



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER**Remedy Services Group
Database Administrator
Statement of Work****1 Background**

This position is located in the Remedy Services Group (RSG), within the District of Columbia, Office of the Chief Technology Officer (OCTO). RSG implements Service Management methodology from ITIL within OCTO. The group primarily utilizes the Remedy ITSM suite (Help Desk, Change Management, Asset Management, and Service Level Agreement) providing complete service management automation to customers throughout the District. These tools provide an integrated methodology and process to trace Incidents and Change Requests to assets and customers. .

The purpose of the position is to provide the user community with improved service levels and centralized application development and maintenance. The incumbent will be responsible for:

- Maintaining hardware and installing software BMC AR Server 6.x/7.x on Windows
- Conducting pilots with selected users, collecting, loading and verifying data into the Asset Management database, Converting the change control board tool into change management, configuring Dimensions for open systems and mainframe
- Implementing new user's requirements, migrating pilots to production, conducting training of user's
- Enhancing application functionality and implementing RSG's rollout plan

The candidate will work with constituent Project Managers (who are responsible to the program manager for the execution of their project and its impact on the program) to monitor system, database, and overall technical performance of component projects and operations, while working to ensure the ultimate success of the program.

2 General Requirements

Under general direction, design, implement, and maintain the Oracle database System for RSG.

The candidate of choice will have at least 9 years Oracle DBA technical experience. He or she will be able to interface with the IT Service Management agents and management, and with customers at all levels to thoroughly grasp the customers business functions, to define system requirements, provide application user training, and to design a solution utilizing his/her database functional and technical knowledge. The candidate will have functional knowledge covering ITSM best practices, methodology and workflows, general networking knowledge, and an ability to interface with and understand value of asset tracking and asset management databases.

The candidate will also have technical experience with required Oracle programming, ability to troubleshoot Oracle log files, configure Oracle to support business workflows, knowledge of Windows 2003, Crystal Enterprise Server, Crystal Reports, and Network Discovery tools; This experience would include the ability to propose, recommend, configure, develop, test, and implement solutions in a Remedy/Dimensions environment. This individual must be able to communicate effectively with a high degree of both verbal and written communication skills, and must be a team player able to interface with OCTO personnel and management.



Certified as Oracle Certified Professional is highly desirable.

Characteristic job tasks and responsibilities may include any and/or all of the following:

- Install, implement, support, and maintain the Oracle Database software with specific knowledge and experience of Oracle Real Application Clusters (RAC), Dataguard , Oracle’s FailSafe solution and Oracle’s Maximum Availability Architecture (MAA).
- Monitor the performance of Oracle production, failover and development databases.
- Will be responsible for managing Oracle software license usage, user access, and security to Oracle and applications.
- Coordinates the solution of Oracle system errors with OCTO’s staff, and internal and external technicians.
- Provides support and user education activities related to the use of Oracle.

3 General Terms

- Work must be performed on District premises unless specifically authorized
- Person is billable a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Program Manager, Remedy Services Group.
- Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill
- Vendor will follow all District standards
- Vendor must provide timely, necessary information to allow the District to calculate “earned value”
- Period of Performance is 12 months after the date of award.

4 Specific Requirements:

- Oracle System administration, planning and design of database schema to support BMC AR Server products.
- Knowledge and experience with Oracle 9i/10g/11g
- ITIL Awareness/ ITIL Foundation Certification v2/ v3
- Very good experience in Oracle 10g/11g RAC architecture and implementation
- Expertise in implementing and maintaining Standby database using Dataguard.
- Experience in Performance tuning using AWR and ADDM.
- Create backup plans and scripts using RMAN
- Experience in Oracle 10g/11g Grid control
- Experience in administer SQL Server 2000/2005
- Experience in installation, upgrade and maintenance of Business objects Enterprise XI Release 2/3.
- Experience in creating Business Objects Universes to create Executive Dashboards and BMC Analytics reports.
- Experience in integrating / administering LDAP with BMC AR Servers.
- Experience in installing and configuring BMC AR Server 7.x
- Remedy- Intermediate 3-5 (Knowledge of Incident and Problem Management v6.x or v7.x, Change Management v6.x or v7.x, Asset Management v6.x or v7.x, Service Level Management v6.x or v7.x
- Experience in upgrading AR Server from 5.x/6.x to 7.x
- Experience in upgrading Remedy applications from 5.x to 7.x



