

**Appendix 1 to
Sixth Amendment of
Master Service Agreement**

November 1, 2012



**Attachment to Data Center Services
Multisourcing Service Integrator
Master Services Agreement**
DIR Contract No. DIR-DCS-MSI-MSA-001

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Capgemini America, Inc.

**Attachment 3-A
Service Level Matrix**

November 1, 2012

INTRODUCTION

This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:

1. For Critical Service Levels (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Critical Service Level can be found

2. For Key Measurements (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

3. For One Time Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found
- designation in columns H through M with an "x" indicating to which Service Component(s) of the RFO a One Time Critical Deliverable will apply

4. For Recurring Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the Recurring Deliverable can be found
- designation in columns I through N with an "x" indicating to which Service Component(s) of the RFO a Recurring Critical Deliverable will apply

Critical Service Level Matrix - MSI

At-Risk Amount	10%
Pool Percentage Available for Allocation	200%

200% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice	Law of low numbers apply? ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-100	Volume (Denominator) 26-60	Volume (Denominator) 61-100
S1.1	Availability													
	Allocation of Pool Percentage:	90%												
S1.1.1	Servers - Platinum Tier Availability	0	99.95%	99.90%	Monthly	CSL	S	10.00%	0.90%	No				
S1.1.2	Servers - Gold Tier Availability - Consolidated	0	99.90%	99.80%	Monthly	CSL	S	17.00%	1.53%	No				
S1.1.3	Servers - Silver Tier Availability - Consolidated	0	99.85%	99.75%	Monthly	CSL	S	12.00%	1.08%	No				
S1.1.4	Servers - Bronze Tier Availability - Consolidated	0	99.75%	99.65%	Monthly	CSL	S	9.00%	0.81%	No				
S1.1.5	Servers - Gold Tier Availability - Non-Consolidated	0	99.85%	99.75%	Monthly	CSL	S	11.00%	0.99%	No				
S1.1.6	Servers - Silver Tier Availability - Non-Consolidated	0	99.80%	99.70%	Monthly	CSL	S	9.00%	0.81%	No				
S1.1.7	Servers - Bronze Tier Availability - Non-Consolidated	0	99.70%	99.60%	Monthly	CSL	S	7.00%	0.63%	No				
S1.1.8	Federal Application Availability	0	99.90%	99.90%	Monthly	CSL	S	5.00%	0.45%	No				
S1.1.9	Mainframe Availability	0	99.90%	99.70%	Monthly	CSL	S	10.00%	0.90%	No				
S1.1.10	Network Availability	0	99.99%	99.95%	Monthly	CSL	S	5.00%	0.45%	No				
S1.1.11	Data Center Availability	0	99.90%	99.75%	Monthly	CSL	S	5.00%	0.45%	No				

Checksum -> 100.00%

1.2	Incident and Problem													
	Allocation of Pool Percentage:	30%												
R1.2.1E	Resolution Time - Sev 1 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.20%	Yes	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL	N/A	N/A
R1.2.2E	Resolution Time - Sev 2 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.20%	Yes	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL	N/A	N/A
R1.2.3E	Resolution Time - Sev 3 and 4 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	20.00%	0.60%	Yes	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL	N/A	N/A

Checksum -> 100.00%

1.3	Cross Functional													
	Allocation of Pool Percentage:	80%												
R1.3.1E	Service Request Fulfillment - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%	Yes	1 miss=ESL 2 miss=MSL	N/A	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
R1.3.2E	Solution Proposal Delivery - Enterprise	2	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%	No				
R1.3.3E	Solution Implementation - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%	No				
R1.3.4E	CMDB Accuracy - Enterprise	4	98.00%	95.00%	Monthly	CSL	R	18.00%	1.44%	No				
R1.3.5E	License and Maintenance Renewal Timeliness - Enterprise	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.80%	Yes refer to Att 3B				
R1.3.6E	Invoice Dispute Resolution - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%	Yes	1 miss=ESL 2 miss=MSL	N/A	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL

Checksum -> 100.00%

Key Measurement Matrix - MSI

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	SLA Type	Share Type	Law of low numbers apply? ⁽⁴⁾	Volume (Denominator) 1-9	Volume (Denominator) 1-25	Volume (Denominator) 26-100	Volume (Denominator) 26-60	Volume (Denominator) 61-100
2.1	Incident and Problem												
R2.1.1E	Root Cause Analysis Delivery - Enterprise	0	98.00%	96.00%	Monthly	KM	R	No					
R2.1.2E	Corrective Actions - Enterprise	0	95.00%	90.00%	Monthly	KM	R	No					
U2.1.3E	Incident Communication	0	95.00%	90.00%	Monthly	KM	U	Yes	N/A	1 miss=ESL 2 miss=MSL	N/A	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
2.2	Cross Functional												
R2.2.1E	Change Management Effectiveness - Enterprise	0	96.00%	93.00%	Monthly	KM	R	Yes	N/A	1 miss=ESL 2 miss=MSL	N/A	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
R2.2.2E	DR Test Report Delivery - Enterprise	0	95.00%	90.00%	Monthly	KM	R	Yes	1 miss=MSL	N/A	N/A	N/A	N/A
R2.2.3E	DR Test Plan Objectives Met - Enterprise	0	95.00%	90.00%	Monthly	KM	R	Yes	1 miss=MSL	N/A	N/A	N/A	N/A
U2.2.4E	Service Desk - Average Call Answer Time	0	≤ 27 Sec	≤ 30 Sec	Monthly	KM	U	No					
U2.2.5E	Service Desk – Abandon Rate	0	≤ 3.80%	≤ 5.00%	Monthly	KM	U	No					
U2.2.6E	Portal Performance	3	98.20%	98.00%	Monthly	KM	U	No					
U2.2.7E	Service Catalog Effectiveness	12	TBD	TBD	Monthly	KM	U	No					
U2.2.8E	Service Desk Customer Satisfaction	0	4.2	3.9	Monthly	KM	U	Yes refer to Att 3B					

One Time Deliverables

Attachment 3-C Section Reference	One Time Deliverable Title	Final Due Date(1)	Acceptance Review Period	Deliverable Credit	Frequency Credit Applies	An "x" indicates the Service Component a One Time Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$14,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$10,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 5.5	30 days after final due date	\$16,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
1.8	Web Portal Improvement Plan	- 2	30 days after final due date	\$6,000	monthly	x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	\$8,000	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

- (1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
- (2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Title	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	\$15,000	monthly	x		x			x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with Attachment 17-C	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$10,000	monthly	x	x	x	N/A	N/A	x
2.8	Service Management Manual Currency - Quarterly Report	On April 1, 2013 and quarterly thereafter	30 days after final due date	\$10,000	monthly	x	N/A	N/A	N/A	N/A	N/A
2.9	Customer Satisfaction Surveys - Results Report	Seven (7) months after Commencement and semi-annually thereafter	30 days after final due date	\$10,000	monthly	x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	\$10,000	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component