

DIR Contract Number: DIR-DCS-MSI-MSA-001

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

October 31, 2012



**Attachment to Data Center Services  
Multisourcing Service Integrator  
Master Services Agreement**

DIR Contract No. DIR-DCS-MSI-MSA-001

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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**

October 31, 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**

<b>At-Risk Amount</b>	<b>10%</b>
<b>Pool Percentage Available for Allocation</b>	<b>200%</b>

**200% <- Checksum - must equal Pool Percentage**

Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
S1.1	<b>Availability</b>								
	Allocation of Pool Percentage:	<b>90%</b>							
S1.1.1	Servers - Platinum Tier Availability	0	99.95%	99.90%	Monthly	CSL	S	10.00%	0.90%
S1.1.2	Servers - Gold Tier Availability - Consolidated	0	99.90%	99.80%	Monthly	CSL	S	17.00%	1.53%
S1.1.3	Servers - Silver Tier Availability - Consolidated	0	99.85%	99.75%	Monthly	CSL	S	12.00%	1.08%
S1.1.4	Servers - Bronze Tier Availability - Consolidated	0	99.75%	99.65%	Monthly	CSL	S	9.00%	0.81%
S1.1.5	Servers - Gold Tier Availability - Non-Consolidated	0	99.85%	99.75%	Monthly	CSL	S	11.00%	0.99%
S1.1.6	Servers - Silver Tier Availability - Non-Consolidated	0	99.80%	99.70%	Monthly	CSL	S	9.00%	0.81%
S1.1.7	Servers - Bronze Tier Availability - Non-Consolidated	0	99.70%	99.60%	Monthly	CSL	S	7.00%	0.63%
S1.1.8	Federal Application Availability	0	99.90%	99.90%	Monthly	CSL	S	5.00%	0.45%
S1.1.9	Mainframe Availability	0	99.90%	99.70%	Monthly	CSL	S	10.00%	0.90%
S1.1.10	Network Availability	0	99.99%	99.95%	Monthly	CSL	S	5.00%	0.45%
S1.1.11	Data Center Availability	0	99.90%	99.75%	Monthly	CSL	S	5.00%	0.45%
								Checksum ->	100.00%

1.2	<b>Incident and Problem</b>								
	Allocation of Pool Percentage:	<b>30%</b>							
R1.2.1E	Resolution Time - Sev 1 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.20%
R1.2.2E	Resolution Time - Sev 2 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.20%
R1.2.3E	Resolution Time - Sev 3 and 4 - Enterprise	0	97.50%	96.00%	Monthly	CSL	R	20.00%	0.60%
								Checksum ->	100.00%

1.3	<b>Cross Functional</b>								
	Allocation of Pool Percentage:	<b>80%</b>							
R1.3.1E	Service Request Fulfillment - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%
R1.3.2E	Solution Proposal Delivery - Enterprise	2	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%
R1.3.3E	Solution Implementation - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%
R1.3.4E	CMDB Accuracy - Enterprise	4	98.00%	95.00%	Monthly	CSL	R	18.00%	1.44%
R1.3.5E	License and Maintenance Renewal Timeliness - Enterprise	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.80%
R1.3.6E	Invoice Dispute Resolution - Enterprise	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.44%
								Checksum ->	100.00%

Key Measurement Matrix - MSI

Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Share Type
2.1	<b>Incident and Problem</b>						
R2.1.1E	Root Cause Analysis Delivery - Enterprise	0	98.00%	96.00%	Monthly	KM	R
R2.1.2E	Corrective Actions - Enterprise	0	95.00%	90.00%	Monthly	KM	R
U2.1.3E	Incident Communication	0	95.00%	90.00%	Monthly	KM	U
2.2	<b>Cross Functional</b>						
R2.2.1E	Change Management Effectiveness - Enterprise	0	96.00%	93.00%	Monthly	KM	R
R2.2.2E	DR Test Report Delivery - Enterprise	0	95.00%	90.00%	Monthly	KM	R
R2.2.3E	DR Test Plan Objectives Met - Enterprise	0	95.00%	90.00%	Monthly	KM	R
U2.2.4E	Service Desk - Average Call Answer Time	0	≤ 27 Sec	≤ 30 Sec	Monthly	KM	U
U2.2.5E	Service Desk – Abandon Rate	0	≤ 3.80%	≤ 5.00%	Monthly	KM	U
U2.2.6E	Portal Performance	3	99.90%	99.80%	Monthly	KM	U
U2.2.7E	Service Catalog Effectiveness	12	TBD	TBD	Monthly	KM	U
U2.2.8E	Service Desk Customer Satisfaction	0	4.2	3.9	Monthly	KM	U

**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 <sup>(2)</sup>					
						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 <sup>(1)</sup>	Acceptance Review Period	Deliverable Credit <sup>(2)</sup>	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to <sup>(2)</sup>					
						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