one business unit.	
Provide the ability to update user information/data repository.	
Provide the ability to indicate that a user is a VIP.	
The configuration management data base can be federated.	<i>Such as support for Northshore and Medina. Such as separate databases with a logical separation by the owner or the entity.</i>
Ability to manage a unlimited number of configuration item categories including unlimited number of category tiers.	<i>Best practice may limit the top tier to less than 15 for organization of categories.</i>
Ability to manage configuration items throughout their lifecycle maintaining one or more configuration management data bases with each storing attributes of configuration item including relationships with other configuration items.	

Provide ability to create standards by configuration item type.	<i>Such as version control, IP Addressing, naming conventions, standard conventions, upgrade procedures, etc.. For example, by server types.</i>
Service configuration items allow for unique attributes.	
Setup of configuration item includes both predefined and user defined configuration item attributes.	
Support the predefined and user defined mapping of configuration item relationship.	<i>Such as parent/child, installed on, peer, etc.</i>
Provide the ability to maintain relationships to operational items and services.	<i>Such as other operational items or services related to the operational item that may be impacted with an incident, problem, change, etc.</i>
Provide the ability to maintain information about configuration items (e.g. operational items).	<i>Such as devices, relationships, end-user inventories, network topology, etc.</i>
The outcome of configuration management provides a collection of processes and tools promoting operational consistency.	<i>Such as a toolkit with guidelines, learning tools for onboarding/offboarding people, processes, standard operating procedures, point-of-contacts, and a software solution to track and management the information.</i>
Provide the ability to automatically scan infrastructure databases/tools discovering and retrieving configuration items.	<i>Such as infrastructure management tools database (e.g. SCCM).</i>
Ability to automatically create and register configuration items.	
Provide the ability to validate and audit against standards.	<i>Such as configuration integrity checks, audits, standards reviews, etc.</i>
Ability to manage a wide range of asset data.	
Ability to manage assets as configuration item classes.	
Include functionality for asset integration for: acquisition management, asset identification, licensing compliance, disposal, and vendor management.	

Provide asset centralized repository including location, location attributes (user, building, floor, cube), license ownership, license compliance, terms and conditions, purchase order, service/product information for disaster recovery.

Provide unique identifiers whether auto generated or unique including bar coding or RFID asset tagging.

An ability to publish narratives associated to system-built workflows viewable online or printed. *Such as a description of the workflow.*

An ability to publish system-built workflows into diagrams viewable online or printed through PDF (ideally VISIO).

The implementation must include business process workflow diagramming and narratives. *Such as the solution.*

Write standard operating procedures specific for City of Kirkland on each ITIL process/activity identified to do so, in a consistent format, and store within Knowledge.

Audit functions for configuration item standards compliance and triggers a change request linked to the configuration item. *Such as naming conventions.*

Ability to compare the discovered configuration items with infrastructure type of configuration items. *Such as qualifying configuration item types or categories.*

An audit trail of configuration item history includes asset and financial information to support the asset management and configuration audits.

A customizable configuration item lifecycle can be created for status management.

Perform online and offline batch updates to configuration items.

Record a configuration items baseline information and the ability to revert to a previous version of the configuration item if a change fails.

Ability to drill down to suspected failing infrastructure through the configuration item categorization tree (tiers) where results further refine.	
The graphical user interface provides the ability to show relationships across configuration items.	
Ability to schedule jobs for processing such as discovery, housekeeping, data management, and/or reporting used to audit the data.	
Trigger change requests with automation of data discrepancies (predefined) and site to the change request.	<i>Such as a certificate, recorded as an asset with an expiration date.</i>
The configuration management function is compliant with ITIL V4 process disciplines.	<i>Such as tracking of service component, infrastructure element, or other items that needing management ensuring successful delivery of services</i>
Regarding auto discovery of configuration item, a filtering ability predefined configuration item that were auto discovered.	<i>Such as a mapping feature for auto discovery across systems containing configuration items.</i>
Ability for requests (incident/service) to be tied to multiple configuration items.	
Provide incident, problem, and change record associations with each configuration item and maintain the audit trail for tracking and reporting.	
Associate configuration item with business units, users, and other configuration items.	
Provide configuration item lifecycle status.	<i>Such as ordered, in design, in test, staged, production, offline, retired, etc.</i>
Associate configuration items with a change log for all configuration item lifecycle changes.	
Ability to flag configuration item for specific workflow validation.	<i>Such as ability to flag as eligible for standard change.</i>
Ability to deploy assets or redeploy assets.	
Ability to track application minor changes without triggering a change request.	

