



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

Please provide a maximum of 200 words response to each of the questions below, any supporting documentation can be sent as appendices to your response.

1. IT Service Management

1.1	General Experience	What is the organisation's experience providing similar services in the last 5 years? Include up to 3 similar examples, and any references you can share.	
1.2	Automation	Please provide examples of automation initiatives you have implemented in organisation similar to AGL. Please describe the approach to the activity(s), the outcome and the commercial structure utilised to achieve the automation	
1.3	BMC Helix	AGL currently utilises BMC Helix. Please provide details of services you have provided to manage the BMC Helix product. Examples to consider are configuration management, API interface development, integration with other products, data (content) management, UI design.	
1.4	ITIL Capabilities	<ul style="list-style-type: none">• What are your ITIL capabilities?• Do your services align with ITIL V3 or ITIL V4 and can you operate with either version?• Please explain if you have adapted ITILv4 to current technology trends such as DEV/OPS and SRE.• Do you have an ITIL certified professional team.• Do you have key ITIL process expertise such as Asset management, service continuity, change management, incident and problem management, release and service activation, SLA and capacity management and knowledge management?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

1.5	SLA/ KPIs	Can you propose a SLA/ KPI structure that is flexible, can adapt to changing business needs but limit the requirement for contract changes?	
1.6	Continuous Improvement & Stakeholder Governance	How would you propose to incorporate continuous improvement into your delivery of services? If applicable, please provide an example of your expertise in ITSM practices and governance, in a multi-disciplinary technology organisation.	
1.7	Citizen Development	Recommend tools to encourage citizen development to drive increased efficiency, innovation, and adoption.	
1.8	Service requests	Please explain how you would address service requests as opposed to incidents. What processes do you follow and what SLA measures do you propose?	
1.9	Transition	Indicate your expected transition process. What would be your minimum requirements, what would you expect to be provided?	
1.10	Documentation	How will you keep documentation current and demonstrate that it is current?	
1.11	Automation Tools	Do you recommend any specific automation tools to help AGL technology be more efficient? If so, can the automation tool/s be applied to a wide variety of applications and technologies? What type of development practice is used in the automation tool. Is the skillset required for the tool commoditised? Is the automation tool/s compliant with CyberSecurity standards? What is the cost model for the automation tool, i.e. per routine, per connection, etc.	
1.12	Automation	How will you identify and demonstrate areas within the AGL organisation where automation can add value?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

2. End User Compute

2.1	General Experience	What is the organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
2.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
2.3	Automation	Please provide examples of automation initiatives you have implemented in organisations similar to AGL. Please describe the approach to the activity(s), the outcome and the commercial structure utilised to achieve the automation	
2.4	SLA/ KPIs	Can you propose a SLA/ KPI structure that is flexible, can adapt to changing business needs but limits the requirement for contract changes?	
2.5	Leverage the latest available technologies -	Describe your service structure which will ensure that AGL will be able to leverage the most up to date technologies in the market (for example, inTune, AI, AVD, Windows 365, Smart Metering, etc)	
2.6	BAU Hardware Lifecycle Management	What is your model to provide hardware lifecycle management and inventory management for end user devices, including Cloud PC and physical devices? What pricing structure do you recommend?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

2.7	Training	Do you provide training and education for end users and IT staff on how to use and manage your end user computing solutions?	
2.8	Self Help	What knowledge bases or training materials can you provide to empower end users?	
2.9	Performance Reporting	How do you measure and report on the performance, availability, and satisfaction of your end user computing solutions and how do you handle issues and incidents?	
2.10	Flexible commercial model	How can your services scale or change to accommodate a growing or shrinking user base, or changing business needs?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

3. Service Desk

3.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
3.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
3.3	24/7 Hour Support	Please detail your support model(s). for the provision of 24 x 7 support.	
3.4	SLA/ KPIs	Can you propose an SLA/ KPI structure that is flexible and can adapt to changing business needs, but limits the requirement for contract changes? AGL are open to considering SLAs/ KPIs that drive experience (i.e., Experience Level Agreements)	
3.5	Continuous Improvement	How would you propose to incorporate continuous improvement into your delivery of services? If applicable, please provide an example of your expertise in Service Desk continuous improvement practices and governance, in a multi-disciplinary technology organisation.	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

3.6	Automation	Please provide examples of automation initiatives you have implemented in organisations similar to AGL. Please describe the approach to the activity(s), the outcome and the commercial structure utilised to achieve the automation.	
3.7	Telephony solution	Can you provide a telephony solution that provides flexibility to AGL? Please detail this and whether it can adapt to changing requirements. Does it offer the capability for AGL to listen to recorded phone calls?	
3.8	End user communication	Please provide details on the methods of communication that you prefer to leverage to communicate effectively with end users, and detail the process you follow in order to ensure incidents/requests progressing are not stagnating	
3.9	Flexible commercial model	How can your services scale or change to accommodate a growing or shrinking user base, or changing business needs?	
3.10	Self Help	What knowledge bases or training materials can you provide to empower end users?	
3.11	Incident Management process (including escalation)	Provide details of your incident management process	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

4. Collaboration Services

4.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
4.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
4.3	Service Offering	What Office 365 Collaboration Services support do you offer?	
4.4	Process	Describe your incident management/prioritisation/escalation process.	
4.5	Service Offering	Outline your experience in managing VC endpoints using Endpoint Manager (InTune) I.E Microsoft Teams Rooms (MTRoW and MTRoA)?	
4.6	Service Offering	Outline your expertise and experience with Conditional Access policies	
4.7	Service Offering	Can you provide out of hours support? Please describe the support model.	
4.8	Self Help	What knowledge bases or training materials can you provide to empower end users?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

