Release Management
PinkVerify™ v2.1

<u>Mandatory Criteria</u>

*CMDB= Configuration Management Database
*CI= Configuration Item
*DSL= Definitive Software Library
*RFC= Request for Change
*SLA= Service Level Agreement

1. Does the tool facilitate the planning, management, and successful rollout of software related hardware, documentation, and procedures?

Comments: Yes. The tool uses the Change, SW requirements, and Project Management systems to facilitate the rollout of software related hardware, documentation, and procedures.

Task created under the requirement

Configuration Items attached to the RFC

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	**Configuration Item Source**	**Key Column Value**
Change Request	Requirement	1652

2. Does the tool facilitate the task of software auditing? For example gathering details surrounding the use of authorized and unauthorized software within the IT infrastructure?

Comments: Yes. CENTRE is a centrally accessed application. The end users do not require any specific software clients except for an Internet browser. Auditing is linked to the access privileges of groups and users with group identities. A report of users and their associated access privileges may be produced.

3. Does the tool incorporate the creation and management of a DSL? Definitive Software Library

Comments: Yes. There are several software release screens to incorporate, create, and manage the DSL.

Programs - Identifies program names.

		SELECT PROGRAM			
Program Name	**Description**	**Created By**	**Date Created**	**Last Edited By**	**Last Date Edited**
○ Bridge Server	Bridge Server	Hadjikyriakou, George	4/25/2007 4:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
○ CMMI CENTRE	The productization and packaging of CENTRE as a CMMI Solution for marketing, downloadable from an online shopping website.	Hadjikyriakou, George	6/17/2009 11:04:04 AM	Hadjikyriakou, George	6/18/2009 2:03:59 PM
○ DCMA Migration Technical Solution	DCMA Migration Technical Solution - To inlcude all software, scripts, OS image CD/DVD, Procedures, Cabling, Test desktops, Test Procedures, etc...	Hadjikyriakou, George	12/3/2007 2:28:33 PM	Agritellis, Elias	3/6/2008 11:05:03 AM
○ DCS	Document Control System	.	.	.	.
○ Email Parser Desktop	Program to detect, identify, parse, and record the data captured from the body of the email into a databse table.	Hadjikyriakou, George	5/11/2011 5:48:42 PM	Hadjikyriakou, George	5/26/2011 4:24:37 PM
○ Email Parser Web (Thin Client)		Hadjikyriakou, George	5/26/2011 4:25:33 PM	Hadjikyriakou, George	5/26/2011 4:25:33 PM
○ EMRP	ITG Updates and Refinements to its Emergency Response Capabilities, in line with Business Continuity Requirements.	Harris, George	9/30/2011 3:07:25 PM	Harris, George	9/30/2011 3:07:25 PM
○ Government Response	Government Response Establish a web and call center	Hadjikyriakou, George	8/25/2008 2:48:57 PM	Hadjikyriakou, George	8/25/2008 2:48:57 PM

Software Release – Identifies past, current, and future releases.

							SELECT RELEASE												

Program Name: Select

Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Hours	Actual Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Estimated Pre Release Defects Per Hour	SD of Pre Release Defects Per Hour	Objective Post Release Defects	Estimated Post Release Defects	Actual Post Release Defects	Estimated Post Release Defects Per Hour	SD of Post Release Defects Per Hour	Actual Post Release Defects Per Hour	Actual Post Release Defects Hours	Actual Post Release Defects Hours Per Hour
CENTRE 4.9.0	Pending	88	2/28/2014		0	0	0	0	0	0.012	0.043	0	0	0	0.020	0.083	0	0	
1.0 E-Shop Catalog	Pending	87	10/31/2013		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ITG Beacon 1.2	Pending	86	8/30/2013	.	0	0	0	0	0	0.017	0.024	0	0	0	0	0	0	0	
ITGONLINE.COM 3.0	Pending	85	5/10/2013		0	0	0	0	0	0.007	0.022	0	0	0	0.006	0.018	0	0	
4.8.9	Open	84	3/31/2013	10/19/2013	389.1401	484.25	4	5.319882	6	0.014	0.045	0	8.194377	4	0.021	0.081	23	0.047	
ITG Beacon 1.1	Pending	83	9/28/2012		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
4.8.8	Closed	82	9/28/2012	3/9/2013	666.618	961.75	9	10.33936	7	0.016	0.048	13	14.68752	0	0.022	0.073	0	0	
HS1.0	Pending	80	4/30/2012	.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOMS 1.2	Pending	79	2/27/2012		0	0	0	0	0	0.004	0	0	0	0	0	0	0	0	

Release Details

VIEW RELEASE	
Release: 4.8.8	**Program: ITG CENTRE**
Release Sequence: 82	**Status: Closed**
	Release Type: Delta
Estimated Release Date: 9/28/2012	**Actual Release Date: 3/9/2013**
Objective Pre Release Defects Parameter 10	**Objective Post Release Defects Parameter 10**
Objective Pre Release Defects: 9	**Objective Post Release Defects: 13**
Estimated Pre Release Defects (calculated): 10.33936	**Estimated Post Release Defects (calculated): 14.68752**
Actual Pre Release Defects (calculated): 7	**Actual Post Release Defects (calculated): 0**
Estimated Pre Release Defects Per Hour (calculated): 0.016	**Estimated Post Release Defects Per Hour (calculated): 0.022**
Estimated Hours (calculated): 666.618	**Actual Post Release Defect Hours Per Hour (calculated): 0.000**
Actual Hours (calculated): 961.75	**Actual Post Release Defect Hours (calculated): 0**

Analysis Performed: ☑

Analysis Comments: This release was one of the most complex and additional time wnet into testing all aspects of it via the new migrated environment of SQL 2012 and windows clustering.

Statistics for Estimated Pre Release Defects Per Hour:	**Statistics for Estimated Post Release Defects Per Hour:**
Variance: 0.002	**Variance: 0.005**
Standard Deviation: 0.048	**Standard Deviation: 0.073**

4. Does the tool provide control and access to the DSL and its contents to authorized users only?

Comments: Yes. CENTRE implements password and login security at module, screen and field levels.

5. Does the tool facilitate the building of different types of Release packages for deployment? For example delta, full, and package Releases.

Comments: Yes, several types of release packages are facilitated

VIEW RELEASE

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	Release Type: Delta
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Actual Hours (calculated): 961.75	Actual Post Release Defect Hours (calculated): 0

Analysis Performed: ☑

SELECT RELEASE TYPE

RELEASE TYPE
◯ Delta
◯ Full
◯ Package

6. Does the tool facilitate the creation of Release packages containing all aspects of the Release such as software, hardware, and documentation CIs?

Comments: Yes. The Projects, Change, and Release modules facilitate the creation of release packages.

SUMMARY OF PROJECT [CENTRE Release 4.8.8] | View Project | Manage Projects

EARNED VALUE MEASUREMENTS Part I

Planned Value (PV) = (PWPC * VWP)	Actual Cost (AC)	Earned Value (EV) = (ACWP * VWP)	Cost Variance (CV) =(EV-AC)	Cost Variance Percent (CV%) =(CV/EV)	Cost Performance Index (CPI) =(EV/AC)	Budget at Completion (BAC)	(PWPC) = Planned Work Products Completed to Date (VWP) = Value per Work Product (AC) = Amount Billed to Date or Cost of (ACWP) (ACWP) = Actual Completed Work Products to Date (BAC) = Total Budget Estimated for Project Completion

EARNED VALUE MEASUREMENTS Part II

Schedule Variance (SV) =(EV-PV)	Schedule Variance Percent (SV%) =(SV/EV)	Schedule Performance Index (SPI) =(EV/PV)	Estimate To Completion (ETC) =(BAC-EV)/ (CPI)	Estimate At Completion (EAC) =(AC+ETC)	Variance At Completion (VAC) =(BAC-EAC)	% Plan Complete = (PV/BAC)	% Actual Complete = (AC/EAC)	▶ Calculate EV Current Month ▶ Calculate EV for All Months ▶ View EV Chart

