ANNEX A

STATEMENT OF WORK
FOR PRIVILEGED ACCOUNT MANAGEMENT

ANNEX A

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FOR PRIVILEGED ACCOUNT MANAGEMENT**

1. INTRODUCTION

The Cyber and IT Security (CITS) group within Shared Services Canada (SSC) is responsible for the development of policies, standards, plans, designs, operations and management of cyber and information technology (IT) security services for the Government of Canada (GC). Included in this purview of responsibilities are the integration, engineering, delivery and support of security systems situated within SSC and its Clients. Both legacy systems and end-state systems are supported in parallel; however, as part of the SSC initiative, these systems may gradually shift to a consolidated, Government of Canada wide adoption, with the potential for exceptions where SSC concludes that the operational needs of a Client might be better met through alternative means.

1.1. CONCEPTUAL ARCHITECTURE

The following diagram describes at a high level the conceptual architecture and major capabilities of the desired Solution. Those items in the blue box are the capabilities that must be provided in the Solution.
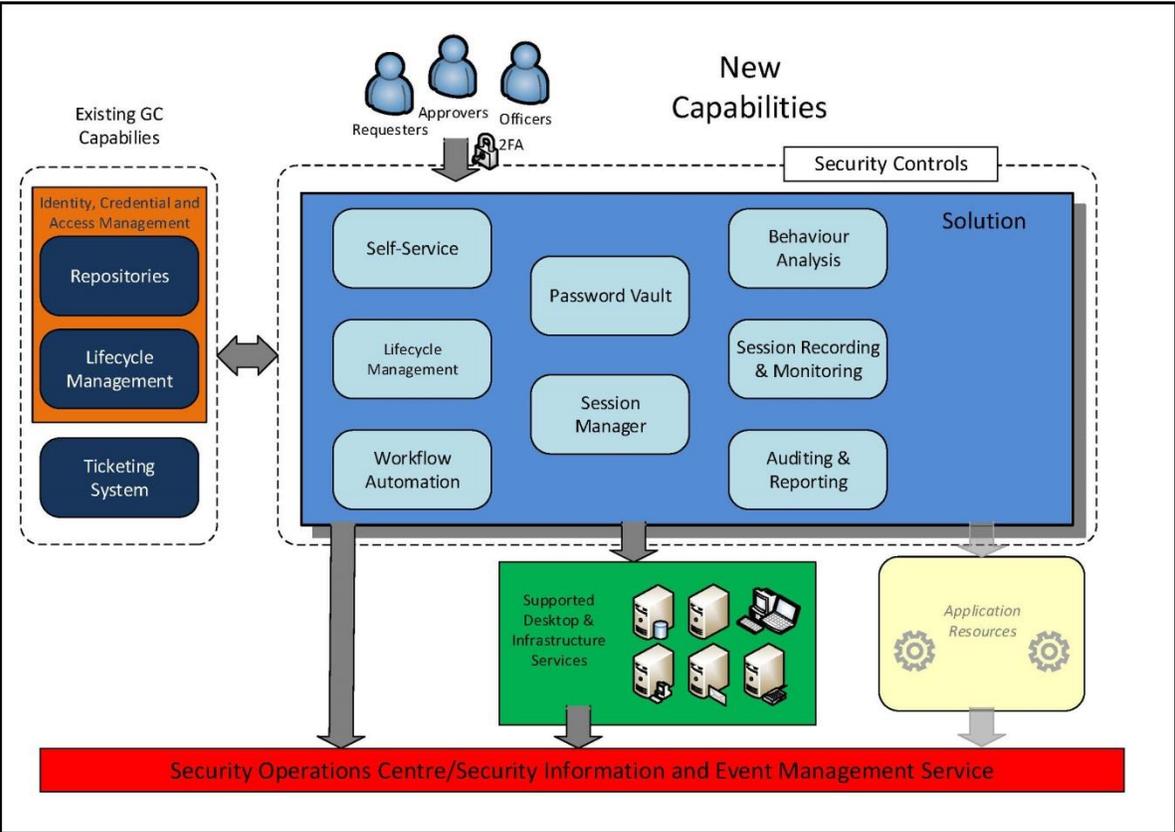
1.2. TERMINOLOGY

The table below sets out abbreviations and acronyms that are used within the Statement of Work (SOW), Annexes and Appendices.

