

**Appendix 13 to
Second Amendment of
Master Service Agreement**

June 25, 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 13-A
Reports**

June 25, 2012

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 Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
	Scorecard														
		Monthly Service Provider Scorecard	Service Delivery Solution Group approved Scorecard		Monthly	DIR, DIR Customer	Web Portal	TBD	Modification of Existing	C,D	D	D	D	D	D
	DIR Customer Downloads														
MSI 2.1 A.1.2.2		Open items by DIR Customer (e.g. Incidents, Requests, Problems and Changes)	For all open Incidents, Problems, Requests, Changes by DIR Customer for all Service Components as applicable.		Daily	DIR, DIR Customer	Web Portal	SeviceFlow	Existing	C,D					
MSI 2.1 A.1.2.2		Resolved Incidents and Closed Changes	For all Resolved Incidents and Closed Changes by DIR Customer for all Service Components as applicable		Monthly	DIR, DIR Customer	Web Portal	SeviceFlow	Existing	C,D					
		Application Monitoring Report	All Applications associated with Attachment 4-E Application monitoring and as identified by DIR Customer; other contents TBD	11/1/2012	Monthly	DIR Customer	Web Portal	TBD, Nimbus, Tivoli, etc.	New	tbd	D	D			
Ex 2.1 A.2.1.2		Application Availability Report	Incidents of unavailability by all Servers, Network, Data Center, Mainframe by DIR Customer Application	11/1/2012	Monthly	DIR Customer	Web Portal	SeviceFlow	New	C,D					
Ex 2.1 A.2.1.2		Server Availability Report	Incidents of unavailability by all Servers instances. Understand MSI may deliver this as part of SLA reporting.		Monthly	DIR Customer	Web Portal	SeviceFlow	Existing	C,D					
Ex 2.1 A.2.1.2		Network Availability Report	Incidents of all Data Centers Network availability. Understand MSI may deliver this as part of SLA reporting.		Monthly	DIR	Web Portal	SeviceFlow	New	C,D					
	CMDB / Asset Reports														
Exh 2.1 A.1.5.3		CMDB Update Requests	CMDB updates	11/1/2012	Weekly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					
MSI 2.1 A.3.9.1		CMDB changes (list all decommissioned, deleted or added Hardware Assets)	List of hardware assets that have been Decommissioned, deleted and additions to CMDB		Monthly	DIR, DIR Customer	Web Portal	TBD	Modified of Existing	C,D					
MSI 2.1 A.3.9.1 Exh 2.1 A.1.5.3		All Hardware Assets	List of all Hardware assets in CMDB		Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
MSI 2.1/A.3.9.1		Asset inventory and management	Produce periodic reports as necessary, and respond within designated timeframes to queries and requests concerning the inventory data or supporting information. At a minimum, such reports shall include: Exception reports on errors and corrections, by DIR Customer; and Reports on the results of periodic audits and inventories.		As needed	DIR	Web Portal	TBD	Existing	C,D					
		CMDB Logical / Physical Inventory Reconciliation Report	Report of update and reconciliation of CMDB (after initial asset inventory and logical relationship mapping) to e-discovery data.	9/1/2012	Weekly	DIR, DIR Customer	Web Portal	TBD	New	C,D		D			D
Capacity Reports															
		Midrange Capacity Reports - DIR Customer		11/1/2012	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow, Athene	Existing	C		D			
		Mainframe Capacity Reports - DIR Customer			Monthly	DIR, DIR Customer	Web Portal	ServiceFlow, Athene	Existing	C	D				
		Storage Capacity Reports		11/1/2012	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow, Athene	New	C	D	D			
		Data Center Network Capacity Reports		11/1/2012	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow, AppCritical	New						C,D
		Data Center Floor Space Capacity Report			Monthly	DIR, DIR Customer	Web Portal	ServiceFlow, Rackwise	New				C,D		
Change Management															
MSI 2.1/A.1.4.5		All Open Changes - DIR Customer	Report all Open changes, high risk, past Due, three month look ahead		Daily/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Modification of Existing	C,D					
MSI 2.1/A.1.4.5		All Closed Changes - DIR Customer	Report on all Closed changes, success/failed, exceptions, past due, unauthorized		Daily/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Modification of Existing	C,D					
Disaster Recovery															
		Application DR Recovery Time Objective (RTO) and recovery priority	List of Applications for DR - by DIR and DIR Customer. Source of RTO data to be determined (perhaps CMDB).		Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
		Equipment DR Priority	List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DIR Customer		Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					
Exh 2.1 A.2.4.4		DR Test Results	Results achieved, comparison of the results the to the measures and goals identified in respective plans. Plan and schedule to remedy any gaps revealed during testing.		As Requested	DIR Customer	Web Portal	TBD	Existing	C,D	D	D	D	D	D
		DR Test Schedule	List of all the DR tests scheduled		Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					
	Finance														
		DCS DIR Invoice	DIR invoice		Monthly		Email	ServiceFlow	Existing	C,D	D	D	D	D	D
Exh 2.1 A.2.5.4		Invoice Dispute Metrics	Invoice dispute statistics including dispute aging and log		Weekly		Web Portal in a downloadable format	TBD	Existing	C,D					
		HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors		Monthly	DIR/TCO Finance and DIR HUB Coordinator	Web Portal in a downloadable format	TBD	Existing	C,D	D	D	D	D	D
		RU Forecast Report	Forecast of Resource Unit usage trends and projected demand	11/1/2012	Quarterly	DIR/TCO Finance	Web Portal in a downloadable format	TBD	Existing	C,D	D	D	D	D	D
		Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details)		Monthly	DIR/TCO Finance	Web Portal in a downloadable format	ServiceFlow	Existing	C,D	D	D	D	D	D
		Aged A/R Report	Aging receivables comparison between MSI/SCPs and DIR		Monthly	DIR/TCO Finance	Email	ServiceFlow	Existing	C,D					
		CMDB Validation Reports	Monthly audit results for changes for critical inventory fields (CMDB Extracts)	11/1/2012	Monthly	DIR/TCO Finance	Web Portal in a downloadable format	TBD	Existing	C,D					
		RU Trend Reports	Shows growth/decline in RUs over the past 18 months and how current volumes fit within the band.		Monthly	DIR/TCO Finance	Web Portal in a downloadable format	ServiceFlow	Existing	C,D					
		Invoice Backup Data Reports	Report on variance between invoiced amounts and back-up data; quality analysis. Verification that correct rates are being applied for each month.		Monthly	DIR/TCO Finance	Web Portal in a downloadable format	TBD	New	C,D					

