

Optional Scenarios for RMS RFP

Scenario 1: Develop, test and implement an automated fix to records extracted from the NYS RMS for the conversion and migration of data to the new RMS.

During conversion testing, it is determined that there are 100,000 records from the existing RMS that need to be repaired, and NYS has decided that it would like the Contractor to repair the data through automation.

For the purposes of this scenario, assume the following:

- There are four (4) data fields on the current RMS that need to be mapped to two (2) data fields on the new RMS;
- NYS will provide the mapping rules - - there are 20 combinations of the four (4) data fields that will map to 20 new combinations of two (2) data fields;
- Records that do not fit into any of the 20 combinations will be reported to NYS for repair;
- The process developed by the Contractor will allow for re-runs when records need to be fixed by NYS and re-mapped; and
- Reports will be generated at the end of the run that summarizes the results of the process.
- Contractor will train five (5) NYS users on how to interpret the repair reports.

Scenario 2: Develop, test and implement a new one-way interface to a new Public Safety audit data repository.

The NYS Public Safety Cluster (PSC) manages a large number of computer systems that individually collect and store transaction audit data. The NYS PSC has constructed a new centralized repository to store transaction audit information from all of the PSC systems. NYS requires a new interface with the following attributes to support this new repository:

- NYS will construct a queue (IBM MQ) to collect information from the RMS solution;
- The data will be exchanged utilizing XML;
- The RMS transaction audit data will not require translation to a common structure - - there will be a few tags (e.g., <system source>, <date/time stamp>, <user id>) to identify the uniqueness of the data and the specific audit data would be sent as a 'blob';
- An acknowledgement will be sent back to RMS after successful processing;
- If processing does not complete successfully, a negative acknowledgement will be sent back to RMS;
- RMS must handle negative acknowledgements by sending an email to a predetermined NYS address for follow-up; and
- Queue will be available 24 hours a day, 7 days a week.

The Contractor will document the new interface and provide the materials to NYS for sign-off.

Scenario 3: Support the migration of existing infrastructure hosting the RMS solution to a new platform.

NYS is upgrading its infrastructure and needs to move the RMS to another physical platform without impacting RMS operations. The move will take place over a three (3) day holiday weekend and NYS expects the Contractor to have at least one (1) individual on site in Albany, NY to manage the move due to the lack of reliable remote access during the process.

The Contractor is expected to be involved as follows:

- Work with NYS in advance of the move to develop a detailed plan for completing it within the three (3) day window of opportunity;
- Develop a detailed plan to present to NYS management to provide assurances that the RMS will be available throughout the weekend;
- Provide on-site support during the move - - e.g., software installations and testing - - expectation is that Contractor will have appropriate staff in Albany, NY for the three (3) full days of the planned move;
- Monitor the weekend progress by participating in pre-scheduled conference calls; and
- Certify that the move was successful and that normal RMS operations have resumed.

Scenario 4: Support NYS Information Technology Services (ITS) Performance Test

NYS is executing a data center-wide performance test of its applications. This 24 hour test would include RMS. Requirements would be to monitor the RMS application during this time, participating in conference calls, reporting issues, producing performance characteristics reports post-test, etc.

The Contractor is expected to be involved as follows:

- Work with NYS in advance to review its test design and objectives;
- Document and present to NYS the Contractor's approach to monitoring RMS performance, including, but not limited to, the tools to be used, the performance characteristics to be monitored and sample reports to be delivered to NYS following the completion of the test;
- Present the Contractor's staffing plan for the duration of the test; and
- Note that all of this work can be performed off-site.