



3 May 2023

**Addendum 1 for RFP 23-29 – ITSM Software**

This addendum provides answers to questions submitted by prospective bidders. The University's answers are shown in **RED**.

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Buyer, Procurement and Contract Services

1. How many users are there in Cherwell? **72**
2. How many administrators are in Cherwell? **3**
3. Which ITSM functions are used in Cherwell today (Incident, Request, Change, Configuration, Release, Knowledge, Service Catalog, Self-Service, Service Level Management, mobile, others)?  
**Incident, Request, Change, Configuration, Knowledge, Service Catalog, Projects, Tasks**
4. Which ITSM functions are not used today in Cherwell, but University of Southern Mississippi would like to use? **Mobile, self-service, integration with teams.**
5. What areas need to be developed in the Cherwell environment? For areas that need to be developed, please describe. **Mobile, self-service, integration with teams.**
6. What areas need to improve in the current Cherwell environment? For areas that need to be improved, please describe. **Admin tools for making changes to the Cherwell portal there are a few bugs and little qwerks that make it difficult to build forms**
7. Are there any requirements that the University of Southern Mississippi finds Cherwell that cannot meet? If yes, please describe. **So far the mobile solutions for Cherwell have been nearly unusable.**
8. How many Configuration Items are in the CMDB? **1231**
9. How are the Configuration Items kept up to date in the CMDB? Is automated discovery used today to keep the CMDB up to date? **Manual updates, and no automated discovery is not being used**

10. What is the estimated breakdown of Configuration Items (number of servers, database, applications, services, laptops, etc.)? **159 Applications, 62 Auth Certificates, 266 DC Hardware, 516 Servers, 157 SSL Certificates and 54 Websites**
11. How many knowledge articles exist in the Cherwell Knowledge Management database? **67**
12. How many items are in the Service Catalog today, available for end user and administrators? **234 items in total with 125 of them available to the end user**
13. Do Changes (Request for Change) identify which Configuration Item is impacted by the proposed Change (related Cis that are impacted)? **Yes if the person entering the change requests add the CI**
14. Do Problems identify which Configuration Item is being researched and worked on (relate a CI to a Problem)? **Problems is not currently in use**
15. Do Work Orders identify which Configuration Item it is for (relate a CI to each Work Order)? **Some of them do when the person entering/working on the WO adds it**
16. Do Service Catalog items identify which Configuration Item it is for? **a few of them do**
17. How many self-service items are in production today? **0**
18. For the 20,000 work orders entered, what types are these (example: 30% telecom, 20% server, 50% application)? **45% Password/MFA, 17% Application, 13% Network, 10% misc USM/IT questions, 3% Server, 5% telecom, 5% Hardware, 2% events**
19. Which functions are used today, accessed by a Mobile? **The customer portal and the web client**
20. How many concurrent user licenses are used today in Cherwell? **35**
21. What are the target hours of ITSM platform/environment support required?
  - a. 24 hours a day by 7 days a week, 365 days a year **This would be great**
  - b. 12 hours a day by 5 days a week, 365 days a year **This would be great**
  - c. 8 hours a day by 5 days a week, 365 days a year **This is the minimum that we require**
  - d. Other, please specify
22. Are any integrations required or desired beyond Cherwell with Active Directory or LDAP? **Integration with Teams would be nice.**
23. Which areas need training to be developed? **API and mApp**
24. Which version of Cherwell is being used today? **10.2.3**
25. Is the current Cherwell platform run on public cloud or on-premise? **on-premise**

26. Which data will be migrated to a new ITSM platform? **Configuration, Incidents, Request, Change, Knowledge, Tasks, Service Catalog, possibly projects**
- a. How many Incidents? **14,700+**
  - b. How many Requests? **39,300+**
  - c. How many Changes? **748**
  - d. How many Configuration Items are in the CMDB? **1231**
  - e. How many Releases? **0**
  - f. How many Knowledge Articles? **67**
  - g. How many items are developed and in production in the Service Catalog? **234**
  - h. How many items are available for use in Self-Service? **0**
27. Can the existent Service Level Management Operating Level Agreements (OLAs) and Service Level Agreements (SLA) be described? **No**
28. Do internal resources or managed services provide support for the current Cherwell platform? **internal resources**
29. Is the existent Cherwell support provided onshore or offshore? **onshore**
30. What types of support does the University of Southern Mississippi provide for Cherwell? **Administration and Development/Upgrades**