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| Exhibit C  Scope of Work  For  Judicial Council of California  (Judicial Council) |

# Data Center Operational Services

**Data Center Operational Services Overview**

Data Center Operational Services are the services and activities required to provide and support the Judicial Council’s computing systems. This consists of environments (including, but not limited to dev, test, stage, and production), and all the supporting infrastructure and information security required to deliver the required Services and meet Service Level Requirements (SLRs). The environment includes a hybrid combination of on-premises and cloud-based, Windows and Linux-based systems, associated data storage and backup services, supporting systems software (e.g., operating systems, utilities, middleware) and supporting system interfaces at both a Court and enterprise level via middleware of direct system interfaces. These environments will support the Judicial Council’s third party and Judicial Council-developed business applications, databases, and infrastructure software. Vendor shall deploy and manage the data center infrastructure (e.g., Data Center environment, Data Center LAN) and third-party services and related connectivity required to support the computing environment and to provide the Judicial Council infrastructure monitoring, reporting and support.

JCC has invested in the adoption of ServiceNow CRM tool which is the system of record for the JCIT systems and assets. ServiceNow is the primary tool used by all Judicial Council IT to provide daily operational support. This toolset drives consistency and reinforces global processes across teams. ServiceNow provides the functionality and business rules necessary to comply with ITIL best practices.

The following are the key high-level Service objectives the Judicial Council expects to achieve through outsourced Data Center Services:

* Provisioning of highly responsive and flexible data center infrastructure management services
* Operations support for business hours 7am to 9pm (PST) with an on-call rotation for off hours
* Technical competence to design, develop, and implement plans for future technology needs
* Strong ITIL-based knowledge to support JCC requirements and procedures
* Ability to meet Judicial Council service requirements, SLRs and key business requirements of having available, scalable, secure, and cost-effective information systems
* Ability to obtain subject matter expertise and infrastructure solutions that can be applied to support new and existing Judicial Branch application programs and technology initiatives
* Adhere to Service Level Requirements (SLRs) identified in Exhibit D.
* Adhere to Reporting requirements identified in Exhibit E.

**Scope**

**Server Operations and Administration Services** are the activities associated with the provisioning and day-to-day management of the Data Center. This includes providing stable server environments and supporting infrastructure and performing procedures effectively and efficiently to ensure services meet SLR targets and requirements.

**Overall**

* Provide services that support Judicial Council business needs and technical requirements
* Comply with Judicial Council policies, procedures, and standards
* Comply with ITIL policies and procedures including Change, Incident and Problem Management

**Infrastructure Support:** The activities associated with the provisioning and day-to-day management of the server environments with the cloud and/or on-premises data center environment.

*Monitoring and Event Management:*

* Manage and support the monitoring system(s)
* Conduct proactive and scheduled monitoring of infrastructure systems
* Develop and maintain automated scripts
* Provide Judicial Council with proactive analysis (Example: report analytics for future capacity issues: compute, storage, networking bandwidth, etc.)
* Provide correlation and event analysis (ITIL references)
* Respond and resolve events based on severity
* Reporting - Provide dashboard/report on the health of the monitored environment (i.e., system uptime/downtime, network operational health, event severities, etc.)

*Asset Management:*

* Manage asset management process to ensure assets are enrolled into the CMDB and removed when decommissioned from the environment
* Conduct proactive and reactive maintenance
* Manage software license management and tracking
* Manage reporting and provide a summary of assets

*Integration and Testing:*

* Provide and manage infrastructure integration and testing
* Prepare and communicate test plans for proposed changes
* Evaluate all new and upgrade components and configurations for compliance with security policies
* Assess and communicate impact and risk to components prior to implementing changes

*Simple Mail Transfer Protocol (SMTP) Relay:*

* Support SMTP services
* Integrate SMTP for printers and/or applications
* Manage capacity management

*Messaging Services:*

* Email system administration
* Manage JCC information security standards and practices
* Messaging services application upgrades
* Installation, testing, and technical support of messaging system
* Conduct messaging backup and recovery
* Conduct archiving
* Execute disaster recovery services for messaging services per JCC standards and practices

*Email Administration Services:*

* Mailbox administration (adds/moves/changes)
* Distribution list management
* Public folder administration
* SPAM filtering
* Spyware prevention
* Malware eradication
* Technical support
* Backup / recovery

*Security Certificates:*

* Manage licensing for certification management software
* Serve as a liaison between JBE and certificate vendor for technical issues
* Provide notifications of upcoming renewals
* Provide reporting on all managed certifications

**Back up Services:** The activities associated with the provisioning and day-to-day management of the installed data environment.

* Manage and follow existing JC back up procedures
* Automate/schedule processes
* Perform encrypted backups per JC processes
* When necessary, perform restores from backups to a specific point
* Perform both incremental and full backups, depending on the need
* Manage retention and storage per schedule
* Manage backup media inventory in a secure location
* Provide ongoing media testing
* Administer existing JC data destruction process

**Database Administration Services:** The activities associated with the maintenance and support of production and non-production database solutions and configurations. This includes responsibility for managing data (e.g., schemas, indexes, data set placement, database performance, and data recovery and integrity) at the logical and physical layer.

*Physical:*

* Installation and configuration of database system software
* Provide database security administration
* Provide recommendations and perform streaming and replication procedures
* Plan tablespace reorganizations
* Implement and maintain database objects and segments
* Monitor and manage database storage
* Perform database exports, imports, refreshes or clones
* Provide proactive database infrastructure monitoring
* Manage database tuning and maintenance
* Execute database backup and recovery policies as directed
* Perform database restores or recovery from export dumps or backups, archived logs or SAN.

*Database Requirements, Design and Management:*

* Implement database data definition requirements for applications
* Develop and maintain databases schemes and inventory
* Execute schema changes across non-production and production database instances
* Promote schema changes across different environments

**Middleware Administration Services:**  The activities associated with the maintenance and support of middleware applications that support integrations, EDI and system interface needs of applications and third party at a court and enterprise level.

* Support non-prod to production migration activities
* Provide proactive monitoring
* Install, configure, and maintain application software
* Execute all middleware system level changes
* Document and maintain middleware administration services policies and

procedures

* Support requirements process by identifying and defining middleware related

operational and support requirements and constraints

* Assist in configuration and tuning for environments
* Coordinate with JBE and third-party vendors for application issues or change requests
* Install maintenance and minor releases
* Design, implement and adhere to security policies and controls
* Provide integration services to connect to 3rd parties (i.e., certs, service ID, integration

protocols)

**Storage Administration Services:** The activities associated with the maintenance and support of production and non-production of storage (Cloud storage, SAN, etc.).

* Recommend and perform streaming and replication procedures
* Install and configure of storage system
* Provide proactive storage infrastructure monitoring
* Manage tuning and maintenance of storage and storage services
* Provide storage performance monitoring
* Manage file transfers
* Manage data set placement
* Manage and maintain a media library

**Disaster Recovery Services:**  The activities with providing prioritized IT service continuity.

* Provide consulting for disaster recovery implementations using industry best practices
* Support a variety of recovery time objectives and recovery point objectives
* Manage failover from the production environment to the disaster recovery environment
* Maintain continuous monitoring of system availability
* Provide documentation of disaster recovery strategy
* Provide detailed documentation on how the disaster recovery solutions function
* Restore and administer recovery services - failback

**System Administration Responsibilities and Services:** The activities associated with the maintenance and support of the production and non-production systems and Active Directory (AD).

