

Please add as point No 6 to Annexure 2- Technical Specifications of RFP Ref: KaGB/Project Office/RFP/01/2024-25 dated 27.05.2024

S No	Specifications	Mandatory /Important	Complied Yes/No	If No, Bidder's Remarks
	Incident Management			
1	Incident Register : Incident can be register automatically and manually from multiple channels like self service portal, agent portal, phone, mobile app, Events, Email, Teams, Slack, API triggers, Whatsapp,automatic incident ticket creation from monitoring systems or other applications etc.	Mandatory		
2	possible to configure rules for setting incident processing deadlines and escalation thresholds in the tool. Allow incident prioritisation and help to define which incidents should be processed first based on their priorities and deadlines, support an extensible set of classification codes for incident tickets (service, region, category, incident source, incident reason and so on), allow prioritising incidents by their impact and urgency	Mandatory		
3	It should provide automated search and recommendation from Knowledge Database (Both Self service and Agent Portal while adding or update on incident), option to apply and resolve ticket with single click on KB Article/Solution	Important		
4	For Email to Incident, Based on service rules, it should be able to identify relevant Article and should auto close Incident/Request	Mandatory		
5	Tool must allow adding of custom input fields, Access control option should be provided on the newly defined columns	Mandatory		
6	Tool should provide option to duplicate, clone incident	Mandatory		
7	Provide integration with 3rd party Tools / messaging services for incident creations	Mandatory		
8	Lifecycle: Should be able to define drag and drop based workflow, value streams and apply to the incidents based on predefined conditions like services, customer etc.	Important		
9	Incident Classification: support classification of incidents in terms of infrastructure , end-users and services affected.	Mandatory		
10	classification of incidents by a selected configuration item, controlled access to the CMDB to obtain incident relevant information	Important		
11	Incident records linked to the caller should provide previous Incident History of caller while adding the incident	Mandatory		
12	support different working calendars, multiple Shift for the teams involved	Important		
13	allow the creation of master/Slave, Primary/secondary tickets (for major incidents or other relevant scenarios)	Mandatory		
14	possible to create work orders / tasks for an incident ticket	Mandatory		
15	the tool allow the recording of activities related to an incident (activities performed by specialists)	Mandatory		

16	the tool provide effort tracking capabilities for incident processing	Mandatory		
17	Notification & Triggers : configure notifications (Email, SMS, Web/API Trigger, Teams, Slack etc.) of all relevant stakeholders, allow automatic escalation of incidents based on previously defined thresholds,	Mandatory		
18	Integrations: facilitate using knowledge bases or past incidents to re-use effective incident solutions	Important		
19	Allow linking incidents to other past or current incident / problems / changes / events	Mandatory		
20	Reports & Dashboard: Pre defined Incident Report & Dashboard, Should have option to drag and drop dashboard configuration option Should have option to add multiple type of incident related widgets along with (Tabular, Summary, Multiple Graph options), Filter (predefined & Dynamic), Sort, Search, Group by, multi threshold, Export option to PDF , XLS etc., Generate automatically and send over Email or to a predefined folder, possible to define custom KPIs , A KPI definition must include the	Mandatory		
21	SLA: possible to set processing deadline and escalation thresholds based on a relevant SLA with the affected user or its organisation	Mandatory		
22	possible to monitor and report on SLA fulfilment / breaches based on the registered incidents	Mandatory		
23	Intracation: support traceable interactions between an end-user and a responsible team during incident processing, record and store internal communications between support team members.	Important		
24	Closure:possible to use different closure codes to define the result of the incident processing	Mandatory		
25	possible to update data for multiple/bulk incidents at once	Mandatory		
26	Search: possible to search for incidents based on a set of attributes, support creating views to quickly extract the necessary info about incidents based on different predefined filters or search conditions	Mandatory		
Problem				
1	Lifecycle: Should be able to define drag and drop based workflow, value streams and apply to the problem based on predefined conditions like services, customer etc.	Important		
2	Problem Recording : potential and actual problems with products, services or infrastructure be documented and processed in the tool, help to control the progress and monitor current state of problems and known errors	Important		
3	option the creation of a problem ticket from an incident ticket	Mandatory		
4	tool should help identify trends to discover potential problems before they impact services	Mandatory		
