

RFP IT-19-048

ServiceNow Discovery and Service Mapping Professional Services Questions and Answers

- 1 Please provide the list of the 38 Services Apps slated for Service Mapping. This will form the basis of planning the CMDB build and how we will use Discovery & SM to populate them. The List does not need too much details that major components of the composite applications like Middleware types, Databases used, Network devices used if any like load balancers etc.?
A. Please refer to services tab on Attachment 2 of the RFP.
- 2 Please confirm that USAC Network team can provide Management IP Addresses and Access Credentials for discovering any associated Load Balancers & Network Devices for the 38 services for Mapping?
A. Yes.
3. Confirm if there may be any Possible Customizations from OOTB standard configurations. Like Custom Probes and Sensors and Patterns needed? This may be derived from the list of 38 Applications for Mapping and also if any of the Baseline Class Types are not directly discoverable or can be manually loaded via transform maps into the CMDB using data import sets etc.?
A. Unknown, if a probe is not available we expect to have to execute that part manually.
- 4 Where are the possible geographic locations in the scope of work? i.e. How many Data Centers, Regional Centers, Cities, Sites, Local Offices etc. We will need their locations list. ?
A. There are 2 Data centers; One Metro Center in Washington, DC and Ashburn, VA.
- 5 How Many **Network Segments**, IP Subnets, Networks and related infrastructure types will be covered in the scope of work
A. There are four /16 internal subnets.
- 6 How many **IP Devices** will be covered this RFP? (Servers, Workstations, Network Devices, Storage etc.) ?
A. 800 workstations, 1000 Servers, 1 SAN, and 360 Switches, Firewalls, routers.
- 7 Will Vendor be responsible to procure All MID server (VM host) or will this be provided by USAC?
A. All VM's will be provided by USAC.
- 8 Does the existing Instance (to be shared with the PMO Group as recommended in the RFP have the PPM Module (from ServiceNow ITBM Application tools) enabled?
A. The PPM Module is currently in place. Access will be granted as needed to relevant instances. ITMB will not be a part of this project.
- 9 Will USAC make available various Application Owners, Network Admins and System Owners needed to participate in initial workshops and site requirements gathering sessions as needed?
A. Yes, network, ops, architecture and app dev representatives will be made available.
- 10 Can USAC provide Official Network topology diagram(s) (i.e. based on properly executed non-disclosure agreements) showing all locations, Firewall points, Network Access points for all in Scope CI's locations? This will enable vendors to quickly calculate how many MID servers

needed and their placement within USAC infrastructure and plan for it in the RFP submission. Configuration of each MID server will follow ServiceNow MID hardware Requirements.

A. Yes.

11 What are the details of the existing purchased licenses? Are there any Release Version Restrictions?

A. Currently (FEDRAMP) licenses for this product have been procured, there are no known restrictions.

12 Describe the ServiceNow Instance as Shared with the PMO Group at USAC? What is its Release Version? How Many Instances ? ServiceNow Modules and Applications installed?

ServiceNow® Discovery - Node (250 Node Minimum Quantity) ServiceNow - SNCPROD90840 Qty: 550

ServiceNow® Service Mapping - Node (Monthly) ServiceNow - SNCSRVMAP Qty:150

ServiceNow® Performance Analytics - Enterprise - Application (per \$1000 Subscription) (Monthly) ServiceNow - PROD01627 Qty: 1

13 Describe the ServiceNow Instance as Shared with the PMO Group at USAC?

A. Project portfolio management is using for better visibility of all USAC demands, resources and project portfolios .also used for project prioritization and planning purposes.

14 What is its Release Version?

A. Kingston release.

15 How Many Instances?

A. USAC has 4 instances.

16 ServiceNow Modules and Applications installed?

A. PPM

17 Is there a restriction to Upgrades or Deploying with the latest ServiceNow Release version? Say Madrid or New York coming up?

