

# Requirements for call-off for IT Manager support

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## Introduction

CEPI's small IT Team is currently running three large IT projects that have put large demands on the team. Another two projects are expected to start approximately September 2021. Therefore, we are looking for one consultant that can offload tasks from the IT team, and possibly support directly into one or more of the projects.

The person will mainly be supporting the IT manager and take over some of his tasks, but is also expected to assist in operationas tasks, end-user support and other tasks as needed.

We are looking for a person who have a good understanding of managing IT and to use it to enable the business reaching their goals working on three major projects. The consultant will report to the IT manager and the Operations Manager.

On or shortly after the signing of the framework agreements, one of the companies will be awarded a call-off for an IT Manager support consultant.

The position shall be filled as soon as possible and is planned to last until December 31<sup>st</sup>, 2021. The position may be extended if CEPI has the need. Also, if CEPI's needs changes, the assignment can be terminated earlier with a one month notice, according to the contract proposal.

## Instructions to the tenderer

The vendor shall submit a proposal, offering one or two named consultants according to the following requirements:

- Proposal of maximum two pages, summing up the consultant(s) and how they can support CEPI in the needs and activities described below. The proposal shall include:
  - Cost per hour ex. VAT per consultant
  - The earliest availability of the consultant(s)
- Maximum one page per consultant listing relevant previous cases delivered by the named consultant
- A CV per consultant, maximum three pages

## General requirements

The person must have both business understanding and IT understanding in order to communicate with internal stakeholders and users, and external IT providers.

CEPI's general requirements are:

- Strong English skills, both written and orally.
- A good understanding of business needs and of IT supporting the business
- Experience with operating it in a cloud-only environment
- A good understanding of ITIL v.3 or v.4
- A good understanding of Office 365 and Azure cloud, especially Active Directory
- A good understanding of cybersecurity

- Experience with supporting end-users
- Experience with managing IT systems or services, including user account management and access management
- Some experience with managing IT vendors
- Project manager experience, preferably with PMI or PRINCE2 certification

## Support

CEPI has outsourced all IT to external cloud providers. The primary IT Service Provider should handle all IT support questions. However, some topics (e.g. system access, logistics or licenses) must be handled internally before the ISP can perform its tasks. Also, in some cases, the user will need more assistance in shorter time, than what the ISP can provide.

Therefore, CEPI has one IT Officer who mostly handles these tasks. As the IT Officer is tied up in the ongoing and planned activities, the consultant is expected to be able to cover some of the support tasks.

## Mini projects

The consultant is expected to be able to run the following activities with a minimum of guidance from the rest of the IT team:

### User training and documentation

CEPI has recently implemented several new technologies (e.g. MS Teams, Salesforce, Azure security) where the users need training sessions and end-user documentation. The consultant is expected to assist with:

- Develop and run live training sessions on selected topics
- Review, restructure and provide new material on existing SharePoint sites to make user documentation more accessible
- Build end-user documentation (user guides, video or similar as agreed) as needed
- Assist in cybersecurity awareness training

### ITIL

The consultant is expected to assist in, or run, ITIL activities:

- Review and improve existing ITIL processes
- Assist in defining and implementing new ITIL processes
- Assist in defining product owners, implementing SLAs and reporting on these

### Atlassian

CEPI is running a lot of its system documentation and IT development in Atlassian Cloud, especially for the Salesforce project. CEPI is in the process of implementing Atlassian's asset registry Insight and is considering implementing Jira Service Management. The consultant is expected to assist in the following tasks:

- Tune the existing Confluence and Jira sites
- Refine and improve the Insight setup including building integrations with MS Azure to retrieve inventory and asset data
- Implement internal and external SLAs in Insight, as well as other data on the services as needed (e.g. price, provider, owner, business criticality etc.)
- Possibly design and implement Jira Service Manager if needed and integrate it with 3<sup>rd</sup> party service providers
- Build reports and process support as needed

### Implementing new services

CEPI has a backlog of services that shall formally be put into production, and new ones that are in the pipeline. These services need to be documented, both from a technical perspective and with end-user guides. SLAs need to be defined and the service catalogue updated.

The consultant is expected to acquire an understanding of a new service to be implemented, suggest any tuning of the service, update the Service Catalogue and relevant SLAs, write end-user guides, help launch the service and assist the organization with tuning the service and documentation as needed.

### Office relocation

During Q4, 2021, CEPI expect to move the Oslo office to a new location. This will require a lot of effort from IT in regards to end-user equipment, infrastructure setup and more. Much of the infrastructure tasks will be performed by the ISP, but internal planning, coordination and, in some cases, hands-on work, will be needed.

The consultant is expected to assist in, or take ownership of, specific tasks, in this project and see that they are delivered as planned.

### Migration to new IT Provider

CEPI is currently running a tender for the selection of a new IT Service Provider. A result of this activity may result in CEPI migrating to a new ISP during Q4, 2021.

If so, the consultant is expected to assist in, or take ownership of, specific tasks, in this project and see that they are delivered as planned. Especially end-user follow-up will be a major task of this activity, in addition to planning, coordination and verification.