

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Minimum System Requirements

Vendor Responses:			
	Yes		
	No		
Ref #	Criteria	Vendor Response	Comments
MINREQ - 001	All system functions shall be accessible via a secure and encrypted web browser without requiring any installation on a client workstation.		
MINREQ - 002	The System shall have the capability to manage Incidents, Service Requests, Problems, Assets, Service Level Agreements, Knowledge Base Articles, Service Catalog items, and Change Management Requests. This group of capabilities hereafter called "Required Capabilities."		
MINREQ - 003	The System shall have a self-service Portal to provide the ability for customers to create incidents and service requests.		
MINREQ - 004	Customers shall also be able to view their active, pending and closed incidents, service requests and access the Knowledge Base from the self-service Portal.		
MINREQ - 005	The System shall provide the ability to send and receive e-mails and initiate service requests from received emails.		
MINREQ - 006	Screens that manage Required Capabilities and System Administration shall provide the ability to designate required fields and optional fields. The System shall prevent screens with empty required fields from being saved.		
MINREQ - 007	The System shall provide field types for alphanumeric, numeric and date fields. The System shall allow only numeric data in numeric fields and only date data in date fields.		
MINREQ - 008	The System shall support the ability to automatically generate a unique identifier for each user, customer, incident, service request, problem, asset, knowledge article, service catalog item, service level agreement, and change request.		
MINREQ - 09	The System shall support the ability to link problems and incidents to customers, users, assets, Configuration Changes, and knowledge base articles.		
MINREQ - 010	The System shall have a reporting capability that provides standard reports and flexibility to generate ad-hoc reports without CSP assistance.		
MINREQ - 011	The System shall also provide the ability to generate and store reports in a variety of industry standard formats including PDF, XLS and DOCX; the system shall provide the ability to share, email and print reports; the system shall provide the ability to export data in a variety of industry standard formats, including XML and CSV.		

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Vendor Responses:			
	Yes		
	No		
Ref #	Criteria	Vendor Response	Comments
MINREQ - 012	The System shall provide a rules-based workflow capability that enables users to route records for Required Capabilities in parallel or sequentially for User or User Group and Customer and Customer group notifications, or action or automated system action.		
MINREQ - 013	The System shall provide a role-based identity management capability that has the ability to grant or restrict functionality for processes and access to data at the record level based on user or group role and permissions.		
MINREQ - 014	The System shall provide the ability for users and customers to access the system either by using a standards based single-sign on capability or by using a username and password. Single sign-on using AD for authentication. System must have the capability when AD is not used to utilize and support complex passwords ((3 of the 4 criteria = Upper, lower, number, special character) and minimum of 8 characters)		
MINREQ - 015	The System shall be fully integrated with AD (Active Directory) - including individual and group membership profiles and permissions.		
MINREQ - 016	The System shall be capable of supporting 2 - CMDBs; one CMDB to be used for ITAM (IT Asset Management); one CMDB to support other AOC asset management requirements for Fixed Assets (non-IT assets).		

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Vendor Responses:			
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Ref #	Criteria	Vendor Response	Comments
MINREQ - 017	<p>The Cloud Service Provider shall have an annual audit performed by an independent audit firm of its handling of the Department's critical functions and/or sensitive information, which is identified as storing and communicating critical and sensitive information related to the network and computing infrastructure in the State of Maryland supported by AOC (collectively referred to as the "Information Functions and/or Processes"). Such audits shall be performed in accordance with audit guidance: Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2) as published by the American Institute of Certified Public Accountants (AICPA) and as updated from time to time, or according to the most current audit guidance promulgated by the AICPA or similarly-recognized professional organization, as agreed to by the Department, to assess the security of outsourced client functions or data (collectively, the "Guidance"); this report shall include:</p> <ul style="list-style-type: none"> • Security - The system is protected against both physical and logical unauthorized access. • Availability - The system is available for operation and use as committed or agreed. • Processing integrity - System processing is complete, accurate, timely and authorized. • Confidentiality - Information designated as confidential is protected as committed or agreed. <p>Privacy - Personal information is collected, used, retained, disclosed and disposed of in conformity with the commitments in the entity's privacy notice, and with criteria set forth in Generally Accepted Privacy Principles (GAPP) issued by the AICPA and Canadian Institute of Chartered Accountants.</p>		
MINREQ - 018	All System environments shall be within 2 releases of the latest version available from the Cloud Service Provider.		
MINREQ - 019	All Cloud Service Provider source code for the selected ITSM System shall be escrowed and available off site should it become necessary to reconstitute services from their primary and secondary service sites.		
MINREQ - 020	The System shall provide an online training manual which can be updated by the customer and the Cloud Service Provider (or its agent) shall provide train the trainer curriculum and instruction to the customer.		