5	Problem Classification: tool support classification of problems in terms of infrastructure (by linking to a configuration Item or an analogue),	Mandatory		
6	support an extensible set of classification codes to problems (service, region, category and so on),allow labelling problems related to capacity or availability management,	Mandatory		

7	allow classification of problems by a selected configuration item, It should provide detail asset information on hardware and software inventory through seamless integration with asset management tools.	Mandatory		
8	Problem Handling : support automatic assignment of problems based on a set of configurable rules, assign a problem supervisors / people to be informed or updated during problem processing	Mandatory		
9	allow prioritising problems based on their actual or potential impact on services and/or end-users, possible to assign problems for processing to expert teams within the tool	Mandatory		
10	possible to document the results of the problem investigation, root cause and problem solutions in the tool.support the documentation of known errors and should have option to add multiple workarounds and solutions	Mandatory		
11	facilitate timely processing of known errors (by means of regular reminders, notifications on resolution of the related problems or completion of the related changes etc.)	Important		
12	help verify the effectiveness of the solution applied to a problem or a known error	Important		
13	possible to create work orders / tasks based on the problem ticket or known error	Important		
14	allow the recording of activities related to problems or known errors (activities performed by specialists), tool provide effort tracking capabilities for problem processing	Mandatory		
15	possible to use different closure codes to define the result of the problem processing	Important		
16	Tool should have option to review major problem records separately	Important		
17	Should provide Inbuilt technique to find out root cause like Chronological Analysis, 5-Why Technique, Kepner-Tregoe etc.	Mandatory		
18	Notification & Triggers : possible to configure notifications of all relevant stakeholders (this includes both time-based and event-based notifications)	Mandatory		
19	Relations: allow linking problems to past or current incidents / problems / changes / events	Mandatory		
20	Reports & Dashboard: Pre defined Problem Report & Dashboard, Should have option to drag and drop dashboard configuration option Should have option to add multiple type of incident related widgets along with (Tabular, Summary, Multiple Graph options), Filter (predefined & Dynamic), Sort, Search, Group by, multi threshold, Export option to PDF , XLS etc., Generate automatically and send over Email or to a predefined folder, possible to define custom KPIs , A KPI definition must include the	Mandatory		
21	Search: search for problems and known errors based on a set of attributes, support creating views to quickly extract the necessary info about problems and known errors based on different predefined filters or search conditions	Mandatory		
Change				
1	Admin & Configurations: Possible to create Change Templates and apply all the configuration to automate change handling, support creating and applying change models which control how a corresponding change request is to be processed, including a set of tasks to be performed	Mandatory		
2	rules that define who is allowed to submit change requests of different types	Mandatory		

3	Change Registration: possible to register and handle change requests in the tool using mobile and web application by agent and requester login	Important		
4	possible to create change requests based on configurable templates and apply all the configuration to change record to automate change	Important		
5	tool should allow the processing of non-standard ad hoc change requests (processing of possible exceptions)	Mandatory		
6	Change Categorization & Classification : support classification of changes in terms of services, applications or infrastructure items being changed,	Mandatory		
7	Change Lifecycle : Should be able to define drag and drop based workflow, value streams and apply to the change based on predefined conditions like services, customer etc., tool support the definition of authority for change request approval, support adding approval steps to the change models	Mandatory		
8	Change Handling : tool should help evaluate change impact, possible to set change processing deadlines in the tool, allows change request prioritisation	Mandatory		
9	assign changes to responsible teams and individuals within the tool, possible to create work orders / tasks for changes, tool help to track change processing and deadlines	Important		
10	tool support change request approval, support multiple change approval steps for changes (for example, go/no go approval, requirements approval, implementation plans and resource approval etc.),	Mandatory		
11	allow the mapping of additional information (attachments, such as risk analyses, impact assessments, etc.) into the change requests to support the authorisation process	Important		
