



Q&A Addendum

Information Technology Service Management System (ITSM) RFP 615510

This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any appendices and addenda to this RFP.

Posted September 2, 2016

Question: Are there any Existing Knowledge tools?

Answer: Varied tools. KACE is used by some departments. We also have a web based Tech Articles page.

Question: What are the sources of knowledge articles?

Answer: Articles are created by tech departments across campus.

Question: Is there a requirement to migrate knowledge Articles to ServiceNow Knowledge Base?

Answer: We need to understand if and how articles can be imported in or migrated into a knowledgebase within the ITSM tool that we choose.

Question: Is there a need to translate the knowledge base articles to users local language?

Answer: Not currently, but possibly at some time in the future.

Question: Which Ticketing tool is currently used in UAF networks?

Answer: Multiple - Dell KACE, internal tools ASKIT and HogIT, Housing has their own tool.

Question: What is the scope of data migration to ServiceNow from the existing Ticketing tool?

Answer: The existing tools will be left operational until all cases and queues are closed. The ITSM tool that is chosen will be starting as a clean slate.

Question: What is the volume of the data that needs to be migrated from incumbent tool to ServiceNow?

Answer: None.

Question: Is there an Enterprise architecture diagram of the ITSM platform or tools used in environment you can provide?
Answer: No.

Question: Do you have any DMZ specific implementation requirements within Service now platform or any Domain separation within environment?
Answer: No.

Question: Is ITSM process established and Process documentation available to share?
Answer: No.

Question: What are current Testing cycles and testing tools used? DO you have any testing automation tools?
Answer: No.

Question: Approximately how many CI does UAF have?
Answer: Unknown.

Question: What is your current asset management process?
Answer: Manual - Some areas use Dell KACE.

Question: Are you planning to use Service now Discovery or do you plan to integrate with existing discovery tools?
Answer: Hope to integrate with an agent based asset management tool.

Question: Is there a requirement to map the Critical Business Services? If Yes, How Many?
Answer: Primary purpose is for the IT departments. Business units such as HR and Facilities may be part of future growth of the tool.

Question: Language internationalization can be performed in ServiceNow, Which Language Plugin would be required for UAF network?
Answer: English is the primary language that will be used. We currently do not have plans to convert to other languages. This would be looked at as a future step.

Question: Is there a requirement to implement and build Orchestration? If yes, can UAF provide us with the scope of the activities which need to be performed using Orchestration & which are the interfacing environment & devices at high level?
Answer: Not sure what is meant by Orchestration. If this is part of the building of the CMDB and the relationship between devices, we do want to implement and build an all-encompassing CMDB. We currently do not have this in house currently.