Progress in terms of Planned Vs Actual Duration: 106%
Progress in terms of Estimated Hours Vs Actual Hours: 182%
Progress in terms of Budgeted Cost Vs Actual Cost: 0%

GENERAL	**RESOURCES**	**HOURS**
Sites: 1 Tasks: 33 Risks: 0 Document Records: 0 Attached Documents: 0	Total Resources Assigned: 6 Resources Currently Working: 0 Resources With Work Completed: 6 Resources With Work Pending: 0	Total Project Estimated Hours: 663 Total Resource Budgeted Hours: 0 Total Resource Actual Hours: 1207 Average Task Hours Overrun: 16 Total Hours Overrun: 544

TASKS

Task Status	Task Link	Task Progress
Tasks Completed:	33	100%
Tasks in Progress:	0	0%
Future Tasks:	0	0%
		45%

Release Management
PinkVerify™ v2.1

Projects

SHOW Query   PROJECTS ↻   Note: CPI = 0 (invalid data), CPI < 1 (Cost Performance Issue), SPI = 0 (invalid data), SPI < 1 (indicates a Schedule Performance Issue)

Project Name	Survey	Contract Number	Status	Priority	Plan Start Date	Projected Start Date	Actual Start Date	Planned End Date	Projected End Date	Actual End Date	POC	CPI	SPI	DAR	Project Summary
CENTRE - Help Screens	Search	4333-000	Cancelled	1	10/1/2006 9:00:00 AM	10/1/2006 9:00:00 AM	10/1/2006 9:00:00 AM	12/31/2009 8:00:00 PM	12/31/2009 5:00:00 PM	12/31/2009 4:00:00 PM	Emmanuel Coutoulakis			No	Summary
CENTRE - Release 4.0	Search	5260-000	Complete	1	7/18/2005		7/18/2005	8/8/2005		8/8/2005	John Cambiotis			No	Summary
CENTRE - Release 4.1	Search	4333-000	Complete	1	8/9/2005		8/9/2005	9/6/2005		9/6/2005	John Cambiotis			No	Summary
CENTRE - Release 4.2	Search	4333-000	Complete	1	9/23/2005		9/23/2005	10/31/2005		10/31/2005	John Cambiotis			No	Summary
CENTRE - Release 4.3	Search	4333-000	Complete	1	11/1/2005		11/1/2005	12/5/2005		12/5/2005	John Cambiotis			No	Summary
CENTRE - Release 4.4	Search	4333-000	Complete	1	12/8/2005		12/8/2005	2/14/2006		2/14/2006	George Hadjikyriakou			No	Summary
CENTRE - Release 4.5	Search	4333-000	Complete	1	2/21/2006 12:00:00 PM		3/1/2006 12:00:00 PM	4/3/2006 12:00:00 PM		8/18/2006 10:00:00 PM	Michael Angelakis			No	Summary