12	tool should support an extensible set of classification codes for changes (region, category, change reason and so on)	Mandatory		
13	tool should support labelling urgent changes (for operational and analytical purposes)	Important		
14	tool should support automatic assignment of changes based on a set of configurable rules	Mandatory		
15	tool should support different working calendars for the teams involved	Important		
16	tool support a graphical timeline representation for approved changes and their tasks (forward schedule of changes)	Important		
17	tool support a change calander representation for approved changes and their tasks	Mandatory		
18	possible to assign a change request supervisors / people to be informed or updated during change processing	Important		
19	tool take into account pre-configured change schedules (for testing, deployment etc.) when planning change implementation	Mandatory		
20	tool allow the recording of back-out procedures	Important		

21	Change Review: possible to review how a change request was processed and implemented	Mandatory		
22	Change Closure: it possible to use different closure codes to define the result of the change request completion	Mandatory		
23	Relations : tool provide access to relevant alerts, incidents, service requests, problems and known errors, controlled access to the CMDB to obtain relevant information about infrastructure and applications	Mandatory		
24	possible to link change requests to projects, possible to link changes to incidents, problems or known errors	Important		
25	Integrations:tool be integrated with other task trackers (i.e. when developers or external providers use them to organize their work)	Important		
26	Communication & Notification : possible to configure notifications of all relevant stakeholders (this includes both time-based and event-based notifications),	Important		
27	tool support traceable interactions between customers / initiators and responsible teams during change request processing	Important		
28	possible to record and store internal communications between service provider team members	Mandatory		
29	Reports & Dashboard: Pre defined Change Management Report & Dashbboard, Should have option to drag and drop dashboard configuration option Should have option to add multiple type of incident related widgets along with (Tabular, Summary, Multiple Graph options), Filter (predefined & Dynamic), Sort, Search, Group by, multi threshold, Export option to PDF , XLS etc., Generate automatically and send over Email or to a predefined folder, possible to define custom KPIs , A KPI definition must	Mandatory		
30	Search: it possible to search for change requests based on a set of attributes, tool support creating views to quickly extract the necessary info about change requests based on different predefined filters or search conditions	Important		
	SLA Management			
1	Tool must allow creating multiple SLA templates as per the SLA contracts based on Response Time & Resolution Times with an option to define separate Response Time & Resolution Time for each level of Priority as per the Priority Matrix(the mapping of different SLA priorities with associated time information). possible to document SLAs in the tool, distinguish between different SLA lifecycle stages, define a validity period for an SLA, define teams responsible for each SLA	Mandatory		
2	Each SLA template in the tool must have at least the following fields: SLA Target, Timezone, SLA Start Date, SLA End Date, Description, SLA Escalation Profile along with options to attach SLAs with 3rd party vendor Underpinning Contracts	Mandatory		
3	Tool must allow creation of multilpe Business Hours templates including 8x5, 24x7, 9x6 etc.	Mandatory		
4	Business Hours templates must have option to segregate Critical Business Hours & Non-Critical Business Hours (ex: PSU bank doing internal work after lunch time can fall under Non-Critical Business Hours)	Mandatory		
5	Business Hours templates must have option to exclude certain Time Period from the SLA (ex: 8x5 business hours from 9 AM to 6 PM but excluding 1 PM to 2 PM for lunch break)	Mandatory		
6	Allow the generation of reports on actual response and repair times compared to SLA targets, enable the creation of reports on the causes of SLA breaches,possible to create service quality reports and dashboards in which service level achievement and customer satisfaction are displayed	Mandatory		
	Capacity and Performance Management			

1	Discovery: tool be used to identify , discover and record NEs, Servers, Applications, Cloud, VMs,Firewalls, SDWAN, APs, other type of CIs, resources available for Network, hybrid infra and service delivery	Mandatory		
2	tool should support inbuilt collection of data about resource utilisation and service (or application) performance using different protocols like SNMP, WMI, Web Polling, Controller, BGP etc., information from system management tools to determine availability times.	Mandatory		
3	System should have option for multiple options for discovery including IP address based discovery, IP address range discovery, CSV based discovery for bulk discovery and it should allow options to add custom fields to support customer specific data to upload during discovery	Mandatory		