* Create and maintain AD groups and policies
* Create and maintain access controls within Azure and AWS
* Administer installs, moves, adds, changes and disposals (IMACDs) for hardware devices, e.g., servers, networking equipment, etc.
* Manage job scheduling
* Provide maintenance and break/fix support
* Provide capacity planning
* Provide remote access management
* Manage file and disk storage
* Support all hardware/equipment infrastructure for a given location
* Support remote server management
* As directed by the Judicial Council, coordinate with other public entities and third-party vendors for multi-level support coordination
* Execute authorized Service and Change requests
* Coordinate and collaborate Problem and Incident Management services, including involving Third Parties
* Provide support for hybrid cloud environments
* Implement and maintain Problem and Incident Management services including involving Third Parties
* Monitor and report on agreed upon Service Level Requirements (SLRs)
* Conduct Root Cause Analysis including preventative measures on high priority issues
* Assist in the development and documentation of JC procedures

**Migration Support:** The activities associated with gathering and documenting information required to assess, recommend, and implement for delivery of infrastructure migration services.

* Prepare an initial assessment and requirements document to meet migration objectives
* Identify key resource personnel needed to successfully complete migration
* Review all in-scope services with each party
* Create migration project plan to deliver new IT Services and/or applications
* Coordinate and review all implementation plans
* Conduct pre-installation site surveys as required
* Install new or enhanced service area components
* Perform tests on all installs, moves, adds, changes and disposals per requirements
* Support regression and integration testing
* Perform acceptance and sign off

**Cloud Migration Services:** Document the on-premises environments and dependencies, design the appropriate cloud infrastructure, seamlessly migrate applications, perform testing, verification, and management.

* Provide guidance on cloud governance structure
* Conduct a cloud readiness assessment
* Develop a migration strategy (i.e., lift and shift, optimize, refactoring)
* Define roles and responsibilities
* Gather requirements through assessment
* Develop a migration roadmap and timeline
* Develop and maintain project schedules
* Assist in identifying and prioritizing components for migration
* Develop most cost-effective optimization options
* Create current state and future state architecture diagrams
* Assist with the design and implementation of a cloud DR solution
* Assist with the development of business continuity and disaster recovery plans
* Setup and deploy backup solution per JC design and procedure

**Application Infrastructure Support Services:**  The activities associated with the installation, operations, and administration of applications being supported on computing infrastructure.

*(Does not include application development and maintenance)*

* Support test-to-production migration activities
* Build application infrastructure
* Provide common application software support
* Coordinate with third party vendors for support, application issues and change requests
* Conduct proactive monitoring
* Provide 24/7 monitoring of services in Azure
* Install, configure, and maintain application software
* Administer installation of maintenance patches, minor releases and version upgrades
* Maintain batch jobs and job schedules
* Assist with the design and implementation of a backup and restore strategy
* Provide Office 365 support and management of productivity suite
* Develop playbooks for each application
* Manage application performance issues
* Provide Incident management and triage related to interruptions in Azure services
* Respond to outages, slow response times, and fatal errors due to down services
* Maintain security management, including threat response, regular scans, intrusion detection.
* Backing up cloud services
* Restore cloud services from backup
* Manage firewalls including user access and service connections between properties

*Additional Responsibilities:*

* Manage and maintain Problem and Incident management services including involving Third Parties
* Monitor and report on agreed upon Service Level Requirements (SLR’s)
* Conduct Root Cause Analysis including preventative measures
* Execute authorized Service and Change requests
* Adhere to documented procedures
* Provide support for hybrid cloud environments

**Data Center Operational Service Delivery Manager:**

* Serve as the point of contact for all matters relating to day-to-day service delivery, including ongoing services, supply/demand alignment, and performance management
* Manage and coordinate the appropriate resources to ensure optimal service delivery and that all issues raised are resolved in accordance with the applicable defined Judicial Council and/or procedures and Service Level Requirements (SLRs)
* Possess knowledge of infrastructure support services
* Have experience running information technology systems and networks, minimally equal to the size and scope of the Judicial Council