2FA	Two Factor Authentication
AACS	Administrative Access Controls Service
CITS	Cyber and IT Security
EDC	Enterprise Data Centre
GC	Government of Canada
ICM	Internal Credential Management
IT	Information Technology
ITSM	IT Service Management
NCR	National Capital Region
NIST	National Institute of Standards and Technology
OEM	Original Equipment Manufacturer
PAM	Privileged Account/Access Management
PKI	Public Key Infrastructure
PoP	Proof of Proposal
RBAC	Role Based Access Control
RFP	Request for Proposal
SIEM	Security Information and Event Management
SOC	Security Operations Centre
SOW	Statement of Work
SSC	Shared Services Canada

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1.3. DEFINITIONS

The table below defines important terms that are used within the Statement of Work, Annexes and Appendices.

User	Any person entity that is accessing the Solution interactively. Users have no privileged access but do have an associated authorization table.
User-Requestor	Any User requesting access to a privileged entity managed by the Solution.
User-Approver	Any User that is responsible to approve requests for access to privileged entities managed by the Solution.
Privileged Entity	Any person or non-person entity that is assigned any right, an access control, authorization, privilege, or combination thereof, managed by the Solution. Privileged Entities cannot be used to access the Solution, i.e. a Privileged Entity cannot be a User or Officer.
Officer	An authorized User that is responsible to police and enforce PAM usage policies and directives. An Officer cannot be a User-Requestor, User-Approver or Privileged Entity.
Officer-Monitor	An officer that is responsible to actively monitor privileged sessions managed by the Solution.
Officer-Auditor	An officer that is responsible to audit and investigate security incidents that arise from the use of the Solution.
Object	An object is an instance of storage of a class in a directory service. A class is defined in a directory schema as a specific set of mandatory and optional attributes.

Annex A

2. INITIAL REQUIREMENTS OF THE CONTRACT

2.1. THE SOLUTION

The Contractor must provide all the necessary Solution components (hardware, software, or appliance) to meet all requirements stated in Annex B. The Contractor must also assist, according to the Task Authorization, with the design and installation of those components in an SSC designated Enterprise Data Centre (EDC), providing the following capabilities:

1. **Password Vault** – the ability to securely store, manage and use sets of credentials that carry elevated privileges on systems, services and other GC resources.

2. **Privilege Session Management** – the ability to manage access to privilege sessions based on role- and attribute-based authorizations on systems, services and other GC resources.

3. **Privilege Session Recording and Monitoring** – the ability to view in real-time and record in video format the transactions and key strokes of a privileged session and to automatically alert to the SOC any unauthorized or undesirable activity, based on configuration choices regarding alerts.

4. **Identity Repository and Lifecycle Management** – the management of the full lifecycle of any entity under its control.

5. **Behavior Analytics** – the ability to self-learn user access patterns to establish an acceptable baseline and to automatically alert the SOC any behavior contrary to that baseline, based on configuration choices regarding alerts.

6. **Auditing and Reporting** – logging of security events related to privileged sessions and automatically alert the SOC of incidents and possible threats.

7. **Self-Service Interface and Workflows** – provide access to the Solution and enable workflows based on approved SSC and Partner business rules.

The Work includes all customization and configuration required for the Solution and non-production replica to operate in accordance with the terms and conditions of the Contract.

2.1.1. The Non-Production Replica

The Contractor must include a non-production replica as part of the Solution. The non-production replica must be an exact reproduction of the Solution, including all necessary components (hardware, software, or appliance) and meeting all requirements stated in Annex B, excluding mandatory requirement G.9 identified in appendix 1. The Contractor must also assist, according to the Task Authorization, with the design and installation of those components in an SSC designated data centre. The non-production replica must support up to 50 concurrent privilege sessions, and provide the capabilities identified in the Solution.

