EXHIBIT E
Potential IT Project Examples

The purpose of this Exhibit E is to provide examples of potential IT Projects a JBE (e.g., an individual trial court) may have, which require placement of Proposer's IT consultants. This Exhibit is for informational purposes only.

Project Management Services

Project Management Services: IT Life Cycle, Operations, and Administrative Services are activities associated with documenting, and planning for and analyzing contemplated changes to the environment.

- Develop and execute technical requirements based off business requirements
- Develop and manage project schedule that encompasses all areas of the project
- Develop and manage technical implementation and milestones
- Provide proactive status reporting
- Document and deliver design specifications
- Provide a central repository for all project documentation

ITIL:
- Training on ITIL processes
- Implementation of ITIL processes

Additional Responsibilities:
- 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 (Exhibit F: Sample Service Level Requirements)
- 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

Infrastructure Support

Infrastructure Support: The activities associated with the provisioning and day to day management of the server environments.

Monitoring:

- Proactive and scheduled monitoring of infrastructure systems
- Develop and maintain standard automated scripts
- Provide proactive analysis (Example: report analytics for future capacity issues: compute, storage, networking bandwidth, etc.)

Asset Management:
- Proactive and reactive maintenance
- Software license management and tracking
- Reporting and notification of assets

Integration and Testing:
- Provide and manage infrastructure integration and testing
- Prepare and communicate test plans for proposed changes
- Evaluate all new and upgrades 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
- Enable printers or application to send email
- Send emails from any IP address
- Provide IP based authentication

Security Certificates:
- Manage contract and licensing for certification management software
- Server 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.
- Develop and manage procedures
- Automate/schedule processes
- Perform encrypted backups where required
- Archive data media at a secure offsite location as required
- When necessary, perform restores from backups to a specific point
- Ability to perform both incremental and full backups, depending on the need
- Retention and storage per schedule
- Manage backup media inventory in a secure location
- Provide ongoing media testing
- Provide a data destruction process

Infrastructure as a Service (IaaS): Provide a shared virtual infrastructure that reduces or eliminates the need for capital expenditures and allows JBE to realize cost savings compared to physical server environments.

- Provide cloud-based computing resources (public/private/hybrid cloud)
- Provide a self-service portal for on-demand access

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 a 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
- Proactive database infrastructure monitoring
- 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

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
- Proactive storage infrastructure monitoring
- Tuning and maintenance of storage and storage services
- Storage performance monitoring
- Manage file transfers
- Manage data set placement
- Manage and maintain a media library
- Load and manage third party media
- Provide secure off-site storage

System Administration Services: The activities associated with the maintenance and support of the production and non-production Active Directory
- Create and maintain AD Groups and Policies

Disaster Recovery Services: The activities with providing prioritized IT Service Continuity
- Provide best practice consulting for disaster recovery implementation
- Support a variety of recovery time objectives and recovery point objectives
- Provide failover from the production environment to the disaster recovery environment
- Continuous monitoring of system availability
- Provide documentation of disaster recovery strategy
- Provide detailed documentation on how the disaster recovery solutions function

Additional Responsibilities*:*
- Installs, moves, adds, changes and disposals (IMACDs) for hardware devices, e.g. servers, networking equipment, etc.
- Job scheduling
- Provide maintenance and break/fix support
- Capacity planning
- Remote access management
- Manage file and disk storage
- Support all hardware/equipment infrastructure for a given location
- Remote Server Management
- Coordinate with JBE and third-party vendors for multi-level support coordination
- Execute authorized Service and Change requests
- Interface and coordinate 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 (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures on high priority issues
- Develop and adhere to documented procedures

Network and Security Support

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 provide connectivity for installs, moves, adds, and changes (IMACs)
- Detailed work plan and task list

- Job scheduling
- Managing QoS and CoS (as required)
- Document and maintain router configuration files and IP addressing schemas
- 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 Court routers
- Manage and coordinate the performance of public carriers
- Management of third-party vendors where network services are provided externally
- Coordinate with JBE 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 agreed upon Service Level Requirements (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures
- Execute authorized Service and Change requests
- Develop and adhere to documented procedures
- Support for Hybrid Cloud environments

Asset Management:
- Proactive and reactive maintenance of managed network devices
- Equipment provisioning
- Secure decommissioning
- Reporting on assets

Monitoring:
- Provide and manage automated tools for monitoring network circuits, devices and traffic
- Providing proactive analysis
- Manage data network performance issues
- Remote LAN analysis diagnostics
- Problem determination, and root cause analysis
- Scheduled reporting

Design and Engineering:
- Design services including network design, engineering and security plans
- Network optimizing services including analysis of network utilization
- Network equipment provisioning and consulting services

Information Security: 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.

