

Agilysys..

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HP Service Manager Jumpstarts Service Brief For City of Columbus

Version: 1
Revision Date: 11/5/10

Scope of Work

The purpose of this document is to identify scope of work, provide detailed description of the service and provide a price quotation for the service.

Project Overview

Agilysys Technology Solutions Group (TSG) Professional Services (PS) has been asked to implement Service Management Jumpstarts for the City of Columbus.

The Service Manager Jumpstart package allows customers to deploy a basic out of the box version of Service Manager 9.20 in a rapid, cost effective manner.

Tasks and Deliverables Identification

The following sections identify key task areas provided as part of this service delivery.

Project Management

Agilysys will provide project administration, and coordination for Agilysys and the City of Columbus activities described in this Statement of Work. The project manager is present throughout all phases of work to make sure that task plans are carried out, that the deliverables will satisfy the needs of subsequent work phases, and that there is good coordination among members of the core team and extended-team members such as the City of Columbus SMEs.

TASKS

- Agilysys will establish a framework for project communications, reporting, procedural and contractual activity. During this activity, the assigned Project Manager will:
 - Have overall responsibility and accountability for completion of project deliverables, and for customer satisfaction.
 - Maintain primary channel of communications with the City of Columbus project team.
 - Develop, maintain, and track the project plan. Evaluate progress against plan and take/recommend corrective action where indicated. Develop or update the work plan for subsequent phases of the project.
 - Provide regular project status updates to the City of Columbus project leader.
 - Meet with the City of Columbus project leader to review progress and discuss issues.
 - Establish with the City of Columbus project leader and administer the Project Change Control Process.
 - Coordinate and manage the activities of Agilysys project personnel
 - Have primary responsibility, and first line of customer contact, for resolution of issues regarding the project.

DELIVERABLES

- Project schedule updated to reflect current status
- Status report on a weekly basis
- Issue Log updated to reflect current status
- Project change requests
- Deliverable Acceptance documents

Project Inception

The purpose of the Inception Phase is to ensure that both parties have a thorough understanding of the project's scope, objectives, and administration. In addition, a project plan will be developed and agreed upon. The overall strategy is to provide City of Columbus with services to establish and document functional requirements, associated design and testing strategy.

Estimated Duration: Two (2) Weeks

TASKS

- Coordinating a kick-off meeting to define roles and responsibilities and review SOW
- Facilitate one (1) workshop discussing:
 - Environment
 - Processes
 - Integrations
 - Reporting
 - Testing
 - Training
- Document requirements and design
- Document testing requirements
- Prioritize requirements to fit budget and schedule
- Develop detailed project schedule for Elaboration/Construction and Transition Phases
- Review project budget and revise if required
- Project Management including the documentation of project plan, project status, action items/issues, and the facilitation of a weekly status meeting

CITY OF COLUMBUS TASKS

- Assemble project team based on project roles
- Schedule kickoff meeting
- Provide contact information for project team
- Name main point-of contacts for each integration
- Attend requirements meetings
- Review requirements and design documentation
- Signoff on the requirements and design documentation

DELIVERABLES

- Project Plan including Communication Plan
- Requirements document
- Traceability Matrix
- Testing Strategy/Plan
- Infrastructure set-up to be provided by City of Columbus

Construction

Based on City of Columbus requirements, the Construction Phase focuses on activities required to build and promote an HP Service Manager interface into the integration and user acceptance testing (UAT) environment. Prototype Reviews, and Unit and Integration Testing are conducted in this phase to ensure that a screen, script and/or workflow functions 1) as an isolated unit and 2) in an integrated environment.

Estimated Duration: Nine (9) Weeks

TASKS

- Install HP Service Manager on each environment
- Configure Service Manager per detailed business requirements
- Quality Assurance for system and unit testing
- One (1) Prototype Review
- Up to four (4) four (4) hour knowledge transfer sessions
- Project Management including the documentation of project status, action items/issues, testing items, and the facilitation of a biweekly status meeting

CITY OF COLUMBUS TASKS

- Establish server hardware for all environments (Dev, Test, Prod)

- Create all databases and perform database administration tasks
- Deploy database clients
- Install required third party software including anti-virus, backup software and application servers (ex. WebSphere)
- Participate in prototype reviews

DELIVERABLES

- Configure HP Service Manager UAT environment on City of Columbus network

Transition

The Transition Phase begins with formal User Acceptance Testing. UAT allows a select group of users to test against City of Columbus' requirements for usability, visual accuracy, and process conformity. Based on the results obtained during UAT, the solution is deployed to a production environment.

Agilysys will provide administrative training. The training will enable City of Columbus system administrators to efficiently utilize the system.