A. There are no known restrictions.

18 What type of LDAP is in use at USAC? (Microsoft Active Directory or other vendor LDAP)

A. Microsoft Active Directory LDAP

19 Is there any possibility of a firewall between the LDAP Server and a possible designated MID server that will manage the connection/directory load?

A. No, this system will be internal only.

20 Future Support State of this solution may be in question. Since ServiceNow will no longer supports OKTA Plugin (as an IDP Identity provider) starting from the Madrid Release, (<https://docs.servicenow.com/bundle/madrid-release-notes/page/release-notes/eol/plugin-changes-j-to-m.html>) this may overwrite any solution built with a release up to London level after upgrade to Madrid. What are possible acceptable alternatives?

- A. We spoke with OKTA and are confirming the response with our ServiceNow representative. However, initial indications are that this refers to an older plugin and that OKTA connectivity and interoperability will continue.**
- 21 NIST , FIPS and GRC Info Security requirement for credential storage may require use of and External Credential Store to Manage Credentials locally rather in cloud.
- A. Currently there is no external password management tool. The USAC Project manager will manage all access requests.**
- 22 Do any of the Identified 38 services to be built for Service Mapping use Load Balancers for access? Will USAC provide the Management IP Addresses and the credentials to fully discover them using Service Mapping Top-Down Approach? (N.B:: The Load Balancers, Elevated Privileges and outbound connectivity ports as well as access to Application configuration files are very critical to the successful Service Mapping's Top-Down Discovery of thee services via their respective Entry Points.
- A. Yes load balancers are used. IP addresses and credentials will be provided.**
25. Are there any existing CMDB Data sources or CI DB's that we are expected to load or import manual data from into the core CMBD for any of the above? Any other possible data sources like SCCM or Asset Data to be loaded via CSV, Excel etc.? How many records may be involved?
- A. No we will only rely on new discovery.**
26. Are there ANY IP Devices categorized as EXCLUSIONS? I.e. What are the devices or list of devices that should NOT be captured or Stored in the CMDB due to security limitations and compliance requirements?
- A. None to our knowledge.**
27. Is there a desired target completion date?
- A. 10/1/2019**
28. Is PPM fully implemented, or is the deployment still in progress?
- A. Still in progress.**
29. Is orchestration in scope, planned, purchased, or going to be purchased?
- A. Orchestration is not in scope or planned.**
30. If orchestration is not in scope, how many source systems will provide data into ServiceNow? Do these source systems have the ability to provide a source .csv file on a regular basis? Are the USAC systems able to leverage SOAP or REST protocols?
- A. Some systems can leverage those protocols, at this time, we do not have that information.**
31. Is Contract Management in scope, planned, purchased, or going to be purchased?
- A. Contract Management was not purchased and is not in scope.**
32. If Contract Mgmt. is not in scope, how many contracts (detailing start/end dates, warranty, licensing details, renewals, T+Cs, Financials, etc.) will manually be entered into ServiceNow?
- A. This is something that will be manually entered by USAC.**
33. Is HR in scope, planned, purchased, or going to be purchased? Out of scope with no plans to purchase.
- A. HR is not in scope and may be procured and implemented at a later date.**

34. If HR is not in scope, is there a listing of roles that align to a listing of least-privilege permissions per system?

A. There is no list for this.

35. How many source systems will be inputs to the [user:system] permissions matrix?

A. This is yet to be determined. It will depend on which systems we can get development teams to either implement an export function or an API call to get this information out.

36. Will issued physical assets be required to be associated to workers?

A. Yes, desktops, laptops etc. are assigned to specific users.

37. Are there any concerns with providing credentials to Discovery to interrogate assets?

A. No

38. Are there current discovery tools in the environment (such as SCCM) that are discovering assets near real-time and can be leveraged?

A. Yes BMC Client manager is currently used as a real-time asset management tool for desktops and servers. This does not include network devices.