**Minimum Job Specific Skills/Qualifications Required:**

* Strong understanding of the above support areas
* Extensive experience with Cloud hosting platforms (specifically Azure/AWS), including all of the as a Service (aaS) architecture, i.e., SaaS, PaaS, and IaaS.
* Extensive experience with data center network and infrastructure for both on premise and in the cloud
* Extensive experience with Microsoft Office 365, including migrations, domain name services, managed file transfer systems, and firewall access control lists.
* Extensive experience with Azure WVD management
* Extensive experience with Azure monitoring
* Excellent analytical, verbal and problem resolution skills
* Experience completing an as built analysis and recommendations
* Experience conducting a risk analysis
* Reporting/report generation
* Excellent presentation and communication skills
* Excellent writing skills for technical communications
* Ability to write test plans, scope of work documents, and risk analysis with impact summaries
* Familiar with Enterprise Security concepts such as
  + LSA/Multi-Tier design
  + Compliance
  + Policies (Industry best practice/JCC)
  + Contracts
  + PKI (Designing, Operating and Supporting)
* Experience with coordinating and partnering with Third Party vendors for support
* Experience with project management practices such as:
  + Waterfall, Agile and Hybrid methodology
  + PM experience, delivering operational and infrastructure services
* Familiar with hardware from multiple vendors
  + Cisco, Fortinet, F5, BlueCoat, Rubrik
* Disaster recovery operations including AWS Pilot Light
* Continuity of operations
* Experience with conducting capacity planning and remediation
* Experience with Axway including maintenance and support

**Additional Skills/Qualifications Desired:**

* Advanced writing skills
* Advanced experience with Excel/Visio/Network drawing for design and architecture
* Experience with Program Management
* Experience with complex multidimensional and matrixed project reports to several stakeholders
* Experience with working with the following state agencies and their systems:
  + California Department of Motor Vehicles
  + California Department of Justice
  + Other California Justice Partners
  + Experience with local or Federal IT Projects
* Experience with project management tools
* Experience with ServiceNow CRM tool
* Experience with supporting and maintaining the following: (ECART)
  + Azure LogicApp
  + Azure FunctionApps
  + Azure SQL
  + Talend design, operational support and administration
  + Snowflake administration
  + Power BI platform administration
* Experience with supporting application development:
  + AI/ML – Artificial Intelligence/Machine Learning
  + Chat Bots
  + Application development/SDLC/ITIL
  + Collaboration tools
  + SOAP based webservices
  + REST API’s
  + Robotic Process Automation (RPA)

# Data Network Management Services

**Data Network Management Services Overview**

Data Network Management Services are the services and activities required to manage and support the data network environment that links the Judicial Council and the California courts to Judicial Council applications and the data network environments.

The Data Network Management Services team supports the network and network-based security life cycle, including the phases of strategy, design, transition, operation, and improvement.  Vendor’s approach should address the design, maintenance, and distribution of Judicial Council’s standard, secure network environment to all authorized users by leveraging the current Judicial Council infrastructure and applying ITIL-based processes.  This approach offers a solution that is responsive to the user and that encompasses all equipment, including routers, switches, circuits, and security devices. It includes the following services:

* 24x7 monitoring of all network devices
* Tier 1 through Tier 3 engineering support
* Incident response
* Troubleshooting through resolution
* Performance metrics and reports
* Event correlation
* Root-cause analysis
* Device configuration and maintenance
* Telecommunications (LAN/WAN) circuit monitoring and vendor management
* Security intrusion detection and prevention
* Security penetration (testing) activities
* Incident management and reporting
* Policy enforcement and engineering consultation
* Adhere to Service Level Requirements (SLRs) identified in Exhibit D
* Adhere to Reporting requirements identified in Exhibit E

JCC has invested in the adoption of ServiceNow CRM tool which is the system of record for the JCIT systems and assets.  ServiceNow is the primary tool used by all Judicial Council IT to provide daily operational support.  This toolset drives consistency and reinforces global processes among the teams.  ServiceNow provides the functionality and business rules necessary to comply with ITIL best practices.

**Network:** The proactive monitoring and management of networking equipment and software that interconnect two or more facilities.