Provide ability to track information including purchase order lifecycle, asset selection, negotiation tracking, associated terms/conditions, and redeploying assets. *Munis tracks purchase orders.*

Ability to audit compliance for software licenses through auto discovery and reconciling software inventory and usage within licenses owned.

Provide inventory cycle count and discovery functions to audit and discover assets. *Such as inventory of assets.*

Provide asset item lifecycle status. *Such as surplus, retired, assigned, etc..*

Functions for disposal of an asset including compliance with disposal requirements based on the asset definitions, tracking disposed assets, and re-allocating software licenses.

Ability to manage vendors using vendor contact details, contract agreement documentation, and history of transactions with vendors.

Provide asset receiving and accepting with packing slip images or attachments and sending notification as predefined.

The IT asset management function is compliant with ITIL V4 process disciplines.

Provide association of assets. *Such as storage drives associated with storage frame.*

Ability to search and report on the asset tags by serial numbers, invoice numbers, purchase order numbers, or vendor names for the asset lifecycle.

Online view of major incidents by date range.

Incident location is captured as a searchable field and defaults based on the user's foundational data, can be overridden as needed by drop-down choice or free text entry.

Provide high priority incident classification.	<i>Such as a major incident subject to major incident procedures.</i>
The incident function has the ability to define a duration before automatic closure of a request (incident/service) after resolution where the service owner is waiting for user confirmation.	<i>Such as leaving voice mail or sending E-Mail to the user who reported the incident with no confirmation for X number of days and setting an appropriate status such as 'resolved but unconfirmed'. A notification is sent to the user.</i>
There is a fielded (user defined or other) workaround text for capturing any workarounds as part of the incident response in the request as well as attachments, images, and/or links to other databases or URLs.	<i>Such as a temporary fix to an incident documented in a retrievable/reportable manner (e.g. search, filter, etc.).</i>
Transfer ownership of the requests (incident/service) from one service owner/organization to another.	<i>Such as the service desk reassigning a ticket.</i>
When the incident is closed on contact a notification is not sent to the user for confirmation of the resolution.	<i>Such as talking to the person on the phone and resolving the incident.</i>
The incident management function is compliant with ITIL V4 process disciplines.	
Ability to create incidents automatically through E-Mail, web forms, and/or monitoring tools.	
When entering a new incident, identify existing incidents related to the same configuration item(s).	
Provide the capability of matching incidents to known problems.	
Provide the ability to log actions taken during the lifecycle of the incident.	<i>The log is categorized for filter, sort, and reporting. The log items are marked for escalation.</i>
Provide ability to broadcast major incident information within the ITSM.	<i>Such as a bulletin board, or emergency banner and designed to display to select users or groups.</i>
Send notifications based on predefined criteria for high priority incidents.	

Automatically notify the service owner (support) when workarounds are entered on any incident record associated with the service owner's service and/or configuration item.

An authorized user can override an automatically calculated priority.

Calculate incident priority based on predefined impact levels and urgency factors by configuration item.

Provide the ability to set the impact and urgency from predefined and weighted values to derive priority.

Such as impact and urgency values are a set of Q&A in a dropdown choice. Ideally the Q&A are based on services.

Services and applications in the configuration item have the capability of setting critical indicator influenced by the impact value deriving priority.

From the incident request and other provided criteria search ability includes finding related problems, known errors, or knowledge articles.

When a request is denied, a predefined and/or fillable code is required along with the fielded reason an approver rejected the request.

Provide ability to copy existing requests when creating a new request.

Fields specific to a new request shall not be copied such as planned start or end date/time as well as any activity, assignments, or audit logs associated with the source request.

Autocomplete the user information with the entry of the user id from the foundational data.

Ability to create requests automatically through E-Mail, web forms, end user portal, and/or technology monitoring tools.

Allow requests (incident/service) to be created on the behalf of someone else.

The notifications are sent to the caller or requestor of the ticket (e.g. may be an administrative assistant creating a ticket for a director). A flag should indicate that the requestor is not the request recipient.