39. Specify the top 5 business services (out of 38).

A. The top 5 business services are as follows:

RHC		Healthcare Connect Fund	Healthcare Connect::Production	Java	JBOSS	Oracle	On Prem
RHC	Telecom	RHC Invoice	RHC Invoice::Production	Java	JBOSS	Oracle	On Prem
RHC	Telecom	Form 460	Form 460::Production	Java	JBOSS	Oracle	On Prem
RHC	Telecom	Form 463	Form 463::Production	Java	JBOSS	Oracle	On Prem
RHC	Telecom	Form 461	Form 461::Production	Java	JBOSS	Oracle	On Prem
RHC	Telecom	Form 462	Form 462::Production	Java	JBOSS	Oracle	On Prem

40. How many groups/users will require training?

A. 1 group 3-4 users.

41. Would USAC consider a Time & Materials contract?

A. No. The vendor must submit a price proposal inclusive of all equipment, product support, supplies, general and administrative expenses, overhead, materials, travel, labor, shipping, and profit. Vendors may break down the costs but the total cost of the contract cannot exceed the amount listed in the price proposal.

42. If the contract must be Firm Fixed Price would USAC consider multiple phases on separate contracts?

A. No, there will be one contract for all the services requested in the RFP. Vendors must submit one price proposal for all of the services listed in the RFP.

43. In our experience it is difficult to accurately estimate the effort required to map dozens of services without some initial workshops and alignment.

A. Provide your best estimate at this time, USAC will conduct discussions with up to three of the highest ranked technical proposals. This may be discussed during this phase.

44. Do you have an internal change management/communications team or is that something your partner will completely own?

A. Yes

45. How many fulfillers/users (not employees) do you expect to use the system?
A. Approximately, 40 users.
46. What are your current or proposed license levels and components for ServiceNow?
A. Please refer to the answer on question 12.
47. What release of the platform will development take place in?
A. Kingston on Windows Server 2016
48. How many instances will you have in your organization? (example: DEV, TEST, PROD)
A. 4 (Dev, Test, UAT, PROD)
49. Is multi-lingual support expected in this solution? If so, what languages and how many?
A. No multilingual support will be needed.
50. Do you have internal resources trained on ServiceNow or will they be before the project kicks off? If so, how many?
A. Yes 2 people.
51. For Discovery, are we targeting data center devices only or also end user computing devices?
A. Vendors will target end user devices as well as data center devices.
52. Estimated number of servers and breakout of type (Windows, UNIX/Linux, etc.)
A. 1000 Servers, approximately 700 windows servers and 300 Linux (rough estimate).
53. Will infrastructure components be part of the discovery process (routers, switches, wireless APs)? If so, what vendors?
A. Yes, Cisco and Palo Alto
54. Estimated number of CI classes/types that will need to be imported via flat file? (non-discoverable)
A. None that we know of.
55. Any known need for custom Discovery probes or sensors?
A. None that we know of.
56. Will USAC be using a credentials manager/password vault? If so, which one?
A. No password vault is currently used.
57. Has the USAC project team secured approval from internal security teams for this project?
A. Yes
58. Would USAC entertain an engagement where only a subset of the 38 services are mapped in the initial engagement?
A. Yes
59. Is USAC open to alternative architectural approaches to this solution? We have some concerns with the recommended approach.
A. Possibly, however, we would need to have a better sense of your concerns to adequately assess the proposed change.