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Vendor Responses:			
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	No		
Ref #	Criteria	Vendor Response	Comments
MINREQ - 021	The System must be cloud based and fully supported by vendor, or the most recent versions of Microsoft SQL Server and Oracle and the Microsoft Windows 2012R2 platform if on premises.		
MINREQ - 022	The System must support and be compatible with IE 9, Chrome, FireFox and Java 6.24 as well as newer versions of browsers and Java.		
MINREQ - 023	The System must be capable of sending out messages, reports, status updates and alerts via email and text messaging and configurable by type of notification and user preference.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS General System Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
GEN - 001	The System shall provide online self-help documentation, tutorials, and system documentation. Relevant Documents shall be refreshed with every System update.		
GEN - 002	The System shall provide rules-based automatic notifications to Users and User Groups including, but not limited to: -- Receipt of Customer Problem Reports -- change of status of the ticket		
GEN - 003	The System shall provide the ability for authorized Users to delegate workflow approval actions to other Users either indefinitely or for limited time periods.		
GEN - 004	The System shall provide unlimited levels of approval for transactions controlled by workflows.		
GEN - 005	The System shall allow Users to specify whether or not to provide e-mail notifications of pending approval actions.		
GEN - 006	The System shall provide control and monitoring functionality for workflow.		
GEN - 007	The System shall provide a debugging tool that can track the movement of s transactions through a workflow and report field values at any point in the workflow.		
GEN - 008	The System shall provide the capability to purge historical data from the System without impairing the data integrity of the System.		
GEN - 009	The System shall provide the ability to send alerts by text or e-mail based on field values, workflow events or System automated actions.		
GEN - 010	The System shall provide the ability to use configurable menus.		
GEN - 011	The System shall provide dynamic customizable menus based on prior selections.		
GEN - 012	The System shall provide the ability to configure the System to automatically prioritize tickets based on specified field values.		
GEN - 013	The System shall provide the ability for Customers to choose to receive alerts when their tickets change status.		
GEN - 014	The System shall provide the ability to input free text, screen captures, and file attachments for the recording of Incident descriptions, User/Customer attributes, and resolution activities.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS General System Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
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Ref #	Criteria	Vendor Response	Comments
GEN - 015	The System shall provide the ability to manage and maintain multiple assignments for each open Incident or Service Request. (ex. Multi-tasking un-related response teams for a single reported Incident.)		
GEN - 016	The System shall provide the ability to configurate multiple Dashboards for different purposes (management overview, Asset Management, statistics, etc.).		
GEN - 017	The system shall provide the ability to archive data periodically without breaking relationships and maintain information in a knowledge base related to incident and problem resolution and other related documentation		
GEN - 018	The System shall interact with Lync for customer chat sessions.		
GEN - 019	The System shall provide customizable tooltips to provide explanations of selectable fields.		
GEN - 020	The System shall provide the ability to configure access to and execute third party applications without leaving the system for purposes that include remote workstation diagnostics, device troubleshooting, network monitoring, etc.		
GEN - 021	The Vendor will supply a test environment that is kept either physically or logically separate from the production environment for the customer's use exclusively. This test environment will be used to provide the ability to develop and test workflows, reports, dashboards, interfaces with external inputs (such as email) and other functions as the use of the System matures within the customer's environment		
GEN - 022	The System will provide the capability for authorized individuals to populate a customizable calendar to support scheduling service desk, operations, vendors and other project support personnel; the information captured would indicate availability, location, and appropriate contact information (phone, email, etc.) during times of availability.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Incident Management Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
IM-001	The System shall provide the capability to link Incidents to Problems, Assets, SLAs, and Knowledge Base Articles.		
IM-002	The System shall provide the ability for a Customer to initiate an Incident on behalf of themselves or another Customer.		
IM-003	The System shall differentiate between an Incident and a Service Request.		
IM-004	The System shall provide the ability for the administrator and/or users to reactivate an Incident which has previously been set to a resolved status.		
IM-005	The System shall provide the ability to see a countdown time to identify how much time remains before an SLA is reached.		
IM-006	The System shall provide the ability to put an Incident on hold, stopping the countdown timer so that the time does not count against an SLA.		
IM-007	The System shall provide the ability to store and maintain alerting distribution lists based on Incident types.		
IM-008	The System shall provide the ability to notify Incident owners when the Problem associated with the Incident is resolved.		
IM-009	The System shall provide the ability for an automated Incident closure at a predetermined number of days after a ticket has entered a resolved status.		
IM-010	The System shall provide the ability to use configurable closure categorization codes upon Incident closure.		
IM-011	The System shall provide the ability to send and receive satisfaction surveys upon Incident closure.		
IM-012	The System shall provide the ability to route and assign Incidents to pre-defined Users or Groups.		
IM-013	The System shall provide the ability to restrict Incident or Service Request closing to specific User Groups.		
IM-014	The System shall provide the ability to link Incidents with Change Management and Configuration Items.		
IM-015	The System shall provide the ability to accept incident requests from Outlook (using an Outlook template) and acknowledge (via return email) that the ITSM has initiated an incident ticket.		