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
		Monthly SLA credit & earn back tracking and reconciliation.	Tracks all SLA credits invoiced at the DIR level and any prior period adjustments to credits in the appropriate month of service. Indicates whether and what portion of a credit in each SLA performance measure has lost earn back and what portion remains eligible for earn back. Could be combined with the current SLA Credit Earnback Report.		Monthly	DIR/TCO Finance, DIR/TCO SLA Performance Manager	Web Portal in a downloadable format	TBD	Modification of existing	C,D					
		Offsite Tape Reports	Listing of all tape located at the offsite facilities (until integration with chargeback system)		Monthly	DIR Customer	Portal	TBD	Existing	C,D		D	D		
		Remedy Usage	Average number of concurrent Remedy users per month and peak Remedy users per month by DIR, DIR Customers and SCPs.	11/1/2012	Quarterly	DIR/TCO Finance	Portal	TBD	New	C,D					
		Do Not Destroy (DND) Report	Listing of Do not Destroy tapes by DIR Customer, incident, tape type, start date and end date	11/1/2012	Quarterly	DIR	Portal	TBD	Existing	C,D			D		
	Incident														
MSI 2.1 A.1.2.2		Executive Operations Review Report	Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs		Monthly	DIR	Email	TBD	Existing	C,D					
		Average Close Time Trend	Chart - Average Incident close time - 6 month view		Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Average Resolution Time Trend - Hardware	Chart- Average Resolution time for P1 & P2 Incidents HW Break/Fix - 6 month view		Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Average Resolution Time Trend - Non Hardware	Chart - Average Resolution time for Non HW P1 & P2 - 6 month view		Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Customer Closure Time	Chart - Incident Customer Closure Time for P1 & P2		Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Daily Status Report	Listing of all Open P1 & P2 Incident tickets		Daily	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Distribution of Resolution Time	Chart - Incident Distribution of Resolution Time for P1 & P2		Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Incident & Change Dashboard	Summary of Incident / Change tickets		Daily	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		Incidents Caused by Changes	Summary of Incidents caused by Change requests		Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
		Incident Upgrade Report	Summary of Incident tickets where priority is upgraded	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
		P3/P4 Remedy Incidents	Multiple charts detail P3 / P4 Incidents - age, type, resolution		Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
Ex 2.3 A.5.3, A.6.1, A.7.2		Quarterly Integrity Restore Report	Quarterly restore from backup, status and ticket information. Report on the verification of backup restore function. Information updated weekly.	11/1/2012	Quarterly	DIR	Web Portal	ServiceFlow	Existing	C,D					
	Network														
		ADC_ASA-CPU	ADC ASA #2 (Admin, HHSC-Manage, IBM Tools Web) and ASA #3 (Admin, TPWD-DMZ) CPU Utilization - 1 hour resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC_Core-1-to-ATT	ADC Core to ATT Aggregated Throughput (Update to include bits in and bits out) – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	New Report						C,D
		ADC_Core-1-to-Dist-1	ADC Core to Distribution Aggregated Throughput – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC-SDC_CORE-AND-DIST_PortChannelsOnly	ADC and SDC LAN Network Interconnects ADC Core & Distribution Port Channels Only Utilization – 15 minute resolution (polling). Report by location		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC-SDC_CPU	ADC and SDC Router/Switch CPU Report (All Production Switches) – 15 minute resolution (polling). Report by location		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC and SDC_Discard_IN and OUT	All LAN Interface inbound and outbound discards for ADC_NC (Update to show only discards from week reported and not cumulative count) – 15 minute resolution (polling). Report by location.		Weekly	Communication Technology Support	TBD	TBD	New						C,D
		ADC_Dist_NIDS_SPAN	Distribution to NIDS throughput on Span 1 and Span 2 – 15 minute resolution (polling).		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D

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		ADC and SDC Bandwidth -Trend	IBM tools Bandwidth Trend (adc-dist-1-Vlan601), Mainframe Unisys Bandwidth Trend, Mainframe IBM Bandwidth Trend and Total TSM Bandwidth Trend – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC-SDC_PortChannel200_Discards	ADC-SDC Distribution (1,2,a,b) - Port-channel 200 discards – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		ADC-SDC_TSM_BW-Trend	ADC-SDC TSM Port Channels Only Bandwidth Trend – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_ASA_Memory-Trend	SDC ASA (Admin, HHSC-DMZ, TDCJ-DMZ) CPU Utilization – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_Core-A-to-ATT	SDC Core to ATT Throughput (Update to include bits in and bits out) – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	New						C,D
		SDC_Core-A-to-Dist-A	SDC Core to Distribution Aggregated Throughput – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_Dist-A_NIDS_SPAN	Distribution to NIDS throughput on Span 1 and Span 2 – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_Dist-A_PortChannel200	SDC Distribution Port Channel 200 – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_FWSM-DMZ 1 and 2_Memory-Trend	FWSM – DMZ Memory Utilization (ASU, OAGCS, RRC, TABC, TDA, OAGAL, PUC, SOS, TCEQ, TDI, TDLR, TFC, TPWD, TVC, TYC, TEA, THECB, TSLAC, TWC) – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		SDC_FWSM-Trans-1, 2 and 3_Memory-Trend	FWSM Transparent 1 Memory Utilization (HHSC, OAGAL, OAGCS, PUC, RRC, SOS, TABC, TCEQ, TDA, TDCJ, TDI, TDLR, TEA, TFC, THECB, TPWD, TSLAC, TVC, TWC, TxDot, TYC) – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	Existing						C,D
		FWSM NP and Threshold Counters	Firewall Services Module NP 1, 2, 3 Threshold counters – 15 minute resolution (polling)		Weekly	Communication Technology Support	TBD	TBD	New						C,D

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
	RCA														
MSI 2.1/A.1.3.3		RCA Report	Summary RCA Tracking Report		Weekly	DIR, DIR Customer	Web Portal	ServiceFlow	Existing	C,D					
MSI 2.1/A.1.3.4 MSI 2.1/A.1.3.6		Problem Management Report	Percentage and number of Problems in total and grouped by category, priority, severity, status, DIR Customer, system/component, region, classification or other criteria as appropriate.		Monthly	DIR, DIR Customer	Web Portal	ServiceFlow	New Report	C,D					
	Server Reports														
		Server hardware failure reporting	Break/fix reporting identifying failures by server (hardware CI) for each DIR Customer. Mean time to repair associated equipment failures would be beneficial for trending associated to process improvement analysis focused on hardware break/fix resolution.	8/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server Incident History Reporting	Report identifying service restoration incidents by server for each DIR Customer. Specific incident numbers with incident descriptions and total number of incidents quantified for each server. For at least the past 12 months.		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server Capacity Reporting	Monthly and annual Reporting identifying CPU, memory, storage, and file system etc... capacity and related peak/average utilization levels. For each server by DIR Customer.	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD, Athene	New Report	C,D		D			
		Storage Capacity Reporting	Storage Capacity by type dedicated, shared total/allocated/used.....Allocated and available Storage capacity – by DIR Customer, by DIR.....	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD, Athene	New Report	C,D	D	D			
		Server Performance standard monitoring point reporting	Threshold exceeded reporting based on standard monitor's i.e. Server CPU utilization thresh hold exceeded trending by server...by DIR Customer, by DIR i/o wait (peak/average)	8/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD, Athene	New Report	C,D		D			

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		VMware host workload reporting	VMware Host disk usage reporting (identify top end and low end usage across DIR for leveling decisions) VMware Host memory and swap usage reporting (identify top end and low end usage across DIR for leveling decisions) VMware Host CPU usage reports (identify top end and low end usage across DIR for leveling decisions) Reported as part of Capacity Planning.	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report			C,D			
		VMware guest workload reporting	VMware guest server disk usage reporting (identify top end and low end usage across host for leveling decisions) VMware guest server memory and swap usage reporting (identify top end and low end usage across host for leveling decisions) VMware guest server CPU usage reports (identify top end and low end usage across host for leveling decisions) Reported as part of Capacity Planning.	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report			C,D			
		Server maintenance history and schedule	Report containing server operating maintenance history and schedule; system patch history and patch schedule; hardware firmware history and schedule. Assumes the information is in the Change ticket.		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server change history reporting	Report containing server change history including hardware component change details, change history description and CRQ number reference Assumes the information is in the Change ticket.		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server infrastructure tools reporting	Report containing Service Provider infrastructure tools deployment including identification of deployment gaps (i.e. monitoring agent deployment, Big Fix, antivirus etc....)		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D		D			
		Server EOSL Report	Report containing server vendor End of Service life schedule including designation of servers currently at EOSL and source confirming EOSL		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					

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Contract Reference	Report Category	Report Name	Description	Report Start Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Mainframe	Server	Data Center	Print & Mail	Network
		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.		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server Classification Report	Report containing types (classification as in DB, Application, Web, File, Domain, DNS, DHCP) of Servers – by DIR Customer, by DIR.....counts and %		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server Virtualization Report	Report containing: Types (Virtualized, dedicated) of servers – by DIR Customer, by DIR.....counts and % Total Number of physical servers (no virtualization)by DIR Customer....by DIR.....by platform Total Number of virtualized serversby DIR Customer....by DIR.....by platform	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D		D			
		Server Virtualization Host to guest relationship report	Report containing Guest to Host relationship reporting with host resource (CPU, memory) allocation designated. What is assigned/allocated per instance.	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C		D			
		Server Platform Reporting	Report containing types (platforms, O/S) of servers – by DIR Customer, by DIR....counts and %		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server expenditure analysis report	Report containing 12 month view of server spending (\$) by platform, by DIR Customer, by DIR (dollars, %)		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C		D	D		D
		Server and application relationship report	Report containing software applications by server by DIR Customer....by DIR	9/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
		Server Incident Reporting	Number of incidents caused by hardware failures, maintenance failures, resilience failures, security failures, operational failures, application failures, data issues/problems, lack of support skills and customer actions		Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
Software Renewals															
MSI Exh 2.1 A.3.3.3		Software Renewals by DIR Customer	Multiple reports for Software renewals, Mainframe, Server etc.. for ADC, SDC and DIR Customer	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					