2.2. MAINTENANCE AND SUPPORT FOR THE SOLUTION DURING YEARS 1 TO 5

1. The Contractor must provide maintenance, applicable to all components and capabilities of the Solution and the non-production replica and accessible using a support website:
   a. Immediate access to released patches, security fixes, updates, feature packs,

firmware fixes, etc.;
    b. Immediate access to minor and major product releases; and
    c. Access to pre-leases, including alpha and beta programs.

2. The Contractor must provide access to product support, at a minimum, through the following channels:
    a. Toll free telephone;
    b. Website;
    c. Current product manuals and user guides; and
    d. A supported Knowledge base(s) accessible via the Internet, which houses at least the following:
        i. Community forums;
        ii. Service request submission form; and
        iii. Online real-time chat, including the ability to remote control services and Solution components.

3. The Solution must be informed by and aligned to the standards defined in Annex G.

2.3. PROFESSIONAL SERVICES

The Contractor must provide as and when requested professional services that allows access to:

1. Project Management Services of a Senior Project Manager – to support the TA with business and project related tasks and activities including but not limited to schedule, budget, scope, change request, decision, issue and risk management.

2. Technical Architecture Services of a Senior PAM Architect – to support the initial design and implementation of the Solution and may include options to assist with ongoing administration and lifecycle management.

These professional services resources are not involved in the initial delivery of the Solution to Canada. However, once the Solution has been delivered to and accepted by Canada, Canada may have a need for the support of professional services.

2.3.1. Professional Services Categories

Category 1:	Senior Project Manager
Responsibilities could include, but are not limited to:	a. Work breakdown structures (WBS); b. Project Scheduling; c. Cost/Scheduling management; d. Quality management; e. Scope management; f. Resource management; g. Communications management; h. Risk management; i. Security management; and j. Project execution and control.

Category 2:	Senior PAM Architect
Responsibilities could include, but are not limited to:	a. Develop technical architectures to meet business needs; b. Ensure the integration of all aspects of the Solution; c. Install, monitor, upgrade and/or maintain the Solution; d. Working with Partners to design and implement the Solution; e. Applying problem solving skills to troubleshoot and resolve technical problems during testing and implementation of the Solution; f. Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes; g. Analyzing PAM system performance and recommending improvements during testing and implementation; h. Knowledge transfer and writing documentation; and i. Assist with security assessment and authorization activities.

2.3.1.1. Location of Work

Resources will work primarily at GC facilities located within the National Capital Region (NCR).

2.3.1.2. Travel

Should Contractor resources be required to travel from the NCR to other locations of the GC, travel estimates must be provided and approved by the Technical Authority prior to booking any travel arrangements. All travel arrangements must abide by the GC Travel Policy (https://www.njc-cnm.gc.ca/directive/d10/en).

2.3.1.3. Working Environment

Resources will be provided with office resources including a GC furnished work space, workstation and required identification/pass.

2.3.1.4. Normal Working Hours

Normal working hours will be no earlier than 7:00 am to no later than 6:00 pm local time, Monday through Friday. Resources will be expected to work 7.5 hours per day within normal working hours, unless arrangements are made ahead of time with the Technical Authority.

2.3.1.5. Language Requirements

Resources must be able to communicate in English effectively, both orally and in writing.

2.3.1.6. Work tools

The Contractor will provide the Resource the necessary tools required to deliver the services in support of the Solution at no extra cost to Canada, other than the support Resources identified above.

3. OPTIONAL REQUIREMENTS OF THE CONTRACT

1. (*Intentionally left blank)*

2. Option to purchase maintenance and support for years 6 through 10 for the Solution.

3. Option to purchase additional capacity (hardware, software and/or services) at any time over the Contract Period, including option years.