4.9	Training	Outline any training services you typically offer for collaboration tools and the pricing structure	
4.10	Service Offering	Outline your experience in managing Microsoft Teams telephony, e.g. telephone number assignment, end points, dial plans in Teams Admin Center (TAC)	
4.11	Service Offering	Outline your experience in deploying and managing digital signage solutions	
4.12	Service Offering	Outline your experience with data governance in M365 environment	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

5. Cybersecurity (Security Operations Centre)

5.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
5.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
5.3	Out of hours support		
5.4	Out of hours support	Can you provide support outside of AEST business hours only (6pm - 8am), where AGL provide the support within these hours? Please describe your support model in this case, including your handover approach for shift changes between AGL and your organisation.	
5.5	False Positives	Can you offer a support model that addresses false positives with the aim of preventing recurrence?	
5.6	Scope	Describe the support model you typically provide, does it include monitoring, triaging, containing and escalation/mitigation?	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

5.7	Tools	Please advise what monitoring tools you use. Do these tools provide the ability to collect and forward a wide range of security contextual logs such as: operating systems, security applications such as, HIDS, XDR/XDR, network devices, cloud environments, CASB, email, database, webservers and applications	
5.8	Tools	Are you able to provide the support services using the existing AGL tools (Splunk, CrowdStrike)?	
5.9	Standards	Can your set up align to the concepts of consolidation, Zero-Trust, simplification and/or SASE?	
5.10	Compliance	Confirm that you have current ISO27001 certification and GIAC certification	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

6. Cybersecurity (Identity Access Management)

6.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
6.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
6.3	Directory Services	Outline your approach, support model and experience in platform support and maintenance, configuration, object management and PKI for Active Directory and Azure Active Directory	
6.4	Identity Management	Outline your approach, support model and experience in Onedentity platform support and maintenance, configuration, integration, object management and enhancements.	
6.5	Identity Security & Access Management	Outline your approach, support model and experience in Cyberark platform support and maintenance, configuration, integration, object management, break-glass and enhancements	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

6.6	Identity Governance	Outline your approach and support model including relevant experience in performing user access reviews, service account governance, privileged access and access governance, inactivity and role governance	
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AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

7. Cloud Platforms

7.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
7.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
7.3	Base service	How you would manage and support the base services required to operate a public cloud (Azure). This includes the networking infrastructure, base level automation (Terraform) and other associated services around Azure policy management, subscription, resource creation and Finops.	
7.4	Volume changes	How do you manage increases/decreases in usage? How do you maintain it on a regular basis so that data doesn't get degraded?	
7.5	Policy Management	How would you do policy management that includes addition or removal of policies and reporting of compliance?	
7.6	KPIs	Provide the top 20 KPI's you would monitor as part of your service.	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

7.7	Cybersecurity	Please indicate your strategy for maintaining currency with emerging Cyber Security threats	
7.8	Lifecycle management	How would you perform lifecycle management of Cloud assets? What automation would you embed to support this?	
7.9	Patching	Please indicate your Patching Strategy and approach	
7.10	Incident management and prevention	What's your approach for automated incident creation and preventative maintenance to avoid incidents and outages	
7.11	External connections	How would you propose to monitor and manage connections to global sites for third parties?	
7.12	Resourcing	How will you demonstrate that you are providing skilled Cloud native resources?	
7.13	Hardware/software	Do you have any partnerships which would enable us to procure hardware or software at a better price than buying from the Supplier?	
7.14	Microsoft product deprecation	Please explain how you manage depreciation of assets as advised by Microsoft. Please include communication protocol, automation scripts, any processes for developers to follow	
7.15	Observability	Describe your approach to the use of observability practices and tooling to identify issues ahead of having a system impact or user/customer impact.	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

7.16	Observability	Describe your approach to automating issue identification and proactive resolution of problems.	
7.17	Observability	Describe how you would make system and application performance transparent to all consumers of that services, this would include services hosted on IAAS, PAAS or as SAAS.	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

8. Data and Analytics

8.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
8.2	Transition	What is your organisation's experience in transitioning similar services in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
8.3	Growth	How would you manage growth of data platforms and the removal/archival of data from those platforms.	
8.4	Forecasting	How would you manage capacity forecasting?	
8.5	Data Hygiene	How would you manage removal of stale and stagnant data sets over time?	
8.6	Currency	How would you manage new versions of the Azure assets such as ADF?	
8.7	Support	Please describe how you would provide support for: SAP 4 Hana, Data Services, SAP BW, SLT	
8.8	Support	Please describe how you would provide support for Machine Learning at Scale platform	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

8.9	Support	Describe how you will support applications with AI or ML embedded or standalone AI services/models	
8.10	Support	Describe how you would support data governance tooling such as software to support data cataloging, lineage, and quality.	
8.11	Support	Describe your approach to data governance practices and the management of PII data sets within applications and data platforms (e.g., warehouses and data lakes)	



AGL Project Rubik RFI

Attachment 3

RFI Questions for Evaluation

9. Application Support and Management

9.1	General Experience	What is your organisation's experience providing similar services in the last 5 years? Include examples, and any references you can share.	
9.2	Transition	What is your organisation's experience in transitioning similar works in the last 5 years? Provide detail of the methodology and dependencies, providing examples where this has been successful, and any references you can share.	
9.3	Application management	Outline your experience in managing each of the applications listed in Appendix xx. These details can be updated into the spreadsheet itself or attached as Appendices to the returnable forms.	
9.4	Support model	Outline the model(s) you would propose for supporting the applications listed in Appendix 1.	
9.5	Support model	For Cloud hosted applications how would you support end to end management of the platform including infrastructure support (for example, database, monitoring & capacity management, backups, storage management).	