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MSI Exhibit 3		Individual Monthly Reports for Critical Service Levels			Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D	D	D	D
MSI Exhibit 3		Individual Monthly Reports for Key Measures			Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D	D	D	D
MSI Exhibit 3		Various reports and data required to validate SLAs	Detailed element data to validate SLA		Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D	D	D	D
MSI Exhibit 3		Monthly SLA report by DIR Customer			Monthly	DIR	Web Portal	ServiceFlow	New	C,D					
	Strategic														
	[Note: move to Transformation]	Stabilization Report	Service Provider's progress in performing its responsibilities and meeting the timetable set forth in the stabilization plan	8/1/2012	Weekly through stabilization end	DIR	Web Portal	TBD, Clarity	New	C,D					
MSI 2.1 A.3.3.4		Asset Refresh Report	Within one-hundred and twenty (120) days prior to DIR's annual planning process meetings, review the asset inventory and produce a report that lists the assets that are due to be refreshed in the upcoming plan year, and provide such report to DIR's annual planning process Provide monthly reports 180 days prior to lease expiration date showing assets to be		Monthly/Annual	DIR	Web Portal	TBD	New	C,D					
MSA 9.16		Server Monitoring Report	Listing of servers monitored / not monitored, ordered by DIR Customer		Monthly	DIR	Portal	TBD	Existing / New	C,D		D			
Exh 2.1 A.1.6.2		Release Reports	Number of Releases grouped by category and status, success rate of Releases, including number of successes, reversals, corrections, and those causing business disruptions, number and percentage of incidents and/or problems that are caused by failed releases, trend analysis of the Releases reported during the thirteen (13)	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	New Report	C,D					
Exh 2.1 A.2.2.3		Capacity Plan	Current usage of resources, trends and forecasts and exceptions. Supports the on-going program of Capacity Management.	11/1/2012	Quarterly	DIR, DIR Customer	Web Portal	TBD	New	C,D	D	D	D	D	D
Exh 2.1 A.3.5.2		Standards Products Monitoring and Reporting	Lists all Authorized Users that are not using Standard Products, and include the specific use of the nonstandard Equipment and/or Software.	11/1/2012	Monthly	DIR, DIR Customer	Web Portal	TBD	Existing	C,D					
	Backup														
		Mainframe Backup Report	All Mainframe backup		Monthly	DIR, DIR Customer	Web Portal	SSPC	Existing		C,D				