4. Option to purchase additional professional services in years 6 to 10 to scale the Solution as defined in Annex C – Table 6.

5. Option to purchase training courses for any capability/product proposed as part of the Solution, detailed in Annex C, Table 7. The Contractor should describe training course offerings and costs for any capability/product. The training courses, at a minimum, should describe if the training is:
   a. Original Equipment Manufacturer (OEM) approved;
   b. On-site, with an instructor, and held in which geographical location(s), including classroom size, if workstations are included, what training material (e.g. workbooks) is provided, and if any other documentation (e.g. a course curriculum) is provided for on-site training;
   c. Provided remotely, including virtual classroom offerings, if training material (e.g. downloadable content) is provided, and if any other documentation (e.g. a course curriculum) is provided for remote training; or
   d. Provided in both official languages (English and French).

4. PROJECT PHASES

The AACS Project has accountability for all aspects, phases, deliverables, etc. of the Project. Should the TA require assistance from the Contractor, the TA will issue a Task Authorization to the Contractor for Professional Services, in the categories defined in Section 2.3 of this Annex. The Task Authorization will detail which deliverables, activities and tasks the Professional Services resource will be expected to assist with. The Contractor is not accountable for the delivery of said deliverables, activities or tasks, on its own.

4.1. PROJECT MANAGEMENT PHASE

The SSC Technical Authority will coordinate SSC activities to prepare for and accept Contractor activities and deliverables. As such, this project will require coordination and liaison between the Senior Project Manager (PM) and Technical Authority.

4.1.1. Project Management Plan

The Contractor will assist in delivering a project management plan in accordance with PAM-01 and the Contract Data Requirements List (CDRL) at Appendix A.

The purpose of this deliverable is to provide the Technical Authority with the information needed to align any SSC required activities with respect to implementing the Solution.

4.1.2. Project Kickoff Meeting

The Contractor will assist in conducting a project kickoff meeting with SSC no later than 10

working days after contract award.

4.2. DESIGN PHASE

The design phase begins immediately after the Project Kickoff Meeting. This phase focuses on transforming the requirements into a high level design and detailed designs.

4.2.1. High-Level Design

The Contractor will assist in the creation of the high level design (conceptual and logical design) in accordance with PAM-03 defined in the CDRL at Appendix A. The purpose of this document is to present an overview of the logical design of the Solution, including descriptions of all capabilities that will be delivered, and interfaces that the Solution will require.

4.2.2. Requirements Traceability Matrix (RTM)

The Contractor must assist with the management of this dynamic document that will be updated through all phases of the project. The RTM will map or cross reference all requirements to all appropriate sections of the design and test documents. This will ensure that all requirements have been addressed in the design and test documents.

4.2.3. Detailed Design

The Contractor will assist in the creation of a detailed design (physical design) in accordance with PAM-03 and the CDRL at Appendix A. The purpose of this document is to present the complete detailed design of the Solution including all the required customizations and configuration information. This will include the specifications of the actual products used and how they are configured and work together to:

1. Deliver the services specified in the high-level design; and
2. Address requirements from the Requirements Traceability Matrix.

4.2.4. Test Plan

The Contractor will assist in the creation of a test plan that tests all requirements identified in the Requirements Traceability Matrix (PAM-09).

4.3. DEVELOPMENT PHASE

4.3.1. Build Books

The Contractor will assist in the creation of Build Books as defined in PAM-05.

4.3.2. Operation and Maintenance Manuals

The Contractor will assist in the creation of Operations and Maintenance manuals as defined in PAM-06.

4.3.3. User Guide

The Contractor will assist in the creation of user guide manuals as defined in PAM-11.

4.4. TESTING PHASE

4.4.1. Acceptance Test

1. The acceptance test will verify the requirements defined in Annex B, and validate PAM-09 is met.

2. The output of the acceptance test will be PAM-07, the acceptance test report that will be created by SSC with the assistance of the Contractor. This document assumes the following:
    a. The design and implementation of the test system is the same as that defined in the detailed design (PAM-03); and
    b. The test plan executed is that defined in PAM-04.