Project Tasks

The mandatory editing fields are indicated with an asterisk *

SHOW All   TASKS ↻   PROJECT: CENTRE Release 4.8.8   GO TO PROJECT ↻

Task Name	Survey	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected Start Date	Projected End Date	Status	Risks	Risks Materialized	System Calculated Projected End Date	% Planned Completed	% Actual Completed	Resources	Hours Worked
Pre-Release Verification Testing	Survey	7/26/2012 9:00:00 AM	10/31/2012 6:00:00 PM	7/26/2012 9:00:00 AM	3/19/2013 6:00:00 PM	7/26/2012 9:00:00 AM	3/19/2013 6:00:00 PM	Completed	0	0		100%	100%		
Project Administration and Management	Survey	7/26/2012 8:00:00 AM	10/31/2012 6:00:00 PM	7/26/2012 9:00:00 AM	3/19/2013 6:00:00 PM	7/26/2012 8:00:00 AM	3/19/2013 6:00:00 PM	Completed	0	0		100%	100%		
Req # 1609 - DCS/PCS	Survey	8/14/2012 9:00:00 AM	8/31/2012 6:00:00 PM	8/14/2012 9:00:00 AM	2/19/2013 6:00:00 PM	8/14/2012 9:00:00 AM	2/19/2013 6:00:00 PM	Completed	0	0	10/17/2012 12:00:32 PM	100%	100%		
Req # 1657 - Action Items - Change Management	Survey	9/20/2012 9:00:00 AM	9/24/2012 6:00:00 PM	9/20/2012 9:00:00 AM	10/4/2012 6:00:00 PM	9/20/2012 9:00:00 AM	10/4/2012 6:00:00 PM	Completed	0	0	9/26/2012	100%	100%		

Task Requirement

VIEW REQUIREMENT [1661]

Workflow Status [Not Initiated]

Program Name: ITG CENTRE

Release: 4.8.8

Requirement Category: Software

Functional Area: **Action Item - New Search Action Item screen**

Requirement Description:

Defect found in Requirement # 1451

Get the following error when you click on the "New" link from the SelectAllActionItem.asp:

Microsoft OLE DB Provider for ODBC Drivers error '80040e14'
[Microsoft][ODBC SQL Server Driver][SQL Server]Line 1: Incorrect syntax near '='.
/WebActs3.0/NavBar/AdmNavBar/NewActionItem.asp, line 99

Requirement Rationale: Defect

Verification Log:

Tested = Passed

7/27/2012 1:40:32 PM Entered by:Cout Emmanuel

Testing...

7/27/2012 11:29:47 AM Entered by:Fel

The deployment server has been updat

Pre-Release Defects: 0   New Defect

Verification Tests: Passed

Modified Components/Deployment-Integratio
AdmNavBar

SelectAllActionItem.asp

Help/Administrative

SelectAllActionItem.html

Uploaded Documents   Task: 6354   Parent Requirement #: 1451
Development Requirement #: 1451

OVERVIEW

Issued By: Fellers, Bridget S   Requirement Type:

7. Does the tool facilitate the authorization and scheduling of Release deployments in conjuncture with a Change Management process and tool?

Comments: Yes. Change management and Release management are linked with each other for deployment.

8. Does the tool facilitate the ongoing management and maintenance of the DSL?

Release Management
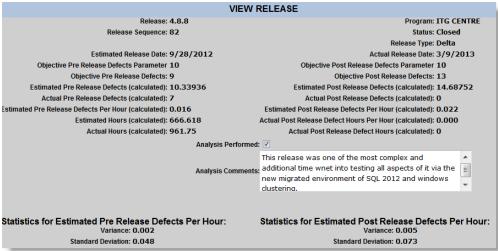
Comments: Yes. The tool facilitates the management and maintenance of the DSL via several release screens.

Programs - Identifies program names.

		SELECT PROGRAM			
Program Name	**Description**	**Created By**	**Date Created**	**Last Edited By**	**Last Date Edited**
○ Bridge Server	Bridge Server	Hadjikyriakou, George	4/25/2007 4:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
○ CMMI CENTRE	The productization and packaging of CENTRE as a CMMI Solution for marketing, downloadable from an online shopping website.	Hadjikyriakou, George	6/17/2009 11:04:04 AM	Hadjikyriakou, George	6/18/2009 2:03:59 PM
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○ Government Response	Government Response	Hadjikyriakou, George	8/25/2008 2:48:57 PM	Hadjikyriakou, George	8/25/2008 2:48:57 PM
	Establish a web and call center.				

Software Release – Identifies past, current, and future releases.