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AOC ITSM SaaS Incident Management Features

Vendor Responses:			
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	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
IM-016	The System shall provide the ability and flexibility, where desired, to interface with other vendor ticketing system to initiate an internal incident or task request, process internally and generate an incident update that is returned to the vendor ticketing system.		
IM-017	The System shall provide the ability to link Incidents with Change Management and Configuration Items.		
IM-018	The System shall support the use of business rules to accept input from a variety of external systems from within JIS (SCOM events, SCCM EP events, email, applications, SolarWinds, etc.), create incidents, and where appropriate, route the incident to the appropriate individual or group.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Problem Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
PM-001	The System shall provide the ability to automatically update the status of all related Incidents to a Problem upon updating the of status of the Problem.		
PM-002	The System shall provide the ability to associate Problem records with change records Configuration Items and Incident records.		
PM-003	The System shall provide the ability to open a Problem record using data from an Incident record.		
PM-004	The System shall provide the ability to track the total time spent by Users working on the Problem and the overall duration of the Problem.		
PM-005	The System shall provide the ability for Users and/or a subset of Users to assign impact and urgency codes to Problems.		
PM-006	The System shall provide the ability to link Problems to Incidents in order to provide visibility into Incidents caused by Problems, potential work arounds, and the impact of Problems on Customers.		
PM-007	The System shall provide the ability to route and assign Problems to pre-defined Users or Groups.		
PM-008	The System shall provide the ability to increase or decrease the severity or impact classification of a Problem according to the number of associated Incidents and/or the number of Customers affected.		
PM-009	The System shall provide the ability to document root cause analysis.		
PM-010	The System shall provide the ability to develop templates for recurring Problems.		
PM-011	The System shall provide the ability to restrict Problem closing to specific User Groups.		
PM-012	The System shall provide the ability to configure the distribution of periodic reports and/or emails to management/users related to the status of active and closed problems and/or incidents.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Reporting Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
R-001	The System shall provide the ability to create and utilize reports with User entered parameters.		
R-002	The System shall provide the ability to provide "drill down" capabilities on reports and dashboards.		
R-003	The System shall provide the ability to schedule reports and send them automatically to specified Users.		
R-004	The System shall provide the ability to provide real-time reporting via graphical and configurable dashboards.		
R-005	The System shall provide the capability for data visualization such as but not limited to dashboards containing pie charts, line graphs and other forms of graphical data display.		
R-006	The System shall provide inquiry and reporting capability for Asset items and Asset transactions by item number, serial number, location, dates, end of life, vendor, license #, etc.		
R-007	The System shall provide inquiry and reporting capability for Asset Items which have reached or are below the Order Point, or which are on back order.		
R-009	The System shall provide the ability to report on Asset usage and work history, both for individual asset items and for all asset items of a particular type.		
R-010	The System shall provide the ability to report on Assets previously assigned to a Customer or Customer Group or location or subnet.		
R-011	The System shall provide the ability to report on Incidents and Service Requests by Customer Attributes, including location, subnet, etc.		
R-012	The System must be able to provide administrative level reports that can be exported into an Office program such as Excel. Reports include - users and associated roles, transaction logs, audit logs, etc.		

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AOC ITSM SaaS Reporting Features

Vendor Responses:			
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	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
R-013	The System shall provide the ability to extract data based upon a variety of criteria (date, location, equipment type, vendor history, etc.) and produce a .xml file or other standard formatted file for use either standalone or input into another database to be used locally.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Self-Service Features**

Vendor Responses:

	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SS-001	The System shall provide the ability to associate Customers with specific Customer Groups and to customize information and self-service options according to their role or Customer Group.		
SS-002	The System shall provide the ability to integrate chat to support self-service usage between Customers and Users.		
SS-003	The System shall provide the ability to brand the self-service portal.		
SS-004	The System shall provide a bulletin board frame in the Customer Portal to display information about current major Problems, known errors, and work-arounds, outages and scheduled downtimes.		
SS-005	The System shall provide the ability to generate an automatic email acknowledgements to Customers following Customer submission of Incidents or Service Requests.		
SS-006	The System shall provide the ability for the Customer Portal to provide a "suggestion box" for soliciting feedback from Customers.		
SS-007	The System shall provide the ability for the administrator and/or users to reactivate an Incident which has previously been set to a resolved status.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Financial Management Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
FM-001	The System will provide the ability to record User activities duration of effort, and other costs associated with an Incident, Problem or Service Request.		
FM-002	The System will provide the ability to associate labor rates with Users to enable the System to calculate Time and Material costs for User labor.		
FM-003	The System will provide the ability to record Fixed Price costs for specific activities related to Incidents, Problems or Service Requests.		
FM-004	The System will provide the ability to support a variety of cost/time tracking methods (i.e., per Incident, Problem, Service Request, business unit, Customer Group, User Group etc.)		
FM-005	The System will provide the ability to support detailed price/cost modeling, to determine the cost structures for each Service.		
FM-006	The System shall provide the capability to provide a charge-back capability utilizing different rates and charge mechanisms for different Customer Groups.		
FM-007	The System shall provide the ability to generate and distribute cost reports for completed Incidents, Problems and Service Requests.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS ITAM (IT Asset Management) Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
ITAM-001	The System shall provide the ability to create workflows to support the Asset Item request and fulfillment process.		
ITAM-002	The System shall provide a graphical presentation of Asset hierarchy with drill-down capability.		
ITAM-003	The System shall provide a copy and change capability to create new Assets from existing Asset records (e.g., copier information from single vendor that will have different bar codes and other essential information).		
ITAM-004	The System shall provide a workflow to track cradle-to-grave asset usage, repair, and ownership history, transfers, complete Asset tracking paperwork of obsolete and disposed equipment (including documentation of sanitation of hard drives), and method(s) of disposal.		
ITAM-005	The System shall provide the ability to used automated tools (ex. Barcode reader, automated form, csv, etc.) to enter Asset data into the System.		
ITAM-006	The System shall provide the ability to automatically discover the inventory for all network and computing devices that are connected to the Maryland Judiciary networks (public and private), as well as installed software and software license information for devices connected.		
ITAM-007	The System shall provide the ability to monitor periodic automatic replenishment levels and send notifications when levels are reached.		
ITAM-008	The System shall provide the ability to create and store Configuration Items (CI) that store configuration information about a specific Asset item.		
ITAM-009	The System shall provide the ability to identify Asset Records by Owner, Asset Type, Serial Number, Asset Number and Asset Model number, location (Building and Room number)		
ITAM-010	The System shall provide the ability to enter and track initial asset cost, current value, depreciated value and asset retirement value (if required).		
ITAM-011	The System shall provide the ability to receive input from external systems (such as AOC's procurement system -PeopleSoft GEARS) and provide the ability to extract appropriate records and fields from the ITAM CMDB. The input records received would update appropriately targeted records in the ITAM Asset CMDB (such as purchase date, \$\$, etc.); the extracted records from the ITAM CMDB would update external application system information (e.g., provide Bar Code information matched against procurement documents).		
ITAM-012	The System shall provide the ability to distinguish access rights to data and asset tracking and input based upon the user's profile (e.g., District Court assets vs Circuit Court assets) as well as group administrators.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS ITAM (IT Asset Management) Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
ITAM-013	The System shall provide the ability to enter and maintain resource lists that are available to use to populate various data entry fields (e.g., employees, locations, manufacturers, suppliers, equipment types and categories and multi-layer sub-equipment types, etc.)		
ITAM-014	The System shall provide the ability to produce reports from both IT and Fixed assets (individually or combined) to meet reporting requirements and configurable to support required fill-in forms.		
ITAM-015	The System shall provide the ability to migrate data from existing platforms to populate the AM record base.		
ITAM-016	The System shall provide a work order request history and inquiry capability, repair procedure maintenance library, asset downtime tracking, configurable alerts and replacement tracking.		
ITAM-017	The System shall provide access to an online training and procedure manual as well as provide the ability for personnel to develop test scripts to demonstrate various scenarios and how the work is completed.		
ITAM-018	The System shall provide the ability, with the appropriate permissions, for a user to transfer assets from ITAM CMDB to FAM CMDB and vice versa.		
ITAM-019	The System, related to ITAM-011, shall provide the ability to receive files from AOC's procurement system to provide procurement information (date of purchase, cost, etc.) and/or enter procurement information directly into the asset record.		

Included in the reports section for the requirement:

R-013	The System shall provide the ability to extract data based upon a variety of selection criteria and parameters (date, location, equipment type, vendor history, etc.) and produce a .xml file or other standard formatted file for use either standalone or input into another database to be used locally.		
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Included in the Min Sys requirements