Provide ability to fill in common information during a call before designating whether the call is an incident or service request type.	<i>Such as date/time of call, foundational information, comments.</i>
A request can be routed to the service desk for validation upon task(s) completion on a request.	<i>Such as the service desk following up with the end user to validate the request if resolved/complete.</i>
Provide a feedback method to end users upon requests (incident/service) closure with configuration of survey structure based on ticket types.	<i>Such as survey tool integration with data capture for follow-up.</i>
The request management function is compliant with ITIL V4 process disciplines.	
The request record can be associated with other requests for service, incidents, and requests for change.	
Provide the ability to notify predefined groups or individuals when a request is open beyond a predefined length of time.	
Send notifications to the requestor about requests (incident/service) creation, update, and closure with predefined templates and links to the original request record/ticket.	
The ability to notify based on rules for alert, workflow, and escalation to service owners when a request impacts the service they provide.	<i>Such as network, desktop, domains, security, etc..</i>
Provide a web-based portal for customer self-service with unlimited access with no desktop client installation.	
Provide catalog-based self-help guidance on the services through the portal.	<i>Such as process or procedures instructions.</i>
Provide the end user an ability to monitor the progress and status of their requests.	<i>Such as the status of service requests and the progress of incident resolution.</i>
The end user can submit a request by selecting from a catalog of service choices.	

The end user can submit requests and monitor status from a portal.	
The request status is visible to the end user throughout its lifecycle.	
The requestor can update their requests with additional notes and attachments or links.	
Provide an organization of the service catalog with groups by services or customer relevant packages.	
Provide access to the catalog by mobile devices.	
Provide access to the catalog by web.	
Provide taxonomy definitions and associated hierarchy between service definitions.	<i>Such as the service domain or area, categories, groups, services, and offerings.</i>
Provide service definitions at a customer level associated with business process as well as a technical level associated to the service owner.	<i>Including views for business users and service owners.</i>
Provide the ability to assign importance (e.g. most frequently requested) (weighed) levels to the services in the catalog.	
The service catalog is compliant with ITIL V4 process disciplines.	
Ability to maintain information about the recorded service level agreement and the performance against the service level agreement achievements.	<i>Such as a service level agreement reports viewable online or printed.</i>
Ability to view online and agreed upon service level targets, recordings, management, and reporting is available.	
A graphical online display of real time and historic dashboards with performance indicators against service legal agreements.	
Ability to link service level agreement to contracts, operation level agreements, and 3rd party contracts/vendors.	

Provide ability to map service level agreements to operations level agreements and contracts to correlate infrastructure tiers impacted by change, incidents, or problems providing a view of the end user service level agreement achievement.

Out of the box service level agreement templates are available providing searchable data points, content headers, links to operation level agreements, and links to contracts.

Provide a single repository of service level agreement information and service level indicators.

Where contracts or operational level agreements exists, the solution facilitates the verification and consistency of the service level agreement to such agreements.

Such as ensuring the incident response times in the operational level agreements are not greater than what is promised in the service level agreement with the customer.

The service level/operations level management is compliant with ITIL V4 process disciplines.

The service level agreement framework can be tied to other service processes and records.

Provide service level agreement version control and lifecycle management.

Provide multiple approvers for multiple service level agreement statuses.

Using business rules, alerting, notifications, and escalation by way of automation service level targets.

Provide service level agreement approval workflows.

Provide a report, query, and/or view identifying the resources allocated to the work during the change event.

Such as verifying the resources are allocated by the change manager and change advisory board.

Allow delegation to authorized users for change approvals for their change group.

Such as delegation to primary and backup persons authorized to approve changes for their respective areas of assignment.

Allow for special approval routing during an emergency.	<i>Such as bypassing the 'normal' approval flow and directly requesting approval from the executive change manager.</i>
Disallow addition or deletion of tasks or predefined fields to previously approved or pre-approved changes.	
Lock down predefined fields after the approval process has begun and after it has completed.	
Allow a change approver to approve a change without logging into the change management system.	<i>Such as an approver indicating approval/denial to the change request via mobile device and/or E-Mail.</i>
Reset the change approval process if any predefined approval-based information on the change is revised.	<i>Such as approval fields resetting and approval workflow restarts.</i>
Provide documentation for the change.	<i>Such as ability to document the change with architecture, design, specifications, and plans.</i>
Define maintenance and freeze windows for changes with approval processes.	
The change management function is compliant with ITIL V4 process disciplines.	
Relate open requests (incident/service) or problems to a change record, and upon the change completion, the request is automatically updated with resolution and closed.	
Provide configuration items affected by the change.	<i>Such as mirrored images, disaster recovery, load balancing, etc. from the primary configured item.</i>
Provide the ability to tie changes to projects.	<i>Such as a project identifier on the change request with the project contact information.</i>
Tie the change reason (e.g. 'fix', 'repair') to relate to an incident or problem.	<i>Such as an incident requiring a change is related to such change and vice versa.</i>
Allow rescheduling of a change with the ability to revert to an earlier point in the change lifecycle.	<i>Such as reverting to the verify resource availability and schedule task in the change request.</i>
Allow the canceling of a change request at any point prior to its implementation and send notifications to affected users/stakeholders.	<i>Such as a cancelation for the change request an notification is sent to all affected users/stakeholders and previous approvers in the workflow of the cancelation with a documented cancelation reason.</i>