SELECT RELEASE

Program Name: Select

Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Hours	Actual Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Estimated Pre Release Defects Per Hour	SD of Pre Release Defects Per Hour	Objective Post Release Defects	Estimated Post Release Defects	Actual Post Release Defects	Estimated Post Release Defects Per Hour	SD of Post Release Defects Per Hour	Actual Post Release Defects Hours	Actual Post Release Defects Hours Per Hour
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1.0 E-Shop Catalog	Pending	87	10/31/2013		0	0	0	0	0	0	0	0	0	0	0	0	0	0
ITG Beacon 1.2	Pending	86	8/30/2013		0	0	0	0	0	0.017	0.024	0	0	0	0	0	0	0
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TOMS 1.2	Pending	79	2/27/2012		0	0	0	0	0	0.004	0	0	0	0	0	0	0	0
Marketing Website																		

Release Details

VIEW RELEASE

Release: 4.8.8	**Program: ITG CENTRE**
Release Sequence: 82	**Status: Closed**
	Release Type: Delta
Estimated Release Date: 9/28/2012	**Actual Release Date: 3/9/2013**
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Estimated Hours (calculated): 666.618	**Actual Post Release Defect Hours Per Hour (calculated): 0.000**
Actual Hours (calculated): 961.75	**Actual Post Release Defect Hours (calculated): 0**

Analysis Performed: ☑

Analysis Comments: This release was one of the most complex and additional time wnet into testing all aspects of it via the new migrated environment of SQL 2012 and windows clustering.

Statistics for Estimated Pre Release Defects Per Hour:	**Statistics for Estimated Post Release Defects Per Hour:**
Variance: 0.002	**Variance: 0.005**
Standard Deviation: 0.048	**Standard Deviation: 0.073**

9. Does the tool facilitate the enforcement and coordination of Release package testing? For example: Functional, operational, and acceptance testing.

Comments: Yes. The SW requirements module facilitates the enforcement and coordination of release testing.

VIEW REQUIREMENT [773]

Workflow Status [**Not Initiated**]

Program Name:	ITG CENTRE
Release:	4.6.3
Requirement Category:	Software
Functional Area:	**Purchasing**
Requirement Description:	Bug - In the Purchase Order screen, when the user is adding a part item the validation alert for quantity and Vendor repair (mandatory fields) does not get activated when the save button is clicked but it does get activated when the plus button is clicked.
Requirement Rationale:	BUG - Mandatory fields.

Uploaded Documents   Task: **2781**

OVERVIEW

Issued By:	**Coutoulakis, Emmanuel**	Requirement Type:	Defect
Date Issued:	**1/24/2007 4:23:14 PM**	Impact:	MEDIUM
Approved By:	Hadjikyriakou, George	Implementation Severity:	MEDIUM
Approved Date:	**2/1/2007 9:54:22 AM**	Preceding Requirement ID:	**0**
Assigned To:	Guttikonda, Maheedhar	Implementation Order:	**1**
Estimated Hours:	**3**	Applied 508 Rules:	N/A
Actual Hours:	**3**	Documentation Updated:	N/A
Planned Start Date:	**6/25/2007 9:00:00 AM**	Actual Start Date:	**6/25/2007 9:00:00 AM**

Verification Log:
Passed!
Verificaton Server updated
7/11/2007 11:09:38 AM Entered by:Pangalos, Spyro (n)

Pre-Release Defects: **0**   New Defect   Defects: **0**

Verification Tests: Passed

Modified Components/Deployment-Integration Instructions:
Entered By Maheedhar: 07/10/2007 09:40 PM

DEPLOYMENT INSTRUCTIONS:

Get the following files from ss.

<Navbar/PurNavBar>
EditPO.asp
ModifyPO.asp

Post-Release Defects: **1**

EDIT DESIGN SPECIFICATION FOR REQUIREMENT [773]

Date Created: **1/24/2007 4:23:14 PM**	Created By: **Coutoulakis, Emmanuel**
Date Last Updated: **2/1/2007 9:59:01 AM**	Last Updated By: **Hadjikyriakou, George**

Description:

Add the validation code to the Save function in the Edit screen.