*Operations and Administration:*

* Management of overall enterprise network
* Manage and coordinate connectivity for installs, moves, adds, and changes (IMACs)
* Maintain detailed work plan and task list
* Job scheduling
* Managing QoS and CoS (as required)
* Have knowledge and ability to maintain router configuration files and IP addressing schemas
* Have knowledge and ability to manage and maintain DNS/DHCP services
* Provide reporting on all network components
* Management of circuit provisioning
* Internet connectivity maintenance
* Management and provisioning of VPN solution
* Establishing connectivity as required
* Maintenance of out of band access to branch WAN routers
* Manage and coordinate the performance of public carriers
* Management of third-party vendors where network services are provided externally
* As directed by the Judicial Council, coordinate with other public entities and third-party vendors for multi-level support coordination
* Implement and maintain Problem and Incident Management services including involving Third Parties
* Interface and coordinate Problem and Incident Management services including involving Third Parties
* Monitor and report on established JCC Service Level Requirements (SLRs)
* Conduct Root Cause Analysis including preventative measures
* Execute authorized Service and Change requests
* Assist in the development and documentation of procedures
* Adhere to established procedures
* Support procedures for hybrid cloud environments
* Provide capacity planning and management

*Asset Management:*

* Proactive and reactive maintenance of managed network devices
* Equipment provisioning
* Secure decommissioning
* Reporting on assets

*Monitoring:*

* Managing automated tools for monitoring network circuits, devices and traffic
* Event logging
* Providing proactive analysis
* Monitoring and managing data network performance issues
* Remote LAN analysis diagnostics
* Problem determination, and root cause analysis
* Scheduled reporting

*Design and Engineering:*

* Consulting/Design services including network design, engineering, and security plans
* Network optimizing services including analysis of network utilization
* Network equipment provisioning

**Security Services:** The activities associated with managing and supporting firewalls, DMZ infrastructure, internet connections, and third-party connections.  Additionally, providing quick follow up on security events and coordinating with third parties for remediation of same.  Conduct annual security assessment on the network environment including network devices, hosts, or other devices connected to the infrastructure.  Also include information security incident response and escalation and making sure all necessary traffic is logged according to policies.

* Ensure compliance that appropriate security policies are applied
* Conduct an annual information security risk assessment (SOC II - Type 2)
* Conduct periodic vulnerability scans, analysis and reporting
* In conjunction with the JCC, develop and execute information security remediation plans
* Conduct annual information security planning and review sessions
* Implement a security incident response plan and team
* Implement physical and logical information security plans consistent with information security policies and industry standards
* Configure automated software account lockouts
* Conduct information security analysis for monitoring products for both COTS and SaaS.
* Manage, configure, and support virus, malware, and ransomware detection software
* Report and resolve information security violations in accordance with policies
* Install information security patches (patch mgmt.)

**Identity Management Services:** Provide identity and access management support services that need to secure access to all applications.

* Maintenance and support of the branch wide IDM solution
* Implement integration services to applications requiring IDM
* Manage JCC intrusion detection solution
* Manage automated process for authentication
* Create control of user access through policy-based controls
* Monitor all access attempts and requests
* Able to use single sign-on (SSO) to access multiple applications
* Able to use Azure-based single sign-on (SSO) authentication
* Provide enhanced user access security, such as multi-factor authentication

*Security Audit and Penetration Testing*

* Manage identity management policy compliance
* Support of multi-factor authentication (MFA) Services
* Execute penetration testing per JCC requirements

*Encryption Services*

* Administer phishing attack testing and provide results analysis report
* Administer, design, and configure security to ensure data in flight is secure and meets the latest JCC Standards
* Administer, design, and configure security to ensure information/data at rest is secure and meets the latest JCC standards