4.5. IMPLEMENTATION PHASE

1. The Contractor will assist with the preparation of all documents within the Authorization Package (PAM-08).

2. The Contractor will assist in conducting all the necessary work in order to produce and deliver the Solution which meets the requirements detailed in the Annex B and the Requirements Traceability Matrix (PAM-09).

3. The Solution will be implemented in a sequence that is defined in the project management plan (PAM-01).

APPENDIX A – CONTRACT DATA REQUIREMENTS LIST (CDRL)

Project Phases

Project Management	Design	Development	Testing	Implementation
PAM-01 Project Management Plan	PAM-02 High Level Design	PAM-05 Build Books	PAM-07 Acceptance Test Report	PAM-08 Authorization Package
	PAM-03 Detailed Design	PAM-06 Operation and Maintenance Manuals		
	PAM-04 Test Plan			
PAM-09 Requirements Traceability Matrix	PAM-10 Training Plan	PAM-11 User Guide		
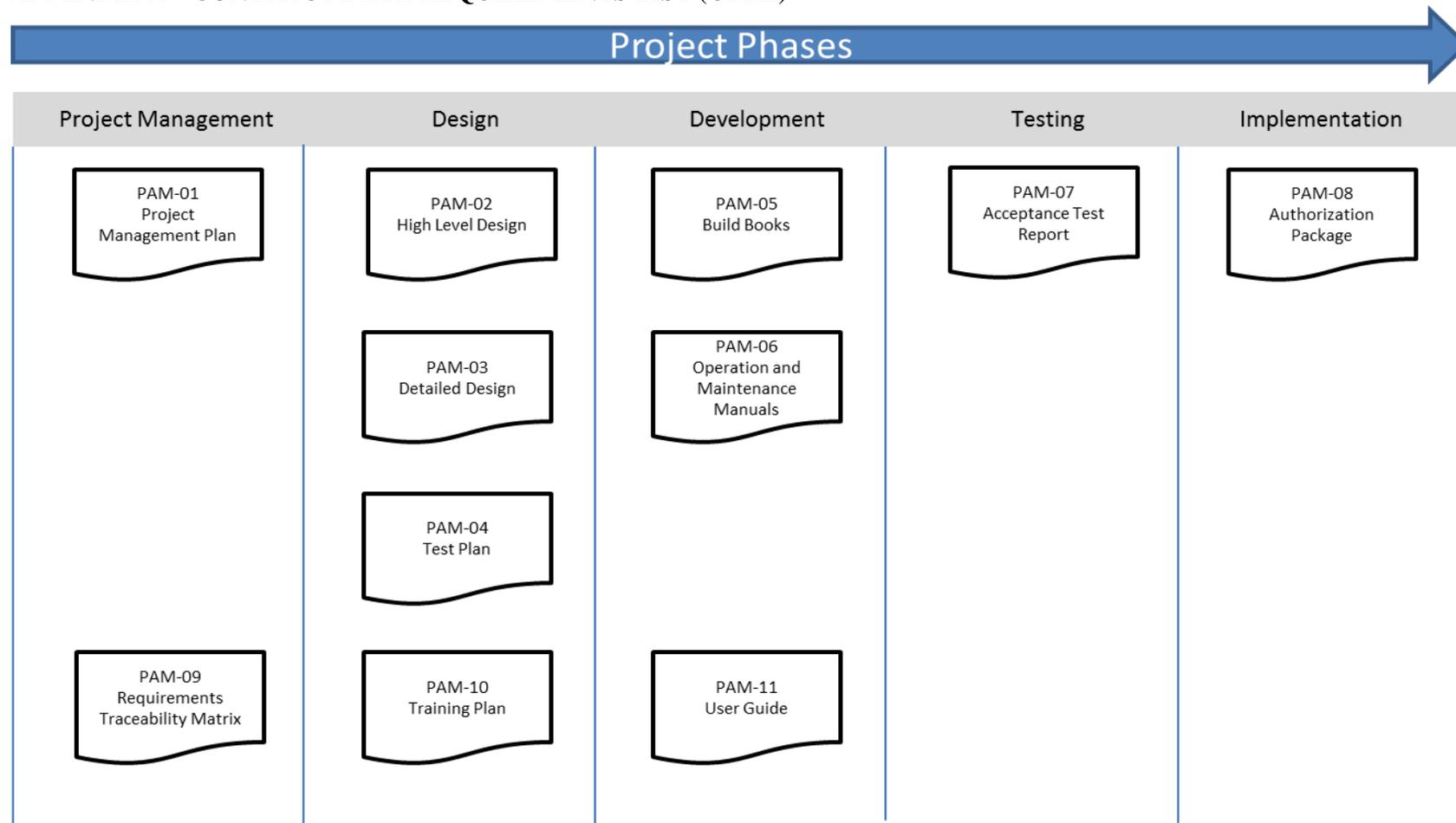
Figure 1: Solution Development Lifecycle

