

Attachment D

Tools Details

RFP #: SP-19-0025

Overview

The State of Arkansas DIS environment currently provides IT services to its customers distributed across two (2) datacenters i.e. MAC DC (primary) and SDCW DC (secondary).

The current environment includes a suite of tools for management of DIS' entire IT infrastructure and application landscape. Ownership and management responsibility of these tools is divided between DIS and its current services providers. DIS expects the Provider to leverage the State's existing investments in multiple toolsets, to the extent possible.

The following sections of the document provide a high-level understanding of the tool stack currently being used by DIS for:

1. Service Assurance
2. Event management
3. Discovery
4. ITSM / Service Desk
5. Automation and Orchestration
6. Reporting
7. Miscellaneous

Service Assurance

DIS has multiple solutions deployed in its environment for monitoring of its IT environment. These solutions cover the below mentioned areas.

The details regarding the ownership of the service assurance tools have been provided in the table below.

Table 1-Monitoring and management tools

Functionality	Current Tool name	Financial Ownership	Operational Ownership	Future Roadmap (Replace / Retain)
Windows Server Monitoring				
	Splunk	DIS	Security	Retain
	MS System Center Operations Manager	DIS	Windows	Retain
	PRTG	DIS	Windows	Retain
Non – Windows Server Monitoring				
	Splunk	DIS	Security	Retain
	Nagios	DIS	Unix	Retain
	VMware vCenter	DIS	Windows	vRealize Ops Manager
Database Monitoring				
	RedGate	DIS	DIS	Quest Foglight

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Infra Application (Share Point, AD etc.) Monitoring				
Network Monitoring				
	NfSen	Open source	Security	Retain
	Syslog-ng	Open source	Security	Retain
	Splunk	DIS	Security	Retain
	Solarwinds Network Performance Monitor Version 12.1	DIS	Network	Retain – Upgrade to 12.3 in Fiscal Year 2019
	Solarwinds Network Traffic Analyzer Version 4.2.2	DIS	Network	Retain – Upgrade to new version in Fiscal Year 2019
	CA Spectrum Infrastructure Monitor	DIS	Network	Retain for now – No upgrade plans. It is integrated with CA Service Desk and we are not able to upgrade Spectrum due to version of Service Desk
Network Management				
Cisco TAC/ACS - Network Device Authentication & Authorization	TAC/ACS	DIS	Network	Retain
Juniper ProNX - DWDM Infrastructure Management	ProNX	DIS	Network	Retain
Physical Security Monitoring				
	Galaxy	DIS	Security	Retain
	Lenel	DIS	Security	Retain
	Openeye	DIS	Security	Retain
Application Performance Monitoring				
Hardware Monitoring				
	AuditFW	In house developed	Security	Retain
	Splunk	DIS	Security	Retain
	Nagios	DIS	Unix	Retain
Hardware Monitoring – SAN	BN4	DIS	Unix	Retain
Storage Monitoring				
	3PAR	DIS	Unix	Retain
Backup Monitoring				
	Servergraph	DIS	Unix	Retain
Data Center Infrastructure Management (DCIM) tools				
MAC & SDCW - Management of the data center life cycle for tracking assets, optimizing existing capacities through intelligent energy management,	StruxureWare Data Center Operation By Schneider Electric	Yes	DIS	Yes

coupled with impactful analysis.				
MAC & SDCW - Centralized management of the physical infrastructure	StruxureWare Data Center Expert By Schneider Electric	Yes	DIS	Yes
MAC - Building Management - dynamic interface enabling users to monitor and control their facilities from anywhere, at any time.	Ascent Compass by Alerton	Yes	Division of Building Authority	Yes
SDCW - Alarm processing & reporting	SiteScan by Vertiv	Yes	DIS	TBD
SDCW - Real-time view of data center assets	Aperture	Yes	DIS	TBD

Service Desk and IT Service Management

DIS currently utilizes CA Service Desk as an IT Service Management (ITSM) solution. The details regarding the ownership of the ITSM solution along with infrastructure discovery solution have been provided in the table below. *Note: as of August 22, 2018, DIS is in the process of evaluating various ITSM solutions and should have one selected and purchased before the Systems Integrator Contractor starts work on this project.*

Table 2-ITSM tool

Functionality	Tool name	Financial Ownership	Operational Ownership	Future Roadmap (Replace / Retain)
ITSM / Service Desk solution	CA Service Desk	DIS	CRM	Replace
Discovery solution	Nessus	DIS	Security	Retain
Discovery solution	HPNA	DIS	Security	Retain

Automation and orchestration

DIS currently has automation solutions in place which cover few areas of automation and expects the provider to propose an automation solution comprised of new as well as existing automation tools to adopt a holistic automation solution.

The details regarding the ownership of the ITSM solution, along with infrastructure discovery solution, have been provided in the table below.

Table 3-Automation and Orchestration tool

Functionality	Tool name	Financial Ownership	Operational Ownership	Future Roadmap
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				(Replace / Retain)
Event Automation / Management	Splunk	DIS	Security	Retain
Event Automation / Management	DISASTER	In house developed	Security	Retain
Runbook Process Automation				
Server Automation				
Network Automation	HPNA	DIS	Security	Retain
Cloud Orchestration				

Reporting and Analytics

DIS currently utilizes an assortment of tools to provide visibility across its entire IT infrastructure. The tools provide multiple reports, which are being utilized by the business users as well as IT users of DIS.

Table 4-Reporting and Analytics tool

Functionality	Tool name	Financial Ownership	Operational Ownership	Future Roadmap (Replace / Retain)
Reporting and Analytics	Splunk	DIS	Security	Retain
Reporting and Analytics	NfSen	Open Source	Security	Retain
Reporting and Analytics – interface, CPU, Statistics	Solarwinds Network Performance Monitor Version 12.1	DIS	Network	Retain – Upgrade to 12.3 in Fiscal Year 2019
Reporting and Analytics – Netflow to monitor application traffic	Solarwinds Network Traffic Analyzer Version 4.2.2	DIS	Network	Retain – Upgrade to new version in Fiscal Year 2019
Reporting and Analytics – network event notification	CA Spectrum Infrastructure Monitor	DIS	Network	Retain for now – No upgrade plans. Is integrated with CA Service Desk and not able to upgrade Spectrum due to version of Service Desk

Miscellaneous Tools

Tools not covered in the above sections are mentioned in this section.

Table 5-Miscellaneous tools

Functionality	Tool name	Financial Ownership	Operational Ownership	Future Roadmap (Replace / Retain)
Intrusion Detection	Snort	Open source	Security	Retain
Intrusion Detection	MS-ISAC Albert	MS-ISAC	MS-ISAC	Retain
Documentation	Dokuwiki	Open source	Security	Retain

Current Tool Integration

Presence of multiple tools in the current DIS environment has led to multiple efforts to streamline operations.

The table below provides details regarding the current tools integration in place, in the DIS environment.

Table 6-Tool integration

Tools Integration	Integration Objective
DISASTER and CA Service Desk	Incident creation, modification and closure. Reporting.
DISASTER and F5	Configuration Documentation, device monitoring, and SSL cert monitoring
DISASTER and Splunk	Push/pull
DISASTER and RSA Secure Auth	Pull backups
DISASTER and Cisco Firepower	Update domain lists and pull configuration info
DISASTER and HPNA	API information pulls
AuditFW and Cisco ASA	Configuration backups, performance statistics gathering, and SSL cert monitoring
DISASTER and HUB	Information exchange
Spectrum and CA Service Desk	Incident creation, modification and closure of network events. Reporting.