60. Can USAC clarify if AD (LDAP) and Okta (SSO/access roles) integrations already exist in ServiceNow?
A. Yes provisioning is done through OKTA for our PPM instance.
61. Is there a need to develop catalog item(s) for users to request access to applications? If so, can some high-level requirements be shared?
A. We expect to implement that in our ticketing system in phase 2. However details are not yet available.
62. Is there a need to automate/orchestrate any permissions granting/revoking? Or is the immediate goal to simply track, re-certify and audit access?
A. Not at this time, the goal is to track and recertify.
63. How many source applications will need to use the new JAVA/.net/Python based application to send data to ServiceNow via REST API?
A. Unknown, but possibly 5, we will not know this until we get into the work. However, we can host meetings for vendors that have questions and we can look into this with them.
64. Can USAC clarify if a Project Manager will be required to (1) work with an assigned USAC Project Manager to jointly coordinate key project activities, or (2) manage the collective (USAC and bidder) project team alone? If #2, will there at least be someone from the USAC team who would be available to help unblock bottlenecks on the USAC side when needed?
A. A USAC assigned project manager will be in place to help with any bottlenecks technical or otherwise.
65. What legacy data, if any, will need to migrate to ServiceNow?
A. No legacy data will be imported.
66. Who will own documentation of the testing results for each phase of testing (story testing, release testing, user acceptance testing)?
A. The USAC ServiceDesk.
67. What are your expectations for testing prior to release? Typically, we own story testing and end for end testing. The client typically owns acceptance criteria, and test case creation/execution during UAT.
A. This is our expectation as well.
68. Are there any other testing considerations we should be aware of?
A. No.
69. What type of training is most effective for your organization when rolling out new systems? Should we focus on personalized training for each major application/user group or would we be working with an internal training team on crafting the materials?
A. We would like to focus on personalized training for specific groups.
70. Who will commit the code to the production instance, you or your chosen partner?
A. The chosen partner.

71. Given this, would USAC provide further details regarding its current ServiceNow subscriptions for the ServiceNow platform and ServiceNow Project Portfolio Suite (PPS) and further details on its expectations ServiceNow subscription for ITOM?
Specifically: how many subscription (platform and applications) units and durations does USAC currently hold?
A. Please refer to the answer on question 12.
72. How many subscriptions are expected and needed to support ServiceNow ITOM and what subscription will USAC be purchasing to support this services contract
A. All licenses needed for this project have been procured. Refer to answer on question 74.
73. How many non-prod and prod instances does USAC currently subscribe to and how many additional instances (non-prod) will be required?
A. 3 non production and 1 production for PPM and expect to implement the same for this project.
74. Has USAC implemented a ServiceNow Service Portal or Service Catalog? If so, what features/functions are included.
A. No, we look to do this at a future date.
75. Will USAC be subscribing to ITOM based on Nodes or will it be subscribing to the Enterprise version of ITOM?
A. Nodes
76. How many units does USAC anticipate subscribing to support the addition of ITOM (specifically Service Mapping and Discovery) including expected number of nodes (physical or virtual server CI that is mapped in the CMDB), users and roles (e.g. requesters and fulfillers)?
A. Please refer to the answer on question 12.
77. Is Event Management or other ITOM applications anticipated to be in scope for this RFP?
A. Not at this time.
78. How many internal vs. external users will need to be supported with the addition of ITOM applications?
A. There will be no external users. We expect 50 individuals to have access to update CI's as needed.
79. What specific subscription (SAM Plugin or SAM Professional) and # of units (i.e. # of computers) will USAC be subscribing to for ServiceNow Software Asset Management (SAM)?
A. None at this time.
80. What integrations are currently included in USAC's current ServiceNow production solution and are they unidirectional or bi-directional?
A. Not sure about the bidirectional part but the current PPM solution integrates with OKTA for provisioning and SSO.
81. What subscriptions does USAC own currently and/or anticipate adding for reporting including: ServiceNow Performance Analytics (see SAM Professional question above).