**Data Network Management Service Delivery Manager:**

* Serve as the primary point of contact for all matters relating to day-to-day service delivery, including ongoing services, supply/demand alignment, and performance management
* Manage and coordinate the appropriate resources to ensure optimal service delivery and that all issues raised are resolved in accordance with the applicable defined Judicial Council and/or procedures and Service Level Requirements
* Possess knowledge of data network management support services
* Have experience running information technology systems and networks, minimally equal to the size and scope of the Judicial Council

**Minimum Job Specific Skills/Qualifications Required:**

* Extensive knowledge of the above support areas
* Extensive experience with cloud hosting platforms (specifically Azure/AWS), including all of the “as a Service” (aaS) architecture, i.e., SaaS, PaaS, and IaaS.
* Experience with data center network and infrastructure for both on premise and in the cloud
* Excellent analytical, verbal and problem resolution skills
* Experience completing an as built analysis and recommendations
* Experience conducting a risk analysis
* Reporting/report generation
* Excellent presentation and communication skills
* Excellent writing skills for technical communications
* Ability to write test plans, scope of work documents, and risk analysis with impact summaries
* Knowledge of Enterprise Security concepts such as
* Layered Security Architecture (LSA)/multi-Tier design
* Compliance
* Policies (Industry best practice/JCC)
* Contracts
* PKI (Designing, Operating and Supporting)
* Experience with coordinating and partnering with Third Party vendors for support
* Familiar with project management practices such as:
* Waterfall, Agile and Hybrid methodology
* PM experience, delivering operational and infrastructure services
* Knowledge of enterprise networking infrastructure
* Enterprise network engineering
* Network security best practices
* Networking for the support of applications
* Knowledge and experience with cloud exchanges (i.e., Equinix)
* Experience with troubleshooting, routing, and switching, including:
* SD WAN
* Router/Firewall/WAF/Switch/LANWAN configurations
* Router protocols (RIP, IGRP, OSPF, EGP, EIGRP, BGP, IS-IS)
* Understanding the hardware from multiple vendors
* Cisco, Fortinet, F5, BlueCoat, Rubrik, etc.
* Disaster recovery for AWS (Pilot Light)
* Continuity of operations
* MPLS
* Site2Site VPN/VPN Client
* Access control lists
* Experience with Axway including maintenance and support

**Additional Skills/Qualifications Desired:**

* Advanced writing skills
* Advanced experience with Excel/Visio/Network drawing for design and architecture
* Experience with Program Management
* Experience with complex multidimensional and matrixed project reporting to several stakeholders
  + Experience with ServiceNow CRM tool
* Experience with working with the following state agencies and their systems:
* California Department of Motor Vehicles
* California Department of Justice
* Other Justice Partners
* Experience with local or Federal IT Projects
* Experience with supporting and maintaining the following services supporting:
* Azure LogicApp
* Azure FunctionApps
* Azure SQL
* Talend Design, Operational Support and Administration
* Snowflake Administration
* Power BI Platform Administration

1. IT Service Management

**IT Service Management Overview**

IT Services Management (ITSM) and life cycle services sets forth the roles and responsibilities for the common services that apply to the provision, delivery, and management of all services in support of the Judicial Council Information Technology (JCIT) infrastructure.

The JCC is seeking three major services areas for IT Services Management:

* **Project Management Services**
* **Services Support**
* **Service Delivery Management**

The following are the key high-level service objectives the JCIT expects to achieve through the IT Managed Services:

* Coordinate with JBE and third-party vendors for multi-level project coordination
* Adhere to documented project management compliance
  + Coordinate Problem and Incident Management Services including involving Third Parties
* Monitoring and reporting on agreed upon Service Level Requirements (SLRs)
* Conduct Root Cause Analysis including preventative measures
* Adhere to the Change Management procedures
* Execute authorized Service and Change requests
* Develop and adhere to documented procedures
* Adhere to Service Level Requirements (SLRs) identified in Exhibit D
* Adhere to Reporting requirements identified in Exhibit E

JCC has invested in the adoption of ServiceNow CRM tool which is the system of record for the JCIT systems and assets. ServiceNow is the primary tool used by all Judicial Council IT to provide daily operational support.  This toolset drives consistency and reinforces global processes among the teams. ServiceNow provides the functionality and business rules necessary to comply with ITIL best practices.