Allow for setting up phases of change and the ability to promote the change from one phase to the next.	<i>Such as moving the request for change from an assessment phase into the approval phase.</i>
Provide ability to automatically and manually log categorized actions taken during the lifecycle of the change.	<i>Such as logs made by the change providers and logs made by the ITSM solution such as approvals, approval comments, and rejection reasons. All log entries are date/time stamped.</i>
Provide the ability to take notes as journal entries.	<i>Such as notes from one change provider to the next or to the change monitors.</i>
Provide trigger events and notifications for approvals pass due.	<i>Such as a delayed approval (has elapsed pass the approval change date/time).</i>
Send notifications as predetermined during the lifecycle of the change.	
Schedule notifications can be delivered at a future date.	
Provide a forward schedule of changes in online formats.	<i>Such as providing the organization a predicted schedule of changes for planning.</i>
Provide a forward schedule of changes in printable (e.g. PDF) formats.	
Provide ability to predefine a rolling deployment of change.	<i>Such as a large migration in rolling deployments.</i>
Provide ability to set predictable lead times based on change types.	<i>Such as common changes with repeatable lead times.</i>
Provide a predictable lead time for the change based on predefined risk levels and if not met the change is disallowed unless expedited or an emergency.	<i>Such as lead time automatically set to zero for standard changes and lead time set to predictable hours based on previously calculated risk level.</i>
Provide qualified risk level assessment criteria to determine required documentation for the change.	<i>Such as higher risk requires detailed documentation.</i>
Provide risk-related question/answer selections to calculate the risk level for the change.	
Provide definition of tasks required to implement a change with assignments and requiring at least one task.	

Provide the capability of setting up predefined tasks based on a task template for common changes filtered by category and related configured items.

Such as assignment templates based on change type.

Provide the ability to set the approval groups, number of approvals, and workflow routing by category or configuration item.

Such as setting up a dynamic workflow based on configuration items, groups, and number/level of approvals based on risk and/or categorization. Such as bypassing normal approval path for pre-approved changes.

There is a visual indication of the overall state of the problem with color coded indicators with predefined settings (red=root cause unknown, yellow=root cause known/fix unknown, green=fix known). In any problem state, the 'do not pursue' flag can be intentionally turned on excluding records from problem state views.

Known errors can be identified as part of a release and the known errors can be tracked from the transition or staging environment from the error tracking tools.

When a problem or known error record is in pending status require the pending reason (vendor response, diagnostics, change request, post incident review, verification, etc.) and start a clock to monitor aging, noting that the clock does not start for 'do not pursue' flag problem records.

A failing configuration item may be miscategorized from the problem reported and in this case the ability to recategorize with indicators of changes from the reported categorization should be available.

Ability to assign problems to a resolution group, which thereby notifies monitoring groups, as predefined, to the problem types.

Ability to change the problem priority.

The problem management function is compliant with ITIL V4 process disciplines.	
From the known error record, a change record can be created.	
Ability to create additional problem records from the incident record and maintaining the relationship.	
Ability to automatically calculate incident counts (number of incidents related to the problem) and view from the problem record.	
Ability to distinguish between a problem record and a known error record and maintain a relationship.	<i>Such as separating a known error from a problem record and/or attaching the known error to the problem record.</i>
Ability to relate multiple incident or request records to a problem record.	
Ability to resolve requests (incident/service) to the problem record when the problem is closed.	
View related incidents from within the problem record and open to view.	
The status field cannot be modified directly as the solution drives a change in status.	<i>Such as the act of accepting a task changes the status to 'assigned' or 'in progress'.</i>
Provide ability to log actions taken during the lifecycle of the problem.	<i>The log is categorized for filter, sort, and reporting. The log items are marked for escalation.</i>
The problem manager role can receive alerts when the incident increment thresholds have been reached. The predefined thresholds may be global or set on types of individual problems. If the incident is noted as 'do not pursue' the problem coordinator can make the final decision whether to pursue or not.	
Ability to track the time spent solving a problem and an alerting function when the time is encroaching on a preset time limit for the problem (if time limits are used).	<i>Such as time automatically incrementing while the problem is open.</i>
Ability to store specific root cause analysis results on the problem record.	