PAM-01

1. Document ID	PAM-01
2. Name	Project Management Plan (PMP)
3. Description/Purpose	The purpose of this document is to provide the Technical Authority with the Contractor's plan for the delivery and implementation of the Solution.
Preparation Instructions	
Format	The PAM-01 must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in Microsoft (MS) Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and produce and provide required classified information - with annexes and marked with the appropriate GC labelling, handling and storage.

Content	The document will, at a minimum, include the following elements:
	
	Note: A work package, as per PMBoK, is defined as a deliverable or project work component at the lowest level of the WBS.
	
	a. Title page;
	b. Introduction;
	c. Background;
	d. Purpose;
	e. Document conventions;
	f. Reference documents;
	g. Document structure;
	    i) A work breakdown structure that is accurate and complete;
	    ii) Provides a clear and logical breakdown of the work into work packages; and
	    iii) Includes a WBS directory that provides a complete and concise description of all WBS work packages.
	h. A Master Project Schedule that:
	    i) Is Clear and concise, providing a logical flow based on chronological presentation of the Contractor's and SSC's efforts;
	    ii) Includes linkages to the WBS;
	    iii) Addresses the sequencing, interrelationships and dependencies of each work package;
	    iv) Identifies the projected start and end date for each WBS work package;
	    v) Identifies of risks and issues that could impact delivery of the Solution;
	    i) j. The Professional Services Categories are defined in Section 2.3.1. Professional Services Categories; and
	    ii) All call-ups of Professional Services are subject to the approval of the Technical Authority.

PAM-02

1. Document ID	PAM-02
2. Name	High Level (Conceptual and Logical) Design (HLD)
3. Description/Purpose	The purpose of this document is to provide the Technical Authority with the Contractor's high level (conceptual and logical) design for the Solution.
Preparation Instructions	
Format	The PAM-02 must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. Any diagrams provided in the document must also be provided in the original form (such as Visio) which are readable by SSC. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.

Content	As a minimum, the PAM-02 must detail the following:
	 a. Title page;
	 b. Introduction;
	 c. Context;
	 d. Requirements;
	 e. Constraints;
	 f. Assumptions;
	     i. PAM System Architecture:
	        1. Password Vault;
	        2. Privilege Session Management System;
	        3. Privilege Session Recording and Monitoring System;
	        4. Behaviour Analytics System;
	        5. Auditing and Reporting System; and
	        6. Self Service Interfaces.
	     ii. PAM Inter-Component Interactions; and
	     iii. Actors.
	 g. Conceptual and Logical Architecture:
	     i. Sub Components;
	     ii. Dependencies; and
	     iii. Processes.
	 h. Operational Considerations:
	     i. High Availability;
	     ii. Disaster Recovery; and
	     iii. Operational Recovery.
	 i. Security Considerations:
	     i. Security domains and zones;
	     ii. Global security controls;
	     iii. Security processes and security controls; and
	     iv. Zone interface point identification.
	 j. Signoff page for the Technical Authority to acknowledge acceptance of the HLD.

