

Integrated Services Platform – Client Decision Rights / OLA's



Agencies

Platform Relationship Organization – Relational



SAIC is VITA's Multi-sourcing Service Integrator (MSI)



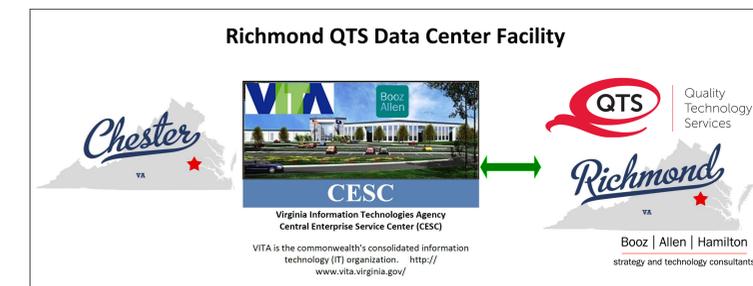
SAIC's Cloud Broker Services and SAIC's Service Catalog

Operationalizes the CoV CIO's vision and integrates with SAIC's Service Catalog and Cloud Broker services to provide orchestration and automation functionality.

Governance OCM Enterprise Architecture SAIC SLM Project Bureau PMO	Auto Discovery ~ CMDB ~ Asset Management ITSM & CMP Automation ~ Orchestration ~ Provisioning	Reporting and Analytics Power BI ODS Power BI		Public Cloud (IaaS+) AWS Azure DR (Burst-Out, Burst-to-Cloud) Microsoft Azure	
	Directory Services MF Authentication Security Device Management IAM Certificate Authority Security Audit	Application Services CGI A I S Network		Amazon Web Services™ Private Cloud / Co-Lo DC's IaaS Server / Storage / Network Convergence / Resilience Scalable / PkX	
	Managed Security Services NORTHROP GRUMMAN Policy Management SOC SIEM Vulnerability Management Compliance Management	End-user Computing Services NORTHROP GRUMMAN Messaging Services TEMPUSSOFT	Mainframe Services DXC.technology	Enterprise Computing Services Monitoring Server (Windows, Linux, Unix) Storage (SAN, NAS) Backup and Recovery Active Directory (AD) Services Databases (Oracle, SQL) Middleware Citrix Job Scheduling Disaster Recovery (DR) Capacity Management CGI CITRIX A I S Network	Data Center Network Management Monitoring DC LAN Management Wi-fi Management VPN IP Addressing WAN Encryption solarwinds BLUECAT Solarwinds Bluecat Native Tools
	3 rd Parties Carriers; OEMs; Other	Other Retained Services		Retained Tools Smart Hands Security / Access Control Facility Management	

company badged client-site engineer team assigned to VITA.

Peppermint Company



Reference 1: RFP-2017-04 Executive Summary Response; COBIT to be embraced because of the realization that Cloud, SaaS, and BYOD are business decisions – not IT decisions. COBIT is broader than ITIL in its scope of coverage. ITIL focuses on ITSM providing more in-depth guidance through the five stages of the service life cycle. Intent of the RFP No. 2017-04 is to transition current data center and service in-place and then transition to trends and innovations in Data Center Management, Cloud Services, Consumption Based Services, Identity Management, and Software as a Service (SaaS).

PURPOSE: To depict the solution identified from the solution and pricing response to the Server, Storage, and Data Center Services RFP 2017-04.

COBIT 5 Processes

Governance			
Monitor, Evaluate, Direct (EDM)			
1. Ensure Governance Framework Setting and Maintenance		4. Ensure Resource Optimization	
2. Ensure Benefits Delivery		5. Ensure Stakeholder Transparency	
3. Ensure Risk Optimization			
Management			
Align, Plan, Organize (APO)	Build, Acquire, Implement (BAI)	Deliver, Service, Support (DSS)	Measure, Evaluate, Assess (MEA)
1. Manage the IT Management Framework 2. Manage Strategy 3. Manage Enterprise Architecture 4. Manage Innovation 5. Manage Portfolio 6. Manage Budget and Costs 7. Manage Human Resources 8. Manage Relationships 9. Manage Service Agreements 10. Manage Suppliers 11. Manage Quality 12. Manage Risk 13. Manage Security	1. Manage Programs and Projects 2. Manage Requirements Definition 3. Manage Solutions Identification and Build 4. Manage Availability and Capacity 5. Manage Organizational Change Enablement (Change management) 6. Manage Changes 7. Manage Change Acceptance and Transitioning 8. Manage Knowledge 9. Manage Assets 10. Manage Configuration	1. Manage Operations 2. Manage Service Requests and Incidents 3. Manage Problems 4. Manage Continuity 5. Manage Security Services 6. Manage Business Process Controls	1. Monitor, Evaluate and Assess Performance and Conformance 2. Monitor, Evaluate and Assess the System of Internal Control 3. Monitor, Evaluate and Assess Compliance with External Requirements
Area	Domain	Process	