4	The system should fetch topology via SNMP for ARP tables from routers , MAC tables from layer 2 switches, cisco Discovery Protocol, Link Layer Discovery Protocol, Foundry Discovery Protocol or SynOptics Network Management Protocol. The discovery should be automated and continuous.	Mandatory		
5	Discovery has to work intelligently by identifying the device in the network by the given IP range and categorize into network devices and servers with vendor and model details.	Mandatory		
6	Automatically learn devices that supports SNMP, HTTP, Ping, SMTP, POP3, WMI,JMX, SOAP, REST API,PDC, SSH and Telnet along with any required protocol to communicate to the devices.	Mandatory		
7	System should support global threshold and it should have option to define individual resource/interface statistics level threshold	Mandatory		
8	System should have built in self learning algorithms to auto baseline and auto calculate thresholds of components or nodes to enable tool admin to start the monitoring with zero threshold configurations	Mandatory		
9	Configurable parameters like frequency, data duration, resolution duration, sigma based polarity value, reset points should be available	Important		
10	All thresholds should have set point , reset point, polarity , set point message and reset point message for ease of use.	Important		
11	Detect & highlight faults (abnormal situations) in near real-time occurring anywhere within the monitored IT Infrastructure	Mandatory		
12	Provides Filtering, De-duplication, Holding, Suppression and Correlation capability to let user focus on the critical event that affects the business and business processes	Mandatory		
13	Provides multi-level (preferably six-level) Severity definition, will handle events automatically and inform the designated person as per operational requirement	Mandatory		
14	System should support separate Rule Engine based alarms apart from the generic threshold. a. Should have capability to configure Device Group based, Node Based, Resources/Interface based, Aggregation link based. b. On Selection of Nodes/Resources/Aggregation links it have flexibility to filter based on fields available in node information	Mandatory		
15	Provides alarm suppression with hold time and aid in prevention of flooding	Important		
16	Sends alert via E-mail, SMS, Execute Batch file, SNMP Trap, XML notification, Pop-up window and Audio alert	Important		
17	Monitors all traffic from all the interfaces of the network device. Provides traffic Utilization based on individual interface level, nodes level or based on the group by location, branch, departments etc.... as an Avg, Min and Max bandwidth, utilization, throughput or any custom monitoring parameters.	Mandatory		
18	Provision to change the polling interval to any frequency depending on the priority till the individual component / resource level like each interface might have the different polling interval in the same device based of the criticality and importance of service customer	Mandatory		

19	System should have capability to configure business , non-business hours or custom time polling. These configuration should be available for every device as well as every component in the device.	Important		
20	Provision to disable and enable the polling of specific type of devices	Mandatory		
21	System should have capability to configure the maintenance period for any device. When device is in maintenance period there is no polling done and the SLA clock on the device is stopped.	Mandatory		
22	SLA calculation / Isolation report should be made with the consideration of both the Primary and Secondary link together instead of individual link based. The downtime calculation will be measured when both the links are down for internal reporting and link based for ISP reporting. System should provide the flexible configuration in UI itself based on user needs	Mandatory		
23	Supports instant diagnosis of the node status through Ping, Telnet and SNMPwalk	Mandatory		
24	Support Real-Time report generation for checking continuous reachability of target device	Important		
25	System should provide many different types of topology representation. To perform the following : 1. Display physical connections of the different devices being monitored in the system 2. Display flat maps of the entire network or networks in a single view	Mandatory		
26	Automatically learn IP Networks and their segments, LANs, hosts, switches, routers, firewalls etc. and to establish the connections and to correlate	Mandatory		
27	Provides provision to draw & map user specific network diagram	Important		
28	The tool should have Integrated Web based feature to build Network Diagram, No separate client window to configure network Diagram. The builder should be similar to MS Visio with all pre-loaded shapes and icons.	Important		
29	It should be a Drag & Drop based Network Diagram builder, Dynamically Upload Images, Customizable objects to support multiple vendors, capability to export maps in an XML format and upload to any other system.	Mandatory		