- Capacity planning and management
- Adherence to policies
- Conduct an annual information security risk assessment (SOC II - Type 2)
- Develop 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
- Provide and support infrastructure COTS and SaaS information security analysis and monitoring products
- Provide, configure and support virus, malware, and ransomware detection software
- Report and resolve information security violations in accordance to policies
- Install information security patches
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Identity Management Services: Provide identity and access management support services that need to secure access to web-based portals and applications.

- Provide secure access areas for systems as required
- Provide and manage Intrusion detection
- Develop an 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

Encryption Services

- Provide penetration testing
- Provide phishing attack testing
- Procedures on how to secure information in flight
- Procedures on how to secure Information at rest

Help Desk Services

Help Desk Services: The activities associated with providing a stable Help Desk environment and to effectively and efficiently perform procedures to ensure services meet requirements.

Call Management:
- Provide a single point of contact (SPOC) solution including a toll-free phone number, web submission and monitored email
- Provide a ticket management solution
- Record and update all incidents and requests
- Receive and resolve end-user calls

Ticket Management:
- Provide a tracking system to manage all requests
- Support an end-to-end incident handling
- Develop, provide, and training procedures to manage incidents and service request calls
- Categorize, prioritize and log all IT incidents
- Proactively monitor incidents
- Integration with other incident management systems

Incident Management:
- Interface and coordinate Problem and Incident Management Services including involving Third Parties
- Implement and maintain Problem and Incident Management Services including involving Third Parties
- Establish Incident workflow, escalation, communication and reporting (Incident Management process)
- Provide, configure, operate and maintain an Incident Management Services tracking system
- Provide access and input capabilities to Incident Management tracking system
- Manage the lifecycle for Problems and Incidents in scope
- Ensure Problem and Incident resolution conform to defined procedures
- Determine the impact of an incident in order to assess priority and criticality as well as necessary communication

Root Cause Analysis:
- Conduct proactive trend analysis
- Track and provide reporting on high priority incidents
- Recommend solutions to address recurring problems
- Identify root cause on high priority incidents
- Provide status reports detailing the root cause of and procedure for correcting recurring high priority incidents

End-User Administration:
- Perform end-user account creations and modifications in accordance with security policies
- Communicate and coordinate with other areas to manage end-user account administration
- Perform password resets/unlocks as required in accordance with security policies
- Coordinate with JBE and third-party vendors for multi-level support coordination

Additional Responsibilities:
- Monitor and report on agreed upon Service Level Requirements (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures
- Execute authorized Service and Change requests
- Develop and adhere to documented procedures

Migration Support

Migration Support: The activities associated with gathering and documenting information required to assess, recommend and implement for delivery of infrastructure services.
- Prepare an initial assessment and requirements document
- 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-premise environments and dependencies, design the appropriate cloud infrastructure, seamlessly migrate applications, perform testing, verification and management.
- Define 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
- Build conceptual architectural diagrams
- Design and implement a Cloud DR solution

Office 365 Migration Services: Assessment, design and build out of proposed implementation
- Perform a discovery on existing servers to identify the current state of systems and architecture
- Perform an audit and analysis of the current state of the on-premise Exchange architecture
- Identify the key components that will need to be transferred to Office 365 cloud.
- Conduct collaborative design sessions
- Migrate SharePoint to Office 365
- Integrate on-premises Active Directory Domain Servers to Office 365.
- Integration and training support
- Provide mobile device management
- Providing consulting and migration assistance for other Office 365 components including (i.e. Teams, etc.)

Additional Responsibilities:
- Coordinate with JBE and third-party vendors for multi-level support coordination.
- Interface and coordinate Problem and Incident Management Services including involving Third Parties
- Monitor and report on agreed upon Service Level Requirements (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures
- Execute authorized Service and Change requests
- Develop and adhere to documented procedures
- Support Hybrid Cloud environments

Application Support

Application Support Services: The activities associated with the installation, operations, and administration of application being supported on computing infrastructure.
- Support test-to-production migration activities
- Build application infrastructure
- Provide common application software support (Exhibit G – Support Software)
- Coordinate with third party vendors for support, application issues and change requests
- Conduct proactive monitoring
- Install, configure and maintain application software
- Installation of maintenance and minor releases and version upgrades
- Maintain batch jobs and job schedules
- Design and implement backup and restore strategy
- Office 365 Support and management of productivity suite
- Develop playbooks for each application
- Manage application performance issues
- 24/7 monitoring of services in Azure

- Incident management and triage related to interruptions in Azure services
- Respond to outages, slow response times, and fatal errors due to down services
- 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

SAP Basis Support: The activities associated with the management of the SAP environments. SAP Basis includes a variety of administrative and operational functions required to configure, monitor, maintain, tune, and troubleshoot the SAP technical environment and schedule and execute the SAP transport systems.