PAM-03

1.	Document ID	PAM-03
2.	Name	Detailed (Physical) Design Specification (DDS)
3.	Description/Purpose	The purpose of this document is to provide the Technical Authority with the Contractor's detailed (physical) design for the Solution.
Preparation Instructions		
Format		The PAM-03 must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. Any diagrams provided in the document must also be provided in the original form (such as Visio). The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.

Content		As a minimum, the PAM-03 must detail the following:
		    a. Title page;
		    b. Introduction;
		    c. Context;
		    d. Design Objectives;
		    e. Architectural overview;
		    f. PAM components:
		        i) Configuration and system requirements;
		        ii) Service Accounts; and
		        iii) Connectivity.
		    b. Detailed design:
		        i) Data center services requirements;
		        ii) Storage requirements;
		        iii) Network requirements;
		        iv) Backup and recovery capability;
		        v) SOC/SIEM integration points; and
		        vi) Security controls enabled.
		    c. Signoff page for Technical Authority to acknowledge acceptance of the design.

PAM-04

1. Document ID	PAM-04
2. Name	Test Plan
3. Description/Purpose	The purpose of this document is to allow the Technical Authority (or designated authority) to validate that the proposed Solution will be tested based upon the requirements defined in the Requirements Traceability Matrix.
Preparation Instructions	
Format	The Test Plan must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Test Plan must be in a tabular format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.
Content	The Test Plan must contain, as a minimum, the following information: a. Requirements from the RTM; b. Test number; c. Test name; d. Identification of tester; e. Condition state required for the test; f. Test steps; g. Expected outcome of the test; h. Actual outcome of the test; and i. Signoff by Technical Authority or designated authority of test observation.

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PAM-05

1. Document ID	PAM-05
2. Name	Build Books
3. Description/Purpose	The purpose of this document is to provide the Technical Authority with the capability of building and operating the Solution based on the Contractor's design. The Build Books are intended to be used by SSC IT staff if and when it is necessary to implement components, portions, or the entire Solution. The Build Books must be of enough detail to allow a qualified SSC CITS or Data Center support person to build any portion of the Solution.
Preparation Instructions	
Format	The Build Books must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate GC labelling, handling and storage.

Content	The Build Book must contain as a minimum the following information based upon the final design:
	   a. Title Page;
	   b. Introduction;
	   c. Version number;
	   d. Reference Documentation
	   e. Overview of PAM installation;
	   f. Installation instructions for the PAM components. The Build Book will provide a level of detail and configuration information such that a junior SSC CITS or Data Centre operator has the ability, with the system components available, to build a functional Solution to its design specification. This will include:
	      i. Password Vault System;
	      ii. Privilege Session Management System;
	      iii. Privilege Session Recording and Monitoring System;
	      iv. Behaviour Analytics System;
	      v. Auditing and Reporting System; and
	      vi. Self-Service Interfaces.
	   g. Signoff page for SSC to acknowledge completed Build Book.

PAM-06

1. Document ID	PAM-06
2. Name	Operation and Maintenance Manuals
3. Description/Purpose	The purpose of this document is to provide SSC with the capability of operating and maintaining the Solution based on the Contractor's design. The PAM-06 must be of enough detail to allow SSC operations personnel to maintain the Solution in an operational state. An operational state is when the Solution is in production and providing the capabilities to SSC and Clients.
Preparation Instructions	
Format	The Operations and Maintenance Manual must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate GC labelling, handling and storage.

PAM-07

1. Document ID	PAM-07
2. Name	Acceptance Test Report
3. Description/Purpose	The purpose of this document is to provide SSC with the validation that all testing has been performed on the Solution as defined in the PAM-04 Test Plan.
Preparation Instructions	
Format	The Acceptance Test Report must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.