30	Tool should have complete inventory information of the assets discovered along with an option to fetch the target network device EoL / EoS information if required	Important		
31	it possible to document the maximum agreed or expected level of demand for infra, services or applications in the tool for specific customer as well as to all the customer	Important		
32	Should be able to integrate with different types of devices, hybrid cloud environment (private & Public) and should be able to collect the availability , capacity and performance utilization data, consolidation of the measurement data of a system or a defined group of CIs	Important		
33	Provide an overview of all / selected services or SLAs highlighting current or imminent breaches of performance or capacity criteria	Mandatory		
34	Threshold & Alerts: define and store static & dynamic resource utilisation thresholds, define and maintain availability thresholds for individual components, services or applications, individual service actions / automated operations (performing a transaction, running an automated procedure etc.), support comparison of actual availability , actual performance with agreed levels and alerting on breaches	Mandatory		
35	Identify and mark performance or capacity related alerts, incidents and problems	Mandatory		
36	System should provide the reports with the current utilized and the breach timeline based reports for the capacity planning for IT infra, Networks and the Branch Link capacity based.	Important		

37	Maintainance Window: defined maintenance windows to be taken into account when determining availability	Mandatory		
38	Facilitate deep analysis of performance related issues (providing access to historical data, highlighting outliers and anomalies etc.)	Mandatory		
39	enable the MTBF, MTRS of a service to be determined, SPoF identification and marking	Mandatory		
40	Reports & Dashboard: Pre defined Availability, Performance , Capacity Dashboards & Report, Should have option to drag and drop dashboard configuration option Should have option to add multiple type of widgets along with (Tabular, Summary, Multiple Graph options), Filter (predefined & Dynamic), Sort, Search, Group by, multi threshold, Export option to PDF , XLS etc., Generate automatically and send over Email or to a predefined folder, possible to define custom KPIs , A KPI definition must	Important		
41	Dashboard with all relevant facts about the availability, performance and capacity of a specific service or SLA (service demand level; end-to-end service availability & performance indicators; supporting resource utilisation; related availability & performance problems, incidents, alerts etc.)	Important		
42	facilitate trend analysis by accessing historical and current availability, capacity and performance data	Important		
43	Tool should allow QoS monitoring of WAN links across multiple technologies like Cisco IPSLA, Juniper RPM, Huawei NQA etc. across multiple protocols like HTTP, TCP, FTP, DNS etc.	Important		
44	QoS paramters should include link response time, link-level latency, link-level packet loss, link-level jitter, Round-Trip-Time etc.	Mandatory		
45	Should monitor Class-Based Quality of Service (CBQoS) to find out if traffic prioritization policies are effective and if business-critical applications have network traffic priority. Should also support CBQoS Nested policies	Mandatory		
46	Tool should have option to collect and store system logs from target devices including firewalls, routers, switches, WLC, servers, applications & databases	Mandatory		
47	Tool should have multiple filtering options for incoming system logs based on target device, log_ID, severity, level, message, OS type, application / database etc.	Mandatory		
48	Tool should have option to export specific syslog messages to users via email / SMS	Mandatory		
49	System should support VM, Hypervisor and Cluster monitoring from different vendors like VMWare, Citrix, Nutanix, Linux etc.	Important		
50	System licensing should be based only on Physical Hosts and not charge separately for individual guest VMs running on VM Hosts	Mandatory		
51	System show have capability to monitor availability and performance of industry standard web server like IIS / Tomcat / Apache / Jboss, email server like Exchange / Zimbra / Lotus Notes, and databases like Oracle / MSSQL / MySQL / PostgreSQL etc.	Mandatory		
52	System show have capability to monitor HTTP service,HTTPS service,FTP server statistics, POP/SMTP services,ICMP services or any customer specific port based systems	Mandatory		
53	Cover geographically distributed networks through multi-level scalable distributed deployment architecture	Mandatory		
54	Ability to add new pollers at no extra cost.	Important		

55	The tool should have option to be deployed in HA mode (High Availability) for redundancy purpose	Important		
56	Integration should provide the option in both north as well as south bound integration on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap, XML and even direct database query integration	Important		
