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## 1.0 GENERAL

### 1.1 SUMMARY

The Office of Technology Services (OTech) provides a limited number of single sign on technologies on various hardware and operating system platforms. This document provides guidance on using the IBM Tivoli Access Manager for e-business (TAMe).

TAMe is required to run applications in the Tivoli Access Manager product suite. It enables integration of Tivoli Access Manager applications. TAMe may be used to integrate technology with existing systems providing security to resources and applications accessed through the Web.

The OTech offers TAMe on leased equipment within the data center. Included in this offering is installation, patching and product maintenance. Staff performs these tasks according to standard procedures and configurations. Version(s) of TAMe are supported in accordance with OTech [Software Version Support Policy](#).

### 1.2 REFERENCES

Items referenced here are found elsewhere in this document.

	IDENTIFIER	DATE	TITLE
	Web Site	NA	<a href="#">Contact Information</a>
	Web Site	NA	<a href="#">ENews</a>
	02.08.860.01.aaa	2012	<a href="#">IBM TAMe Service Request Submittal Form</a>
	04.15.881	2012	<a href="#">Local Area Network Guideline</a>
	1.5.884.200	2012	<a href="#">Secure Certificate Submittal</a>
	363	2011	<a href="#">Firewall Access List Form</a>
	4000	2011	<a href="#">Software Version Support Policy</a>
	4000	2011	<a href="#">Software Version Support Procedure</a>

### 1.3 SUBMITTALS

#### 1.3.1 General

OTech is available to advise and assist customers in formulating IT designs that will leverage available service offerings. Contact your Account Manager to engage architectural/engineering and design consulting services. Additional charges may be incurred.

Use the following method for work requests:

Item	Request Method
Quotes & Billable Service (new or changes to existing services)	<a href="#">OTech Customer Service System (CSS) Request</a>
Modifications to Existing Systems	<a href="#">Remedy Request</a>
Technical Problems	<a href="#">Remedy Incident</a>

Include the Customer's name, contact information and associated project name on forms, documents, and requests submitted to OTech.

### ***1.4 Service Request Criteria***

A completed [IBM TAME Submittal](#) is required prior to the start of work. To aid in the preparation of providing this technology, all information must be included in the OTech Service Request. [Customer Service System \(CSS\)](#).

This Submittal is to be revised at appropriate intervals providing for expeditious and practicable execution of the Work. Revised submittal(s) must indicate changes, if any.

### ***1.5 EXPECTATIONS***

#### **1.5.1 OTech**

The OTech manages contract and licensing for operating system software and serves as liaison between the customer and technology vendor for technical system level issues.

The OTech will document end-of-support to Customers in E-News notifications. Technology products must be within vendor supported versions to sustain availability and integrity.

The OTech follows change management practices. Change requests are recorded in [OTech Remedy Service Request](#) system, as a Change Request (CRQ). Contact your OTech account managers for current change procedures.

## **1.5.2 Customer**

Customers are expected to understand product lifecycles and collaborate with OTech on upgrades, testing, and verification of their platform and software technology before the end-of-support date. Failure to migrate off of unsupported versions may incur

additional charges. Refer to the [OTech Procedure 4000 – Software Version Support](#) for details.

Customers are to determine and submit technology details required to meet their certificate needs.

Customers are expected to identify and lead the resolution of application related problems. Customers may identify and report system level incidents to the OTech.

## ***1.6 SCHEDULING***

OTech's goal is to provide timely, comprehensive and economical technology service. Customers promote this goal by promptly providing information requested, and by keeping the OTech Account Manager / Project Manager informed of technology project status.

### **1.6.1 Maintenance**

Maintenance periods are scheduled OTech Change Management process.

### **1.6.2 Change Management Schedule**

Change proposal / requests follow the established OTech Change Management process. Work performed during scheduled maintenance periods is subject to the OTech Change Management Schedule. Changes require 2-week prior notification. Shorter periods may not always be expedited; additional charges may be incurred for expedited change requests.