- Experience in administering and maintaining Windows and Linux operating systems (Windows 2000, Server 2003 EE , Windows Mobile 2003 and Red Hat Linux 4.6)
- Experience in administering applications using Access 2003 and ASP.
- Knowledge of Microsoft Office Products
- Gain knowledge of PASS, LANDesk, HP Openview, MS Project, mobile interfaces, Teloquent with an emphasis in integration at the database level with BMC AR System as required. Provide assistance in backend development efforts such as building interfaces between BMC AR Server and LANDesk, mobile extensions. Must be able to extend database capabilities to provide support for other groups requiring Oracle support and/or provide support to other systems using SQL-based databases
- Adopts a customer friendly approach and maintains collaborative and cooperative approach to interactions.
- Good organizational, analytical, and problem solving skills
- Have listening, speaking, writing, and interpersonal skills in both technical and non-technical domains.
- Have ability to plan and coordinate projects.
- Have ability to provide guidance to technical staff.
- Ability to exercise sound judgment and maintain confidentiality.

(ATTACHMENTB)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF TAX AND REVENUE



TAX CERTIFICATION AFFIDAVIT

THIS AFFIDAVIT IS TO BE COMPLETED ONLY BY THOSE WHO ARE REGISTERED TO CONDUCT BUSINESS IN THE DISTRICT OF COLUMBIA.

Date: _____

Name of Organization/Entity: _____

Address: _____

Business Telephone No.: _____

Principal Officer:

Name: _____ Title: _____

Soc. Sec. No.: _____

Federal Identification No.: _____

Contract No.: _____

Unemployment Insurance Account No.: _____

I hereby certify that:

1. I have complied with the applicable tax filing and licensing requirements of the District of Columbia.
2. The following information is true and correct concerning tax compliance for the following taxes for the past five (5) years:

District:	Current	Not Current	Not Applicable
Sales and Use	()	()	()
Employer Withholding	()	()	()
Ball Park Fee	()	()	()
Corporation Franchise	()	()	()
Unincorporated Franchise	()	()	()
Personal Property	()	()	()
Real Property	()	()	()
Individual Income	()	()	()

The Office of Tax and Revenue is hereby authorized to verify the above information with the appropriate government authorities. The penalty for making false statements is a fine not to exceed \$5,000.00, imprisonment for not more than 180 days, or both, as prescribed by D.C. Official Code § 47-4106.

This affidavit must be notarized and becomes void if not submitted within 90 days of the date notarized.

Signature of Authorizing Agent

Title

Print Name

Notary: DISTRICT OF COLUMBIA, ss:

Subscribed and sworn before me this _____ day of _____ Month and Year

Notary Public: _____

My Commission Expires: _____

(Attachment C)

Sample Resume'

Candidate 1

EDUCATION

MIDWAY SCHOOL OF BUSINESS - Chicago, IL
Master of Business Administration - Finance and Strategic Management - June 2001

- Dean's Honor List
- Active member of Management Consulting, Corporate Management and Strategy, and High Tech Clubs.

ANDERSEN COLLEGE - Boston, MA
Bachelor of Arts in Physics (Cum Laude) - June 1996

- Andersen College Scholarship for academic distinction; Dean's List all semesters
- Violinist in Andersen College Symphony
- Physics tutor for Bureau of Study Counsel; active participant in Habitat for Humanity
- Completed dissertation in the field of condensed matter theory

EXPERIENCE

SMART BROTHERS - New York, NY
Technology Project Manager - Investment Banking - June 1997 - July 1999

- Managed project teams to develop profit and loss systems for Proprietary Trading group
- Promoted to project leadership role in two years, well ahead of department average of four
- Developed an original mathematical algorithm for trading processing module, improving performance by 1200%
- Led team of six analysts in firmwide project to reengineer loan syndicate trading flows in firm's largest technology project of 1999. Recommendations established new firmwide standard for real-time trade processing
- Appointed lead developer of interest accrual team after just three months in department. Initiated and designed project to create customized, improved interest accrual and P&L applications for fixed income controllers
- Selected to work on high-profile project to reengineer corporate bond trading P&L system. Reduced overnight processing time from six hours to 20 minutes and improved desktop application speed by 350%
- Devoted 20-25 hours a month to instructing junior members of the team in interest accrual and trading

FINANCIAL TECHNOLOGY GROUP - New York, NY
Analyst - June 1996 - May 1997

- Developed cutting-edge analytic software for use by Wall Street traders
- Worked on a daily basis with clients to create and implement customized strategic software solution for equity traders. Helped create and deliver extensive training program for clients
- Initiated, created, and documented new firmwide standard for software module development

References (Three): (Shall be provided to be considered.)