ITIL 3 Processes

Service Strategy (Portfolio)	Service Design (Product Management)	Service Transition (Development)	Service Operation (Support)	Continual Service Improvement (Quality)
1. Strategy Management for IT Services 2. Service Portfolio Management 3. Demand Management 4. Financial Management for IT Services 5. Business Relationships Management	1. Design Coordination 2. Service Catalogue Management 3. Service Level Management 4. Risk Management 5. Capacity Management 6. Availability Management 7. IT Service Continuity Management 8. Information Security Management 9. Compliance Management 10. Architecture Management 11. Supplier Management	1. Change Management 2. Change Evaluation 3. Project Management (Transition Planning and Support) 4. Application Development 5. Release and Deployment Management 6. Service Validation and Testing 7. Service Asset and Configuration Management 8. Knowledge Management	1. Event Management 2. Incident Management 3. Request Fulfillment 4. Access Management 5. Problem Management 6. IT Operations Control 7. Facilities Management 8. Application Management 9. Technical Management	1. Service Review 2. Process Evaluation 3. Definition of CSI Initiatives 4. Monitoring of CSI Initiatives
Stage	Process			

Process Comparison

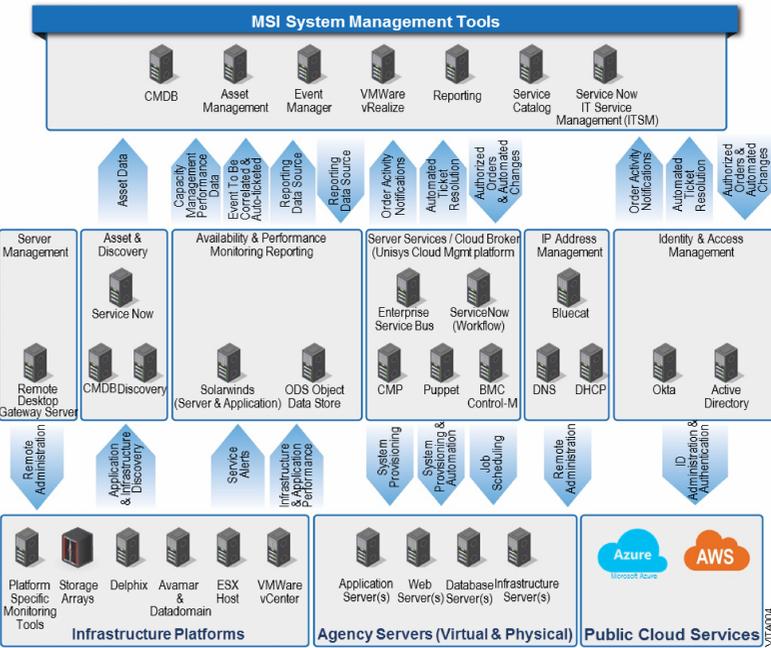
COBIT Processes	Related ITIL Process
Governance	
1. Ensure Governance Framework Setting and Maintenance	-
2. Ensure Benefits Delivery	-
3. Ensure Risk Optimization	-
4. Ensure Resource Optimization	-
5. Ensure Stakeholder Transparency	-
Management	
APO	
1. Manage the IT Management Framework	-
2. Manage Strategy	1.1
3. Manage Enterprise Architecture	2.10
4. Manage Innovation	-
5. Manage Portfolio	1.2
6. Manage Budget and Costs	1.4
7. Manage Human Resources	-
8. Manage Relationships	1.5
9. Manage Service Agreements	2.3
10. Manage Suppliers	2.11
11. Manage Quality	-
12. Manage Risk	2.4
13. Manage Security	2.8
DSS	
1. Manage Operations	4
2. Manage Service Requests and Incidents	4.1, 4.2, 4.3
3. Manage Problems	4.5
4. Manage Continuity	2.7
5. Manage Security Services	2.8
6. Manage Business Process Controls	5.2
MEA	
1. Monitor, Evaluate and Assess Performance and Conformance	2.9, 5.1, 5.3, 5.4
2. Monitor, Evaluate and Assess the System of Internal Control	-
3. Monitor, Evaluate and Assess Compliance with External Requirements	2.9, 1.5