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		TxDCS S&F - All Backups 5 weeks by Server-Client	By DIR Customer visual/graphical/graphical representation for success/failure of 5 weeks of backups		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		TxDCS S&F Graphical - 5 Weeks	By DIR Customer visual/graphical representation for success/failure of 5 weeks of backups		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		TxDCS S&F Graphical - 60 Days	By DIR Customer visual/graphical representation for success/failure of 60 days of backups		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		TxDCS S&F Graphical - 7 Days	By DIR Customer visual/graphical representation for success/failure of 7 days of backups		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		TxDCS S&F Last Good Backup	By DIR Customer and by server list of last known good backup		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		TxDCS S&F Tabular Report - 7 Days	By DIR Customer tabular/excel report for success/failure of 7 days of backups		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		Promoted Error Report (Filtered)	By DIR Customer; list of files that were skipped by backup process due to errors		Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		DB Backup Schedule report	By DIR Customer list of agencies Database backup schedule		Monthly	DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		Schedules, Retention & Targets (SRT) Report	By DIR Customer list of agencies backup schedule with target information		Monthly	DIR Customer	Web Portal	Bocada, Symantec	Existing			C,D			
		Monthly Bocada Report	By DIR Customer list of agencies backups that were performed for the month with SLA designation. May be part of the SLA roll-up.		Monthly	DIR, DIR Customer	Web Portal	Bocada	Existing			C,D			
	Security														
		Daily Managed Security Service Report	Daily security dashboard: scan results, OEM security/vulnerability announcements, previous 7-day window, open tasks/incidents, security trending		Daily	DIR	Email	TBD	Existing	C,D	D	D	D	D	D
		Monthly Security Incident Reports (SIRS)	Incidents out of the SOC on Security		Monthly	DIR, DIR Customer	Email	TBD	Existing	C, D					
MSI 2.1/A.2.6.1 MSI 2.1/A.2.6.2 MSI 2.1/A.2.6.4 MSI 2.1/A.2.6.5 MSI 2.1/A.2.6.6		Monthly Security Status Review	Roll-up of multiple sources: Monthly Security Updates Monthly Mainframe Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DEPS status report		Monthly	DIR	Email	TBD	Existing	C,D	D	D	D	D	D
		Semi-annual HIDS deployment reports	DIR Customer deployment status of HIDS agents		Semi-Annual	DIR, DIR Customer	Email	TBD	Existing			C,D			
		Quarterly DCS portal access review reports	List of who has access and last use of that access.	11/1/2012	Quarterly	DIR, DIR Customer	Portal	TBD	Existing	C,D					

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		Semi-Annual Privileged ID reports	DIR Customer Privileged ID report; validating what is in Security Clearance Database to what is coming from each SCP.	11/1/2012	Semi-Annual	DIR Customer	Portal	TBD	Existing	C,D	D	D	D	D	D
		Quarterly ISeC Health Checks	DIR Customer ISeC compliance and remediation; compliance with Security Plan, etc.		Quarterly	DIR, DIR Customer	Email	TBD	Existing	C,D	D	D	D	D	D
MSI 2.1 A.3.8.3		Vulnerability reports	Report on intrusion attempts and success/failure of prevention systems. Failures should generate Incident.		Daily	DIR, DIR Customer	Email	TBD	Existing		D	C,D			D
		Monthly onboarding/off boarding report	Identify new personnel on boarded and off boarded personnel.		Monthly	DIR	Portal	TBD	New	C,D					
		Security Incident Status Report	Status of all Security Incidents	11/1/2012	Monthly	DIR	Portal	TBD	Existing	C,D	D	D	D	D	D
MSI 2.1/A.3.8.3		Malicious Code or unauthorized code protection	Provide daily and monthly reports, broken out by DIR Customer and in compliance with DIR and DIR Customer policies that contain a summary of the number of malware or unauthorized code detected and cleaned, as well as a list of malware caught.		Daily/Monthly	DIR, DIR Customer	Portal	TBD	New			C,D			
	Transition														
MSI 4.2 (d)		Transition Status Report	Service Provider's progress in performing its responsibilities and meeting the timetable and Transition Milestones set forth in the Transition Plan. Assumes this includes specific areas and reports to support Transition (e.g. Chargeback readiness).		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Transition Security plan status	Service providers progress in assuring security of personnel and systems is maintained; including access to privileged areas		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Transition Personnel status	Service providers progress in staffing and assignments		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Disaster Recovery transition status report	Service providers assessment of DR requirements versus readiness		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Software supported	List of software to be assumed by Service Provider, and in support of Commencement.		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Supported equipment by Service Component	Wall to Wall inventory of supported equipment at assumption by location, by Service Component and DIR Customer		One time	DIR, DIR Customer	Email	TBD	New	C	D	D	D	D	D
		Tools implementation status	Status of Tools transition - during transition provide status reporting for installation of tools systems.		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D