Report the number of root cause analysis reviews 'in progress' as a percent of the total problems logged.

Approval workflows are configurable by role for information that needs to be published in knowledge.

Knowledge records automatically store metadata such as author, create date, versioning, expire data, and other user-based predefined metadata.

Media types such as free form text, image alternate text/metadata, fields, video alternate text/metadata, links, attachment metadata, attachment contents, keywords, and tags are available to identify and lookup knowledge.

The knowledge information is stored in a centralized data base used to capture, maintain, and retrieve knowledge items.

The ability to setup content types in knowledge such as FAQs, notices, processes, procedures that are guided through template-based creation.

The knowledge function is compliant with ITIL V4 process disciplines.

While entering the resolution in the incident, an ability to select the resolution as a knowledge item and indicate the destination of the information within the knowledge tree.

Ability to setup self-alerts, predefined group alerts, predefined individual alerts, or role-based alerts for knowledge content changes.

Ability to search, view search results, and further filter search results using fuzzy search/wildcard or filter criteria such as platform type, technology type, support group, subject matter, and other; from the search result the knowledge content can be retrieved and viewed.

Provide the ability to create knowledge base draft entries and route for peer reviews prior to publishing.

*Such as articles, HOWTOs, standard operating procedures, training, quick references, or other knowledge materials.
Such as a workflow engine through lifecycle (draft, review, final) to publishing.*

Allow for tracking changes through version control functions on selected architecture, specifications, builds, and designs with user id and date/time stamp.

The release allows for attached or inline documentation for the release including specifications, builds, and designs with such functionality to check off and make into tasks/checklists.

The release calendar has specialized views based on roles.

The release management function is compliant with ITIL V4 process disciplines.

The release record can be associated with multiple change requests.

Ability to interface with development tools and testing tools for release management.

Ability to enforce and coordinate release package testing throughout testing lifecycles.

Ability to handle the release cycle at any point during the release proposal including phases such as acceptance, scheduling, approval, review, and coordination.

The release can be abandoned at any time in its lifecycle by halting any workflows and sending notifications with the reason for abandoning the release.

A log of all actions and activities taken during the release lifecycle with notes including the tasks and main record viewable from a single view or a consolidated view of all logged entries with ability to filter, sort, and report.

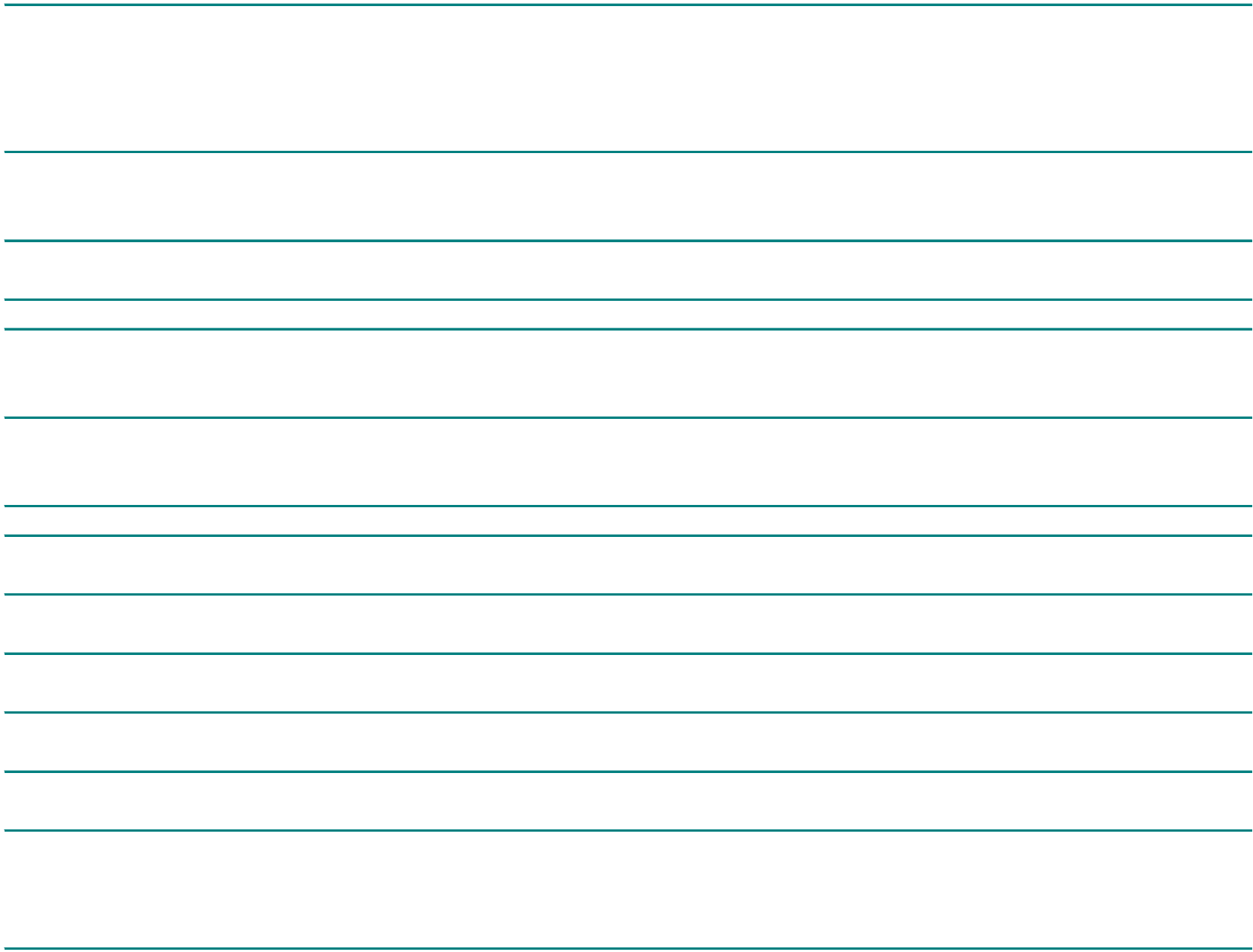
Notifications are sent based on the lifecycle status changes of the release process.