- A. Service Now Performance Analytics licenses are currently owned by USAC, SAM is out of the current scope of licensing.**
82. Does USAC have ServiceNow configured to be accessed by both internal and external users and to what extent is this facilitated and for how many users in each category?
A. Internal only access.
83. Will only USAC internal users access the solution or does USAC expect the solution to allow users external to USAC to have access? If so, would USAC provide a breakdown of the categories of internal and/or external users/roles included in the current solution and what additional users would be expected to be support with the solution in this RFP?
A. Internal only access.
84. What meetings does USAC expect to be onsite?
A. Project kickoff, discovery sessions, updates, and training and closeout meetings.
85. Are ServiceNow subscriptions and additional ServiceNow instances (non-prod and/or prod) required to be bid with offeror proposals or will these subscriptions be made available by USAC to offeror's to support this RFP?
A. We already own all required licenses for the project.
86. Would USAC consider updating its RFP and its bid sheet to also allow contractors to include potential product solutions that would support a contractor's specific technical approach?
A. USAC would consider depending on solution proposed.
87. What level of resources from USAC will support the offeror's project team?
A. There will be 4 Key IT staff members and one dedicated USAC project manager.
88. Specifically, what are the roles and responsibilities of USAC resources will be on the "core project team" and actively collaborate with offeror resources to perform the services and deliverables included in this RFP? To what extent will these resources be available to support each area specified in VI. (General, Discovery, Service Mapping, CMDB, Advanced CMDB, Advanced CMDB Service (Application – 1 through 3), Advanced CMDB User CI, Advanced CMDB Licensing Agreements CI, Reports, Training).
A. The core project team will work with the vendor to answer any questions and provide the required access to resources and licenses. One member of the team will already have basic training in service mapping and discovery and will assist as needed.
89. What are the key stakeholder groups that will be associated with this effort? This could include: cybersecurity (for ATO), Configuration Control Board (CCB) for changes, IT governance organizations, and other)?
A. Architecture and Standards (governance), Change Management Board, IT Ops and infrastructure along with Security.
90. Can USAC provide further information about the type of training expected – onsite instructor led or remotely and/or virtual (via web or video conference), number of students per class, number of classes, other supporting training requirements?
A. This will include mostly knowledge transfer that can be done over phone or video conference.

91. Under Section C, XVIII. It states, "Further details of USAC's technical stack will be provided during the down-selection process."
Offeror requests further information on USAC's current system solution prior to down-select to allow USAC to receive a proposal that more closely addresses its RFP and provide further visibility into its current technical environment. For example, knowing whether USAC's current ServiceNow solution is already integrated with OKTA's Identify and Access Management software for user authentication and MFA would enable offeror's to better address USAC's requirements in their proposal responses.
- A. The current ServiceNow solution is in place and relies on OKTA for provisioning and MFI.**
92. Will USAC post the questions and answers for all offeror's or respond individually to each?
- A. Yes. Answers to all vendor questions will be posted on the USAC website.**
93. What were the compelling events to deploy PPM before ITSM, which is generally the standard approach for a Phase 1 implementation?
- A. Another CMDB was in place but was not being properly populated as it relied extensively on a single person to manually populate it. The ServiceNow PPM solution was thought to be a standalone solution when it was first implemented 2 years ago. At that time we were evaluating our current CMDB solution and trying to make it work.**
94. When is ITSM slated to be implemented?
- A. 10/1/2019**
95. What is the approximate start date for your ServiceNow project?
- A. 7/2019**
96. What is the approximate date you plan to have these ServiceNow modules in production?
- A. This will not be derived until the award is completed. From there a more formal project plan will be worked out when further details become available.**
97. What platform version of ServiceNow is USAC running?
- a. Kingston**
98. How many ServiceNow admins/developers does USAC have? What certifications/training have they acquired?
- A. 3 People with Service Now training, none have certifications. One of those people has training in discovery fundamentals and service mapping fundamentals.**
99. Is USAC open to using Contract Management to track maintenance agreements?
- A. No that would be another licensing component that we do not own.**
100. Roughly how many configuration items (CIs)/assets is USAC currently tracking, or planning to track in ServiceNow?
- A. This will be at least 2000 items as we have at least 800 desktops and 1000 servers, not including networking equipment etc.**
101. Will any CIs need to be migrated from a third party/legacy source?
- A. No legacy data will be migrated.**

