**IT STAFFING SERVICES SOLICITATION UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)**

**CANDIDATE REFERENCE**

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| Solicitation Number: 529501430 | Title/Level: Business Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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| **Reference Name** (Required): |  | | |
| **Title:** |  | | |
| **Company Name** (Required): |  | | |
|  | |  | |
| **Phone Number** (Required include area code): | |  | |
| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

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| **Reference Name** (Required)**:** |  | | |
| **Title:** |  | | |
| **Company Name** (Required)**:** |  | | |
|  | |  | |
| **Phone Number** (Required include area code): | |  | |
| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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| --- | --- | --- | --- | --- | --- |
|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

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| **E-mail Address:** |  | | |
| **Professional Relationship:** | | |  |

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|  | Peer |  | Co-Worker |  | Supervisor |

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|  | Customer |  | End-User |  | Subordinate |

**NOTE: ONLY INCLUDE THE INFORMATION REQUESTED ON THIS FORM. DO NOT INCLUDE ADDITIONAL INFORMATION.**

**CANDIDATE QUALIFICATIONS**

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| Solicitation Number: 529501430 | Title/Level: Business Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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| **Minimum Requirements:** Candidates that do not meet or exceed the **minimum** stated requirements (skills/experience) will be displayed to customers but may not be chosen for this opportunity. | | | |
| Actual Years Experience | Years Experience Needed | Required/ Preferred | Skills/Experience |
|  | 5 | Required | Advanced knowledge of ITIL configuration management principles and best practices; prior experience in developing and maintaining configuration management process & polices. |
|  | 5 | Required | Excellent problem-solving and critical thinking skills and a strong attention to detail. |
|  | 5 | Required | Experience supporting and maintaining CMDB platforms such as BMC Helix, ServiceNow, Atlassian, etc. |
|  | 4 | Required | Performs regular configuration audits to verify their completeness, accuracy, and compliance with the CM plan and system objectives. |
|  | 4 | Required | Responsible for verifying and auditing the configuration status and assists with configuration verification, to ensure that the CIs are consistent with their specifications and requirements. |
|  | 4 | Required | 3-5 years of demonstrated work experience as a Configuration Manager or a similar role overseeing IT Service Management processes & standards. |
|  | 4 | Required | ITIL 4 Foundation certification. |

**CANDIDATE ACKNOWLEDGEMENT**

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| RFO: 445 Solicitation Number: 529501430 | Title/Level: Business Analyst 2 |
| Candidate Name: | Category: Applications/Software Development |

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| I hereby authorize **Innosoul, Inc. dba Innosoul Information Technologies, Inc.** to submit my resume in response to the temporary staffing Solicitation 529501430 for **Texas Health and Human Services Commission**.  I understand that submission of my resume by multiple vendors may result in my disqualification from this opportunity. Customers reserve the right to hire a candidate submitted by multiple vendors.   Worker signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Date:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |