

Schedule 7.6 — Shared Resources

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1. OVERVIEW

Contractor shall provide a listing of Shared Resources by Component within each Service Framework in Schedule 7.6 – Shared Resources. For each Shared Resource, the following information shall be included: resource / tool name, type (Software or Machine), manufacturer, version, purpose or use, and any other information of relevance the Contractor deems necessary.

For software or infrastructure that runs in the data center, or as a service, the hardware that runs this software is also a shared resource.

2. CROSS-FUNCTIONAL EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

| Resource / Tool Name | Information |
|---|---|
| Enterprise System List (ESL) | Type: Software Manufacturer: HPES Version: 16.1.1 Purpose/Use: ESL (Enterprise System List) is a Delivery focused Configuration Management System for managing System/Application Configuration Items, Services/Contracts and Customer/Account information. Other Information: |
| Asset Manager | Type: Software Manufacturer: HPE Version: 3.7P1 Purpose/Use: Tracks end-user and network assets Other Information: |
| Discovery and Dependency Mapping Inventory (DDMI) | Type: Software Manufacturer: HPE Version: 9.32 P1 Purpose/Use: discovers and reports assets found on the network; integrates with Asset Manager. Other Information: |
| Service Manager | Type: Software Manufacturer: HPE Version: 4.0.5p31 Purpose/Use: Used by the Service Desk and all support staff for ticketing of Incidents, Problems and Changes. Other Information: |
| End User Access (EUA) | Type: Software Manufacturer: HPES Version: 2.1.6 Purpose/Use: Service Portal Other Information: While the core software and interfaces are standardized and centrally controlled to interact with the rest of the |

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| Resource / Tool Name | Information |
|--|--|
| | cross functional tools, the Service Portal is separately instantiated and customized for each client for whom it is deployed. |
| Aries/Aldea | <p>Type: Software Manufacturer: HPES Version: 3.5.6 / 8.9.3 Purpose/Use: Tool used by HPES internally to request resources (e.g., staffing assignments, workload placement) from the broader HPE community Other Information:</p> |
| RevGen | <p>Type: Software Manufacturer: SAP Ariba Version: 9r1 Purpose/Use: Procurement of products and services Other Information:</p> |
| Enabling Delivery and Global Excellence (EDGE) | <p>Type: Knowledge Repository Manufacturer: HPES Version: 4.3 Purpose/Use: EDGE is a holistic environment that includes all the information needed to enable Enterprise Services (ES) to deliver and excel in the global marketplace. EDGE supports all individuals in each of the ES business units by providing process artifacts that can be leveraged and used as part of their day-to-day work. Other Information:</p> |
| Enterprise Maps | <p>Type: Software Manufacturer: HPE Version: 3.0 Purpose/Use: HPE Enterprise Maps software plans and drives IT transformation roadmaps by mapping the overall IT landscape with business outcomes. Other Information: Enterprise Maps is certified as ArchiMate 2 Tool and incorporates principles from TOGAF Enterprise Architecture Framework</p> |
| Enterprise Architect | <p>Type: Software Manufacturer: Sparx Systems Version: 9.3 Purpose/Use: Enterprise Architect provides full life cycle modeling for: Business and IT systems Software and Systems Engineering Real-time and embedded development Other Information:</p> |
| ProVision | <p>Type: Software Manufacturer: OpenText Version: 9.0.2 Purpose/Use: ProVision is HPES’s standard modeling tool, to be used for Business Process, Enterprise Architecture and IT solution modeling. It enables business & IT teams to visually create models, describing business process, process interactions and detailed workflow</p> |

| Resource / Tool Name | Information |
|--|--|
| | Other Information: |
| Disaster Recovery Subscription Services, consisting of all leveraged hardware and software used to provide: <ul style="list-style-type: none"> Server services Storage services Network services Security services Backup services | Type: Disaster Recovery Subscription Services Manufacturer: various Version: N/A Purpose/Use: Leveraged hardware and software Other Information: Note that the Centera and the dedicated firewalls located in the DR site are not considered to be part of this list, since they are dedicated to the County. |
| ArcSight Security Information and Event Management (SIEM) | Type: Software/appliance Manufacturer: HPE Version: 6.9.1 Purpose/Use: Event logging and monitoring Other Information: |
| Global Delivery Capacity & Performance Management (GDCPM) | Type: Software Manufacturer: HPES (based on SAS and other underlying tools) Version: 2.0 Purpose/Use: Collects, aggregates and analyzes capacity and performance data from various disparate sources for reporting and analysis Other Information: |

3. SERVICE DESK EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

Software used in providing Service Desk services is listed in the Cross-Functional section, since this software is also used by other frameworks.

IVR and ACD hardware and software, and other tools/facilities used by the Service Desk are internal to Contractor, and are not listed individually

4. END-USER EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

| Resource / Tool Name | Information |
|--|---|
| System Center Configuration Manager (SCCM) | Type: Software Manufacturer: Microsoft Version: 2012 Purpose/Use: Discovery and software distribution to end-user devices Other Information: |

5. NETWORK EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

| Resource / Tool Name | Information |
|---|--|
| Leveraged Internet Service (LIS) firewalls in the Tulsa and Colorado Springs data centers | <p>Type: Hardware Manufacturer: Checkpoint Version: D2 Purpose/Use: Internet access/security Other Information: In the future these are slated to be replaced by Fortinet firewalls</p> |
| AT&T Commonly Shared Network | <p>Type: Equipment, tools, software, systems and other materials Manufacturer: Various Version: N/A Purpose/Use: For clarity, the AT&T Commonly Shared Network means (i) the public or shared networks of AT&T, its Affiliates and their subcontractors, and the equipment, tools, technologies, systems, software, and other materials that are components thereof; (ii) equipment, tools, technologies, systems, software and other materials used by AT&T, its Affiliates and their subcontractors in shared network management and back office environments including , without limitation, TIRKs, iGEMS, BusinessDirect, Billing Edge, the AT&T Global Network Client and AT&T Connect and any other items listed above in this Exhibit; and (iii) all modifications, upgrades, derivative works, enhancements, improvements and extensions of any of the foregoing.</p> |
| SIMS (Security Information Management System) | <p>Type: Software Manufacturer: AT&T Version: n/a Purpose/Use: Security event correlation Other Information:</p> |
| SDNOM (Software Defined Network Order Management) | <p>Type: Software Manufacturer: AT&T Version: 1.0 Release 1604 Purpose/Use: Circuit Ordering Other Information:</p> |
| Nectar Unified Communication Management Platform | <p>Type: Software Manufacturer: Nectar Version: 5.5.2.1 Purpose/Use: Voice Network Performance Management Other Information:</p> |
| MDM-Airwatch SaaS Console (Mobile Device Management) | <p>Type: Software Manufacturer: AT&T Version: 8.2 Purpose/Use: Mobile device management Other Information:</p> |
| SORD (Service Order Retrieval and Distribution) | <p>Type: Software Manufacturer: AT&T Version: 8.1.10 Purpose/Use: Service order entry Other Information:</p> |

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| Resource / Tool Name | Information |
|---|--|
| Telegence | Type: Software Manufacturer: AT&T Version: 1602.3 Purpose/Use: Billing Other Information: |
| BOSS (Billing and Ordering Support System) | Type: Software Manufacturer: AT&T Version: 8.1.01 Purpose/Use: Product billing, tracking and reporting Other Information: |
| DPSS (Data Products and Services System) | Type: Software Manufacturer: AT&T Version: N/A Purpose/Use: Data product and services tracking Other Information: |
| BusinessDirect/eBill | Type: Software Manufacturer: AT&T Version: N/A Purpose/Use: Account management Other Information: |
| Exchange Plus | Type: Software Manufacturer: AT&T Version: 13.1 Purpose/Use: Carrier resource tracking Other Information: |
| ICES (Integrated Customer Enterprise System) ServiceCenter/AssetCenter | Type: Software Manufacturer: AT&T Version: 5.1.2 Purpose/Use: Asset Inventory Other Information: |
| SAINT | Type: Software Manufacturer: AT&T Version: 7.20.13 Purpose/Use: Security scanning and testing Other Information: |
| Nmap | Type: Software Manufacturer: Nmap Version: v7.0 Purpose/Use: Network scanning and mapping Other Information: |
| WFA (Work Force Administration) | Type: Software Manufacturer: Telcordia Version: n/a Purpose/Use: Trouble ticketing and work flow Other Information: |
| TIRKS (Trunks Integrated Record Keeping System) | Type: Software Manufacturer: Telcordia Version: n/a Purpose/Use: Circuit design |

| Resource / Tool Name | Information |
|--|--|
| | Other Information: |
| AOTS-TM (AT&T One Ticketing System – Trouble Management) | Type: Software Manufacturer: AT&T/Remedy Version: n/a Purpose/Use: trouble ticketing Other Information: |
| NMA (Network Monitoring and Analysis) | Type: Software Manufacturer: Telcordia Version: n/a Purpose/Use: Network monitoring Other Information: |
| Avaya Site Administration | Type: Software Manufacturer: Avaya Version: 6.0 Purpose/Use: Voice system administration Other Information: |

6. DATA CENTER EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

| Resource / Tool Name | Information |
|---|---|
| Server Automation | Type: Software Manufacturer: HPE Software Version: 10.11 Purpose/Use: Distributing operating system and layered product patches and upgrades Other Information: The core mesh is a shared resource; distribution satellite servers within the County’s network zones are dedicated to the County |
| Operations Manager | Type: Software Manufacturer: HPE Software Version: 9.2 Purpose/Use: Monitoring and alerting for various data center components, such as servers, domain controllers, databases, etc. |
| Microsoft Office 365 Government Community Cloud | Type: Software as a Service Manufacturer: Microsoft Version: 2016 Purpose/Use: E-Mail (Exchange Online), Collaboration (SharePoint Online, Skype for Business), Cloud File Management (OneDrive for Business) |
| E2E Complete | Type: Software Manufacturer: BinaryTree Version: 4.0 Purpose/Use: Automation tool for migration of mail services from Exchange to the Microsoft Office 365 Cloud |
| Helion Virtual Private Cloud for US Public Sector | Type: Infrastructure as a Service Manufacturer: HPE Version: 7.6 |

| Resource / Tool Name | Information |
|----------------------|--|
| | Purpose/Use: Virtual Private Cloud (VPC) for Windows and Linux environments. VPC is a Government Community Cloud currently used to run the County’s Beach and Water Quality website. |
| Watchdog | Type: Software Manufacturer: HPES Version: N/A Purpose/Use: Internally developed utility that monitors/removes privileged access implemented via non-approved methods |

7. APPLICATIONS MAINTENANCE AND OPERATIONS EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

All tools identified for applications development may also be used in the applications Maintenance and Operations (M&O) environment.

8. APPLICATIONS DEVELOPMENT EQUIPMENT, SOFTWARE, TOOLS AND SYSTEMS

| Resource / Tool Name | Information |
|------------------------|--|
| StarTeam | Type: Software Manufacturer: Microfocus/Borland Version: N/A Purpose/Use: Software Change and Configuration Management Other Information: This tool may also be used in Business Analysis and Applications M&O |
| Together | Type: Software Manufacturer: Microfocus/Borland Version: N/A Purpose/Use: Together enables software to be designed using industry-standard UML notation and conventions. With a large number of built-in utilities to manage the software design process, validate designs and generate code, Together helps maximize the efficiency and accuracy of the software development process Other Information: This tool may also be used in Business Analysis and Applications M&O |
| Agile Manager | Type: Software Manufacturer: HPE Version: N/A Purpose/Use: Agile project management is a SaaS (software-as-a-service) solution that helps teams to organize, plan, and execute Agile projects. Other Information: This tool may also be used in Business Analysis and Applications M&O |
| Team Foundation Server | Type: Software Manufacturer: Microsoft Version: N/A |

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|----------------------|--|
| | <p>Purpose/Use: Microsoft Team Foundation Server (TFS) is a set of tools and technologies that enable a team to collaborate and coordinate the development and build efforts for a .NET software product or completing a .NET software project.</p> <p>Other Information: This tool may also be used in Business Analysis and Applications M&O</p> |

END OF SCHEDULE