

Select Five Number SF0020
Requesting Entity Name Office of MN.IT Services
Request Title Remedy on Demand MY IT Implementation with SRM Entitlements
Request Description Implement BMC RoD MY IT, utilizing entitlements for specific state agencies; BMC will provide MyIT as a service in the BMC cloud with access to the State's instance of the Remedy On Demand server(s; Initial scope is to support 3000 users; Assumption is a concurrent user load of approximately 1500; This number will increase as additional agencies are introduced; State of MN vendor partner to configure MyIT; State of MN vendor to rebrand MyIT; Configuration will include connecting MyIT to existing SRM instance on BMC's Remedy On Demand install; Authentication will be done with the State of MN existing SSO; Ensure that entitlements are configured for existing SRDs (approximately 200) and that only correct personnel can see them. Entitlements will be Agency based; Configure reservations as an entitlement by Agency; Configure the ability to schedule appointments with service desk (Up to 5 calendars); Configure How-to articles (Up to 20); Ensure State accessibility requirements are met; Partner to provide documentation of configuration actions to State.

Contract(s) Awarded

Contract ID 87050

Entity Type

State Agency

Information on contracts executed by an entity type of State Agency can be found using the contract ID in the MN Open CheckBook under TransparencyMN located at <http://mn.gov/mmb/transparency-mn/>.

For information on contracts executed by an entity type other than State Agency you will need to contact that entity directly using the contact information that was provided in the Select Five.