102. Will any data-curtaining (separation of data between organizational/business units) be required?
A. No
103. What data clean-up is required of existing CMDB data?
A. None, only discovery data will be used.
104. How many subnets are in scope? Are these subnets well understood?
A. There are four CIDR /16 internal subnets.
105. Is the entire network scannable?
A. Yes
106. Can USAC clarify if “Service Mapping” is manual business service mapping or Service Now’s Automated Business Service mapping (ITOM) product?
A. It will be a combination of both as we may have to manually map legacy systems.
107. How many nodes are USAC licensed for?
ServiceNow® Discovery - Node (250 Node Minimum Quantity) ServiceNow - SNCPROD90840 Qty: 550

ServiceNow® Service Mapping - Node (Monthly) ServiceNow - SNCSRVMAP Qty:150

ServiceNow® Performance Analytics - Enterprise - Application (per \$1000 Subscription) (Monthly) ServiceNow - PROD01627 Qty: 1
A.
108. How well defined/documented are the 38 business services in scope? Is USAC’s intention to have a few of them mapped by the implementation provider and then do the rest themselves?
A. It is our intent to have the vendor execute a small number of the services and then have USAC complete the rest ourselves.
109. The RFP mentions software and licensing;
Are Hardware and/or Software Asset Management (SAM) in scope for this project? If so, please clarify:
A. SAM is out of scope
110. What external integrations are in scope?
A. OKTA
111. # of / Type of Data Sources?
A. Unknown number, possibly 38, since that is the number of key applications. This will include CSV exports or direct API calls to/from the USAC application.
112. Frequency of data import (one time, ongoing, integration?)
A. Nightly/Ongoing
113. Can USAC provide an example (or attachment) of a typical work instruction they’re looking for as a training output?

- A. We are essentially looking for a standard set of documents that offer instruction on how services are mapped and how discovery is executed so that we can train other staff.**
114. What are the expectations around “familiarization training” and associated deliverables? Would this be in-person, recorded, associated with a take-away artifact?
A. In person with some take away artifacts.
115. How many individuals will require training, what roles do they hold, and on what aspects of the platform? Is the training expected on site or remote?
A. Training can be done remotely. We expect to need to have 2-3 individuals trained. These individuals will go on to train other teams in the use of the system. They will be responsible for service mapping and discovery tasks.
116. Collect data and other information about the USAC environment to gain an understanding before configuring ServiceNow ITOM Discovery or Service Mapping.
Do we have any source documentation to cover existing ServiceNow implementation to gain an understanding of USAC environment? If yes, please share.
A. Yes, this documentation will be provided upon contract award.
117. What is the average number of CIs to discover (count: daily, weekly or monthly)?
A. >2000 initially, however after that few new additions come online. <15 per month once initial discovery is complete.
118. What is the expected maintenance schedule for the CIs and associated environment?
A. Maintenance takes place on a monthly basis and is very brief. USAC will provide the maintenance schedule once the contract is awarded.
119. What is the expected maintenance schedule for the servers on which MID Servers will be installed/configured?
A. Please refer to the answer on question 118.
120. What are the set of geographical locations and anticipated number of CIs in those locations to properly allocate the MID Servers nearest to the range?
A. 2 geographical locations.
121. What are the cost level restrictions with respect to having Virtual/Physical Servers for installing/configuring MID Servers? Ideally 1 healthy Server (Virtual/Physical) can sustain 2 MID servers.
A. No restrictions as we are using virtual servers.
122. What are the current types of CI on a broader level?
A. Servers, switches, desktops, laptops and network equipment.
123. Implementation of ITOM Discovery, Service Mapping and CMDB is a very generic requirement. We will need more details to brainstorm and discuss the implementation approach.
A. USAC will meet with up to three of the highest rated vendor proposals for discussions. This can be addressed during this phase of proposal evaluations.
124. Is there any possibility to have someone available from Implementation team to be part of requirement elicitation or brainstorming workshops?