57	Provide 12+ open APIs in the system which can be used by customers for integrating their own systems. Integration should provide the option in both north as well as south bound integration using multiple options like RestAPI, XML, SOAP, Corba etc. on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap, XML and even direct database query integration	Important		
58	Provide a notification mechanism that allows administrator to define what notification channel to be used in different time of days, and able to trigger multiple notifications to alert multiple person and actions	Important		
59	Provide standard reports that display current status of nodes and interfaces. Reports could be viewed on daily graph (5 minute average), weekly graph (1 hour average minute average), monthly graph (1 hour average) and yearly graph (1 day average)	Mandatory		
60	Provide online and offline reports that allow the user to view the present usage of their devices. Reports generates should be exportable in the format of HTML, PDF, Excel and CSV. Allows end-users to browse all reports using any web browser like Internet Explorer, Mozilla Firefox, Google Chrome etc. without the need to install any report specific software	Important		
61	Automatically generate daily reports that provide a summary of the IT Infrastructure as well as custom Reports and that are automatically sent by email at a pre-defined schedule to any recipient or save into any specific folder or drive.	Mandatory		
62	Observability support using Telemetry	Important		
63	SDWAN monitoring support for all the leading vendors	Mandatory		
64	Monitoring & Enhancements for : IP MPLS Core Monitoring Service Monitoring	Mandatory		
65	IaaS & PaaS monitoring for all 3 major vendors (AWS, GCP, Azure) along with cloud monitoring bots	Important		
66	Load balancer adaptation, Storage Monitoring	Mandatory		
67	Application Monitoring & Enhancement Webservers DB Servers	Mandatory		
68	Templatization Easy to adapt for supported protocols Vast support for Network Vendors	Important		
69	Service Configurations by grouping Underlying Infra, People, Monitoring & SLA Metrics	Mandatory		
Service Configuration Management				
1	Tool must support CLI-based network device configuration snapshot management including backup of configuration files, traffic logs, messages etc. , pushing configuration files to target network devices, with option to perform remote firmware upgrades.	Mandatory		
2	The configuration changes to be done on target network devices must follow an approval-based system wherein changes can be performed only after required approvals are passed. Tool must have in-built approval mechanism along with option to integrate with Change Management module of other ITSM tools for the approval process.	Mandatory		

3	Tool must provide option for target CLI-based network device vulnerability detection based on their model number and firmware version. It should also provide options to remedy the vulnerabilities with help of pre-configured scripts for certain vulnerability types.	Mandatory		
4	Tool must provide option to perform standard compliance checks like PCI-DSS, NIST, DISA etc. across all target CLI-based network devices	Mandatory		
5	Tool must provide an option for taking remote access via Telnet / SSH to target CLI-based Network Devices with an option to record all sessions to capture all commands being executed on the remote devices. The tool must allow session relay wherein a higher-privileged user can view the ongoing CLI session of a lower-privileged user in real-time from the tool GUI. The sessions should be saved for historical analysis with flexible filter options like searching for sessions in which a	Mandatory		
6	The solution should be OEM agnostic and it should support all market leading OEM network devices irrespective of their Model Et HW/OS Image Version.	Mandatory		
7	The proposed solutions database version should not be under End-of-Sale and End-of-Support	Important		
8	The solution should have internal workflow management for approval process or should be able integrateable with ITSM Ticketing tool	Mandatory		
9	The solution should be able to display all type of jobs with appropriate or specific filters to the roles defined.	Mandatory		
10	The solution should have inbuilt version management of configurations with ability to compare two versions, revert to deleted version etc..	Mandatory		
11	The solution should provide Notification if Critical job is not going to complete on defined time or Not started / expired within the scheduled time window due to Approval pending	Mandatory		
12	The solution should network Topology Map should be available with connections and able to filter the maps based on Device IP , Device Group and Device Location	Mandatory		
13	The solution should In real time, detect configuration and asset information changes, made across a multi-vendor device network, regardless of how each change is made.	Mandatory		
14	The solution should support multiple commands with multiple parameters at a time for individual location to perform a task. The solution should be able to perform such task in multiple locations at a time.	Mandatory		
