Ref : Supply of ITSM Saas Solution – BIG001-0802
Clarification Document 1

Upload Date:

	Clarification
1	**Question:** In what format will the incident, change and CMDB be provided for the data transfer? **Answer: Generally excel\CSV or a direct Database to Database connection; but not limited to these options as we do not want to compromise any quality of data transferred.**
2	**Question:** Will it include only open incidents and changes? **Answer: Best option is to include only open incidents/changes however other business units may want to transfer closed records as this is shared service solution.**
3	**Question:** Is there any linked information (which is not a direct attribute of these items) that needs to be transferred? (e.g. full incident history, audit trail of CMDB items, linking of CI's, SLA information, etc.). **Answer:linked items will need to be transferred**
4	**Question:** What is the plan for information that may be contained within drop downs where the values may not exist within the new system? If all of these values are planned to be the same (e.g. priority names, status names, etc.) then please disregard the last question. **Answer: The values may change and the potential toolkit will need to accommodate these requirements.**