10. Does the tool facilitate the versioning of Release components and packages?

Comments: Yes

SELECT PROGRAM

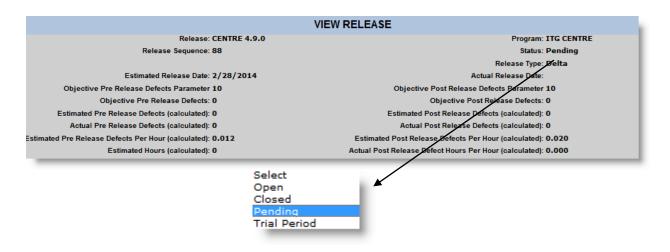| Program Name	Description	Created By	Date Created	Last Edited By	Last Date Edited
Bridge Server	Bridge Server	Hadjikyriakou, George	4/25/2007 4:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
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DCS	Document Control System	.	.	.	.
Email Parser Desktop	Program to detect, identify, parse, and record the data captured from the body of the email into a databse table.	Hadjikyriakou, George	5/11/2011 5:48:42 PM	Hadjikyriakou, George	5/26/2011 4:24:37 PM
Email Parser Web (Thin Client)	.	Hadjikyriakou, George	5/26/2011 4:25:33 PM	Hadjikyriakou, George	5/26/2011 4:25:33 PM
EMRP	ITG Updates and Refinements to its Emergency Response Capabilities, in line with Business Continuity Requirements.	Harris, George	9/30/2011 3:07:25 PM	Harris, George	9/30/2011 3:07:25 PM

EDIT PROGRAM

*The mandatory editing fields are indicated with an asterisk ***

*Program Name: ITG CENTRE

Releases:
CENTRE 4.9.0
4.8.9
4.8.8
4.8.7
4.8.6
4.8.5

Delete Release

Program Description: ITG CENTRE

Created by User: Hadjikyriakou, George
Date Created: 4/11/2007 11:12:49 AM
Last Edited by User: Hadjikyriakou, George
Last Date Edited: 10/4/2012 11:50:14 AM

11. Does the tool facilitate the archiving of superseded versions of software?

Comments: Yes A status is applied to software releases.

SELECT RELEASE

Program Name: Select

Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Hours	Actual Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Estimated Pre Release Defects Per Hour	SD of Pre Release Defects Per Hour	Objective Post Release Defects	Estimated Post Release Defects	Actual Post Release Defects	Estimated Post Release Defects Per Hour
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4.8.8	Closed	82	9/28/2012	3/9/2013	666.618	961.75	9	10.33936	7	0.016	0.048	13	14.68752	0	0.022

Integration Criteria

Incident Management
1. Does the tool interface with the Service Desk tool to provide Release schedules?

Comments: Yes. The service desk may view release schedules and release details.

Release schedules.

Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Hours	Actual Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Estimated Pre Release Defects Per Hour
CENTRE 4.9.0	Pending	88	2/28/2014	.	0	0	0	0	0	0.012
1.0 E-Shop Catalog	Pending	87	10/31/2013	.	0	0	0	0	0	0
ITG Beacon 1.2	Pending	86	8/30/2013	.	0	0	0	0	0	0.017
ITGONLINE.COM 3.0	Pending	85	5/10/2013	.	0	0	0	0	0	0.007
4.8.9	Open	84	3/31/2013	10/19/2013	389.1401	484.25	4	5.319882	6	0.014
ITG Beacon 1.1	Pending	83	9/28/2012	.	0	0	0	0	0	0
4.8.8	Closed	82	9/28/2012	3/9/2013	666.618	961.75	9	10.33936	7	0.016
HS1.0	Pending	80	4/30/2012	.	0	0	0	0	0	0