Content	The PAM-07 must contain, as a minimum, the following information based upon the testing:
	  a. Title Page;
	  b. Introduction;
	  c. Version number;
	  d. Reference Documentation;
	  e. Summary of test results;
	  f. Total number of passed tests;
	  g. Total number of failed tests;
	  h. Comments related to testing; and
	  i. Signoff page for the Technical Authority.

PAM-08

1. Document ID	PAM-08
2. Name	Authorization Package
3. Description/Purpose	Prepare an Authorization Package, which provides the necessary evidence to support authorization of the Solution for operation within SSC's environment.
Preparation Instructions	
Format	The PAM-08 must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate GC labelling, handling and storage.
Content	As a minimum, the PAM-09 must detail the following: a. Title page; b. Introduction; c. Forward; d. Background; e. Purpose and scope; f. Target of assessment; g. System security engineering approach; h. System documentation; i. System security evidence: j. Logical system security; k. Security control compliance evidence; l. Security testing; m. Security operations plan; and n. Signoff page for the Technical Authority.

PAM-09

1. Document ID	PAM-09
2. Name	Requirements Traceability Matrix (RTM)
3. Description/Purpose	The purpose of this document is so the Technical Authority will be able to trace the Solution requirements as they go through the analysis, design, development, testing and operation phases. This will be a living document with multiple updates throughout the life of the project.
Preparation Instructions	
Format	The Requirements Traceability Matrix must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The RTM must be in a tabular format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.
Content	The RTM must contain as a minimum the following information: a. Requirements (originally taken from the Annex B – Mandatory and Point Rated Requirements, but updated through the validation phase); b. High level design references; c. Detailed design references; d. Test plan and test procedure references; e. Acceptance test results (Pass/Fail); and f. Security test results (Pass/Fail).

PAM-10

1. Document ID	PAM-10
2. Name	Training Plan
3. Description/Purpose	The purpose of this document is to provide GC with a training plan for GC personnel who will be supporting and maintaining the Solution. The required training courses and skill sets will be identified by the Contractor.
Preparation Instructions	
Format	The Training Plan must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.
Content	The PAM-10 must contain as a minimum the following information based upon the testing: a. Title Page; b. Introduction; c. Version number; d. Reference Documentation; e. Summary skills required to support the Solution; f. Identification of training courses for products used in the Solution; g. Cost of training courses; and i. Signoff page for the Technical Authority.

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PAM-11

1. Document ID	PAM-11
2. Name	User Guide
3. Description/Purpose	The purpose of this document is to provide GC with a user guide for end users of the Solution. This will include any GC who interacts or accesses any part of the Solution as part of their daily duties, but are not system administrators or maintainers of the Solution.
Preparation Instructions	
Format	The User Guide must be prepared in the Contractor's format. It must be legible and suitable for reproduction. Pages must be sequentially numbered and all attachments must be identified and referenced in the text of the document. It must be produced in English in MS Word (2003 or later) compatible format. The Contractor must provide an unclassified version of the document and place required classified information within annexes with the appropriate labelling, handling and storage.

Content	Note: The Contractor may provide a User Guide per capability if this is deemed the most efficient course of action. User Guides, as a minimum, must address:
	  i) Password Vault System;
	  ii) Privilege Session Management System;
	  iii) Privilege Session Recording and Monitoring System;
	  iv) Behaviour Analytics System;
	  v) Auditing and Reporting System; and
	  vi) Self-Service Interfaces.
	
	The PAM-11 must contain as a minimum the following:
	  a. Title Page;
	  b. Introduction;
	  c. Version number;
	  d. Reference Documentation;
	  e. Identification of the PAM capability for which this is the guide;
	  f. Instructions for end users on how to:
	    i) Access the capability at the user level;
	    ii) Field and/or screen definitions;
	    iii) Add, delete, change or view information from the capability; and
	    iv) Obtain help on the capability through the interface.
	  g. Signoff page for the Technical Authority.