Notifications can be sent ad-hoc any time throughout the release lifecycle. *Such as notifications about additional change request to be included or removed from the release.*

Ability to view a release calendar, associate release records and release dates using the calendar, including emergency release dates.

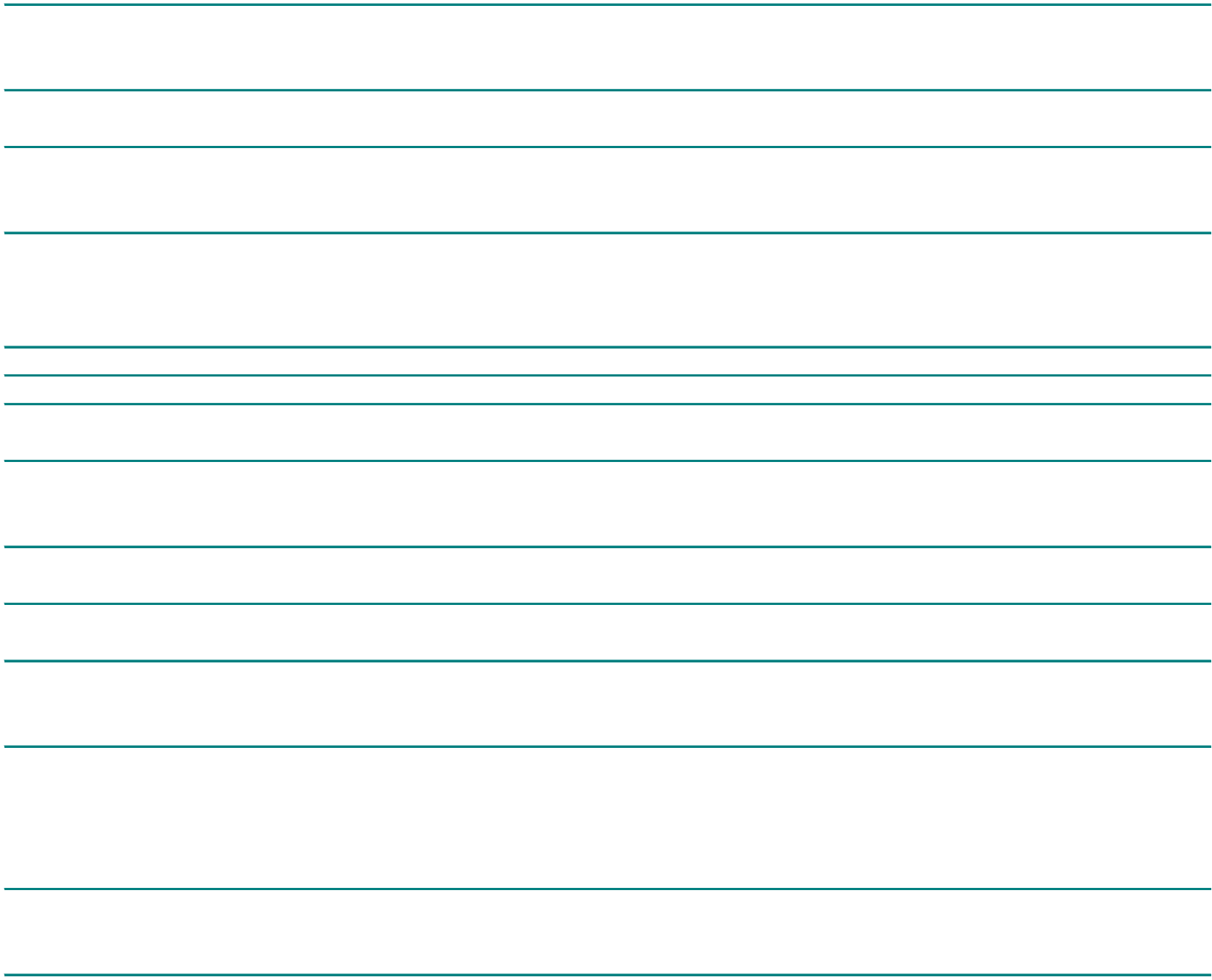
The ability to schedule release activities and tasks on a central scheduler which also holds the forwarded schedule of changes.