Requirement details

REQUIREMENT REPORT

Line Item	Requirement	Requirement Status	Change Request	Change Request Status	Program Name	Release
1	1605	Closed	.	.	ITG CENTRE	4.8.8
2	1609	Closed	665	PI Review Pending	ITG CENTRE	4.8.8
3	1657	Closed	.	.	ITG CENTRE	4.8.8
4	1660	Closed	.	.	ITG CENTRE	4.8.8
5	1661	Closed	.	.	ITG CENTRE	4.8.8
6	1662	Closed	.	.	ITG CENTRE	4.8.8
7	1665	Closed	.	.	ITG CENTRE	4.8.8
8	1666	Closed	.	.	ITG CENTRE	4.8.8
9	1669	Closed	.	.	ITG CENTRE	4.8.8
10	1670	Closed	.	.	ITG CENTRE	4.8.8
11	1672	Closed	748	PI Review Pending	ITG CENTRE	4.8.8
12	1674	Closed	743	Approved	ITG CENTRE	4.8.8
13	1676	Closed	.	.	ITG CENTRE	4.8.8
14	1684	Closed	.	.	ITG CENTRE	4.8.8
15	1687	Closed	652	Approved	ITG CENTRE	4.8.8
16	1689	Closed	.	.	ITG CENTRE	4.8.8
17	1690	Closed	.	.	ITG CENTRE	4.8.8

Configuration Management

1. Does the tool interface with the CMDB to gather required information for Release builds, distributions and implementations? For example knowing the current bios levels on all network servers.

Comments: Yes. The tool interfaces with the CMDB via the Change record. All related CI's are identified for review.

Configuration Items for the Change Request (Requirement)

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Requirement	1696

Requirement Points Back to the RFC and Task

VIEW REQUIREMENT [1696]

Workflow Status [Not Initiated]

Program Name: ITG CENTRE
Release: 4.8.8
Requirement Category: Software
Functional Area: CENTRE Web Portal for Service Desk Support to remote client organizations

Requirement Description:
New Functional Requirements/Capabilities ======
Requirements (the paragraph numbers below reflect the corresponding paragraphs in the RFP) (See the uploaded Document)

3.2.3 Website (URL)
The vendor shall provide a Marine unique website (URL) address with direct access to their helpdesk technicians and service representatives. The vendor shall provide a written response to the customer's trouble ticket within 4 hours. The following information shall be available to customers via the vendor's USMC specific website:
• Trouble ticket status
• Marine specific warranty / technical information
• Equipment recall information (This would be for the ITG Prime contract. As a subcontractor this would be handled by our Prime partner)

Requirement Rationale:
Change Request # 766

Justification:
The purpose of the web portal is to meet the requirements laid out by the MCHS

Verification Log
2/04/2013 3:
George
Extensive dev
prior to prese
of the change
No defects er
release testin

Pre-Release De
Verification Tes
Modified Compo
1) ASPX:
Create a .net
Source Safe:
$/ITG CENTR
Modules/Mari

Uploaded Documents   Change Request #: 766   Task: 6534

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2. Does the tool facilitate the updating of the CMDB with new version and CI information after the deployment of a Release?

Comments: Yes. The tool facilitates the updating of CI information by identifying (via hyperlinks) release requirements and their associated change and CI records.

Change Management

1. Does the tool ensure that Release distributions are subject to a Change control process through an interface to the Change Management tool?

Comments: Yes. The change control identifies its associated release.

Functional Criteria

1. Does the tool facilitate the automatic updating of the CMDB through the use of network and desktop discovery tools when Release CIs like software are distributed, transferred, or implemented?

Comments: No.

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2. Does the tool facilitate the management of software licences?

Comments: Yes.

_____

3. Does the tool have the capability to handle varying Release sizes such as large-scale deployments?

Comments: Yes

_____

4. Does the tool have the ability to deploy software in both batch and interactive mode?

Comments: No

Organization Name	**Integration Technologies Group Inc. (ITG)**
Brand name of Product	**CENTRE**
Version of Product to be Assessed	
Client Contact Name and Title	**Robert Vespe, ITIL Consultant**
Address	
Phone #	
Email	**Robet.Vespe@itgonline.com**