15	The solution should have the capability to create Multiple command set with hierarchy support (which order to execute) , Based on previous or parent command set result the next command set should execute or ignore, Wait time to start each command set should be provided	Important		
16	Solution should provide the end to service provisioning management with all the workflow to be configured step by step processes in sequential as well as parallel executions.	Important		
17	The workflow needs to have option to configure the approval processes and different department assignment like procurement to feasibility confirmation etc...	Important		
Request				
1	Admin & Configurations: possible to configure rules for setting service request processing deadlines and escalation thresholds in the tool	Mandatory		
2	create service requests based on configurable templates, possible to specify a set of items requested, provide an option to design the request management input parameter template for each service. possible to define request templates and configure which fields need to be filled when a specific request is being submitted through a Service Portal	Mandatory		

3	tool support creating and applying service request models which control how a corresponding request is to be processed, including a set of tasks to be performed. must provide an option to design dynamic workflows, lifecycle, Tasks, Notification action for each service which can be requested	Mandatory		
4	Request Registration: tool distinguish between service requests and incidents, there should be separate module to handle Request Management.	Mandatory		
5	possible to configure automatic registration of service requests via email, user from admin and requester portal/Self service portal should be able to register request using web and mobile app	Mandatory		
6	Tool provide integration with 3rd party tools / services for service request registration	Important		
7	Request Categorization & Classification : support classification of service requests in terms of infrastructure (by linking to a configuration item or an analogue), end-users and services provided	Mandatory		
8	tool allows service request prioritisation and help define which requests should be processed first based on their priorities and deadlines	Mandatory		
9	tool support an extensible set of classification codes for service requests (service, region, category, request source and so on)	Mandatory		
10	Request Lifecycle : Should be able to define drag and drop based workflow, value streams and apply to the incidents based on predefined conditions like services, customer etc., tool support adding approval steps to the request models	Important		
11	Request Handling : possible to assign service requests to support teams within the tool, possible to create work orders / tasks for service requests, help to track service request processing and deadlines, tool support service request approval before or during its processing	Mandatory		
12	possible to set processing deadline and escalation thresholds based on a relevant SLA with the end-user or its organisation	Important		
13	support automatic assignment of service requests based on a set of configurable rules	Mandatory		
14	tool provide visual information about current stage of a service request processing	Mandatory		
15	possible to assign a service request supervisors / people to be informed or updated during request processing	Mandatory		
16	tool tracks a processing time of every team and specialist involved in a request processing	Mandatory		
17	tool provide effort tracking capabilities for request processing, option to add / attach file(s) to request records	Mandatory		
18	Request Closure: possible to use different closure codes to define the result of the service request completion	Mandatory		
19	tool be used to document reviews regarding the results of the service request fulfilment (depending on the underlying request model)	Mandatory		
20	Relations: allow linking requests to other past or current requests / changes / events	Important		

21	allow controlled access to the CMDB to obtain request relevant information	Important		
22	Communication & Notification: possible to configure notifications of all relevant stakeholders (this includes both time-based and event-based notifications)	Important		
23	tool support traceable interactions between an end-user and a responsible team during service request processing	Important		
24	possible to record and store internal communications between support team members	Important		
26	Reports & Dashboard: Pre defined Request Management Report & Dashboard, Should have option to drag and drop dashboard configuration option Should have option to add multiple type of request related widgets along with (Tabular, Summary, Multiple Graph options), Filter (predefined & Dynamic), Sort, Search, Group by, multi threshold, Export option to PDF , XLS etc., Generate automatically and send over Email or to a predefined folder, possible to define custom KPIs , A KPI definition must	Mandatory		
27	Search & Sort: possible to search for service requests based on a set of attributes, tool support creating views to quickly extract the necessary info about service requests based on different predefined filters or search conditions	Important		
