STATEMENT OF WORK

1. Introduction

The Office of the Superintendent of Financial Institutions (OSFI) has a requirement for a FrontRange HEAT Specialist to maintain and continuously evolve OSFI's installation of FrontRange HEAT (being renamed to ivanti Service Management Powered by HEAT) for the lifecycle of the HEAT solution at OSFI.

2. Scope of Work

The scope of work in the contract:

The scope of work includes providing support to OSFI's HEAT implementation. After the initial implementation of Incident, Service Request, Change and Release Management process, OSFI may continue to evolve the system to support other IT services which include, but are not limited to, Configuration Management (CMDB), Problem Management, Knowledge Management, Service Catalogue, Self-service. In addition, OSFI might extend the use of HEAT to non-IT departments where necessary. While most of the work will be completed by OSFI internal staff, vendor support will be required to provide capacity and capability on an as and when requested basis. The contractor(s) will provide OSFI with assistance to the architecture, design, configuration, testing and training of any new modules being implemented as well as 2nd-line support to implemented modules should the OSFI support team experience technical difficulties or capacity issues.

3. Tasks

The contractor must perform the following tasks, including but not limited to:

- Solution Maintenance and Support
  - Resolve incidents relating to the HEAT installation as requested by OSFI in-house support personnel
  - Assist in the monitoring and analysis of system performance reports and recommend ways to improve the reliability, availability and performance of the system

- Solution evolution in support of OSFI's IM/IT service delivery
  - Develop and update information models in support of OSFI IM/IT processes that require system support
  - Update logical architecture for HEAT installation in OSFI and ensure all new and changed integration points are well documented
  - Perform a fit/gap assessment as required
  - Update the High-level System Architecture Document to reflect changes introduced by each iteration of the solution evolution
  - Assist in requirement definition for the components in scope for each iteration of the solution evolution
  - Coach OSFI in-house Administrators on HEAT configuration
  - Perform configuration of screens, workflow, reports, and system integration in collaboration of OSFI in-house technical resources
  - Assist in testing of functionalities
  - Provide support on end-user training

  Specific scope of work and required effort for each call-up will be articulated in the Task Authorization.

Deliverables

The Contractor must provide the following deliverables, including but not limited to:

- Resolved incidents
- Documented root cause for persistent system problems
- Information Map for HEAT and OSFI systems with which integration is required
- Logical Architecture for HEAT implementation including the core FrontRange product and surrounding systems
- High Level Architecture Document
- User stories (requirements and specifications)
- System configuration according to user stories including screens, workflows, notifications and other HEAT functionality
- Test cases and test results
- Training materials and training sessions
- Workshop materials and notes

Specific deliverables for each call-up will be articulated in the Task Authorization.

4. **Method of Acceptance**

Deliverables will be considered complete upon review and acceptance of the Project Manager.