

AGREEMENT HIGHLIGHTS

IT Software Platform and Related Services (for ITSM and ESM)

OECD #2020-348

Item	Description
Agreement Term	Effective Date: December 10, 2020 Expiry Date: December 9, 2025 Optional Extension(s): OECD has the option to extend the Master Agreements for up to three (3) additional years.
Products and Services Available Through This Agreement	The agreement provides access to configurable and customizable Information Technology Service Management (ITSM) and Enterprise Service Management (ESM) software platforms, available through Software as a Service (SaaS) and/or on-premise models, along with implementation, integration, training, maintenance and ongoing support services. IT Service Management (ITSM) • Incident and request fulfillment, including service catalogues • Service asset and configuration management • Change and problem management • Knowledge management • Release and deployment management • Event and outage management • Project and service level management • Service portfolio management • Inventory management • Metrics, reporting and surveys • Chat, notifications and chatbot services Enterprise Service Management (ESM) • Human Resources, including case and knowledge management, onboarding/offboarding, employee self-service and employment documents • Facilities management and maintenance/support requests • Event management, operational intelligence, service mapping and discovery • Software and hardware asset management • Property and portfolio management • Contract management • Governance, Risk and Compliance (GRC), including risk, policy and compliance, audit and vendor risk • Security Operations, including security incident and vulnerability response

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	Platform Functionality and Integration Available functionality includes: • Configurable forms, workflows, templates and business process automation • Self-service portals • Reporting, dashboards, analytics and surveys • Mobile access • Role-based access and security controls • Single Sign-On (SSO) • Integration with Customer systems through bi-directional APIs • Integration capabilities for ERP, HR, Student Information Systems, Learning Management Systems, email and other enterprise applications • Sandbox, testing and production environments Related Services and Support The agreement also includes services to support implementation and ongoing operation of the software platform, including: • Project management, system design and development • Gap identification and impact assessments • Configuration, migration, integration and testing • User Acceptance Testing (UAT) • Privacy Impact Assessments (PIA) and Threat Risk Assessments (TRA) • Change management and implementation support • Training and knowledge transfer • Application development, maintenance and enhancements • Managed backups, disaster recovery and business continuity • Security monitoring and vulnerability assessment/penetration testing • Service delivery, release management and technical support • Transition-in and transition-out support												
Awarded Supplier Partners	<table> <tr> <th data-bbox="329 1251 919 1297">Supplier Partners</th><th data-bbox="919 1251 1521 1297">Service Offered</th></tr> <tr> <td data-bbox="329 1297 919 1339">Deloitte</td><td data-bbox="919 1297 1521 1339">Service Now</td></tr> <tr> <td data-bbox="329 1339 919 1381">Ernst & Young LLP</td><td data-bbox="919 1339 1521 1381">Service Now</td></tr> <tr> <td data-bbox="329 1381 919 1423">Fujitsu Consulting (Canada) Inc.</td><td data-bbox="919 1381 1521 1423">Service Now</td></tr> <tr> <td data-bbox="329 1423 919 1465">Logitek Technology Ltd. (QLogitek)</td><td data-bbox="919 1423 1521 1465">Marval Service Management (MSM)</td></tr> <tr> <td data-bbox="329 1465 919 1507">TOPdesk Canada Inc.</td><td data-bbox="919 1465 1521 1507">TOPdesk</td></tr> </table>	Supplier Partners	Service Offered	Deloitte	Service Now	Ernst & Young LLP	Service Now	Fujitsu Consulting (Canada) Inc.	Service Now	Logitek Technology Ltd. (QLogitek)	Marval Service Management (MSM)	TOPdesk Canada Inc.	TOPdesk
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