Catalogue				
1	tool enable the creation and management of an IT service catalogue, store service-relevant data in the tool including the associated service descriptions, should allow to create categories and multiple sub-categories (for each category) in hierarchical order for services being offered to the end users	Important		
2	tool allow the flexible design of service catalogues to meet individual requirements (e.g. create a service catalogue from template or a wizard), Tool should have option to define the workflow for each service created in the Service Catalog for each process (Incident, Problem , Change, Request)	Mandatory		
3	possible to distinguish between different service lifecycle stages	Mandatory		
4	tool allow the structuring/cataloguing of services? For example, create different service classifications to distinguish customer-facing from supporting services, internal from external services etc.	Mandatory		
5	possible to define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)	Mandatory		
6	possible to create an individually adapted / customized structure of a service catalogue, support individual catalogue views for different target groups	Mandatory		
7	possible to create relations between services and supporting activities or operations	Important		
8	possible to create mappings between services and service request / incident classification	Important		
9	allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Important		
10	Should be able to define the Request template for each catalogue item which will automatically create dynamic input form for End user, Predefined content while raising request, Automatic Assignment Rule, Automatic Task Creation, Automatic Rules for Task Creation to fulfill the request, Sequential Task Creation and execution.	Important		
Knowledgebase				

1	tool should allow the creation and maintenance of one or more knowledge management databases (KB), it should allow to define custom / individual structure of the KB	Mandatory		
2	Add & Format Articles: tool should support reach-text format in KB articles and adding lists, tables, pictures, and hyperlinks to the articles, allow labelling KB articles with an arbitrary set of tags, categories or keywords, allow adding attachments to KB articles,	Important		
3	Assignment & Access Control: support assigning teams or individuals responsible for each KB section / article,tool should provide control over KB article visibility for agent, team, requesters/customer, partners and tag based access control,enable end-users to access KB articles through a service portal	Important		
4	Search: tool should provide flexible search mechanisms for KB articles, an attribute based search, plus free text search, tool should support creating views to quickly extract the necessary KB articles based on different predefined filters or search conditions,tool should allow support searching in the attachments (word, pdf, etc.)	Important		
5	Action and Usage: support sorting KB search results based on relevance, allow users to rate KB articles,allow users to add KB articles to their personal favourite lists, allow users to discuss KB articles in built-in chats / discussion boards, allow users to subscribe to KB sections or specific articles to get notifications about updates,tool capable of recording KB article usage statistics, tool suggest a list of the most popular KB articles for users	Important		
6	Relations: tool should allow linking KB articles to alerts, incidents, service requests, problems, known errors,linking KB articles between each other or other relevant system objects	Mandatory		
7	Lifecycle: possible to document stakeholders and their requirements for each KB section, tool support lifecycle management for KB articles, tool provide configurable triggers for KB articles review, possible to configure automatic actions for managing KB articles when their linked objects get updated	Important		
8	tool should provide a dashboard with the key facts about a specific KB section (article usage rate, update rate, outdated articles, fresh positive or negative feedback, stakeholders' requirements fulfilment index over time etc.)	Important		
9	tool should auto archive the expired or not relevant article	Mandatory		
10	KPI/Report: Total rating of published knowledge articles Number of published articles viewed	Mandatory		
Survey & Feedback				
11	Option to provide Feedback template configuration using which questions and the ans can be recorded from user, Input field option in the template can be Star Rating, Number rating, Drop Down, Check box, Text, Text Area, Nymber, Email etc.	Important		
Self-Service Portal				
1	End-users / requesters should be able to log incidents , Request using the Self-Service portals	Mandatory		
2	End user should be browsing the service catalogue and should be able to raise request by providing the input to perticular service request, Address etc.	Mandatory		
3	Tool must provide self-service option to users to track their incidents status, check knowledge articles on particular incidents	Mandatory		
4	Should be able to view own assets, KB, Reports	Mandatory		