Estimated Duration: Five (5) Weeks

TASKS

- Finalize deployment guide
- Deploy customized build to test environment
- Review and consult regarding UAT scripts
- Maintain defect log
- Resolve defects found within scope
- Provide clarification for testers where needed
- Conduct UAT training review
- Assist with deployment of accepted components from test to production environment.
- Provide forty (40) hours of post-production support over a one month period. Additional support is available via Change Order and/or HP Support Services.
- Project Management including the documentation of project status, action items/issues, and the facilitation of a biweekly status meeting

CITY OF COLUMBUS TASKS

- Write UAT scripts
- Perform user testing
- Report testing results
- Perform pre-testing of production prior to use
- Any type of performance testing to ensure infrastructure stability
- Prepare for Post-Production support.

DELIVERABLES

- Deployment guide
- Custom build deployed to Production environment
- Defect log
- System configuration audit log
- System configuration document
- Administrative training reviews

Project Closure

To conclude service delivery a final review will be performed to ensure all service deliverable are complete.

TASKS

- Confirm all service deliverables are complete

DELIVERABLES

- Completion of task above

Solution Scope and Exclusions

This Service Brief assumes the following configurations and quantities will apply to this project:

Service Scope:

Service Desk Implementation Services (Jumpstart Package)

- Installation of Service Manager 9.20 Service Desk Module
- Configure Employee Self Service with minor tailoring of screen formats
- Configure the following e-mail notifications
 - Call Ticket Open Notification to Customer
 - Call Ticket Close Notification to Customer
- Configure process for tracking first call resolution on all tickets

Incident Management Implementation Services (Jumpstart Package)

- Installation of Service Manager 9.20 Incident Management Module
- Configure the three (3) tier category structure with 5 categories, 10 areas and 10 subareas
- Configure up to five (5) business services with their corresponding assignment groups
- Configure the following e-mail notifications
 - Incident Ticket Open Notification to Assignment Group
 - Reassignment for group notification
 - Ticket Status set to Pending Third Party Vendor
- Configure up to four (4) deadline alert notifications
- Setup up to ten (10) assignment groups

Problem Management Implementation Services (Jumpstart Package)

- Installation of Service Manager 9.20 Problem Management Module
- Configure the three (3) tier category structure with 5 categories, 10 areas and 10 subareas
- Configure the following e-mail notifications
 - Problem Ticket Open Notification to Assignment Group
 - Problem Ticket Resolved to Appropriate Parties
- Setup up to ten (10) assignment groups

Configuration Management Implementation Services (Jumpstart Package)

- Installation of Service Manager 9.20 Configuration Management Module
- Integrate the module to the HP UCMDB product
- Configure up to five (5) device types
- Configure up to ten (10) additional device attributes to be shared with UCMDB
- Configure the following e-mail notifications
 - Device Out of Service to All Subscribers
 - Device Online to all Subscribers
- Setup up to five (5) support groups

Change Management Implementation Services (Jumpstart Package)

- Installation of Service Manager 9.20 Change Management Module
- Utilizes Agilysys' Best Practice Change Model (BPChM)

- Provide functionality that allows changes to be related to releases
- Integrate to HP Release Control Product

Release Control Implementation Services

- Project team will design, implement and deploy the following modules
 - Release Control Analyst (RCA)
 - Integrated to HP UCMDB
 - Integrated to HP SM

UCMDB Implementation Services (Jumpstart Package)

- Project team will design, implement and deploy the HP UCMDB Product
 - Integration to HP Release Control
 - Integration to HP SM
 - Configuration of up to five (5) device types
 - Addition of up to ten (10) attributes per device type
 - Discovery of up to 10 subnets
 - Mapping of up to two (2) applications

General Integration Services (Jumpstart Package)

- Integrate with the City of Columbus' Active Directory server via LDAP for user authentication
- Integrate to Operations Manager to allow for the creation of incidents in Service Manager when operational alerts are received via email

General Infrastructure Services (Jumpstart Package)

- Assess City of Columbus' infrastructure to determine that it is configured in accordance with HP sizing recommendations and compatibility matrices
- Install and configure web and application tiers on City of Columbus' Apache/Tomcat infrastructure

General Training Services (Jumpstart Package)

- Perform three (3) four (4) hour knowledge transfer sessions with City of Columbus' administrative users. This will include assistance with final deployment to production.

Other Assumptions:

- The service is delivered during standard business hours. (8:00 AM to 5:30 PM Monday through Friday, excluding holidays)
- City of Columbus will provide user ID parameters, passwords, required IP addresses and other related information, which is required to complete this service.
- All servers are at a supported OS level
- City of Columbus has required software licenses and installation media
- City of Columbus planned solution meets vendor supportability requirements as Agilysys cannot install an unsupported solution
- City of Columbus will ensure successful backups have been performed of all existing systems included in this service delivery prior to work being performed on these systems by Agilysys.
- Delays due to existing environment (hardware and/or software) issues, product availability, and facility access are subject to change orders as for additional time.
- Agilysys is not responsible for product related defects and assumes that bugs in manufacturer software, hardware, and specifications are the responsibility of that manufacturer
- City of Columbus's existing environment to be configured currently meets minimum supportability requirements for the planned solution. Any changes required to existing infrastructure components, including patch and/or reconfiguration would require a Change Order for additional time.

- Agilysys consultants have the right to decline and/or escalate to the Agilysys Project Manager any service requests that fall outside the scope of this document.
- A standard document template will be utilized for this service delivery. Any additional or extended documentation requests would require a change order.
- Whenever possible, the majority of the work will be performed off-site. City of Columbus will provide remote access to the Agilysys consultant for agreed upon remote delivery activities
- The engagement will begin on a mutually acceptable date. Agilysys typically requires two (2) weeks advance notice to schedule the on-site visit.
- Physical hardware installation and cabling (network, SAN, etc) will be performed prior to Agilysys arrival onsite
- Agilysys is responsible for performing only the Services described in this document. All other services are considered outside the scope.
- The HP SM/RC/UCMDB clients, servers and web programs will be installed on an Intel platform.

City of Columbus will:

- Provide remote access via VPN will be provided for work off-site.
- Provide technical support for the RDBMS, database, web and server administration
- Agilysys is not responsible for HP product defects. The City of Columbus will manage all HP product defects directly with HP. Agilysys is not responsible for resolving bugs identified as those belonging to the commercial off the shelf (COTS) application. Agilysys, at the City of Columbus' request and under the direction of an executed Project Change Request (PCR), will coordinate resolution with the COTS vendor. Please refer to Appendix B.
- Be responsible for hardware and infrastructure associated with this software implementation. The City of Columbus technical staff is responsible for ensuring that hardware and infrastructure is properly installed and tested prior to beginning of the warranty period. Agilysys is not responsible for any delays associated with hardware and infrastructure set-up and both parties understand that hardware and infrastructure set-up delays may affect the project timetable.
- Be responsible for ensuring that all installed software and infrastructure components comply with the compatibility matrix for the HP products that are being deployed. Should the customer wish to use a non-supported third-party product or hardware component, Agilysys will require details in writing from HP that they will support the configuration.
- Backup procedures and devices exist in the City of Columbus' current infrastructure. City of Columbus will utilize the backup devices for backing up databases, software components, software systems and other project deliverables throughout the implementation.
- For data integrations/migrations/imports, be responsible for providing accurate data in the appropriate form. Agilysys will not be responsible for the accuracy of the data provided in the import. Any delays associated with this may result in a "Loss of Time" Project Change Request (PCR).
- Be responsible for all user acceptance testing. This includes the development of user acceptance test scripts, execution of the test scripts and maintenance and prioritization of the UAT issues list. Agilysys will not support UAT operations unless specifically noted in this SOW. Agilysys will review and respond to the UAT issues list on a regular basis and correct Agilysys specific defects found during UAT as detailed on this list.
- Unless specifically noted in this SOW, be responsible for any performance, load or stress testing that the customer requires as part of their release management process.

This service can be further customized as needed to meet specific City of Columbus needs. A custom Statement of Work (SOW) is required to purchase this service and will be generated using the content listed in this Service Brief once approved by City of Columbus.

All Agilysys TSG PS service offerings are governed by standard Terms & Conditions. These Terms & Conditions will be provided as part of the Statement of Work.

Delivery Location

The project location is Columbus, OH. Whenever possible, Linium will work offsite to reduce travel costs.

Fees


Fees identified in this Service Brief are Time and Materials based and are estimated based on information currently available. Actual duration and cost of the Service could vary if any changes to this Service Brief are required.

Expenses will be billed at actual cost incurred by Agilysys.

Services will be billed as time and materials using the following rates:

Role	Hourly Rate
Project Manager (PM)	\$160.00
Principal Consultant (PC)	\$195.00
Senior Consultant (SC)	\$180.00
Technical Writer (TW)	\$110.00

Project Totals			
Deliverables	Role	Hours	Cost
Inception	PM	12	\$1,920
	PC	80	\$15,600
	SC	8	\$1,440
	TW	40	\$4,400
	Estimated Total		
Elaboration/Construction Phase	PM	72	\$11,520
	PC	40	\$7,800
	SC	360	\$64,800
	TW	80	\$8,800
	Estimated Total		
Transition Phase	PM	40	\$6,400
	PC	13	\$2,535
	SC	200	\$36,000
	TW	120	\$13,200

	Estimated Total	\$58,135
Total Estimated Level of Effort		\$174,415
		

This price estimate is valid for 60 days from 'Revision Date' listed on page 1 of this document.

This timeline for services in this proposal are subject to change upon acceptance of this proposal and further refinement of project scope and schedule with the City of Columbus. Agilysys can accommodate a January 1, 2011 project start provided all required contract agreements are completed prior to that date. This project is estimated at sixteen (16) weeks for deployment.