 ITSM services are utilized across JCIT includes the following components:

* Incident and Problem management
* Change management
* Configuration management
* Service Request management
* Asset management
* Software licenses and maintenance management

**Project Management Services**

IT Life Cycle, operations, and administrative services are activities associated with documenting, planning for, and analyzing contemplated changes to the environment.

*Project Governance:*

* Ensure projects are complying with JCIT approved policies, processes, standards, and artifacts
* Portfolio Management
* Provide updates
* Escalation
* Status reporting including budget, resources, and timeline
* Portfolio performance (full picture of current and past projects)

*Project Delivery:*

* Develop roles and responsibilities
* Follow ITIL practices
* Develop all JCIT required project management artifacts (i.e., charter, scope, objectives, total cost of ownership)
* Develop and execute technical requirements based off business requirements
* Develop and manage project schedule that encompasses all areas of the project
* Collaboration with resource management
* Identify and manage risks and issues
* Develop RAID log
* Develop project approach (attack plan, achieve outcomes)
* Develop and manage technical implementation and milestones
* Develop and manage communication plan
* Oversee project change management (managing scope, budget, schedule, etc.)
* Administer knowledge transfer
* Manage development of training plan
* Manage development of Operational readiness plan
* Manage business and IT exceptions and sign off
* Conduct lessons learned
* Manage project financials and dispositions (budget, forecast, spend plan, tracking actuals)
* Provide proactive status reporting
* Document and deliver design specifications
* Utilize JCC central repository for all project documentation

**Services Support**

Services Support are services and activities associated with Incident, Problem, Configuration, and Change Management. These services include managing Incidents through the restoration of normal service operation as quickly as possible, minimizing the adverse impact of Incidents and Problems on the business that are caused by errors in the Service Areas, and preventing the recurrence of Incidents related to those errors. Root Cause Analysis includes diagnosing and analyzing the root cause of Priority Level 1 or 2 Incidents, Problems, and/or trends. It also includes recommending and taking corrective measures to prevent the reoccurrence of such Incidents, Problems and/or trends. Configuration Management provides a logical model of the Service Areas by identifying, documenting, controlling, maintaining, and verifying the installed service environment. Change Management manages Changes to IT services or infrastructure.

*Incident and Problem Management:*

* Coordinate Problem and Incident Management services, including the involvement of Third Parties
* Coordinate with Level 2 and Level 3 Support
* Follow established Incident workflow, escalation, communication, and reporting processes
* Utilize Incident Management Services tracking system ServiceNow
* Manage entire lifecycle for Problems and Incidents
* Ensure Problem and Incident Resolution activities conform to defined Change Management procedures

*Change Management:*

* Follow established Change classifications and Change authorization process
* Document and classify proposed Changes to the Services, which shall include risk impact and back out plans of those Changes
* Develop and maintain a schedule of planned Changes and provide to Judicial Council for review as required
* Communicate and coordinate recommended changes with all affected parties
* Schedule and conduct Change and Management meetings
* Provide Change documentation for planned and approved changes
* Ensure Change Management Services processes are consistent across all environments
* Verify that change meets objectives and resolves negative impacts from the change
* Modify and update systems and documentation impacted by implemented changes
* Manage change communication as required

*Configuration Management:*

* Manage Configuration Management Database (CMDB)
* Enter/upload configuration data into the CMDB
* Establish appropriate authorization controls for modifying configuration items
* Ensure Configuration Management processes are consistent across all production and non-production environments
* Provide Judicial Council Configuration Management reports as required and defined by Judicial Council
* Track and flag configurations that are not in conformance with Judicial Council defined standards and requirements

*Asset Management Services:*

* Manage lifecycle of all assets
* Maintain the accuracy of the data in the asset management system
* Perform ongoing asset inventories
* Coordinate and conduct software licenses and maintenance agreement reviews
* Identify and report license compliance issues