- Implement and maintain multiple SAP instances
- Monitor SAP system performance and system load
- Review SAP EWA reports and taking corrective actions
- Maintain SAP batch jobs and job schedules
- Proactive monitoring and trend analysis
- Manage the online SAP user workload
- Identify errors in the import of transport requests
- Perform SAPGUI/NWSSO client troubleshooting with users
- Perform SAP system administration and changes
- Configure and manage SAP printing subsystem for all SAP instances
- Perform software set-up, configuration, and Basis support for hardware refreshes
- Perform SAP application and database installs and upgrades
- Apply support packages, plug-ins, and kernel packages per technical
- Administer the SAP database
- Design and implement SAP backup and restore strategy

Middleware Administration: 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 test to production migration activities
- Provide proactive monitoring
- Install, configure and maintain application software
- Execute all middleware system level changes
- Provide, 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)

Additional Responsibilities:
- Implement and maintain Problem and Incident Management Services including involving Third Parties
- Monitor and report on agreed upon Service Level Requirements (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures
- Execute authorized Service and Change requests
- Develop and adhere to documented procedures
- Support for Hybrid Cloud environments

Desktop and Local Server Support

Desktop and Local Server Services: The activities required to provide and support the desktop computing and server infrastructure of participating JBE's.
Operations and Administration
- Provide onsite support
- Complete site-specific documentation
- Provide technical consulting
- Provide coordination with third-party vendors
- Provide a scheduled hardware refresh
- Software installation and patching (
- Provide local database tuning and maintenance
- Provide file and print services
- Remotely trouble-shooting problems with end users'

Monitoring and Remote Management Services
- Provide basic monitoring of system events (i.e. CPU, Memory, Storage, and Network)
- Provide ticket handling based on pre-determined criteria
- Provide high priority notifications to specific user groups
- Provide incident management based on multiple tiers

Backup and Recovery Services
- Provide automated and scheduled back up's
- Provide restores from backup at a specific point in time.
- Provide incremental daily backups
- Provide full weekly backups
- Provide retention and storage per schedule
- Manage backup media inventory in a secured location
- Perform encrypted backups when required
- Achieve data media at a secure offsite location
- Provide media testing
- Perform component backups and associated rotation of media

Installs, Moves, Adds, Changes and Disposals (IMACD)
- Identify requirements
- Create details work plan and task list
- Create site specific documentation
- Provide onsite support
- Hardware and software administration
- Provide technical consulting
- Provide training on technology
- Manage installation and configuration of systems.
- Provide solutions based on the JBE needs

Email Administration Services
- Provide mailbox administration
- Provide distribution list management
- Provide public folder administration
- Provide SPAM filtering
- Provide spyware prevention
- Provide malware eradication
- Technical support for email services
- Backup and recovery support for email services

Security Certificates:
- Manage contract and licensing for certificate management software
- Serve as a liaison between JBE and certificate vendor for technical issues
- Provide notifications of upcoming renewals
- Provide reporting on all managed certificates

Additional Responsibilities
- Provide management and tracking of technology assets and software licensing
- Build out applications landscapes
- Test and migration support
- Provide configuration and tuning support
- Provide application monitoring
- Provide application software installation and upgrades
- Coordinate with JBE and third-party vendors for multi-level support coordination
- Provide remote access management
- Manage file and disk storage
- Support all hardware/equipment infrastructure for a given location
- Provide Remote Server Management
- Execute authorized Service and Change requests
- Implement and maintain Problem and Incident Management Services including involving Third Parties
- Interface and coordinate Problem and Incident Management Services including involving Third Parties

- Provide O365 support and management of productivity suite
- Monitor and report on agreed upon Service Level Requirements (Exhibit F: Service Level Requirements Baseline)
- Conduct Root Cause Analysis including preventative measures
- Develop and adhere to documented procedures