Process: Different definition
Process: Not available

Process Comparison

COBIT Processes	Related ITIL Process
BAI	
1. Manage Programs and Projects	3.3
2. Manage Requirements Definition	1.5, 2.3
3. Manage Solutions Identification and Build	-
4. Manage Availability and Capacity	2.5, 2.6
5. Manage Organizational Change Enablement (Change management)	3.1, 3.2
6. Manage Changes	3.1, 3.2
7. Manage Change Acceptance and Transitioning	3.1, 2.10
8. Manage Knowledge	3.10
9. Manage Assets	3.7
10. Manage Configuration	3.7
DSS	
1. Manage Operations	4
2. Manage Service Requests and Incidents	4.1, 4.2, 4.3
3. Manage Problems	4.5
4. Manage Continuity	2.7
5. Manage Security Services	2.8
6. Manage Business Process Controls	5.2
MEA	
1. Monitor, Evaluate and Assess Performance and Conformance	2.9, 5.1, 5.3, 5.4
2. Monitor, Evaluate and Assess the System of Internal Control	-
3. Monitor, Evaluate and Assess Compliance with External Requirements	2.9, 1.5

Process: Different definition
Process: Not available



The chart in Figure 8-6 depicts roles and relationships, and the sections below add detail.

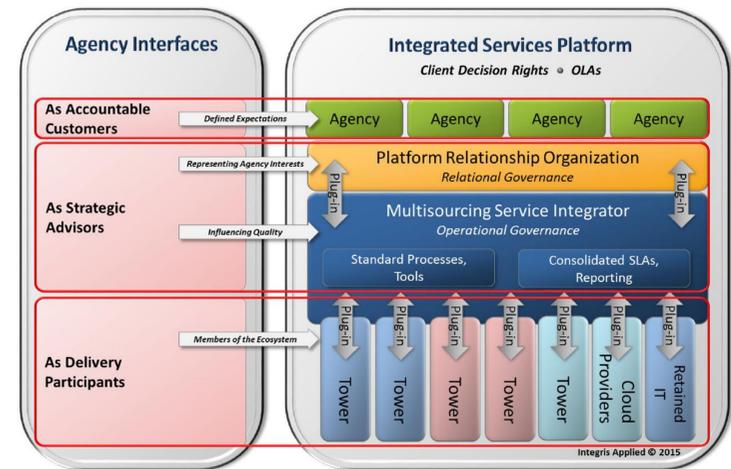


Figure 8-6: Agency Interfaces with Integrated Services Platform

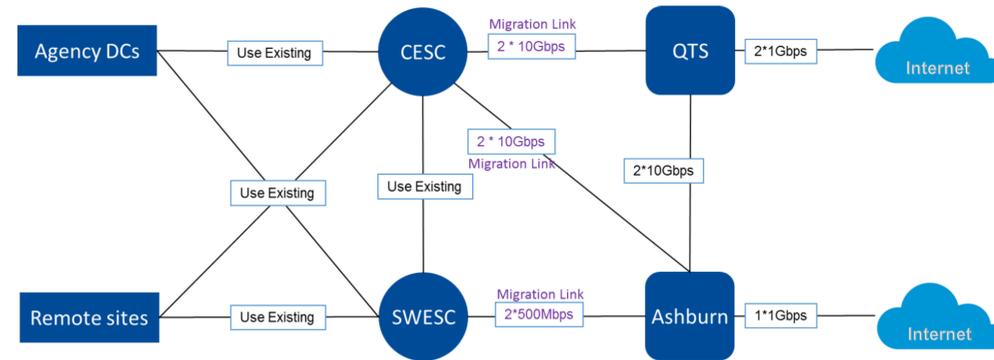


Exhibit 3.4.2-2. Conceptual Data Center Internetworking Schematic.