*Root Cause Analysis:*

* Conduct proactive trend analysis
* Track and provide monthly reporting on all Priority Level 1 and 2 incidents
* Recommend solutions to address recurring problems or failures
* Identify root cause of Priority Levels 1 and 2 Incidents
* Provide status report detailing the root cause of and procedure for correcting recurring problems and Priority Levels 1 and 2 incidents

*Service Level Monitoring:*

* Report on SLR performance
* Coordinate SLR monitoring and reporting
* Measure, analyze, and provide management reports on performance relative to SLRs
* Develop and deliver SLR improvement plans to present to Judicial Council for implementation

*Software License and Maintenance Management:*

* Manage and maintain (e.g., monitor, track status, verify, audit, reassign) licenses and maintenance through the lifecycle
* Develop and maintain inventory of all licenses and maintenance within Judicial Council ServiceNow system
* Provide reporting and recommendation used in making acquisitions and discontinuous decisions
* Provide recommendations to purchase additional licenses capacity, recommending alternatives, or curtailing usage where necessary and appropriate to maintain license compliance.
* Identify and report license compliance issues

*Information Technology Infrastructure Library (ITIL) Coaching:*

* Provide training on ITIL processes
* Provide implementation of ITIL processes
* Provide ongoing monitoring and recommendation of the use of the ITIL processes implemented

**ITSM Service Delivery Manager**

* Serve as the overarching point of contact for all matters relating to day-to-day service delivery, including ongoing services, supply/demand alignment, and performance management
* Have experience running information technology systems, networks, and end user support functions, minimally equal to the size and scope of the Judicial Council
* Manage and coordinate the appropriate resources to ensure optimal service delivery and resolve all issues in accordance with the applicable defined Judicial Council and/or procedures and Service Level Requirements
* Possess knowledge of support services

**Project Management Service Delivery Manager**

* Serve as the point of contact for all matters relating to Work Orders and projects, including ensuring Project Managers are following established processes
* Oversee the portfolio of projects and managing project managers to ensure that projects remain on time and budget
* Manage and oversee all project proposals/work orders
* Possess a Project Management Professional (PMP) (or similar) certification

**Minimum Job Specific Skills/Qualifications Required: Project Management**

* Project Management (3+ years)
* Experience with complex multidimensional and matrixed project reports to several stakeholders
* Experience with project management tools
* Strong understanding and experience with the ITIL/ITSM framework and processes
* Strong relationship skills and able to drive projects to successful completion
* Strong communication skills to all parties and knowledge bases
* Strong leadership skills with experience managing conflict and project related issues
* Strong technical understanding of networking, applications, SDLC, data center, cloud platforms
* Exhibits strong teams building skills and problem-solving skills
* Ability to work under pressure and delegate as necessary
* A high level of integrity

**Minimum Job Specific Skills/Qualifications Required: Service Delivery Management**

* Service Delivery Management experience (3+ years)
* Excellent communication skills in both verbal and written
* Excellent customer relationship management
* Leadership and decision making
* Flexible and able to adapt to changing IT environment and personnel
* Experience with resource management
* Experience with resource forecasting
* Experience with driving progress and willing to take on assignments
* Highly organized with attention to detail and time management
* A collaborative problem solver who can prioritize tasks
* Integrity and trustworthy

**Additional Skills/Qualifications Desired: Project Manager and Service Delivery Manager**

* Advanced experience with MS Office Products (Word, Excel, PowerPoint, SharePoint, OneNote, Visio)
* Ability to design, document and maintain network architectural drawing
  + Experience with ServiceNow CRM tool
* Experience working with the following state agencies and their systems:
* California Department of Motor Vehicles
* California Department of Justice
* Other state and local justice partners
* Experience with local or Federal IT Projects
* ITIL/ITSM Certification is a plus
* PMP Certification is a plus