Professional Services

- *Data Analyst* - Work involves the analysis, mining, and presentation of data to provide statistical, operational, auditing and other business insights with the purpose of understanding or making conclusions from the data for decision making purposes.
- *Database Administrator (DBA)* - Work involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.
- *Project Manager* - Work involves the planning, organizing, and managing resources to execute projects and achieve defined goals.
- *Quality Assurance Analyst* - Work involves performing quality assurance tasks to ensure that system objectives are met and that solutions function as expected.
- *Technical Writer* - Work involves developing, editing, and delivering technology specific documentation of existing and new applications. This may include procedure documentation, specification requirements documentation, QA documentation, user guide documentation, code review/formatting documentation, and other technical documentation as needed.
- *Report Writer* - Work involves developing customized reports from databases to extract and collect data according to the current needs. Additionally, should be versed in Business Intelligence report writing as well as being versed in executive dashboard reports.
- *Network Engineer* - Work involves development, implementation, administration and troubleshooting of a large, Cisco -based enterprise network platform. Provide expert-level analysis, policy development, and decision-support regarding the planning, design, optimization, and evaluation of the network communications infrastructure and associated network services. Additionally, will investigate and resolve difficult and complex support issues related to LAN/WAN infrastructure.
- *Desktop Support Services* - Work involves receiving, responding, and deploying technical assistance on computers, peripheral equipment, application, local and wide area networks.
- *Support Service Desk* - Work involves receiving, responding, and resolving requests for assistance over the phone in a tier 1 capacity.
- *Telecommunications Engineer* - Work duties involve design, development, implementation, administration and troubleshooting of a large, Cisco-based enterprise telephony platform. Telecommunication Engineers provide expert-level analysis, policy development, and decision-support regarding the planning, design, optimization, and

evaluation of network communication infrastructure and associated network and telephony services.

- *Systems and Network Administrator* - Work involves the planning, development, implementation, and administration of systems for supporting production, development, testing and staging.
- *Senior Software Developer* - Work involves the design, development, modification, testing, implementation, documentation and support of new or existing applications software.
- *Business Systems Analyst* - Work involves serving as a liaison between the business operations and the technical teams to develop and document business/functional requirements for IT solutions.
- *Business Process Reengineering* - Work involves the development and implementation of business process reengineering methods, techniques in order to improve operational efficiency and financial performance.
- *User Experience (UX) and Graphic Designer* - Work involves researching, planning, organizing, designing, and testing how information is presented to users to streamline their interaction with applications software and websites. Additionally, may involve developing visual assets for application software and website user interfaces.
- *Technology Security Analyst* - Work involves providing expert advice on addressing on information security issues with the development, review, implementation, maintenance and communicate security policies, standards, best practices, guidance and procedures.
- *Content Management Administrator* - Work involves the planning, development, implementation, and administration of system to identity, classify, capture, index, store, retrieve, distribute, archive, and destroy electronic content.
- *SAP Basis Engineer* - Work that involves providing technical support for SAP systems, which can include implementing standards and requirements, overseeing upgrades, establishing processes for monitoring performance, and system configuration, design, and application.
- *Infrastructure Engineer* - Work involves being responsible for designing, building, deploying, and maintaining the IT infrastructure using the latest technology.
- *Enterprise Architect* - Work involves providing input and direction to ensure that the business strategy uses the proper technology systems to achieve its goals.
- *Application Architect* - Work involves providing design and analysis of application projects, including creating new applications, improving existing application, running tests and developing prototypes.
- *Cloud Engineer* - Work involves designing, planning, management, maintenance and support of any technological duties associated with cloud computing.
- *Cloud Architect* - Work involves working on cloud application designs, cloud approval plans and systems required to manage cloud storage.
- *Data Scientist* - Work involves advising the business on the potential data, to provide new insights into the business mission and through the use of advanced statistical analysis, data mining, and data visualization techniques to create solutions that enable enhanced business performance.
- *Trial Court Case Management System (CMS) Analyst* - Work involves assisting with supporting projects by performing the lead business analyst role for CMS which may include business process reengineering. Additionally, assist with maintaining interfaces,

preparing business and technical requirements, functional design and providing training as needed. Tasks may include items such as gap analysis, configuration changes, creating searches and reports, as well as identifying data cleansing tasks. Please include a list of all Trial Court CMS applications supported.

- *Trial Court Case Management System (CMS) Integrator* - Work involves various tasks supporting the CMS application. These tasks include, conducting health checks on the application, replicating and resolving user issues, user management, capacity planning, interface configuration, security and applying case management system patches/updates. Please include a list of all Trial Court CMS applications supported.

- *Integrated Workplace Management System (IWMS) Analyst* - Certified IWMS (e.g. IBM TRIRIGA, ARCHIBUS). Implement system configuration changes and enhancements for existing and new modules. Changes include updating workflows, queries, portals, GUIs, Report writer Crystal and/ BIRT, data migration and cleanup, project management, software configuration and customization, and security group settings to improve the system for the user community. Please include a list of all IWMS applications supported.