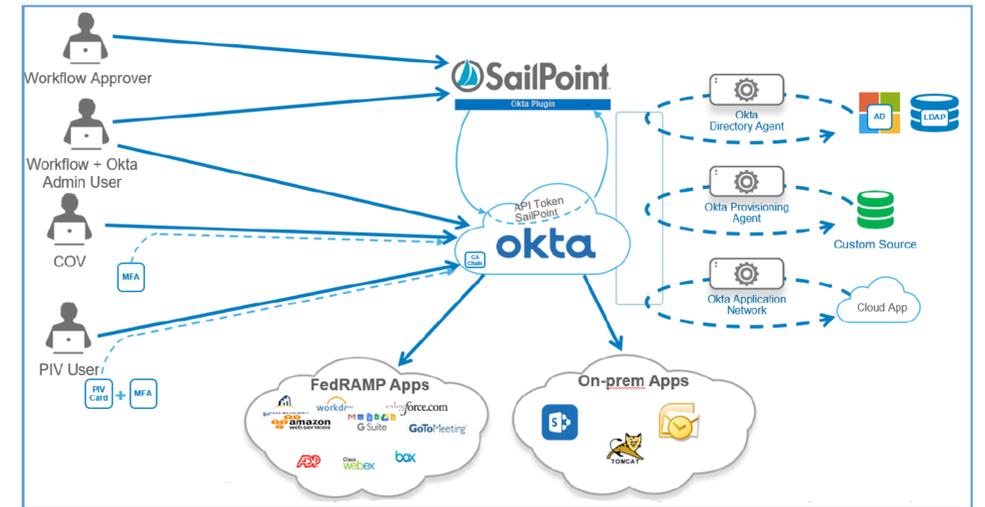
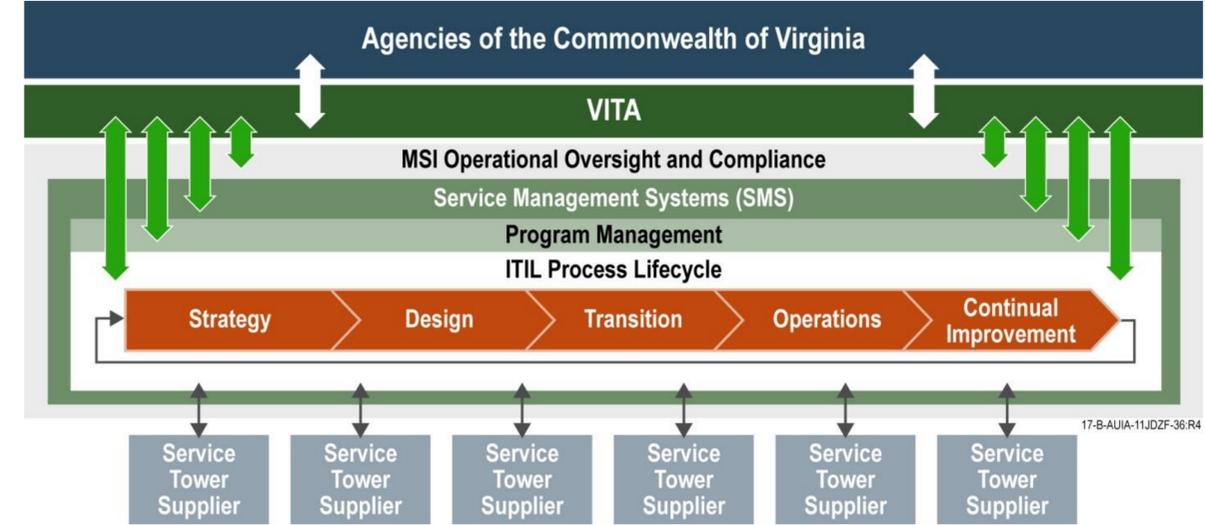


Exhibit 4.2-1. Sailpoint And Okta Technical Architecture. API and workflows enable provisioning and compliance management.

Service Tower	Description of Services	Service Coverage
Data Center Operations and Management (DCOM)	Monitoring Automation Asset Management Capacity Management Service Management Operations	Compute Management Storage and Backup Management Database Management Middleware Management Network Management
Managed Security Services	Security Device Management (FW, VPN, UTM, LB)	24x7
Cross Functional Services	Service Strategy Service Design Service Transition	24x7 for Service Operations 5x9 for the rest of the services
Program Management Office	Account Management and Governance Service Delivery Management Reporting	5x9

Services to be performed on the Server, Storage, and Data Center (DC) Systems Project.