

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

CCR00092
Master Service Agreement

December 20, 2013



**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 13-A
Reports**

Overview

This Attachment contains a summary description of the format, content, and frequency of key reports required by DIR and DIR Customer.

Column Name	Column Description
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report Name	Name of report
Description	Short description of the report and report content
Frequency	How often the report is distributed.
Recipient	DIR or DIR Customer for whom report is created.
Report Location	Where the report is published ; Portal, email etc...
Report Generator Tool	Tool from which the Service Provider creates the report
New or Existing Report	If the report is currently provided by the Incumbent (Existing) or being requested New
Report Data and Creation	Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report.
Report Start Date (if other than Commencement)	The starting date for each report after Commencement

Report Data and Creation
MSI publishes all reports. Column indicates who:
(C) creates report for publication, (D) provides data to MSI

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
		DCS-OPS-FIN07	CMDB Validation Reports	Auditing CMDB asset Status for critical/billable inventory fields and correlating date stamps.	11/1/2012	Monthly	DIR, Finance	Web Portal	ServiceFlow	C,D					
		DCS-OPS-NET25	DCS Customer Specific Firewall Flows - ADC, SDC, and Winters	Diagrams of firewall flows (consolidated by tabs in one document) by DCS Customer and by ADC, and SDC and Winters		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-NET26	ADC, SDC, and Winters Core Diagram	Physical LAN infrastructure, includes physical EBT.		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-NET27	EBT Network Diagrams	Logical and physical diagrams of EBT LAN at ADC and SDC to include interconnectivity.		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-SRV12	Server Operating System N/N-1 Reporting	Report containing N/N-1 designation for server operating systems including current N/N-1 designation based on reference architecture standard and vendor schedule.	10/1/2013	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
CMDB / Software Reports															
Exh 2.1 A.3.9.2		DCS-OPS-SOFTW04	Unauthorized Software Report	2.3. Report on Equipment with the presence of any unauthorized or non-standard Software. Additional Clarification: Assist in ensuring that unauthorized software is not installed in the environment. Also, provide information about equipment that does not have the current set of standard software installed.	4/1/2013	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Contract Management															
Exh 2.1 A.1.6.2		DCS-OPS-REQ03	Service Request Report	Show weekly demand snapshot and monthly trends of: Resource hours as listed in Clarity, Server count with the categories of (Physical, Virtual, Existing brought into DCS Scope, Upgrade only, ADC/SDC/LDC), Time to Solution, Time to Implement and Backlog of Pre Solution, Solution, Implementation.		Weekly	DIR, DCS Customer	Web Portal	Clarity	C,D					
Risk															
Exh 2.1, A.2.6, 7.7.1		DCS-OPS-RISK01	Risk Mgmt Meeting Status Reports	Conduct regularly scheduled Risk Management meetings. Document and publish meetings status reports to all relevant stakeholders, including DIR, other Service Component Provider(s) and authorized Third Party Vendors.	10/1/2014	Annually	DIR	Web Portal	Word	C,D					
Post Transition															
		DCS-OPS-TRAN08	Backup Implementation Status	Status for backup system transition - during Transition provide status reporting for installation of backup systems.		Monthly	DIR, DCS Customer	Web Portal	Excel	C	D	D	D	D	D
		DCS-OPS-TRAN09	Monitoring Implementation Status	Status for monitoring systems transition during transition provide status reporting for installation of monitoring tools for database, network, server and mainframe systems.		Monthly	DIR, DCS Customer	Web Portal	Excel	C	D	D	D	D	D
Exh 2.1 A.1.1.3		DCS-OPS-OTHR01	Service Desk Call Volume Report	Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise. Abandoned, average call duration, average time to answer, average time to abandon. 1.4. Trend analysis during the thirteen (13) most recent months. Percentage of Contacts resolved.		Adhoc	DIR	Web Portal	Excel	C,D					
MSA 7.6		DCS-OPS-OTHR03	Customer Satisfaction Survey Report	External Survey that is completed annually.		Annual	DIR	Web Portal	PowerPoint	C,D					
MSA 8.6 (d)		DCS-OPS-OTHR04	Personnel Projection Matrix	A staffing plan showing the planned and actual deployment of Service Provider Personnel.		Monthly	DIR	Web Portal	Excel	C,D	C,D	C,D	C,D	C,D	C,D



CCR	Amendment	Date
CCR	N/A	15-May-13
CCR	N/A	25-Jun-13
CCR00081	N/A	8-Oct-13
	N/A	5-Dec-13
	N/A	20-Dec-13

Change Log

Description

Numerous changes

1. Report ID column added.
2. Milestone dates updated.
3. Certain report data and creation fields updated.
4. Certain report locations, recipients, and report generator tools updated.

Updated 13-A report changes per Summit Workstream group requirements.

Updated 13-A to change PPM report from quarterly back to monthly.

Updated 13-A to accurately reflect current operational reporting.

Updated 13-A to accurately reflect current operational reporting.