- A. Yes, this is preferred.**
125. What is the number of LDAP(s) to be integrated in ServiceNow?
A. There is one active directory domain.
126. What is the expected frequency of updating users/groups from these LDAP(s)?
A. Nightly
127. What is the expected number of groups to be defined based on functionality and roles?
A. 3 Key groups:
 - i. USAC application managers: Will update CI's on a regular basis.**
 - ii. USAC IT Staff: Will update ops related CI's on a regular basis.**
 - iii. USAC ServiceNow Support Staff: Will monitor and be notified of any new introductions into the environment. Will also map additional services.**
128. Implementation team shall provide support for a 60-day stabilization period after project go-live to assist with any issues or inquires that arise during that timeframe.
 Is there any onsite support required during implementation or for this 60-day stabilization period?
A. No
129. Do we have any expectation of configuration of Virtual environment from Implementation team as well? Ideally, this is taken care by set of Network administrators (from customer side) who do Virtual Server Administration, Linux/Unix administration, SNMP administration, etc.
A. All VM servers will be managed by USAC, they will only require installation and configuration of Mid Server software.
130. Import non-discoverable configuration item data from USAC provided files (in excel, csv, or XML formats).
 "What is the frequency to carry out such imports?"
A. Nightly
131. What is the tentative number of CIs that could possibly come (weekly, monthly, yearly) from such non-discoverable data from USAC provided files (in excel, csv, or XML formats)?
A. Initially over 2000, however once initial discovery is complete, that number may be very low, down to 10-15 new items per month.
132. Populate CMDB with data from Discovery, Service Mapping, Active Directory, Okta, and other sources.
What is the intent and reason for populating Active Directory data in CMDB? Ideally, OOTB ServiceNow recommends User (sys_user) table to store active directory details.
A. This can be discussed later, we assumed that this information may have to be imported, however if it resides in the system already, this requirement may be moot.
133. Set up groups, roles, security fields, custom fields (see Attachment 2), workflows, and notifications.
What is the tentative number of workflows and notifications for this implementation?
A. Unknown at this time.

134. Configure the following CI classes to contain custom fields if they are not out of the box functionality. USAC should be consulted if out of the fields can be used before creating custom fields. (see Attachment 2)
Who would be possibly owner and/or Point of Contact for CMDB design discussions?
A. Architecture Representative and the Service Desk Manager
135. Work with the Identity Access Engineer to populate advanced CMDB tables using Okta/ServiceNow APIs for services that are being mapped in this engagement (values that reference "Okta" in Advance CMDB Populations column in attachment)
"What is the intent and reason for populating CMDB with user data from LDAP and OKTA? Ideally, OOTB ServiceNow recommends User(sys_user) table to store active directory details.
A. This can be discussed during the discussions phase, we assumed that this information may have to be imported, however if it resides in the system already, this requirement may be moot.
136. Who would be possibly owner and/or Point of Contact for CMDB design discussions?"
A. Architecture Representative and the Service Desk Manager
137. "Training targeted to each major job function affected (IT Specialist, Configuration Manager, IT Management, Service Desk, Identity Access Management Specialist, and Software Licensing Specialist) shall be provided prior to user acceptance testing (UAT) to provide the information that USAC users will require for how to perform their duties within the new system Vendor will work with major job functions to establish reports that are needed outside what has been described in this scope of work."
"What is the frequency of this training? Per release to production or per sprint cycle?"
A. Per release should be sufficient.
138. Is there any need to perform this training at customer side?"
A. No this can be remote or via teleconference.
139. Reports/Dashboards
Is there any need of consolidated reports/dashboards from CMDB to validate or visualize current CMDB state?
A. No
140. Release Schedule
Will this be released one final time to Production? OR will this implementation be released per sprint or set of sprints? What will be tentative frequency for RTP?
A. Unknown at this time, we would need to speak with potential vendors to get a sense of how long this would take and what would be involved.