MINREQ - 013	The System shall provide a role-based identity management capability that has the ability to grant or restrict access to data at the record level based on user or group role and permissions.		
MINREQ - 011	The System shall also provide the ability to store, edit, delete, share, print and export reports in PDF, XML and CSV formats.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Fixed Asset Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
FAM-001	The System shall provide the ability to create workflows to support the Asset Item request and fulfillment process.		
FAM-002	The System shall provide a graphical presentation of Asset hierarchy with drill-down capability.		
FAM-003	The System shall provide a copy and change capability to create new Assets from existing Asset records (e.g., copier information from single vendor that will have different bar codes and other essential information).		
FAM-004	The System shall provide a workflow to track cradle-to-grave asset usage, repair, and ownership history, transfers, complete Asset tracking paperwork of obsolete and disposed equipment and method(s) of disposal.		
FAM-005	The System shall provide the ability to used automated tools (ex. Barcode reader, automated form, csv, etc.) to enter Asset data into the System.		
FAM-006	The System shall provide the ability to receive input from external systems (such as AOC's procurement system -PeopleSoft GEARS) and provide the ability to extract appropriate records and fields from the FAM CMDB. The input records received would update appropriately targeted records in the FAM (Fixed Asset) CMDB (such as purchase date, \$\$, etc.); the extracted records from the FAM CMDB would update external application system information (e.g., provide Bar Code information matched against procurement documents).		
FAM-007	The System shall provide the ability and option to monitor periodic automatic replenishment levels and send notifications when levels are reached.		
FAM-008	The System shall provide the ability to enter essential information to create and store fixed asset item records.		
FAM-009	The System shall provide the ability to identify Asset Records by Owner, Asset Type, Serial Number, Asset Number and Asset Model number, location (Building and Room number)		
FAM-010	The System shall provide the ability to enter and track initial asset cost, current value, depreciated value and asset retirement value (if required).		
FAM-011	The System, related to FAM-010, shall provide the ability to receive files from AOC's procurement system to provide procurement information (date of purchase, cost, etc.) and/or enter procurement information directly into the asset record.		
FAM-012	The System shall provide the ability to distinguish access rights to data and asset tracking and input based upon the user's profile (e.g., District Court assets vs Circuit Court assets) as well as group administrators.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Fixed Asset Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
FAM-013	The System shall provide the ability to enter and maintain resource lists that are available to use to populate various data entry fields (e.g., employees, locations, manufacturers, suppliers, equipment types and sub-equipment types, etc.)		
FAM-014	The System shall provide the ability to produce reports from both IT and Fixed assets (individually or combined) to meet reporting requirements and configurable to support required fill-in forms.		
FAM-015	The System shall provide the ability to migrate data from existing platforms to populate the AM record base.		
FAM-016	The System shall provide a work order request history and inquiry capability, repair procedure maintenance library, asset downtime tracking, configurable alerts and replacement tracking.		
FAM-017	The System shall provide access to an online training and procedure manual as well as provide the ability for personnel to develop test scripts to demonstrate various scenarios and how the work is completed.		
FAM-018	The System shall provide the ability, with the appropriate permissions, for a user to transfer assets from FAM CMDB to ITAM CMDB and vice versa.		

Included in the reports section for the requirement:

R-013	The System shall provide the ability to extract data based upon a variety of selection criteria and parameters (date, location, equipment type, vendor history, etc.) and produce a .xml file or other standard formatted file for use either standalone or input into another database to be used locally.		
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Included in the Min Sys requirements

MINREQ - 013	The System shall provide a role-based identity management capability that has the ability to grant or restrict access to data at the record level based on user or group role and permissions.		
MINREQ - 011	The System shall also provide the ability to store, edit, delete, share, print and export reports in PDF, XML and CSV formats.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Service Level Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SL-001	The System shall provide the ability to link SLAs to business units, departments, vendors, applications or service.		
SL-002	The System shall provide the ability to maintain historical data and information on SLA Performance.		
SL-003	The System shall provide the ability to provide a dashboard view to User selected SLA performance data in order to measure request fulfillment against targets.		
SL-004	The System shall provide the ability to establish SLAs for different Customer Groups, vendors, applications or service.		
SL-005	The System shall provide the ability to schedule SLA review cycles and renewals		
SL-006	The System shall provide the ability to manage and monitor SLA's to measure performance metrics of Users and User Groups, vendors, applications or service.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Knowledge Base Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
KB-001	The System shall provide the ability to launch Knowledge Base searches based on key search terms and by Full Text search.		
KB-002	The System shall provide the ability to automatically populate a Knowledge Base article based on an Incident.		
KB-003	The System shall provide the ability to support role-based Knowledge Base searches (i.e., a User in a technical role can access either technical-facing or Customer-facing articles).		
KB-004	The System shall provide the ability to manage the full life cycle of knowledge article submission (e.g., submission, editing, review, approval, publishing, usage monitoring)		
KB-005	The System shall provide the ability for the System's Knowledge Base to search other external knowledge bases.		
KB-006	The System shall provide the ability to allow feedback to rate/score content for usefulness related to the inquiry.		
KB-007	The System shall provide the ability to publish Frequently Asked Questions (FAQ's) and supporting reference documents.		
KB-008	The System shall provide the ability to use parameters such as date and/or subject matter to help manage the content of the Knowledge Base so that old information can be both archived and purge outdated materials.		
KB-009	The System shall have the flexibility to integrate with Incident and Problem Management to provide most relevant content to assist in resolution and support.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Service Catalog Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SC-001	The System shall provide the ability to organize services into logical groupings or hierarchical structures.		
SC-002	The System shall provide the ability to provide User training information regarding the Service Catalog (for example: access instructions, navigating the service catalog instructions).		
SC-003	The System shall provide the ability to create and publish service offerings with descriptions, and service levels.		
SC-004	The System shall provide the ability to customize service definition templates and pre-packaged Service Catalog content.		
SC-005	The System shall provide the ability for the service catalog to display services based on Customer and User Groups.		
SC-006	The System shall provide the ability to find services via a full text search engine.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Configuration Management Database Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
CMDB-001	The System shall provide the ability to capture (or update) equipment configuration information of the topology, infrastructure and end user equipment that includes OS versions, IP address, installed software and version numbers (and licenses as applicable), and other equipment environmental information.		
CMDB-002	The System shall provide the ability to capture changes made in the environment, maintain a history of changes made and provide reports (via traceability logs, other reporting and notification options).		
CMDB-003	The System shall provide the ability to select data elements to be captured in the CMDB based upon component type or by categories of equipment.		
CMDB-004	The System shall provide the ability to accept updates from other sources (such as procurement system, SMS vendors, Asset Management bar codes/disposition transactions, etc.).		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Change Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
CM-001	The System shall provide configurable templates and workflows for emergency, normal and pre-approved Change Management Requests for Change (RFC).		
CM-002	The System shall provide the ability to document back-out procedures, installation and turnover documents within the Change Order (CO).		
CM-003	The System shall provide the ability to link post implementation Incidents and Problems to an implemented Change Request.		
CM-004	The System shall provided the ability to provide role-based assignment and management of RFCs.		
CM-005	The System shall provide the ability to provide a customizable calendar of scheduled Change Requests and Forward Schedule of Change.		
CM-006	The System shall provide the ability to allow scheduling of recurring maintenance and updates.		
CM-007	The System shall provide the ability to open an Incident/Problem/known error and automatically populate an RFC.		
CM-008	The System shall provide automated notification of Users and User Groups when an RFC is updated.		
CM-009	The System shall provide the ability to use different work flows depending on urgency.		
CM-010	The System shall provide the ability to use an existing Change Request (or create a Change Request) as a template for a new Change Request.		
CM-011	The System shall provide the ability to forward approved RFC's to the User or User Groups responsible for Release Management and deployment.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Release Management Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
RM-001	The System shall provide the ability to capture releases made in the environment, maintain a history of releases made and provide reports (via traceability logs, other reporting and notification options).		
RM-002	The System shall provide a calendar scheduling tool to view all scheduled releases and maintenance updates and assist in flagging potential conflicts with other changes scheduled to the environment.		
RM-003	The System shall update the CMDB with the updated release and maintenance update information and maintain a history for review.		
RM-004	The System shall provide the ability to document back-out procedures, installation and turnover documents within the Change Order (CO).		
RM-005	The System shall provide the ability to link post implementation Incidents and Problems to an implemented Change Request.		
RM-006	The System shall provided the ability to provide role-based assignment and management of RFCs.		
RM-007	The System shall provide the ability to provide a customizable calendar of scheduled Change Requests and Forward Schedule of Change.		
RM-008	The System shall provide the ability to allow scheduling of recurring maintenance and updates.		
RM-009	The System shall provide the ability to use different work flows depending on urgency.		
RM-010	The System shall provide the ability to forward approved RFC's to the User or User Groups responsible for Release Management and deployment.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS System Administration Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SA-001	The System shall provide the ability to add Users and Customers to the System.		
SA-002	The System shall provide the ability to edit User and Customer profile information on the System.		
SA-003	The System shall provide the ability to disable User and Customer accounts on the System.		
SA-004	The System shall provide the ability to delete User and Customer accounts from the System. Data integrity will be maintained when Users or Customers are deleted from the system.		
SA-005	The System shall provide the ability to modify User and Customer access and group attributes on the System.		
SA-006	The System shall provide the ability to bulk-load data into the System		
SA-007	The System shall include a self service password reset capability for Customers with local User/password accounts.		