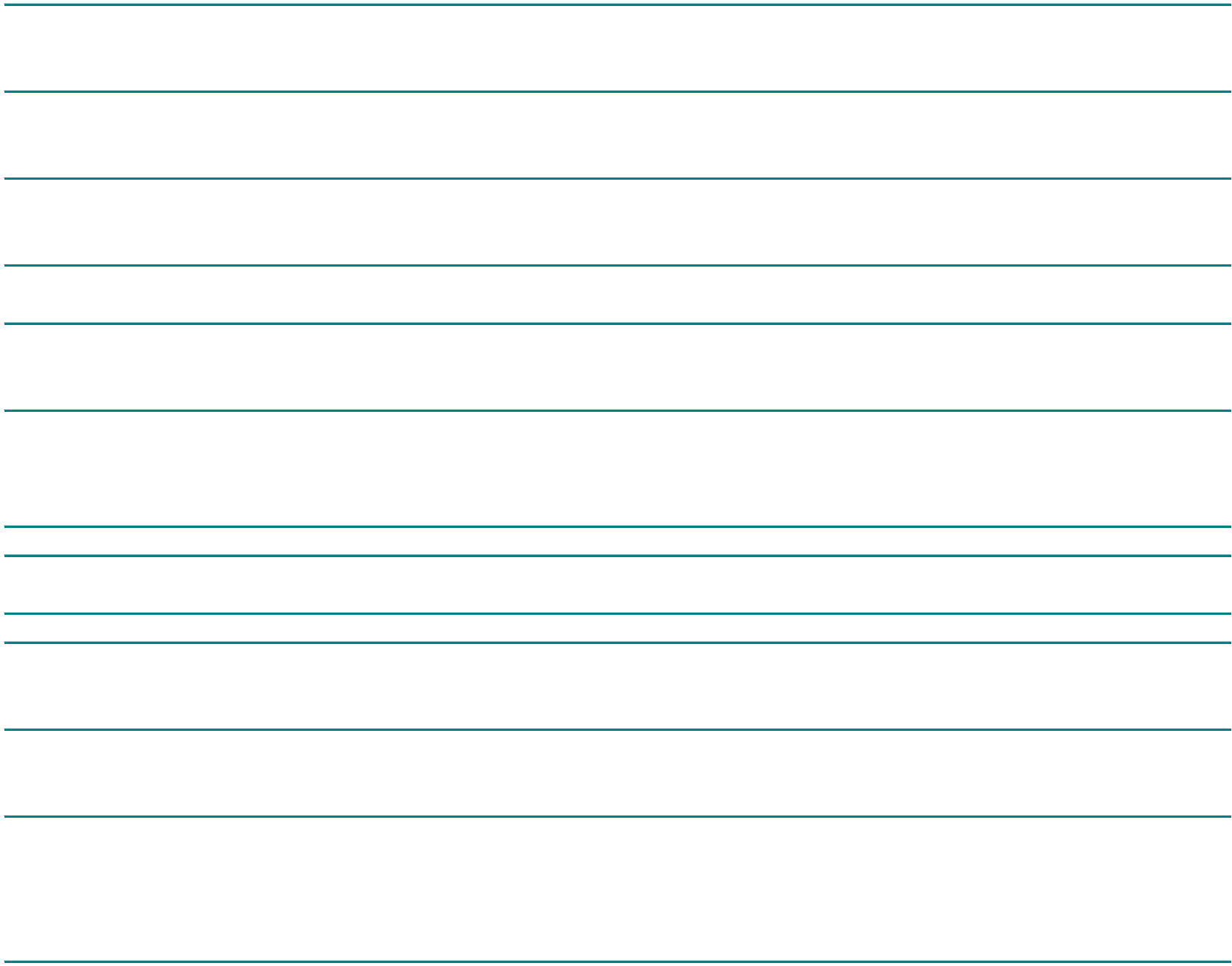


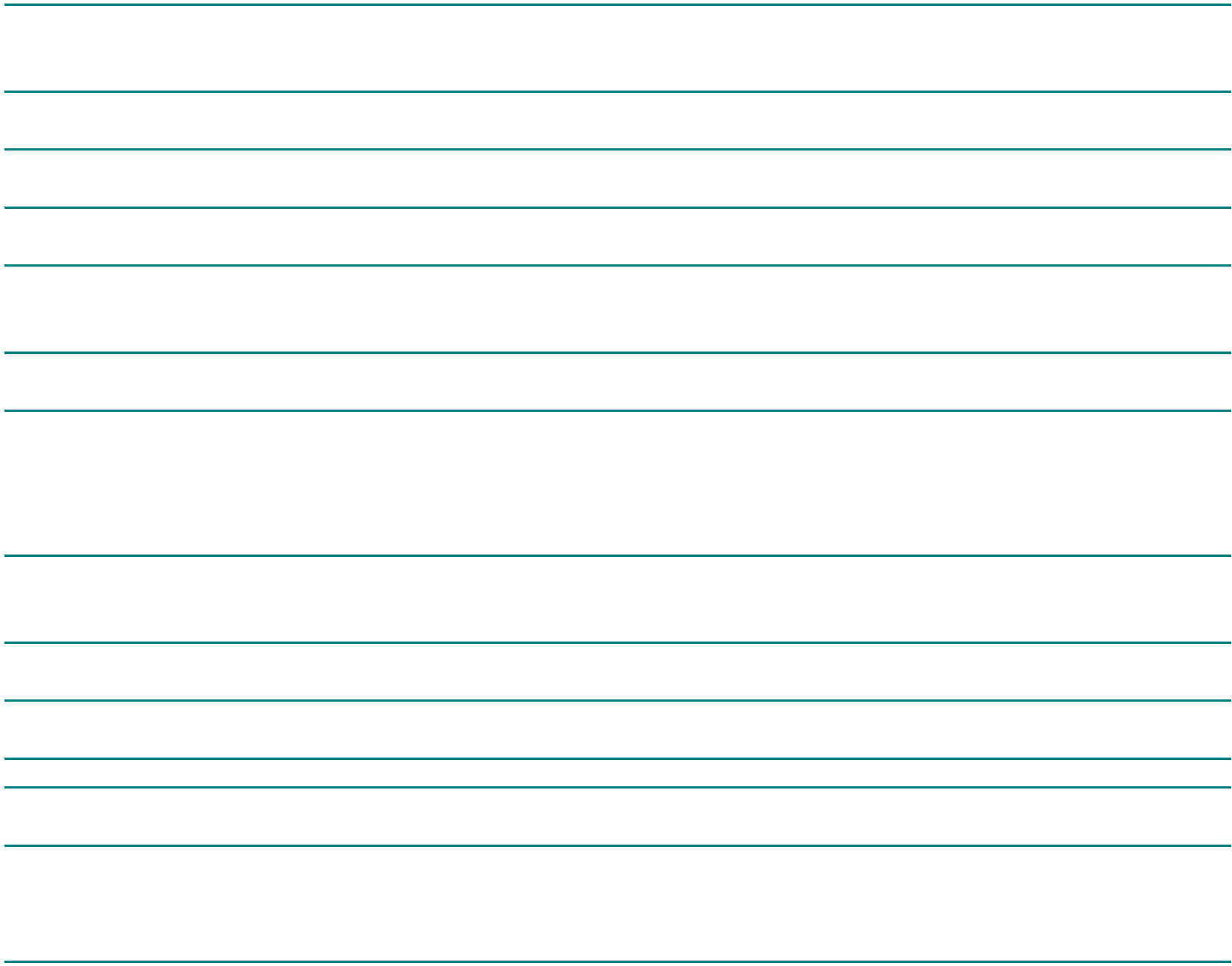












Vasanth, please ignore. This is not a technical requirements.

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