## ***1.7 DEFINITIONS***

<b>Term, phrase, abbreviation</b>	<b>Definition</b>

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COTS	Commercially available Off-The-Shelf (COTS) is a Federal Acquisition Regulation (FAR) term defining a non-developmental item (NDI) of supply that is both commercial and sold in substantial quantities in the commercial marketplace, and that can be procured or utilized under government contract in the same precise form as available to the general public.
LDAP	Lightweight Directory Access Protocol. LDAP runs over Transmission Control Protocol/Internet Protocol (TCP/IP) and

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	is used as a directory service for both Internet and non-Internet applications.
TAMe	Tivoli Access Manager for E-Business - IBM's single sign-on (SSO) solution that authorizes and authenticates user access to Web and other hosted applications.
TDI / ITDI	Tivoli Directory Integrator - IBM software that synchronizes data across multiple repositories.
TDS / ITDS	IBM Tivoli Directory Server. IBM's implementation of the Lightweight Directory Access Protocol (LDAP). IBM Tivoli Directory Server provides a server that stores directory information using a DB2 database.
TIM	Tivoli Identity Manager - IBM solution to provide an automated, policy-based means of managing user accounts, permissions and passwords from creation to removal.

## **2.0 PRODUCTS**

### ***2.1 Tivoli Access Manager for e-business***

#### **2.1.1 IBM Tivoli Directory Server**

Requires IBM DB2 Universal Database

#### **2.1.2 IBM Tivoli Directory Server Web Administration Tool**

#### **2.1.3 Web Portal Manager**

Requires IBM WebSphere Application Server

#### **2.1.4 Access Manager Policy Server**

#### **2.1.5 Access Manager WebSEAL**

### **2.2 PLATFORM**

IBM AIX; and  
Microsoft Windows.

## 3.0 EXECUTION

### 3.1 SECURITY

Not used.

### 3.2 QUALITY CONTROL

#### 3.2.1 OTech Responsibilities

- Review and approval of submitted information prior to beginning work.
- Notify Customer of submittal flaws, if any.
- Product installation, upgrades, patching, and standard configuration.
- Assist customer in specifying design, if applicable, in accordance with information provided in 1.3 – Submittals.
- Monitor configured environment in accordance with information provided in 1.3 - Submittals.
- Perform scheduled upgrades and patching.
- Retain exclusive administrator rights.
- Manage customer defined security groups in accordance with information provided in 1.3 - Submittals.
- Size environment in accordance with information provided in 1.3 – Submittals.
- Periodic server security scanning.
- Review product application logs and notify Customer of anomalies, if any.
- Review security reports and notify Customer of vulnerability corrections, if any.
- Review and recommend optional configuration that may better meet requirements in accordance with 1.3 - Submittals.
- Review operational events and recommend possible resolution.
- Consult with Customer on problem tickets regarding custom or COTS manufacturer application issues. Coordinate troubleshooting activities. Additional charges may be incurred.
- Assist customer validation of restoration from backup.

#### 3.2.2 Customer Responsibilities

- Submittal of complete 1.3 – Submittals information.
- Correction of submittal flaws, if any, and resubmittal.

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- Submitting service request for initial product purchase.
- Submitting service request for annual license renewal.
- Submitting service request for discontinuation of licensing.
- Approval of test results.
- Verification of restore request.

### ***3.3 SUPPORT AVAILABILITY***

Core business hours for web technical support are Monday through Friday 0800-1700. State holidays and mandated schedule alterations are observed and may impact staff availability.

### ***3.4 INSTALLATION***

#### **3.4.1 OTech Responsibilities**

- Installations are provided by OTech in accordance with OEM product installation procedures and 1.3 - Submittals information provided.
- Perform scheduled upgrades and patching.
- Install necessary product components.
- Configure components, connectors and adapters to operate in accordance with 1.3 - Submittals information.
- Harden installation in accordance with OTech methods. Reduce vulnerability by implementing necessary components. Product security patches are applied, and firewall protection is established. Only approved network ports are opened. See 04.15.881- Local Area Network guideline.
- Install SSL certificates, if any.
- Establish and test product connectivity.
- Build directory structures and associated access definitions.
- Administration of product and related components.
- Administer certificates, schema, access rules/groups, and application connectivity.
- Grant approved privileges for delegated administration.
- Tune product and component configurations in accordance with OEM recommendations.
- Administration of approved changes.
- Maintain product software and configuration.
- Integrate product with other technologies in accordance with information provided in 1.3 - Submittals.

#### **3.4.2 Customer Responsibilities**

- Provide application start/stop scripts, if applicable.
- Install Third Party Software application and supporting software, if applicable.
- Maintain Third Party Software application software, components and accessories.
- Notify OTech of changes to Third Party Software product, configuration, tuning and upgrades.
- Orderly control over the deployed application, applications and components and accessories, if any.
- Submit performance tuning configuration changes.
- Provide resources necessary to install and test product.

END