SA-008	The SaaS provider shall provide the documentation that demonstrates their ability to ensure that data storage (on/off site), backup/restore procedures, Disaster Recovery process and records retention requirements follow industry best practices.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Security Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SEC-001	The System shall provide the ability to secure and protect individual's Personal Identifiable Information (PII) in accordance with NIST SP 800-144 Guidelines on Security and Privacy in Public Cloud Computing and NIST SP 800-122 Guide to Protecting the Confidentiality of Personally Identifiable Information (PII) and Maryland Judiciary Information Security Policy (ISP)		
SEC-002	The System shall have a customizable capability to log all transactions in the System including those performed by Users, Customers and System administrators.		
SEC-003	The System shall provide the capability to automatically deactivate a User logon id after a configurable period of inactivity.		
SEC-004	The System shall provide the ability to use an electronic signature to approve transactions in the System.		
SEC-005	The System shall not store passwords on the System except in a hashed configuration.		
SEC-006	The System shall ensure that access to data files and programs will be limited to those individuals authorized to view, process, or maintain particular systems. The principles of least access, separation of functions, and need to know will be applied in the determination of user authorizations. Each user of an information resource that can be accessed by multiple users will be assigned a unique user identifier or username and password.		
SEC-007	The System will ensure that a user will be allowed to manipulate data only in constrained ways, which are designed to preserve or ensure the integrity of the data and the process.		
SEC-008	The System will capture and create audit logs to ensure transactions are date/time stamped along with who made the transaction.		
SEC-009	The System will protect the integrity of business functions that are susceptible to fraudulent activities or other unauthorized activity, and must ensure through roles adequate separation of functions for controlled execution.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Security Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SEC-010	The System will evoke user identification through authentication before the system grants the user access to information available through that system.		
SEC-011	The System will support transaction controls and ensure that the user identifier is traceable to the user for the lifetime of the records and reports in which they appear. The System will create and retain audit logs to ensure transactions are date/time stamped along with who made the transaction.		
SEC-012	In support of the System, any contracts for programming work by outside personnel will indicate ownership of all rights to the software and associated documentation and contracts with vendors of licensed or proprietary software will clearly define the limits of use of the software.		
SEC-013	The System, for all passwords, permissions, access/user IDs, transaction and audit logs, must store and/or transmit that information in a secure and encrypted fashion.		
SEC-014	In addition to System start-up and shutdown times, transaction history journals for critical or confidential information should log the following at a minimum: Update transactions, Date, time of activity, User identification, Sign-on and sign-off activity, and Confidential display transactions.		
SEC-015	The System will maintain a sufficient history of transactions for each session involving access to critical or confidential information to permit an audit of the system by tracing the activities of individuals through the system.		
SEC-016	The System will encrypt passwords when electronically stored or e-mailed; the System will never use clear text.		
SEC-017	The System will mandate the use of strong and complex passwords in compliance with JIS password policies.		
SEC-018	The System will mandate that all user-level passwords are changed at JIS defined minimal intervals.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Security Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SEC-019	The System will provide protections to ensure data comes from the appropriate source for the intended use. The System will provide controls will be established to ensure the accuracy and completeness of data. Examples of controls are: parity checks, control totals, selected field verification, time stamps and sequence numbering, reconcile data submitted against data processed and returned, batch log of data submitted for processing, and encryption of stored data.		
SEC-020	The System will provide the ability owners of the data to establish transaction controls commensurate with the value of information being maintained in the system. design, implementation, operation, maintenance and use of system acting as a check upon each other; If related to financial data, are transactions recorded, along with the user identification, in order to track responsibility of each transaction.		
SEC-021	The System will provide capabilities to define access rights to data and programs based on specific job requirements of users as well as data processing organizations; separation of responsibilities to prevent a single individual from violating the protection mechanisms of the system; not allowing information processing personnel to originate or authenticate transactions; separate responsibilities of development, testing, and maintenance; and restrict programmers and analysts from having unlimited access to programs and data files used for production runs.		
SEC-022	The System and vendor will supply a test environment will be kept either physically or logically separate from the production environment. Copies of production data will not be used for vendor testing unless the data has been desensitized or unless all personnel involved in testing is otherwise authorized access to the data.		
SEC-023	All System changes, patches and upgrades will be approved before implementation to determine whether they have been authorized, tested, and documented. All change management processes are to be documented and conveyed to the customer to ensure program changes are tested and approved before production		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Security Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SEC-024	The owner of applications containing non-critical or non-confidential data will likewise establish criteria for access and user validation, particularly on systems authorized for public use. Network access to an application containing critical or confidential data, and data sharing between applications, will be as authorized by the application owners and will require user authentication validation.		
SEC-025	The System will provide the capability that while data is in transit, information which is confidential or contains PII will be encrypted if pending stations, receiving station, terminals, and relay points are not all under Judiciary control.		
SEC-026	The System will support the customer's preferences and guidelines for determining what information must be backed up, in what form, and how often, in consultation with the IT department. Data and software essential to the continued operation of critical agency functions will be backed up. The security controls over the backup resources will be as stringent as the protection required of the primary resources. Are backup procedures and schedules incorporated into the planning, based on the value of the information?		
SEC-027	The Vendor will provide a System with a backup recovery plan for each application as part of the agency overall COOP business recovery plan. All critical information resource functions crucial to the continuity of governmental operations should have written and cost-effective disaster recovery plans to provide for the prompt and effective recovery of these critical functions after a disaster has occurred. Are backup tapes or other media scheduled and recovery plans drafted specific to the needs of the application such that it could be fully recovered and brought back into production		
SEC-028	If the System requires that new hardware systems are bought to support the application, all security configurations set and adequate on the system, to ensure hosted applications are not compromised.		

AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X

AOC ITSM SaaS Security Features

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
SEC-029	The System will support the computer security needs as part of the Information Systems Development Methodology (ISDM) when developing new or making modifications to existing applications if the system or data affected by these applications must be protected from accidental or malicious access, use, <u>modification, destruction, or disclosure.</u>		
SEC-030	The System will ensure the privacy, confidentiality, security, and integrity of the data to the satisfaction of the audience and legal authorities.		
SEC-031	The System and Vendor, when new development requires services and other computer hardware, must ensure that virus protection is applied and maintained to the hosting system.		
SEC-032	The System will enable Audit Features all the time. The audit log captures the following: repeated failed login attempts, unusual processes run by users, unauthorized attempts to access restricted files, processes that are run at unexpected times, processes that terminate prematurely, unusual processes, <u>unexpected shutdowns, and unexpected reboots.</u>		
SEC-033	The System will provide an application that acts as an administrator account and monitors failed attempts to login. Those accounts should be locked out after a set number of JIS defined failed logins, to prevent brute force attempts to obtain access. The user is also locked out after JIS defined intervals.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Discovery and Network Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
DNET-001	The System shall provide agentless monitoring and discovery of infrastructure and computing components and installed software, operating systems, licensing, etc. in the AOC environment and populating and/or verifying the information contained in the CMDB		
DNET-002	The System shall provide the ability to interface with a variety of third party network monitoring tools used by AOC to include but not limited to SolarWinds, etc. to provide component level status indicators for availability and process alerts.		
DNET-003	The System shall provide the ability to automatically discover equipment that is disconnected and connected to the infrastructure and capture SNMP, MIB and other standards based information to provide alerts and configuraton informaton for notification and service status indicators.		

**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Resource Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
RES-001	The System shall provide the ability to access the list personnel resources from AD to be used for assigning various tasks and projects from within the various ITSM modules, including the Portfolio Management module.		
RES-002	The System shall use the permissions based upon AD profiles access rights to assign (or reassign) various tasks mentioned in RES-001 to a single resource, multiple resources or a group of resources as applicable.		
RES-003	The System shall provide the ability to track and report on tasks based upon date of assignment, projected start date, actual start date, % complete, completion date, re-assignment date and include various notes and other comments made by the assigned task owner(s) concerning the steps and technical actions taken to complete the task.		
RES-004	The System shall provide the ability for assigned users to update key information components of tasks and projects such as status (open, delayed based upon other priorities, waiting for further information, in technical review, referred to other resources, closed), actual start date, projected completion date, other resources required (included personnel listed from AD, vendors and other sources of information) and other notes and technical actions taken related to the specific task assigned.		
RES-005	The System shall provide the ability to create and customize a resource calendar that can be populated from the resource utilization information to provide graphic and report summaries [by numbers of tasks, hours, time to complete (past and future) and other metrics) for the current work (tasks from other ITSM modules as well as Portfolio Management) assigned by individual or group.		
RES-006	The System shall provide the capability to define available time by AD entry and reconcile and track time availability of resources (individuals and groups) to report on utilization, over commitment and availability for assignments.		

Related General Requirement

GEN - 022	The System will provide the capability for authorized individuals to populate a customizable calendar to support scheduling service desk, operations, vendors and other project support personnel; the information captured would indicate availability, location, and appropriate contact information (phone, email, etc.) during times of availability.		
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**AOC IT SERVICE MGMT (ITSM) (SAAS) ATTACHMENT X
AOC ITSM SaaS Portfolio Management Features**

Vendor Responses:			
	OB - Out of Box	TP - Third Party without cost	
	CW - Configuration with Cost	NM - Not Met	
	CO - Configuration without Cost	FR - Future Release	
Ref #	Criteria	Vendor Response	Comments
POR-001	The System shall provide an authorized user the ability to enter projects, its associated tasks (pre-defined defined or custom project steps required to support the scope of a project), description for project scope and tasks within a project (in free text mode), due dates of projects and associated tasks, projected hours to complete each task (or at the project level), and assign projects and/or specific tasks within projects to resources (individuals or groups) who are included in		
POR-002	The System shall provide the ability to configure and maintain a table of standard task definitions that are used for projects (with defaults to selected ones for all tasks entered).		
POR-003	The System shall provide for the authorized and/or assigned project manager the ability to edit tasks and related information for a project.		
POR-004	The System shall provide the ability to develop adhoc reports on specific project activity as well as provide aggregate statistics concerning project information.		

Related General Requirement

GEN - 022	The System will provide the capability for authorized individuals to populate a customizable calendar to support scheduling service desk, operations, vendors and other project support personnel; the information captured would indicate availability, location, and appropriate contact information (phone, email, etc.) during times of availability.		
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