The MID Server initiates a communications channel to ServiceNow that listens for requests coming from ServiceNow for status of attributes using rules.

The MID Server also accepts events generated by the internal systems and can have business process relationships to ServiceNow. SAIC will incorporate Cloud Broker Integration (CBI) into its managed cloud services to reduce redundancy and streamline workflows in measurable and repeatable ways. CBI and MSI integration points are detailed in the above figure. SAIC will provide CBI services to fulfill industry standard (NIST and Gartner) - defined functions: service intermediation, service aggregation, service arbitrage, integration, and customization. All of this will provide VITA and the Commonwealth a flexible and adaptable path to cloud computing. Our approach incorporates our leading technology, experienced team, and proven methodologies to facilitate the integration and comprehensive management of multivendor cloud services that provide choice, access to the latest technologies, and cost optimization. SAIC will design and provide a marketplace of choices for customers that is centrally managed in Keystone Edge and can easily evolve when offerings and methodologies to facilitate the integration and comprehensive management of multivendor cloud services that provide choice, access to the latest technologies, and cost optimization.

ServiceNow (SNOW) Management, Information, and Discovery (MID) Server

Dave Bleicher, SAIC Chief Solutions Architect, provided the following response. The object in this diagram refers to a "ServiceNow Management, Information, and Discovery (MID) Server." A ServiceNow MID Server is a java application that runs on either windows or UNIX, inside the firewall, to facilitate data communications between systems that are inside the firewall with ServiceNow which is hosted in the cloud (outside the firewall). ServiceNow is outside the firewall, and it cannot initiate contact with any of the internal, firewall systems. The MID Server is placed inside the firewall to perform two primary tasks: 1. The MID Server initiates a communications channel to ServiceNow that listens for requests coming from ServiceNow for status or data from the internal management systems. It then executes defined workflow/scripts to retrieve that data from the internal systems and post it to ServiceNow. 2. The MID Server also accepts events originated by the internal systems, and converts these into the appropriate message form for posting to ServiceNow. An example of an use of the MID Server in the context of our SMS Alternative Hosting Solution, is that it allows ServiceNow to tell our Cloud Management platform (vRealize) that an order has been placed and approved for a cloud resource, and allows vRealize to respond to ServiceNow when the request has been provisioned, and what the configuration attributes of the newly provisioned resource are.

Keystone Edge™ (KE)

- VA-170822-SAC-03 – Exhibit 3: Integrated platform for ITSM providing an IT Portal, unified data store, and comprehensive process and workflow automation for all aspects of the Services. Within this platform, SAIC has implemented over 100 customizations to data structures, process structures, automated workflows, and advanced reporting to provide Customers with IT Service Management. The KE Service Portal (Figure 1.4-2) provides access to all IT services and support from a single, customized, User-centric interface.

VITA (Open interfaces - Agencies should use technologies that support open interfaces, so that open interfaces, are persistent, and are non-negotiable whenever possible. [INT-RP-02]).

COV Okta Integrated Windows Authentication (IWA) Web App

Enterprise Identity Management Solution. Federated users sign in with Okta. Only Okta’s Single Sign-on solution is needed. SSD integrates on-premise Active Directory (AD) with online MS Azure AD. Uses Java-based service (LDAP agent) that runs locally on any server.

CENTERS™ Suite

Collaborative Enterprise Navigational Toolset Environment and Repository (CENTER™). CENTER™ provides document management, a document repository, and data warehouse & reporting.