flvs

NOTICE

ADDENDUM 2

FLORIDA VIRTUAL SCHOOL

October 26, 2021

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ITN01-2202589B1-ENTGOV-XXXXXX; Enterprise Governance – Data and Security is hereby amended by the following change(s):

Page 1 of the ITN which currently reads as follows:

Response Due Date/Time	All responses due. The names of the respondents announced.	November 11, 2021 2:00 PM EST	Public Zoom Conference

Page 1 of the ITN changed to read as follows:

Response Due Date/Time	All responses due. The names of the respondents announced.	November 15, 2021 2:00 PM EST	Public Zoom Conference

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1.

Are there any Use Cases that can be provided?
Sample use cases have been uploaded to Bonfire as of October 18, 2021.

2.

Response Structure. Should the requirements table be created as a spreadsheet or embedded within the proposal response document?
The requirements table should be incorporated into the main proposal response document.

3.

What is the number of users?

As specified within the cost proposal, section 6 of the ITN, 500 users, 60 stewards, and 5 super users.

4.

What are the sources of metadata?

FLVS is seeking recommendations from the proposer.

5.

Can a list of data sources be provided in order to better understand the requirements? Please identify the sources from which data will be pulled (i.e., cloud, on premise, Azure, oracle, etc.)

Data sources include but are not limited to ServiceNow, Microsoft SharePoint, Microsoft Azure, Workday, Salesforce, PowerBI, SQL Server Management Server

6.

Does FLVS have an existing glossary or dictionary?

Yes. It contains approximately 260 terms and is expected to expand rapidly.

7.

Data Quality was not referenced in the ITN. Is data quality included within the scope? If so, does it include score cards and monitoring?

Yes, we anticipate inclusion of data quality efforts. FLVS will consider them if they are offered but they are not a requirement. If this is not already included as part of the offered solution, it may be offered as an additional service (see section 6.4 Additional Services).

8.

Does FLVS have any preference for deployment platform?

No. FLVS is seeking the best value for this investment that meets the requirements specified.

9.

In responses to the RFP ITN01-2202859B01-ENTGOV is there also an opportunity for the purchase of Collocation Space within a Data Center?

TBD

10.

Business Need. Besides enabling business and technical users with the ability to identify systems & reports where data is used (along with definitions, policies and collaboration workflows), can you

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provide a further description on what is driving the need for a data governance solution? (i.e., what would cause FLVS to have objectives around security, consistency & reducing redundant reports?)

There is a great need for informed decision making and relying on data that is properly vetted is essential. Safeguarding data through security measures is essential for any type of business.

11.

Data Quality Issues. For the quality of the data, besides consistency, is there a need for quality scores for completeness, timeliness, validity, etc? and can you provide examples of quality issues you've observed?

Yes, there is a need for additional quality attributes. We are looking for a solution to identify what it can offer to the business. Issues with address validation, duplication of data, etc.

12.

Expectations. What are the expectations of the usage of the system for the end users?

This depends on the scope of the solution capabilities; however, the system should be used by stakeholders to measure report/visualization utilization, data quality checks, data validation, etc.

13.

Tasks for Governed Data. What are some of the tasks that are done with trusted data once governed?

Development of KPIs, faster and more informed decision making, etc.

14.

Data Considerations. What are the considerations of data cleansing, data quality, data stewardship as it pertains to data consumed for the enterprise?

Documentation of the data source, all manipulations and cleansing performed, certifying data sources and ensuring consistency of all reports/dashboards created to adhere to established conventions.

15.

Data sources. What is the mix of data sources that will be considered for scanning of metadata for a data catalog (can we get a list of the major systems, db's, apps, etc?)

See # 5

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16.

Number of Sources. How many data sources will be involved in the project?
At a minimum this would include ServiceNow, Salesforce, Workday, SharePoint, and Microsoft Power BI. Additional sources may be added as determined by available connectors, solution cost or other considerations.

17.

Roles and Responsibilities.   Are there considerations for data security as certain roles and responsibility may not have access to certain data elements?
Absolutely, we look to utilize row level security on data based on single server credentialling as well as the ability to mask, redact or obfuscate as needed based on sharing and storing requirements. PII and sensitivity requirements are paramount.

18.

Data Movement/consumption. Are there considerations for data security as it concerns data movement and consumption into data targets after being scanned?
Yes, we have developed retention, sharing and deletion guidelines and would look to enforce them using this tool potentially.

19.

Data Movement/Integration. How are data sources and enterprise data integrated today? How is data moved throughout the enterprise today? Once data is scanned and governed, how will it be provisioned and consumed? What metadata is most important and does the metadata link up into other viewpoints like policies, process, quality? If so, which ones?
API calls, manual imports or other methodology is being used. We are using a data lake as an intake location, but we are also utilizing data vault technology, data marts, etc. Currently we do not have a system for linking our metadata so we are looking for a solution to show us what the tool can do.

20.

System Lineage.   What lineage is most important and between which systems and/or sources & targets?
Both business and technical lineage is important to various stakeholders and based on their roles, the systems and sources vary in terms of importance.

21.

Regulatory Drivers. Are there any regulatory drivers which would be documented policies and violation of such policies would be a real issue? If so, which ones? i.e., FERPA, Title IX (of the Education Amendments Act of 1972 with the recent changes in 2020), HIPAA, CCPA, CPRA, etc.

FERPA, Title IX, CCPA, GDPR and even custom policies could be part of our considerations.

22.

User Privileges. FLVS described 5 super users, 60 steward users and 500 general users. With all of these users, how many would need "create" and "edit" privileges? (i.e., create a new policy, edit a policy, create or edit a new definition or term, create or edit a new process, etc.)

Likely the 5 super users would fill this role, depending on the solution and customization of attributes, it may need to fall to the super users and steward users.

23.

Security and Privacy. Is there a need to classify sensitive data and risk associated with the sensitive data and have users enabled for proactive policy alerting where compliance stakeholders would have the ability to track critical policy violations and insights into how many systems are impacted by each policy?

Yes, there would be a need.

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24.

Security and Privacy. Analyzing data risk allows organizations to prioritize the allocation of IT resources and investments for data protection. To understand your sensitive data risk, requires the analysis of multiple attributes: Where is the data? Who is using it? Is it protected? Where is it being shared? How much data is there? Does FLVS have a need for monitoring the impact of the policy violations by showing the # of datastores, overall risk score, classification level and protection status for any data that violates any given policy (showing what system(s) or individuals violated the policy)?

Yes, this would be a helpful part of the solution.

25.

Security and Privacy. Is there a need for an identity-based registry (for fulfilling Data Access Request (DSAR) Reports) that automatically collects an individual's data from each of the datastores in real-time and produces a report that can be sent to the requester? This would be a requirement for enabling certain users with the ability to look-up an individual (student, alumni, etc.) and see where that person's data resides and what data elements each datastore contains about that person (typical FERPA or CCPA/CPRA consumer request).

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This could be part of the solution but is not a firm requirement.

26.

A. Data Catalog Are there any additional data sources other than the systems already listed in the RFP? How does your data flow from source systems to consumption? What are the tools used for ETL/ELT? How many source systems are needed to be catalogued in total? Have you evaluated any Data Cataloging tools in the past? Do you have any preference?
B. Data Governance Is there a formal Data Governance framework in place and to what is this defined? How many data governance and security policies are to be designed and implemented? Can you list a few? What is the maturity level of Data Governance & Data Quality at FLVS? Have you identified any Data Owners and Stewards? Is data classification done at any level?
C. Data Quality Please specify the typical data quality issues seen in the current eco system. How are they mitigated? Are the business rules for data quality already defined? Is Data Quality expected on masked data? Do you maintain golden source data? Will data quality implementation include remediation and data cleansing of bad quality data? Or is this out of scope?
D. Data Security & Privacy How is the authentication and authorization currently setup? Would you like to enforce security policy using a tool or you would be only interested in governing it? What is the degree to which FLVS has put in place policies, processes and technologies to protect its data from misuse?

A. Other sources do exist, depending on the solution and its' cost will determine how many data sources would be integrated. We use Microsoft SQL Server Integrated Services (SSIS) currently. Yes, we have looked at Catalog solutions, but we do not have a preference.
B. We do have a formal Enterprise Governance framework that includes Data, Application and Security/Privacy Governance under the umbrella. We are using a Federated system approach to governance. We have many data owners identified and we have data stewards (60) currently. Data classification is in an initial phase. Enterprise Governance is in an operational state and is still developing in maturity.
C. Typical quality issues include duplicated data, incomplete/inaccurate information and lack of data validation (addresses). Currently front-end data cleansing is done. We are currently in the process of creating data 'golden' certification. We would consider remediation and data cleansing as a potential optional aspect but is not required in the scope.
D. We are looking to implement row level security, but currently using Single-Server Sign-on credentialing. We are looking to govern the data, but also have the ability to apply masking, redaction or other methods of data manipulation to protect We are currently in a developmental status in regard to security governance.

27.

Has FLVS engaged any outside consultants to define the requirements for this ITN? If so, can you share who that firm is and are they OCI'd out of responding to this ITN?

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Yes, FLVS consulted with Gartner, Inc.

28.

Section 5 Scope of Services
1. Has FLVS defined specific use cases for the business and technical users required for the enterprise governance solution? Or are there specific use cases FLVS would like us to focus on- for example, Reporting, Data Governance, Analytics?
2. Can FLVS share the data governance, identity management and security requirements so we can ensure we are scoping our solution properly?
3. Is a software product (ex: SaaS) preferred or required by FLVS in order to provide the enterprise governance solution in scope for this project?
4. Can cloud native services using the Azure cloud platform be used to provide the enterprise governance solution for FLVS?

1. See question number 1.
2. Unsure exactly what is being asked for as the requirements generally express what we are looking for the solution to do.
3. Nothing is preferred or required.
4. It could be.

29.

Datasets:
1. Does FLVS have a defined data model, data dictionary and governance policies as part of an existing Master Data Management solution (MDM) that is currently being used today by business and technical users? Or will this be part of the scope of services defined in section 5 Scope of Services?
2. Are there any other data formats in scope for this project? Or does section 5.1B item number 52 cover the full scope of data formats for this project?
3. Is migration of data sets in scope for this project? If so, can you please provide approximate sizing (Terabytes, Petabytes, etc.) of all the datasets in scope?

1. See question number 6. Polices and guidelines are still in development. This is currently outside of the scope. However, this could be offered as an additional option (see Alternative Services section 6.4 of the ITN).
2. The formats identified are most likely inclusive of the required data formats, but new formats may be discovered.
3. We are looking for connectivity of data sources and the actual migration is not part of the scope.

Hardware/software/tools:
Is FLVS using any other data management, reporting, or BI tools that have not been mentioned in the ITN? Or does section 5.1B item number 49 cover the full scope of data management, reporting, or BI

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tools in use by FLVS for this project?
1. Do you already have an Azure environment established?
2. Are we responsible for pricing of tools/hardware/software mentioned in the ITN?
3. Does FLVS have established data pipeline tools for ingesting and processing data?
4. Does FLVS have an established ETL tool (ex. Informatica)?
5. Does FLVS have an established data governance software?

1. Yes, we have Azure established.
2. The ITN includes pricing for any tools/modules/connectors/etc. that are needed to allow your solution to fully function to the performance level that you identify in your response including any implementation costs of third-party contractors you may or may not need to employ to complete the implementation.
3. We do not have an established system yet.
4. Microsoft SQL Server Integrated Services (SSIS)
5. No, we do not have a governance software.

30.

Section 3.3 Implementation and Project Schedule
Can offshore resources be used as part of the contractor project team? Or can US only resources be used to deliver the project?

Connectors to source data can be done offshore, however, in test cases the preference would be onshore.

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