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		Backup implementation status	Status for backup system transition - during Transition provide status reporting for installation of backup systems.		Weekly	DIR, DIR Customer	Email	TBD	New	C	D	D	D	D	D
		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.		Weekly	DIR, DIR Customer	Email	TBD	New	C	D	D	D	D	D
		Technical Recovery Guides	Status of updating, modifying or creation of Technical Recovery Guides		Weekly	DIR, DIR Customer	Web Portal	TBD	New	C,D	D	D	D	D	D
		Run Book Status Report	Status of required updates to DIR Customer Run Books		Weekly	DIR, DIR Customer	Web Portal	TBD	New	C,D	D	D	D	D	D
MSI 4.3 (e)		Transformation Status	Report on its progress in performing its responsibilities and meeting the timetable and Transformation Milestones set forth in the Transformation Plan. Assume this includes specific reports to support the different areas of Transformation (e.g. Winters).		Weekly	DIR	Email	TBD	Existing	C,D					
		Approved changes to Transformation Project baseline	Current prioritization against the Transformation baseline. Showing the outcome of the process for prioritizing the Agency participation in Transformation.	11/1/2012	Monthly	DIR, DIR Customer	Email	TBD	New	C,D					
		Transformation status (Program, server, application and by DIR Customer)	Weekly program management reporting covering transformation for all agencies and projects. Should be part of roll-up to overall Transformation Status.		Weekly	DIR, DIR Customer	Email	Clarity	Existing	C,D					
		Cutover activity (Customer turnover by server and application)	By DIR Customer and Server scheduling , includes aggregate completions since contract start and current weekly activity	11/1/2012	Weekly	DIR, DIR Customer	Email	Clarity	Existing	C,D					
		Consolidation schedule forecast and actuals	By DIR Customer and Server schedule, with rolling schedule	11/1/2012	Weekly	DIR, DIR Customer	Email	TBD	Existing	C,D		D	D		D
		Disaster recovery implementation plan	Project plan status for implementation of DR capabilities being transformed		Weekly	DIR, DIR Customer	Email	TBD	New	C,D	D	D	D	D	D
		Service Request Backlog Stabilization	Status of Service Request Backlog		Weekly	DIR, DIR Customer	Web Portal	TBD	New	C,D	D	D	D		D

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		Problem Management Backlog Stabilization	Status of Problem Management Backlog		Weekly	DIR, DIR Customer	Web Portal	TBD	New	C,D	D	D	D		D
	Other														
Exh 2.1 A.1.1.3		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, passed to other Service Desks.		Monthly	DIR	Web Portal	TBD	Existing	C,D					
		Service Management Manual Status updates and review	List of the current SMM sections in review and updated		Weekly	DIR	Email	TBD	Existing	C,D					
MSA 7.6		Customer Satisfaction Survey Report			Monthly	DIR	Portal	TBD	Existing	C,D					
MSA 8.6 (d)		Personnel Projection Matrix	A staffing plan showing the planned and actual deployment of Service Provider Personnel		Monthly	DIR	Email	TBD	Existing	C,D	C,D	C,D	C,D	C,D	C,D
MSI 2.1/A.1.1.3		Service Desk Management Reporting	Key issues relating to Service Desk processes, improvements, script development. Status as to Service Desk staffing, training, and authorization. Integration activities and issues with other Service Desks belonging to DIR, DIR Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most		Monthly	DIR	Portal	TBD	New	C,D					
MSI 2.1/A.1.1.14		Customer Satisfaction Survey	Conduct random surveys of Authorized Users immediately after they have used the Service Desk in accordance with the SMM and Customer Satisfaction Survey requirements		Monthly	DIR	Portal	TBD	Existing	C,D					
		Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, with trends assessment, corrective actions identified and tracked/		Monthly	DIR	Email	TBD	New	C,D					
MSI 2.1/A.1.1.13		Action Plan for suggested improvements to Service Provider's Service	Report on Progress and improvements made		Quarterly	DIR	Portal	TBD	Existing	C,D	D	D	D	D	D

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MSI 2.1/A.4.3		Operations Documentation	Report the assessment of operations documentation findings to DIR and DIR Customers on a regular basis, and where it is determined that documentation is inaccurate (e.g. erroneous or out of date), correct and replace such documentation		As needed	DIR, DIR Customer	Portal	TBD	Existing	C,D					
MSI 2.1/A.4.6.3		Training for Service Provider personnel	Report on the effectiveness of such training and the metrics associated with each staff that received training.		Annual	DIR	Portal	TBD	New	C,D					