

CCRXXX
to
Master Services Agreement

November 24, 2014

CCR	Amendment
CCR-00007	Administrative Change
CCR-00010	Administrative Change
CCR-00012	Administrative Change
CCR-00016	Formal Amendment 2
CCR-00017	Formal Amendment 2
CCR-00029	Administrative Change
CCR-00044	Administrative Change
CCR-00046	Administrative Change
CCR-00060	Administrative Change
CCR-00075	Administrative Change
CCR-00076	Administrative Change
CCR-00077	Administrative Change

CCR00078	Administrative Change
CCR00078 v2	Administrative Change
CCR00078 v3	Administrative Change

CCR00078 v4	Administrative Change
CCR00078 v5	Administrative Change
CCR00098	Administrative Change

CCR110

Administrative Change

CCR110 v2

Administrative Change

CCR112

Administrative Change

CCR123	Administrative Change
CCR127	Administrative Change
CCR128	Administrative Change
CCR129	Administrative Change
CCRXXX	Administrative Change

Change Log

Date	Description
4/13/2012	20-A Changes Requested
4/30/2012	Contract Change Request Form related to changes and/or modifications to Attachment 20-A (Transformation Milestones).
5/2/2012	Contract Change Request Form related to changes and/or modifications to Attachment 20-A (Transformation Milestones).
6/7/2012	Cap-19, 19A, 20, 20A ACS-19.19A, 20, 20A Xrx- 19A, 20A
6/8/2012	Re-planning, alignment , and/or Clarification (i.e.due date changes, corrected discrepancies).Cap- Attachments 3A, 3B, 3C, 4A, 6B, 7B, 8A, 13A, Exhibit 13 (no Exh 4) Xrx- Attachments 3A, 3B, 3C, 4A, 4B, 6B, 8A, 13A, Exhibit 4 (no Exh 13) ACS- 4-D
9/27/2012	This Contract Change Request is to update and correct the Acceptance Criteria and Description for CON-251-037; 20-A
12/19/2012	This Contract Change Request is to Change due date for Milestone RAR-340-118 from 1/15/13 to 2/15/13.
1/11/2013	This Contract Change Request is to correct Acceptance Criteria in 2013 Technology Plan
6/10/2013	This Contract Change Request is to update Attachment 20-A due to Summit changes
6/28/2013	Correct Net CC1-009 and 010 as payment milestones. Missed in amendment 2.
9/15/2013	Re-update Customer Satisfaction Survey Deliverables. Moving timing to start at beginning of calendar year.
9/27/2152	Split the New Customer Deliverable into 2 parts the MSO365 and Print Mail part and the part pertaining to Servers. The first part is still due 10/1/13 and the second part is due 04/01/14.

9/30/2013	<p>Split the Back up and recovery deliverable due 10/1/13 into 8 phases</p> <p>Customer Sat Improvement Plan Deliverables change "desired goals" to "agreed upon goals"</p> <p>Tech plan ASE date change to 9/15 of each year</p> <p>Tech Plan Deliverables move date to 2/15/13</p> <p>Security Assessment Remediation deliverable add in years 2014 to end of contract and change due date to 2/28/13</p>
12/31/2013	<p>* Split the Backup and Recovery (BUR) deliverable due 10/1/13 into 8 phases</p> <p>* Customer Sat Improvement Plan Deliverables update language from "desired goals" to "agreed upon goals"</p> <p>* Tech plan ASE date change to 9/15 of each year</p> <p>* Tech Plan Deliverables date change to 2/15 each year</p> <p>* Security Assessment Remediation deliverable add in years 2014 to end of contract and change due date to 2/28/14</p>
1/8/2014	<p>* Split the Backup and Recovery (BUR) deliverable due 10/1/13 into 8 phases</p> <p>* Customer Sat Improvement Plan Deliverables update language from "desired goals" to "agreed upon goals" and Ref numbers</p> <p>* Tech plan ASE date change to 9/15 of each year</p> <p>* Tech Plan Deliverables date change to 2/15 each year</p> <p>* Security Assessment Remediation deliverable: add in years 2014 to end of contract and date of 2/28 and updated description and acceptance criteria language</p>

1/10/2014	<p>* Split the Backup and Recovery (BUR) deliverable due 10/1/13 into 8 phases</p> <p>* Customer Sat Improvement Plan – update language from "desired goals" to "agreed upon goals"; Ref #s</p> <p>* Annual Technology Planning ASE – revise delivery dates to 9/15 of each year starting in 2014</p> <p>* Annual Technology Plan – revise delivery dates to 2/15 of each year starting in 2014</p> <p>* Security Assessment Remediation deliverable add in years 2014 to end of contract and change due date to 2/28/14. Updated description and acceptance criteria.</p> <p>* Annual Refresh Plan – revised delivery dates in odd numbered years from 1/15 to 2/15, revised milestone name, updated acceptance criteria; added XPM Ref #s.</p>
1/14/2014	<p>* Split the Backup and Recovery (BUR) deliverable into several phases; revised original delivery due date from 10/1/13 to 11/1/13.</p> <p>* Customer Sat Improvement Plan – update language from "desired goals" to "agreed upon goals"; Ref #s</p> <p>* Annual Technology Planning ASE – revise delivery dates to 9/15 of each year starting in 2014</p> <p>* Annual Technology Plan – revise delivery dates to 2/15 of each year starting in 2014</p> <p>* Security Assessment Remediation deliverable add in years 2014 to end of contract and change due date to 2/28/14. Updated description and acceptance criteria.</p> <p>* Annual Refresh Plan – revised 2014 delivery date from 1/15/14 to 2/15/14 and the remaining delivery dates for the odd numbered years were revised from 1/15 to 2/15.</p>
2/6/2014	<p>Annual software and refresh deliverables updated, rows 93-135.</p> <ul style="list-style-type: none"> • Changed Deliverable name to match Xerox S&L. • Added Xerox PM REF IDs • Updated Acceptance Criteria • Added quarterly and completion interim deliverables (rows 98-135).

4/1/2014	<p>Updated four (4) Backup and Recovery (BUR) deliverables (STA-087-014c, d, e, f) into two (2) phases (STA-087-014c, d)</p> <ul style="list-style-type: none"> • Revised STA-087-014c (clean version row 229); combining rows 229 into STA-087-014d, row 230, delivery date of 6/1/14 plus updated Milestone name, Description and Acceptance Criteria • Removed reference to Xerox Ref IDs (STA-087-014c, d) • Revised STA-087-014d (clean version row 230), combined with f, using the Ref ID# STA-087-014d; delivery date of 11/1/14, plus updated Milestone name, Description and Acceptance Criteria • STA-087-014b (row 228), payment milestone (Column M) updated to yes (missed the update in CCR98); removed reference to Xerox Ref ID. • Added language to Column I, row 232, "Interactions with other DCS Service Providers".
4/28/2014	<p>Updated four (4) Backup and Recovery (BUR) deliverables (STA-087-014c, d, e, f) into three (3) phases (STA-087-014c, d, e)</p> <ul style="list-style-type: none"> • STA-087-014b (row 228), payment milestone (Column M) updated to yes (missed the update in CCR98); removed SCP Deliverable reference. • Revised STA-087-014c (clean version row 229), updated Milestone name, Description, Acceptance Criteria and combined the 5/1 and 6/1 deliverables. Now one deliverable due 6/1/14. Removed SCP Deliverable reference. • Revised STA-087-014d (clean version row 230), updated Milestone name, Description, Acceptance Criteria and combined the 8/1 and 11/1 deliverables. Now one deliverable due 11/1/14. Removed SCP Deliverable reference. Added language in Column I, "Interactions with other DCS Service Providers". • Revised Ref ID #STA-087-014f to STA-087-014e (clean version row 231); updated delivery due date to 2/1/15 and removed SCP Deliverable reference.
5/21/2014	<p>Split Technology Roadmap 2014 (TER-334-113) into two deliverables</p> <ul style="list-style-type: none"> * Added the word Enterprise to milestone name * Revised the description/acceptance criteria * Added a 2nd deliverable to be customer specific (TER-334-113a) with a due date of 8/15/14

8/26/2014	* Revise milestone/deliverable name and acceptance criteria for the Annual Equipment and Software Refresh Forecast (rows 94-97) to reflect calendar year, not fiscal year
9/11/2014	* Revise acceptance criteria for the Disaster Recovery Test Plan & Schedule (Annually), rows 52-55. * Added XPM Ref ID numbers.
10/29/2014	* Revise milestone name to align refresh deliverables with calendar year. * Revise delivery dates from fiscal year to calendar year.
10/31/2014	Move the delivery date for the 11/1/14 BUR deliverable to 12/1/14, STA-087-014d.
11/24/2014	Revise description and acceptance criteria and one delivery date, as well as divide one deliverable to clearly outline the phased implementation effort.



**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 20-A
Transformation Milestones**

November 24, 2014

Overview	
Milestones reflect the key events indicated and align with other documents as appropriate, including Attachment 3-C, Attachment 4-A, Attachment 5-B, Attachment 8-A and Exhibit 19 .	
This document reflects the major events of the overall plan with verifiable criteria for acceptance.	

Definitions of Fields	
Ref ID #	Unique identifier used to cross-reference to payment milestones in Attachment 4-A .
Milestone	Name of the milestone
Service Component	The Service Component associated with this milestone, choices must be one of: Server, Network, Data Center, Mainframe, Print-Mail , MSI, or All.
Category	Name of a grouping of activities (e.g., Service Desk, security)
Description	Description of the activities comprising the milestone
Acceptance Criteria	Description of Acceptance Criteria (as defined in Exhibit 1), which will indicate completion of the milestone.
Expectations of DIR and DIR Customer	Description of the expectations of DIR and DIR Customers necessary for Service Provider to complete the milestone (e.g., resources, maintenance windows, facility access)
Interactions with other DCS Service Providers	Description of the activities Service Provider will coordinate with the other DCS Service Providers for successful completion of the milestone.
Interactions with the Incumbent Service Provider	Description of the activities Service Provider will coordinate with the Incumbent Service Provider for successful completion of the milestone.
Risks/Mitigation	Risks related to milestone completion (e.g., the expectations stated in the preceding two columns cannot be met or other unforeseen issues arise) and what will be done to address those risks. This column should include both statement of risk and the mitigation for the risk.
Interim (I) or Major (M) or Checkpoint (C) Milestone	Indicate 'I' if an interim milestone; 'M' if a major milestone; 'C' if a checkpoint milestone.
Payment Milestone	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Attachment 4-A .
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in Attachment 3-A and Attachment 3-C .
Due Date (mm/dd/yy)	Date when the milestone will be completed in mm/dd/yy format.

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category
AVL-180-029	n/a	Availability Project Charter Approved	All	Availability Mgmt
AVL-191-030	n/a	Availability Management Transformation Completed	All	Availability Mgmt
BAC-068-009	PLA-002-002, STM-005-005, and STN-027-027	Backup & Recovery PGP and Plan Approved	All	Backup & Recovery
BAC-069-010	n/a	Backup & Recovery Data Collection	All	Backup & Recovery
BAC-073-011	n/a	Backup & Recovery Analysis	All	Backup & Recovery
BAC-076-012	PLA-003-003	Backup & Recovery Implementation Plan	All	Backup & Recovery
CAP-197-031	n/a	Capacity Project Charter Approved	All	Capacity Mgmt
CAP-198-032	n/a	Capacity Management Assessment	All	Capacity Mgmt
CAP-205-033	n/a	Capacity Management Transformation Completed	All	Capacity Mgmt
CHG-165-034	n/a	Conduct Chargeback Stabilization Activities	All	Chargeback
CMD-356-131	REC-118-147	CMDB Item Reconciliation 2013	All	Recurring - CMDB
CMD-357-132	REC-118-148	CMDB Item Reconciliation 2014	All	Recurring - CMDB

CMD-358-133	REC-118-149	CMDB Item Reconciliation 2015	All	Recurring - CMDB
CMD-359-134	REC-118-150	CMDB Item Reconciliation 2016	All	Recurring - CMDB
CMD-360-135	REC-118-151	CMDB Item Reconciliation 2017	All	Recurring - CMDB
CMD-361-136	REC-118-152	CMDB Item Reconciliation 2018	All	Recurring - CMDB
CON-238-035	n/a	Server Consolidation Project Charter Approved	Server	Consolidation
CON-242-036	n/a	Server Consolidation ASE	Server	Consolidation
CON-251-037	CNS-078-078	6 month Server High Level Consolidation Planning Finish	Server	Consolidation
CON-257-040	CNS-084-084A	Server Consolidation Year 1 Qtr 4 Plan (Apr-Jul 2013)	Server	Consolidation
CON-258-041	CNS-083-083	Server Consolidation Year 1 Qtr 3 Complete per plan	Server	Consolidation
CON-260-042	CNS-085-085A	Server Consolidation Year 2 Qtr 1 Plan (Jul-Sep 2013)	Server	Consolidation

CON-261-043	CNS-084-084	Server Consolidation Year 1 Qtr 4 Complete per plan	Server	Consolidation
CON-263-044	CNS-086-086A	Server Consolidation Year 2 Qtr 2 Plan (Oct-Dec 2013)	Server	Consolidation
CON-264-045	CNS-085-085	Server Consolidation Year 2 Qtr 1 Complete per plan	Server	Consolidation
CON-266-046	CNS-087-087A	Server Consolidation Year 2 Qtr 3 Plan (Jan-Mar 2014)	Server	Consolidation
CON-267-047	CNS-086-086	Server Consolidation Year 2 Qtr 2 Complete per plan	Server	Consolidation
CON-269-048	CNS-088-088A	Server Consolidation Year 2 Qtr 4 Plan (Apr-Jun 2014)	Server	Consolidation
CON-270-049	CNS-087-087	Server Consolidation Year 2 Qtr 3 Complete per plan	Server	Consolidation
CON-272-050	CNS-089-089A	Server Consolidation Year 3 Qtr 1 Plan (Jul-Sep 2014)	Server	Consolidation

CON-273-051	CNS-088-088	Server Consolidation Year 2 Qtr 4 Complete per plan	Server	Consolidation
CON-275-052	CNS-090-090A	Server Consolidation Year 3 Qtr 2 Plan (Oct-Dec 2014)	Server	Consolidation
CON-276-053	CNS-089-089	Server Consolidation Year 3 Qtr 1 Complete per plan	Server	Consolidation
CON-278-054	CNS-091-091A	Server Consolidation Year 3 Qtr 3 Plan (Jan-Mar 2015)	Server	Consolidation
CON-279-055	CNS-090-090	Server Consolidation Year 3 Qtr 2 Complete per plan	Server	Consolidation
CON-281-056	CNS-092-092A	Server Consolidation Year 3 Qtr 4 Plan (Apr-Jun 2015)	Server	Consolidation
CON-282-057	CNS-091-091	Server Consolidation Year 3 Qtr 3 Complete per plan	Server	Consolidation
CON-284-058	CNS-093-093A	Server Consolidation Year 4 Qtr 1 Plan (Jul-Sep 2015)	Server	Consolidation

CON-285-059	CNS-092-092	Server Consolidation Year 3 Qtr 4 Complete per plan	Server	Consolidation
CON-287-060	CNS-094-094A	Server Consolidation Year 4 Qtr 2 Plan (Oct-Dec 2015)	Server	Consolidation
CON-288-061	CNS-093-093	Server Consolidation Year 4 Qtr 1 Complete per plan	Server	Consolidation
CON-290-062	CNS-095-095A	Server Consolidation Year 4 Qtr 3 Plan (Jan-Mar 2016)	Server	Consolidation
CON-291-063	CNS-094-094	Server Consolidation Year 4 Qtr 2 Complete per plan	Server	Consolidation
CON-293-064	CNS-096-096A	Server Consolidation Year 4 Qtr 4 Plan (Apr-Jun 2016)	Server	Consolidation
CON-294-065	CNS-095-095	Server Consolidation Year 4 Qtr 3 Complete per plan	Server	Consolidation
CON-296-066	n/a	Server Consolidation Final Plan Approved	Server	Consolidation
CON-297-067a	n/a	Server Consolidation Year 4 Qtr 4 Complete per plan	Server	Consolidation

CON-297-067b	CNS-097-097	Server Consolidation Finish	Server	Consolidation
CON-298-068	STM-020-020	Mainframe Processor Upgrades Complete	Mainframe	Consolidation
DRP-369.13-150	REC-122-158	Disaster Recovery Test Plan & Schedule (Annually) 2013	All	Recurring - DR Plan
DRP-369.14-151	REC-122-159 DRP-003-38	Disaster Recovery Test Plan & Schedule (Annually) 2014	All	Recurring - DR Plan
DRP-369.15-152	REC-122-160 DRP-00 -39	Disaster Recovery Test Plan & Schedule (Annually) 2015	All	Recurring - DR Plan
DRP-369.16-153	REC-122-161 DRP-005-40	Disaster Recovery Test Plan & Schedule (Annually) 2016	All	Recurring - DR Plan
DRP-369.17-154	REC-122-162 DRP-006-41	Disaster Recovery Test Plan & Schedule (Annually) 2017	All	Recurring - DR Plan

DRP-369-140	REC-122-157	Disaster Recovery Test Plan & Schedule (initial Plan due +3 months after commencement)	All	Recurring - DR Plan
DRP-410-141a	STS-070-070A	Updated DR Plans - TRGs Phase I Complete	Server	Server
DRP-410-141b	STS-070-070B	Updated DR Plans - TRGs Phase II Complete	Server	Server
ENG-377-023	n/a	OTACE Project Charter Approved	All	Planning
NET-214-082	STN-035-035	Documenting the networks Finish	Network	Network
NET-221-084	STN-036-036	ADC, SDC, and Winters Data Center Network Improvement Plan Finish	Network	Network
NET-223-085b	STN-040-040	Network Stabilization Finish	Network	Network
NET-CC1-009	STN-036-039	Network Implementation Rolling Migration Strategy to move Servers from Old LAN to New LAN environment.	Network	Network

NET-CC1-010	STN-036-040	Network Implementation Rolling Migration Plan Phase I to move Servers from Old LAN to NEW Network environment.	Network	Network
NET-CC1-011	STN-036-041	Consolidated Data Center New LAN Infrastructure Complete in ADC and SDC	Network	Network
NET-CC1-012	STN-036-042	Implementation of Short Term Improvements on Current Network at the ADC.	Network	Network
NET-CC1-013	STN-036-043	Implementation of Short Term Improvements on Current Network at the SDC.	Network	Network
NET-CC1-014	STN-036-044	Implementation of Improvements on Current Network at the Winters Datacenter.	Network	Network
NET-CC1-015	STN-036-045	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN.	Network	Network
NET-CC1-016	STN-036-046	Plan for Short Term Improvements on Current Networks (ASC, SDC, and Winters)	Network	Network
PMO-014-001	n/a	Transformation Plan A Project Charter Approved	All	Planning
PMO-016-002	n/a	Transformation Plan A - Develop SCP Tower specific plans	All	Planning
PMO-0186-400	PLS-058-058, PLP-001-02	New Customer Integration Plan MSO365 and Print Mail	MSO365 and Print/Mail	Planning
PMO-0186-400a	PLS-058-058a,	New Customer Integration Plan Server and Mainframe	Server and Mainframe	Planning
PMO-020-003	n/a	Transformation Plan A - Develop integrated plan for all towers	All	Planning

PMO-040-004	PLM-002-002, PLN-021-021, PLS-056-056, and PLD-098-098	Transformation Plan - Part A Approved	All	Planning
PMO-061-008	PLS-057-057	Transformation Plan - Phase 2	All	Planning
PMO-CC1-001	n/a	Technology and Refresh Program	All	Planning
PMO-CC1-002	n/a	Transformation Program	ALL	Planning

PMO-CC1-003	n/a	Capacity and Availability Program	All	Planning
PMO-CC1-004	n/a	Service Management Manual Currency Program	ALL	Planning
PMO-CC1-005	n/a	Risk Management Program	All	Planning
PMO-CC1-006	n/a	Disaster Recovery Program	All	Planning

PMO-CC1-007	n/a	Customer Satisfaction Program	All	Planning
PMO-CC1-008	PLM-002-002, PLN-021-021, PLS-056-056, and PLD-098-098	Transformation Plan - Part A Approved	All	Planning
PMO-CC1-009	n/a	IT Security Program	All	Planning

PMO-CC1-010	n/a	Service Catalog Improvement Program	All	Planning
PRB-145-025	n/a	Problem Management Project Charter Complete	All	Backlog
PRB-146-026	n/a	Problem Backlog -Assessment	All	Backlog
PRB-154-027	STS-064-064	Problem Management Plan Approved	All	Backlog
PRB-158-028	STS-065-065	Problem Backlog Stabilization - Implementation	All	Backlog
RAR-340-118	REC-115-129	Annual Refresh Plan 2013	All	Recurring - Refresh Plan
RAR-341-119	REC-115-130 RAR-002-16	Annual Equipment & Software Refresh Forecast- FY15	All	Recurring - Refresh Plan
RAR-342-120	REC-115-131 RAR-003-17	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan
RAR-343-121	REC-115-132 RAR-004-18	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan

RAR-344-122	REC-115-133 RAR-005-19	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan
RAR-345-123	REC-115-134 RAR-006-20	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan
RAR-340-119a	REC-115-137a	Quarterly Refresh Completion - FY14Q1 & FY14Q2	All	Recurring - Refresh Plan
RAR-340-120	REC-115-138	Quarterly Refresh Plan - FY14Q3	All	Recurring - Refresh Plan
RAR-340-120a	REC-115-138a	Quarterly Refresh Completion - FY14Q3	All	Recurring - Refresh Plan
RAR-340-121	REC-115-139	Quarterly Refresh Plan - FY14Q4	All	Recurring - Refresh Plan
RAR-340-121a	REC-115-139a	Quarterly Refresh Completion - FY14Q4	All	Recurring - Refresh Plan
RAR-341-120	REC-115-140	Quarterly Refresh Plan - FY15Q1	All	Recurring - Refresh Plan

RAR-341-120a	REC-115-140a	Quarterly Refresh Completion - CY14Q4	All	Recurring - Refresh Plan
RAR-341-121	REC-115-141	Quarterly Refresh Plan - CY15Q1	All	Recurring - Refresh Plan
RAR-341-121a	REC-115-141a	Quarterly Refresh Completion - CY15Q1	All	Recurring - Refresh Plan
RAR-341-122	REC-115-142	Quarterly Refresh Plan - CY15Q2	All	Recurring - Refresh Plan
RAR-341-122a	REC-115-142a	Quarterly Refresh Completion - CY15Q2	All	Recurring - Refresh Plan
RAR-341-123	REC-115-143	Quarterly Refresh Plan - CY15Q3	All	Recurring - Refresh Plan
RAR-341-123a	REC-115-143a	Quarterly Refresh Completion - CY15Q3	All	Recurring - Refresh Plan
RAR-342-121	REC-115-144	Quarterly Refresh Plan - CY15Q4	All	Recurring - Refresh Plan

RAR-342-121a	REC-115-144a	Quarterly Refresh Completion - CY15Q4	All	Recurring - Refresh Plan
RAR-342-122	REC-115-145	Quarterly Refresh Plan - CY16Q1	All	Recurring - Refresh Plan
RAR-342-122a	REC-115-145a	Quarterly Refresh Completion - CY16Q1	All	Recurring - Refresh Plan
RAR-342-123	REC-115-146	Quarterly Refresh Plan - CY16Q2	All	Recurring - Refresh Plan
RAR-342-123a	REC-115-146a	Quarterly Refresh Completion - CY16Q2	All	Recurring - Refresh Plan
RAR-342-124	REC-115-147	Quarterly Refresh Plan - CY16Q3	All	Recurring - Refresh Plan
RAR-342-124a	REC-115-147a	Quarterly Refresh Completion - CY16Q3	All	Recurring - Refresh Plan
RAR-343-122	REC-115-148	Quarterly Refresh Plan - CY16Q4	All	Recurring - Refresh Plan

RAR-343-122a	REC-115-148a	Quarterly Refresh Completion - CY16Q4	All	Recurring - Refresh Plan
RAR-343-123	REC-115-149	Quarterly Refresh Plan - CY17Q1	All	Recurring - Refresh Plan
RAR-343-123a	REC-115-149a	Quarterly Refresh Completion - CY17Q1	All	Recurring - Refresh Plan
RAR-343-124	REC-115-150	Quarterly Refresh Plan - CY17Q2	All	Recurring - Refresh Plan
RAR-343-124a	REC-115-150a	Quarterly Refresh Completion - CY17Q2	All	Recurring - Refresh Plan
RAR-343-125	REC-115-151	Quarterly Refresh Plan - CY17Q3	All	Recurring - Refresh Plan
RAR-343-125a	REC-115-151a	Quarterly Refresh Completion - CY17Q3	All	Recurring - Refresh Plan
RAR-344-123	REC-115-152	Quarterly Refresh Plan - CY17Q4	All	Recurring - Refresh Plan

RAR-344-123a	REC-115-152a	Quarterly Refresh Completion - CY17Q4	All	Recurring - Refresh Plan
RAR-344-124	REC-115-153	Quarterly Refresh Plan - CY18Q1	All	Recurring - Refresh Plan
RAR-344-124a	REC-115-153a	Quarterly Refresh Completion - CY18Q1	All	Recurring - Refresh Plan
RAR-344-125	REC-115-154	Quarterly Refresh Plan - CY18Q2	All	Recurring - Refresh Plan
RAR-344-125a	REC-115-154a	Quarterly Refresh Completion - CY18Q2	All	Recurring - Refresh Plan
RAR-344-126	REC-115-155	Quarterly Refresh Plan - CY18Q3	All	Recurring - Refresh Plan
RAR-344-126a	REC-115-155a	Quarterly Refresh Completion - CY18Q3	All	Recurring - Refresh Plan
RAR-345-124	REC-115-156	Quarterly Refresh Plan - CY18Q4	All	Recurring - Refresh Plan

RCS-365-138	n/a	Customer Satisfaction Surveys Results - Report (Initial Report due 7 months after Commencement; semi-annually thereafter)	MSI	Recurring - Cust Sat
RCS-367-139	REC-121-156	Customer Satisfaction Improvement	MSI	Recurring - Cust Sat
RCS-368-140	REC-121-157 RCS-002-36	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat
RCS-369-141	REC-121-158 RCS-003-37	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat
RCS-370-142	REC-121-159 RCS-004-38	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat
RCS-371-143	REC-121-160 RCS-005-39	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat
RCS-372-144	REC-121-161 RCS-006-40	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat
RCS-373-145	n/a	Customer Sat - Complete Overall Customer Sat Survey	MSI	Recurring - Cust Sat

RCS-374-146	n/a	Customer Sat - Complete Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-375-147	n/a	Customer Sat - Complete Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-376-148	n/a	Customer Sat - Complete Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-377-149	n/a	Customer Sat - Complete Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-379-151	n/a	Customer Sat - Report Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-380-152	n/a	Customer Sat - Report Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-381-153	n/a	Customer Sat - Report Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-382-154	n/a	Customer Sat - Report Overall Customer Sat Survey	MSI	Recurring - Cust Sat
RCS-383-155	n/a	Customer Sat - Report Overall Customer Sat Survey	MSI	Recurring - Cust Sat
REQ-094-015	n/a	Service Request Backlog Project Charter Complete	All	Backlog
REQ-095-016	n/a	Service Request - Assessment/Triage	All	Backlog
REQ-108-017	STS-066-066	Service Request Backlog Schedule Complete	All	Backlog
REQ-112-018	STS-067-067	Service Request Backlog Eliminated	ALL	Backlog
RFS-120-019	n/a	Solution and Project Backlog Project Charter Complete	All	Server
RFS-121-020	n/a	Solution and Project - Assessment	All	Server
RFS-138-022	STS-069-069	Server Request for a Solution (RFS) Finish	All	Server

RSP-346-124a	REC-116-137	Annual Security Plan 2012	All	Recurring - Security Plan
RSP-347-124	REC-116-138	Annual Security Plan 2013	All	Recurring - Security Plan
RSP-348-125	REC-116-139	Annual Security Plan 2014	All	Recurring - Security Plan
RSP-349-126	REC-116-140	Annual Security Plan 2015	All	Recurring - Security Plan

RSP-350-127	REC-116-141	Annual Security Plan 2016	All	Recurring - Security Plan
RSP-351-128	REC-116-142	Annual Security Plan 2017	All	Recurring - Security Plan
RSP-371.13-144	REC-123-166	Security Patch Compliance Report (October 1st annually) 2013	All	Recurring - Security Patch
RSP-371.14-145	REC-123-167	Security Patch Compliance Report (October 1st annually) 2014	All	Recurring - Security Patch
RSP-371.15-146	REC-123-168	Security Patch Compliance Report (October 1st annually) 2015	All	Recurring - Security Patch
RSP-371.16-147	REC-123-169	Security Patch Compliance Report (October 1st annually) 2016	All	Recurring - Security Patch
RSP-371.17-148	REC-123-170	Security Patch Compliance Report (October 1st annually) 2017	All	Recurring - Security Patch
RSP-371-141	REC-123-165	Security Patch Compliance Report (three (3) months after Commencement)	All	Recurring - Security Patch

RSR-354-130	REC-117-146/RSR-001-28	Security Assessment Remediation	All	Recurring - Security Plan
RSR-354-131	REC-117-147 RSR-001-29	Security Assessment Remediation	All	Recurring - Security Plan
RSR-354-132	REC-117-148 RSR-001-30	Security Assessment Remediation	All	Recurring - Security Plan
RSR-354-133	REC-117-149 RSR-001-31	Security Assessment Remediation	All	Recurring - Security Plan
RSR-354-134	REC-117-150 RSR-001-32	Security Assessment Remediation	All	Recurring - Security Plan
RSR-354-135	REC-117-151 RSR-001-33	Security Assessment Remediation	All	Recurring - Security Plan

SMM-363-137	n/a	Service Management Manual Currency - Quarterly (after April 1, 2013)	All	Recurring - SMM
SMT-CC1-020	n/a	SSO Compliance Implemented	All	Server
STA-081-013	STS-062-062	Backup Infrastructure (SCP Project)	Server	Backup & Recovery
STA-087-014	STS-063-063	Server Backup and Recovery Infrastructure in CDCs Finish	Server	Backup & Recovery
STA-299-068	STS-xxx-059c	Develop Server Build Charter	All	Server
STA-300-069	STS-xxx-059d	Server Build Process Improvements Complete	Server	Server
STA-301-070	n/a	Triage Server Refresh Planning and Charter	Server	Server
STA-302-071	STS-073-073	Triage Plan and Analysis	Server	Server
STA-302-071a	STS-073-073b	Triage Plan - Quarterly updates 1	Server	Server
STA-302-071b	STS-073-073c	Triage Plan - Quarterly updates 2	Server	Server
STA-302-071c	STS-073-073d	Triage Plan - Quarterly updates 3	Server	Server
STA-303-072	STS-074-074	Server Triage Hardware Finish	Server	Server
STA-305-074	STS-072-072c	All Server Runbooks updated	Server	Server
STA-306-075	n/a	Develop Email Currency Project Charter and Plan	Server	Server

STA-307-076	STS-076-076	E-mail Upgrade Plan	Server	Server
STA-308-077	n/a	Develop Monitoring Remediation Charter and Plan	Server	Server
STA-309-078	n/a	Remediate Servers without Monitoring Completed	Server	Server
STA-310-079	n/a	Monitoring Thresholds Gap Analysis	Server	Server
STA-311-080	STL-xxx6-039-6	Deploy Server Tools to support Service Tier Matrix to all servers	Server	Server
STA-312-xx1	STS-075-075	Server N/N-1 Currency Plan	Server	Server
STD-313-xx2	STD-101-101	Provide SDC Stabilization and Consolidation Construction Plans to DIR and ASU for Review & Approval	Data Center	Data Center
STD-314-xx3	STD-102-102	Complete Cooling, Generator and Fire Detection System Improvements at the SDC	Data Center	Data Center
STD-315-xx4	STD-111-111	Data Center ADC Generator Implementation Complete	Data Center	Data Center
TEP-313-094	n/a	Annual Technology Planning ASE / 2013	All	Recurring - Tech Plan

TEP-314-095	REC-113-113	Annual Technology Plan / 2013	All	Recurring - Tech Plan
TEP-315-096	n/a	Annual Technology Planning ASE / 2014	All	Recurring - Tech Plan
TEP-316-097	REC-113-114	Annual Technology Plan / 2014	All	Recurring - Tech Plan
TEP-317-098	n/a	Annual Technology Planning ASE / 2015	All	Recurring - Tech Plan
TEP-318-099	REC-113-115	Annual Technology Plan / 2015	All	Recurring - Tech Plan
TEP-319-100	n/a	Annual Technology Planning ASE / 2016	All	Recurring - Tech Plan
TEP-320-101	REC-113-116	Annual Technology Plan / 2016	All	Recurring - Tech Plan
TEP-321-102	n/a	Annual Technology Planning ASE / 2017	All	Recurring - Tech Plan
TEP-322-103	REC-113-117	Annual Technology Plan / 2017	All	Recurring - Tech Plan
TEP-323-104	n/a	Annual Technology Planning ASE / 2018	All	Recurring - Tech Plan

TEP-324-105	REC-113-118	Annual Technology Plan / 2018	All	Recurring - Tech Plan
TER-333-112	REC-114-121	Technology Roadmap 2013	All	Recurring - Tech Roadmap
TER-334-113	REC-114-122	Technology Enterprise Roadmap 2014	All	Recurring - Tech Roadmap

TER-334-113a	REC-114-122a	Technology Customer Roadmap 2014	All	Recurring - Tech Roadmap
TER-335-114	REC-114-123	Technology Roadmap 2015	All	Recurring - Tech Roadmap
TER-336-115	REC-114-124	Technology Roadmap 2016	All	Recurring - Tech Roadmap
TER-337-116	REC-114-125	Technology Roadmap 2017	All	Recurring - Tech Roadmap

TER-338-117	REC-114-126	Technology Roadmap 2018	All	Recurring - Tech Roadmap
TRP-326-106	CNS-079-079	Technology Roadmap 2014	All	Recurring - Transformation Plan
TRP-327-107	CNS-080-080	Annual Transformation Plan 2014	All	Recurring - Transformation Plan
TRP-328-108	CNS-081-081	Annual Transformation Plan 2015	All	Recurring - Transformation Plan
TRP-329-109	REC-xxx-121A	Annual Transformation Plan 2016	All	Recurring - Transformation Plan
TRP-330-110	REC-xxx-121B	Annual Transformation Plan 2017	All	Recurring - Transformation Plan
TRP-331-111	REC-xxx-121C	Annual Transformation Plan 2018	All	Recurring - Transformation Plan
BAC-068-009a	PLA-002-002a	Backup & Recovery PGP and Schedule Approved for EMC Avamar backup tool to support the LDC/Remote servers	Server	Backup & Recovery
BAC-068-009b	PLA-002-002b	Backup & Recovery PGP and Schedule Approved to support the CDC servers	Server	Backup & Recovery

STA-087-014a	STS-063-063a	Server Backup and Recovery for the LDC and Remote Infrastructure Finish (Austin Data Center and San Angelo Data Center-Phase 1)	Server	Backup & Recovery
STA-087-014b		Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy	Server	Backup & Recovery
STA-087-014c		Transformation Portal	Server	Backup & Recovery
STA-087-014d		Server Backup and Recovery Reporting Solution Implementation Approach	Server	Backup & Recovery
STA-087-014e		Server Backup and Recovery Reporting Solution Implementation -Avamar Implementation	Server	Backup & Recovery

STA-087-014f		Server Backup and Recovery Stabilization Finish – LDC/Remote Migration Complete	Server	Backup & Recovery
--------------	--	--	--------	----------------------

Description
Approval of the schedule and milestones to meet the deliverable milestone
Completion of availability management by establishing on going reporting per agreed upon plan
Approval of the schedule and milestones to meet the deliverable milestone
Gather current state data using templates and per timeline from plan
Analyze data to determine which backups are failing and which are not able to meet the objectives (SRT)
Development and approval of the Backup & Recovery implementation plan.
Approval of the schedule and milestones to meet the deliverable milestone
Complete assessment of data feeds and implement integration
Integration of the data feeds and creation of the reporting needed to provide Capacity Management reports.
Daily/Weekly assessments of the feeds, integration and chargeback accuracy. This phase to identify issues and work to resolve.
Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped
Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped

Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped

Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped

Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped

Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped

Approval of the schedule and milestones to meet the deliverable milestone

Conduct the Consolidation Planning ASE (described in Exhibit 20)

The initial 6 month rolling plan for server consolidation program.

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan (the Cycle 1 plan delivered with Server High Level Consolidation Plan 10/1/12)

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.

Specific set of servers are consolidated per plan

Any additional activities to finalize Server Consolidation are identified and scheduled.

Specific set of servers are consolidated per plan

All targeted servers refreshed in place, migrated or virtualized.

All 7 processors have been upgraded and old equipment removed.

Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.

Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.

Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.

Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.

Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.

<p>Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.</p>
<p>Update the TRGs for remaining D0 and D1 servers</p>
<p>Update the TRGs for remaining applications</p>
<p>Approval of the schedule and milestones to meet the deliverable milestone</p>
<p>Perform Physical Assessment perform in-depth analysis Update documentation;</p>
<p>Utilizing knowledge created in the documenting milestone, create the network improvement plan, review with DIR, incorporate feedback and complete.</p>
<p>All Network Stabilization Tasks have completed and been accepted - Migration of all servers to new networks including SDC Legacy, ADC Legacy and Winters Legacy</p>
<p>Create strategy for migrating servers from old network to new network for in ADC and SDC</p>

Create rolling plan for migrating servers from old network to new network for in ADC and SDC
New LAN Infrastructure Installed and ready for use in ADC and SDC
Implementation of Short Term Improvements on Current Network at the ADC per the Network Improvement Plan Document. Includes: <ul style="list-style-type: none"> - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements
Implementation of Short Term Improvements on Current Network at the SDC per the Network Improvement Plan Document. Includes: <ul style="list-style-type: none"> - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements
Implementation of Short Term Improvements on Current Network at the Winters Datacenter per the Network Improvement Plan Document.
Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN per the Network Improvement Plan Document.
Plans for what will be implemented in Short Term Improvements at the DCS Networks.
Approval of the schedule and high level milestones to meet the deliverable milestone
SCP to develop project plans for tower specific (Server, Network, Mainframe) transformation projects
Publish New Customer Integration Plan (Critical Deliverable 1.6) applies to MSO365 and Print Mail rollout for new DIR Customers
Publish New Customer Integration Plan (Critical Deliverable 1.6) applies to Server and Mainframe rollout for new DIR Customers
MSI to develop an integrated plan.

Review of the integrated Transformation Plan - Part A

Integrated Transformation Plan - Phase 2 (Critical Deliverable 1.4)

Establish a Technology and Refresh Program to provide program management in accordance with the Statement of Work in Exhibit 2

Establish a Transformation Program to provide program management in accordance with Exhibit 20 and Exhibit 8.

Establish a Capacity and Availability Program to provide program management in accordance with the Statement of Work in Exhibit 2.

Establish a Service Management Manual Currency Program to provide program management over the ongoing updates of the SMM.

Establish a Risk Management Program to provide program management in accordance with the Statement of Work in Exhibit 2.

Establish a Disaster Recovery Program to provide program management in accordance with the Statement of Work in Exhibit 2.

Establish a Customer Satisfaction Program to provide program management in accordance with the Quality Assurance program described in the Statement of Work in Exhibit 2 and the specific customer satisfaction requirements of Exhibit 14.

Approval of the integrated Transformation Plan - Part A (Critical Deliverable 1.4)

Establish an IT Security Program to provide program management in accordance with the Statement of Work in Exhibit 2.

Establish a Program for continuous improvement of the Service Catalog

Approval of the schedule and milestones to meet the deliverable milestone

Gather current state data and complete analysis. Includes triage to eliminate expired/no longer valid open tickets. Determine which tickets will be completed by TFT and which will be assumed by SCP.

Approval of the plan to remediate the Problem Backlog

Execute the approved Problem Backlog Stabilization plan that results in the elimination of the Problem backlog

Annual Equipment and Software Refresh plan as defined in Attachment 3-C

Annual Equipment and Software Refresh Forecast as defined in Attachment 3-C

Annual Equipment and Software Refresh Forecast as defined in Attachment 3-C

Annual Equipment and Software Refresh Forecast as defined in Attachment 3-C

Annual Equipment and Software Refresh Forecast as defined in Attachment 3-C

Annual Equipment and Software Refresh Forecast as defined in Attachment 3-C

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

•The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

• The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.

MSI shall conduct customer satisfaction surveys in accordance with **Exhibit 14** to determine the satisfaction of DIR and the DIR Customers concerning the Services

The MSI, with the support of the SCPs, will implement the improvement plan that is recommended in the annual Customer Satisfaction Results - Report. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

Complete Overall Customer Satisfaction Surveys

Complete Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Report the results of the Overall Customer Satisfaction Surveys
Approval of the schedule and milestones to meet the deliverable milestone
Gather current state data and complete analysis. Includes triage to eliminate expired/no longer valid requests.
Approval of the schedule to address the service request backlog
Execution of the Backlog Schedule that results in elimination of the backlog SRs
Approval of the schedule and milestones to meet the deliverable milestone
Gather current state data and complete analysis. Includes triage to eliminate expired/no longer valid requests (REQS). Determine which projects will be completed by TFT and which will be assumed 'in flight' by SCP. This assessment for solution requests and approved projects
Resources to work either solution requests or solution request backlog prior to Commencement, whichever is deemed higher priority

Annual Security Plan as defined in Attachment 3-C

Report assessing security patch level compliance (2013)

Report assessing security patch level compliance (2014)

Report assessing security patch level compliance (2015)

Report assessing security patch level compliance (2016)

Report assessing security patch level compliance (2017)

Report assessing security patch level compliance (2012)

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.

<p>Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.</p>
<p>Full implementation of SSO for all Agency used service management tools and applications, including: Security Clearance Database, ITSM, ITFM, ITBM, Training Module, Portal, and Service Catalog.</p>
<p>SCP infrastructure project to deploy the build out the new backup solution. MSI will Program Manage.</p>
<p>Core NetBackup infrastructure up and running in CDC</p>
<p>Charter to describe the objective for each type of build - physical or virtual</p>
<p>Develops set of processes for server builds that are implemented and able to achieve the target timeframes for the server build criteria</p>
<p>Prepare the project charter for the Refresh project that will address ~600 servers.</p>
<p>Initial plan to Triage Servers complete</p>
<p>Update plan to complete Triage Review plan with State Update the plan based on input and communicate</p>
<p>Update plan to complete Triage Review plan with State Update the plan based on input and communicate</p>
<p>Update plan to complete Triage Review plan with State Update the plan based on input and communicate</p>
<p>The servers identified will be refreshed as part of the server stabilization</p>
<p>All Server Runbooks have been updated</p>
<p>Initial planning and Charter preparation for Email Currency Project</p>

Develop plan to migrate current email to new solution
Develop the charter and plan for the Monitoring project
Complete the activities contained in the remediation plan
Analysis of the thresholds and identification of gaps between settings and requirements. The scope of this activity is limited to the servers being monitored in the current environment.
Deploy Server Tools to support Service Tier Matrix to all servers Finish
Plan to bring Server Software up to N/N-1 currency showing approach for each server.
Provide DIR, ASU with detailed implementation plans and schedules for currently planned Stabilization and Construction Phase projects at the SDC.
Complete installation and testing of SDC Stabilization Phase improvements at the SDC including the project to implement Data Center Cooling, Generation, and Fire Detection System improvements at that facility.
Install generator at the ADC
Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Annual Long Range Planning ASE workshop

Annual Technology plan as defined in Attachment 3-C

Technology Roadmap for Equipment and Software as defined in Attachment 3-C

The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Maps to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete an Enterprise Technology Roadmap annually on June 15th of each calendar year. The Enterprise Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmaps will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Enterprise Technology Roadmap will be updated at least annually.

The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Maps to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete agency-specific Customer Technology Roadmaps on August 15th. The Customer Technology Roadmaps will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmaps will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers..

Technology Roadmap for Equipment and Software as defined in Attachment 3-C

Technology Roadmap for Equipment and Software as defined in Attachment 3-C

Technology Roadmap for Equipment and Software as defined in Attachment 3-C

Technology Roadmap for Equipment and Software as defined in Attachment 3-C
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Annual Transformation Plan as defined in Attachment 3-C.
Approval of the schedule and milestones to meet the deliverable milestone
Approval of the schedule and milestones to meet the deliverable milestone

Infrastructure equipment onsite for LDC and Remote Sites (Phase 1)

Infrastructure equipment onsite for LDC and Remote Sites (Phase 2), BUR SMM documentation completion, and Reporting Tool Strategy delivery

Transformation Section developed and populated in Portal for BUR, Server Consolidation, and Refresh programs.

Support the SCP Backup reporting tool implementation and document the necessary items needed to maintain the MSI toolset including ITSM, ITFM and ServiceFlow to work with the SCP backup reporting tool.

Ensure the SCP Backup reporting tool implementation specific to Avamar reporting and billing requirements

Complete plan to close the new BUR solution agency migration and approval of the completion of the LDC/Remote project per the PGPs and schedules.

Acceptance Criteria

•PGP and associated project plan describe the approach and timing to implement Availability Management.

•Defined set of reports agreed upon in the Project Charter are available as described in Exhibit 13.

Two artifacts are complete for Backup & Recovery. Together, they describe the approach and plan to achieve the remediation objectives.

- Project Governance Plan (PGP) and
- Project Plan.

•Completion of the data collection templates for all servers.

•All servers reviewed, gaps identified and remediation options identified in the remediation report (workbook)

• Final Program Governance Plan (PGP) updated for the delivery of the remediation activities

• Final project plan includes the scope, schedule, work breakdown structure, resource loading and plan critical path

•PGP and associated project plan describe the approach and timing to address the deployment implementation of Capacity Management.

•Assessment document (.doc) presents the findings related to data and high level steps to required to implement Capacity Management

•Implementation of the Capacity Management reports and training on usage per the plan and PGP and as described in Exhibit 13

• Issue Log for Chargeback has all items resolved.

• The list of known problems from the current environment that were identified in the Charter have been resolved.

- Reconciliation is coordinated with physical Inventory activity
- Identifies a random sample set of CI relationships for validation
- Reconciliation Report identifies any variances
- Problem Investigations initiated and completed for variances

- Physical reconciliation is coordinated with physical Inventory activity
- Identifies a sample set of CI relationships for validation
- Reconciliation Report identifies any variances
- Problem Investigations initiated and completed for major discrepancies

<ul style="list-style-type: none"> • Physical reconciliation is coordinated with physical Inventory activity • Identifies a sample set of CI relationships for validation • Reconciliation Report identifies any variances • Problem Investigations initiated and completed for major discrepancies
<ul style="list-style-type: none"> • Physical reconciliation is coordinated with physical Inventory activity • Identifies a sample set of CI relationships for validation • Reconciliation Report identifies any variances • Problem Investigations initiated and completed for major discrepancies
<ul style="list-style-type: none"> • Physical reconciliation is coordinated with physical Inventory activity • Identifies a sample set of CI relationships for validation • Reconciliation Report identifies any variances • Problem Investigations initiated and completed for major discrepancies
<ul style="list-style-type: none"> • Physical reconciliation is coordinated with physical Inventory activity • Identifies a sample set of CI relationships for validation • Reconciliation Report identifies any variances • Problem Investigations initiated and completed for major discrepancies
<p>•PGP and associated project plan describe the approach and timing to address the Consolidation.</p>
<ul style="list-style-type: none"> • ASE Event execution as planned • The Key Deliverables of the Consolidation Planning ASE of Exhibit 20 were achieved. • Publish the findings (ppt, docx, mpp, xlsx)
<p>Deliver to DIR: - Server Consolidation high level Project plan identifying servers in each wave for the first 6 months from 10/1/12 to 3/31/13.</p>
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.

<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.

<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.

<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<ul style="list-style-type: none"> • Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.
<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding quarter including:</p> <ul style="list-style-type: none"> a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed
<p>Deliver to DIR:</p> <p>1) Description of the activities required to complete Server Consolidation</p> <p>2) Plan and Schedule of activities required to complete Server Consolidation</p> <ul style="list-style-type: none"> • Servers targeted for consolidation are consolidated and accepted by DIR customer. This is the final bundle for the Server Consolidation Program.

Deliver to DIR:
- Report (Excel) showing each server planned to be completed during the Consolidation Program with date completed with references to completed Operational Readiness Checklist and completed Change Requests. If server is not completed, there will be a reference to a DIR approved Transformation Project Change Request.

Deliver to DIR:
- Documentation reflecting disposition of the processors to show they are no longer in data center

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- New schedule developed for the upcoming year
- Identifies major changes in requirements and new applications since the previous year's test
- Updates to DR test plan and schedule include the test objectives and RTO for each system/application
- Report contains the list of changes to DR test plans and schedule for up coming year
- After approval, publish DR test plan and schedule

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- A narrative evaluation of the previous year's testing against the DR Program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next year's test plan schedule.
- New schedule developed for the upcoming year.
- After approval, publish DR test plan and schedule.

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- A narrative evaluation of the previous year's testing against the DR Program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next year's test plan schedule.
- New schedule developed for the upcoming year.
- After approval, publish DR test plan and schedule.

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- A narrative evaluation of the previous year's testing against the DR Program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next year's test plan schedule.
- New schedule developed for the upcoming year.
- After approval, publish DR test plan and schedule.

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- A narrative evaluation of the previous year's testing against the DR Program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next year's test plan schedule.
- New schedule developed for the upcoming year.
- After approval, publish DR test plan and schedule.

The DR plan and schedule is developed in accordance with Exhibit 16 and will include:

- New schedule developed for the upcoming year
- Identifies major changes in requirements and new applications since the previous year's test
- Updates to DR test plan and schedule include the test objectives and RTO for each system/application
- Report contains the list of changes to DR test plans and schedule for up coming year
- After approval, publish DR test plan and schedule

Deliver to DIR:
- Report confirming all D0 and D1 TRGs have been updated with link to actual TRGs located on the Portal - Excel

- Report (xls) confirming all TRGs have been updated with pointer to actual TRGs

- PGP describes the approach and timing that will govern the deployment of the OTACE customer satisfaction program.
 - Identify DIR and DIR Customer participants who will participate in the process of setting expectations and measuring satisfaction;

- Inventory documented
- Up to date topology maps

Deliver to DIR:
An MS Word document accompanied by an MS Project schedule that addresses the current and long-term requirements for stabilization, growth, and transformation to the Winters, ADC and SDC LANs during the replacement projects - as required in Exhibit 3. Plan describes the scope, approach, and timeline of the Improvement Plan activities to be performed. The MS Word document will be consistent with the requirements of Exhibit 20 and include:

- a) The objectives of the improvement plan
- b) The scope of the improvement plan
- c) The approach to achieving the scope
- d) Organization structure

3) The MS Project schedule will include:

- a) Tasks to be performed (Including Milestone tasks)
- b) Task duration
- c) Task Start & Finish dates

Deliver to DIR:
- Report showing completed change requests in Remedy
- Report on capacity and performance improvements
- Legacy networks decommissioned.
Note: Acceptance criteria for this milestone will be completed and change request submitted for this milestone date on 4/1/2013

Deliver to DIR:
- Identification of migration approaches for agencies and types of servers

<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Identification of migration approaches - Servers grouped by migration approach - MS Project Schedule for first 3 months - Milestones identified for implementation of the migration effort.
<p>New Network stood up and operational in the ADC and SDC</p>
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Approved change requests for each short term improvement in the Network Improvement Plan.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Approved change requests for each short term improvement in the Network Improvement Plan.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Approved change requests for each short term improvement in the Network Improvement Plan.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Approved change requests for each short term improvement in the Network Improvement Plan.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Enhance project plans with implementation milestones and cross project dependencies
<ul style="list-style-type: none"> •Project Charter describes the approach that demonstrates how the sub-ordinate stabilization, optimization, consolidation projects will be integrated into overall plan
<ul style="list-style-type: none"> •Initial Project plans for each service tower exist all the in-scope projects with milestones leading to project specific objectives
<ul style="list-style-type: none"> • Detailed plan of steps and processes for integrating new DIR Customers into the existing Services (mpp, docx) <ul style="list-style-type: none"> • Reflects strategy for sharing infrastructure and transition costs with all DIR Customers equally (docx)
<ul style="list-style-type: none"> • Detailed plan of steps and processes for integrating new DIR Customers into the existing Services (mpp, docx) <ul style="list-style-type: none"> • Reflects strategy for sharing infrastructure and transition costs with all DIR Customers equally (docx)
<ul style="list-style-type: none"> •Consolidated and rationalized plans are in Clarity to be able to work together to achieve the stabilization.

- Draft Program Governance Plan (PGP) (docx)
 - The Program Governance Plan will include:
 - Roles and responsibilities are defined for Service Provider, SCPs, DIR, and DIR Customers for each governance process.
 - Documentation presented that identify meetings conducted for solicitation of requirements and review of approach.
 - Risks to completion of plan are identified and mitigation strategies documented for each risk.
 - The timeline and approach for the plan is consistent with the proposed project timeline and approach.
 - Requirements for advance scheduling and communications of Meetings
- The Transformation Plan shall specify:
- the deliverables to be completed by Service Provider
 - the date(s) by which each such activity or deliverable is to be completed
 - the stabilization activities, including, without limitation, processes and procedures that Service Provider will correct to enable completion of the transformational activities

Deliver to DIR:

1) Current view of integrated Transformation Plan; this view should encompass the DCS Customer transformation activities and engagement. Plan covers 4 year outlook which targets servers for years 2, 3 and 4 and a monthly detail plan through 8/31/2013.

2) Artifacts that demonstrate the integration of all the Transformation activities across DIR Customers and reports used to manage the transformation program, including:

- a) Reports progress against those integrated plans
- b) Reports showing collision detection for DCS Customer - e.g. show that agency schedules have considered the agencies documented constraints
- c) Reports showing critical path and appropriate plan dependencies

Provide to DIR an active on-going program for Technology Planning and Software and Equipment Refresh planning, including:

1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements (e.g. Technology Roadmap, Technology Plan, and the Equipment and Software Refresh Plan).

- Communication plan for working with DIR Customers and Governance
- High-level processes and roles for working with the DCS Service Providers

2) Clarity schedule that includes the high level milestones and stages for the Technology and Refresh Program as well as reporting and the recurring projects related to the Technology Plan, Technology Road Map, and Refresh Plan.

Provide to DIR an active on-going program for Transformation (including Stabilization, Consolidation and Optimization), including:

1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.

- Communication plan for working with DIR Customers and Governance
- High-level processes and roles for working with the DCS Service Providers

2) Clarity schedule that includes the high level milestones and stages for the Transformation Program as well as reports and recurring projects related to the Transformation (including Consolidation).

Provide to DIR an active on-going program for Capacity Management and Availability Management, including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the Capacity and Availability Program as well as reporting and projects related to Capacity and Availability, including remediation and cure plans.

Provide to DIR an active on-going program for maintaining accurate and functional Service Management Manual (e.g. processes, runbooks and technical recovery guides), including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the Service Management Manual Currency Program as well as reporting and projects related to operational documentation

Provide to DIR an active on-going program of Risk Management for the DCS program, including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements for providing inputs to other programs
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the Risk Management Program as well as reports and recurring projects related to the Risk Management Plan.

Provide to DIR an active on-going program for IT Service Continuity Planning, including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the Disaster Recovery Program as well as reporting and projects related to IT Service Continuity Planning and Disaster Recovery Testing, including remediation and cure plans.

Provide to DIR an active on-going program for measuring Customer Satisfaction, including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the Customer Satisfaction Program as well as reporting and projects related to measuring customer satisfaction, including creation of remediation and cure plans.

- Final Program Governance Plan (PGP) (docx)
- The Program Governance Plan will include:
 - Roles and responsibilities are defined for Service Provider, SCPs, DIR, and DIR Customers for each governance process.
 - Documentation presented that identifies meetings conducted for solicitation of requirements and review of approach.
 - Risks to completion of plan are identified and mitigation strategies documented for each risk.
 - The timeline and approach for the plan is consistent with the proposed project timeline and approach.
 - Requirements for advance scheduling and communications of Meetings and locations are documented in the PGPCurrent view of integrated transformation plan from Clarity; this view should encompass the DIR Customer transformation activities and engagement.
 - Artifacts that demonstrate leverage of integrated plan to manage transformation program, including:
 - Current view of integrated transformation plan from Clarity
 - Clarity reports showing linkages between individual project plans to make visible interdependencies.
 - Clarity reports showing linkages to deliverables to be completed by Service Provider including the date(s) by which each activity or deliverable to be completed.

Clarity reports showing critical path and appropriate plan dependencies for the stabilization activities, including processes and procedures that Service Provider will correct to enable completion of the transformational activities

Provide to DIR an active on-going program for IT Security, including:

- 1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.
 - Communication plan for working with DIR Customers and Governance
 - High-level processes and roles for working with the DCS Service Providers
- 2) Clarity schedule that includes the high level milestones and stages for the IT Security Program as well as reports and recurring projects related to the IT Security Plan, including patching, training, audits and assessments.

<p>Provide to DIR an active on-going program for improving the Service Catalog, including:</p> <p>1) Integrated program governance plan (docx) that will include schedules, dependencies and requirements related to the delivery of program elements.</p> <ul style="list-style-type: none"> • Communication plan for working with DIR Customers and Governance • High-level processes and roles for working with the DCS Service Providers <p>2) Clarity schedule that includes the high level milestones and stages for the Service Catalog Improvement Program as well as reporting and projects related to measuring utilization, including creation of remediation and cure plans.</p>
<ul style="list-style-type: none"> •PGP and associated project plan describe the approach and timing to address the Problem Management Backlog.
<ul style="list-style-type: none"> •Assessment document (xls) shows the Service Component and disposition of Problem Management Backlog tickets
<ul style="list-style-type: none"> •Problem Management Stabilization Plan project plan is resource loaded and ends in the elimination of the Problem Management backlog.
<ul style="list-style-type: none"> •All the valid Problem tickets in the backlog scope identified in the assessment step are closed appropriately.
<ul style="list-style-type: none"> • All assets reviewed based on Requirements in Exhibit 4 • Proposed plan for refresh for upcoming year includes recommended technology for replacements and schedule • Includes a schedule to upgrade Software to N/N-1 levels
<ul style="list-style-type: none"> • MS Word or Excel document identifying all assets that will reach refresh eligibility during the next state fiscal year (September through August) based on equipment age and SW currency at the time of deliverable submission • Report recommending which assets should be refreshed in the upcoming fiscal year • Report identifying all refresh performed in the prior fiscal year and comparing performance to the annual forecast and the quarterly plans
<ul style="list-style-type: none"> • MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission • Report recommending which assets should be refreshed in the current calendar year • Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans
<ul style="list-style-type: none"> • MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission • Report recommending which assets should be refreshed in the current calendar year • Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans

- MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission
- Report recommending which assets should be refreshed in the current calendar year
- Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans

- MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission
- Report recommending which assets should be refreshed in the current calendar year
- Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans

Deliver to DIR

- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:

- Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR

- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:

- Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR

- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:

- Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.
<p>Deliver to DIR</p> <ul style="list-style-type: none">- MS Word or Excel document showing completed refresh projects and assets refreshed.- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities
<p>Deliver to DIR:</p> <ul style="list-style-type: none">• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR
- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:
• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR
- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:
• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR
- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:
• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Deliver to DIR
- MS Word or Excel document showing completed refresh projects and assets refreshed.
- Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities

Deliver to DIR:
• Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.

Through the 3rd party survey provider:

- Pre-approved questions were given to the pre-approved survey participants
- Survey reminders were sent to unresponsive participants
- Survey was analyzed and summarized
- Survey Results Report contains summary data and analysis
- Improvement plan recommendations developed based on areas of dissatisfaction

- Activities agreed upon and described in the improvement plan are completed.

Deliver to DIR:

- MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions

Deliver to DIR:

- MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions

Deliver to DIR:

- MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions

Deliver to DIR:

- MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions

Deliver to DIR:

- MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions

Draft survey and obtain DIR approval thirty (30) days prior to sending the survey to DCS Customers. Send survey to DCS Customers. Close survey after allowing thirty (30) days opportunity for DCS Customers to complete survey.

Draft survey and obtain DIR approval thirty (30) days prior to sending the survey to DCS Customers. Send survey to DCS Customers. Close survey after allowing thirty (30) days opportunity for DCS Customers to complete survey.
Draft survey and obtain DIR approval thirty (30) days prior to sending the survey to DCS Customers. Send survey to DCS Customers. Close survey after allowing thirty (30) days opportunity for DCS Customers to complete survey.
Draft survey and obtain DIR approval thirty (30) days prior to sending the survey to DCS Customers. Send survey to DCS Customers. Close survey after allowing thirty (30) days opportunity for DCS Customers to complete survey.
Draft survey and obtain DIR approval thirty (30) days prior to sending the survey to DCS Customers. Send survey to DCS Customers. Close survey after allowing thirty (30) days opportunity for DCS Customers to complete survey.
Provide Survey results Report to DIR which includes data trends and analysis
Provide Survey results Report to DIR which includes data trends and analysis
Provide Survey results Report to DIR which includes data trends and analysis
Provide Survey results Report to DIR which includes data trends and analysis
Provide Survey results Report to DIR which includes data trends and analysis
•PGP and associated project plan describe the approach and timing to address the Solution Request Backlog.
•Assessment document (xls) shows the disposition of all the Service Request Backlog tickets
•Service Request Stabilization Plan project plan is resource loaded and ends in the elimination of the Service Request backlog.
•All the valid Solution Request tickets in the backlog scope identified in the Assess/Triage step are closed appropriately.
•PGP and associated project plan describe the approach and timing to address the RFS Backlog.
•Assessment document shows the proposed disposition of all the backlog solution requests and in-flight projects
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Report showing how many pool hours were available and number of hours charged each month - The 3 resources performing the design and proposal work will be dedicated to working the backlog and at the end of 12 months the backlog requests will have approved proposals, be closed, or be cancelled.

- Security Plans from MSI and SCP's are consolidated into a comprehensive DCS Security Plan.
- Security findings documented and reviewed with DIR and DIR Customers.
- Security Plan documented and submitted (docx)
- Security Plan meets the requirements of Exhibit 2 and Exhibit 17

- Develop the new Security Plan that addresses facility implementation for the Consolidated Data Centers, the Service Provider facilities, software and equipment deployment specifically for data and online security, annual security assessments and other standard security concepts.
- Summary of performance vs. preceding Year Security Plan
- Summary of results from previous years security monitoring and measuring
- Identifies any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools
- Recommends investments to improve the overall Security Program

- Develop the new Security Plan that addresses facility implementation for the Consolidated Data Centers, the Service Provider facilities, software and equipment deployment specifically for data and online security, annual security assessments and other standard security concepts.
- Summary of performance vs. preceding Year Security Plan
- Summary of results from previous years security monitoring and measuring
- Identifies any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools
- Recommends investments to improve the overall Security Program

- Develop the new Security Plan that addresses facility implementation for the Consolidated Data Centers, the Service Provider facilities, software and equipment deployment specifically for data and online security, annual security assessments and other standard security concepts.
- Summary of performance vs. preceding Year Security Plan
- Summary of results from previous years security monitoring and measuring
- Identifies any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools
- Recommends investments to improve the overall Security Program

<ul style="list-style-type: none"> • Develop the new Security Plan that addresses facility implementation for the Consolidated Data Centers, the Service Provider facilities, software and equipment deployment specifically for data and online security, annual security assessments and other standard security concepts. • Summary of performance vs. preceding Year Security Plan • Summary of results from previous years security monitoring and measuring • Identifies any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools • Recommends investments to improve the overall Security Program
<ul style="list-style-type: none"> • Develop the new Security Plan that addresses facility implementation for the Consolidated Data Centers, the Service Provider facilities, software and equipment deployment specifically for data and online security, annual security assessments and other standard security concepts. • Summary of performance vs. preceding Year Security Plan • Summary of results from previous years security monitoring and measuring • Identifies any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools • Recommends investments to improve the overall Security Program
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances
<ul style="list-style-type: none"> • Compliance Report contains patch level report for the appropriate servers and identifies any compliance variance • Corrective action tickets submitted and completed for any variances

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

Deliver to DIR:

- 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include:
- a) Listing of exposures from Security Assessment that were identified for remediation
 - b) Remediation activities performed
 - c) Verification that remediation activities have resolved exposure
 - d) Completed ITSM records

<ul style="list-style-type: none"> • Updated Annual Schedule for Service Management Manual Currency review specifying which sections will be reviewed in which quarter • Quarterly gap analysis completed containing sections reviewed vs. variance from currency/accuracy • SMM sections with variances have been revised per defined process for approvals /updates
<p>Service Provider documents that SSO is compliant with the Agreement for the Service Management Systems.</p> <p>The parties agree to revise the due date of this milestone based on the acceptance of the planning Transition milestones: SMT-CC1-017, SMT-CC1-019, TRN-CC1-024, and SDB-CC1-022.</p>
<ul style="list-style-type: none"> •New backup solution is deployed per plan and ready for implementation post commencement.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Report showing core NetBackup infrastructure installed
<ul style="list-style-type: none"> •The charter contains the design objective for each type of build.
<ul style="list-style-type: none"> •Measurable, repeatable server build process in alignment with the timeframes defined in the server build criteria
<ul style="list-style-type: none"> •PGP and associated project plan describe the approach and timing to address the Refresh. Includes the criteria that will be applied to determine whether the servers will be refreshed in place or consolidated.
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - MS MPP with initial plan to complete the hardware Triage
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage
<ul style="list-style-type: none"> •Servers identified in the project plan and PGP are consolidated or refreshed and accepted by DIR Customer.
<ul style="list-style-type: none"> •All Run books are updated and accepted by appropriate DIR Customer
<ul style="list-style-type: none"> •PGP and associated project plan describe the approach and timing to address the Email Software Currency stabilization.

<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - PGP defining requirements, scope, approach for implementation, identification of exceptions with proposed resolution, risk and communications plans. - DIR and Service Provider agree to establish a new milestone for completion based on the acceptance of the PGP.
<ul style="list-style-type: none"> •PGP and associated project plan describe the approach and timing to address the Monitoring stabilization.
<ul style="list-style-type: none"> •All servers without monitoring have monitoring or DIR Customer approved alternative
<ul style="list-style-type: none"> •All Servers reviewed, gaps identified and documented, remediation options presented
<ul style="list-style-type: none"> •Remediate servers identified in the server threshold gap analysis
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Report showing list of servers and approach for bringing each to N/N-1
<p>Deliver to DIR:</p> <p>Project Plan including:</p> <ul style="list-style-type: none"> - Description of facility Stabilization and Consolidation activities - Timeframes for facility Stabilization and Consolidation activities - Scheduling constraints and dependencies - Plan approval from ASU
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Completed Operational readiness checklist - Report listing completed change request reference numbers
<p>Deliver to DIR:</p> <ul style="list-style-type: none"> - Completed Operational readiness checklist including failover test results - Report listing the completed change request reference numbers
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)

<ul style="list-style-type: none"> • The Technology Plan encompasses the Enterprise Technology Plan and the DCS Customer Technology Plans. • The Enterprise Technology Plan includes schedules, dependencies, and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. • DCS Customer plans are attached. (For the 2013 Enterprise Technology Plan, The DCS Customer Plans will be replaced by the 2013 DCS Customers' transformation plans if they are approved prior to January 1, 2013. Any unapproved Customer Information plans will be included and marked as "Draft-Unapproved".)
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)
<ul style="list-style-type: none"> •The Technology Plan include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. •Agency Specific plans are attached
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)
<ul style="list-style-type: none"> •The Technology Plan include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. • Agency Specific plans are attached
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)
<ul style="list-style-type: none"> •The Technology Plan include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. • Agency Specific plans are attached
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)
<ul style="list-style-type: none"> •The Technology Plan include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. • Agency Specific plans are attached
<ul style="list-style-type: none"> • ASE Event execution as planned with appropriate stakeholders • The Key Deliverables defined in the pre-event planning were achieved. • Artifacts: publish the findings (ppt, docx, mpp, xlsx)

•The Technology Plan include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware.
• Agency Specific plans are attached

• Road map includes schedules, dependencies and requirements for introduction of new technology changes as well as acquisitions , support and retirement of N/N-1 Software/Hardware
• Identifies specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers

Deliver to DIR:

Enterprise Technology Road Map (MS Word) which includes:

- Proposed updates to reference technical architecture
- Proposed updates to software currency designations
- Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period
- Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts
- Detailed view of deployment status across categories of System with dependencies and impacts
- Identify deployment status relationships to Transformation plans and Refresh plans
- The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components
- The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status.
- Description of the migration planning and acquisition strategy across the Enterprise
- Timelines for deployment with the following components and relationships:
 - o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions)
 - o Software and Hardware deployment timeframe
 - o Software and Hardware projected in-service timeframe

Deliver to DIR:

Customer Technology Road Map (MS Word) which includes:

- Proposed updates to reference technical architecture
- Proposed updates to software currency designations
- Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period
- Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts
- Detailed view of deployment status across categories of System with dependencies and impacts
- Relationships between Infrastructure Software (by version level) and DIR Customer Applications
- Identify deployment status relationships to Transformation plans and Refresh plans
- The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components
- The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status.
- Description of the migration planning and acquisition strategy across the DIR Customer Environments
- Timelines for deployment with the following components and relationships:
 - o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions)
 - o Software and Hardware deployment timeframe
 - o Software and Hardware projected in-service timeframe
 - o Documented DIR Customer projected dates for implementation of all supported and approved technologies.

- Road map includes schedules, dependencies and requirements for introduction of new technology changes as well as acquisitions , support and retirement of N/N-1 Software/Hardware
- Identifies specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers

- Road map includes schedules, dependencies and requirements for introduction of new technology changes as well as acquisitions , support and retirement of N/N-1 Software/Hardware
- Identifies specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers

- Road map includes schedules, dependencies and requirements for introduction of new technology changes as well as acquisitions , support and retirement of N/N-1 Software/Hardware
- Identifies specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers

<ul style="list-style-type: none"> • Road map includes schedules, dependencies and requirements for introduction of new technology changes as well as acquisitions , support and retirement of N/N-1 Software/Hardware • Identifies specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<ul style="list-style-type: none"> • Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year
<p>Deliver to DIR:</p> <p>Two artifacts for Backup & Recovery that describe the approach and plan, including the total servers and databases eligible to be migrated to the new backup and recovery infrastructure for the LDC/Remote servers. (CDC servers are backed up via the SCON Service Management Manual or the Refresh Service Management Manual)</p> <ul style="list-style-type: none"> • Project Governance Plan (PGP) • Project Schedule
<p>Deliver to DIR:</p> <p>Two artifacts for Backup & Recovery that describe the approach and plan for improvements of the CDC server backup and recovery infrastructure.</p> <ul style="list-style-type: none"> • Project Governance Plan (PGP) • Project Schedule

Deliver to DIR:
-Confirmation that necessary infrastructure equipment needed for initial Agency implementations is onsite for Phase 1 activities (Austin Data Center and San Angelo Data Center for our LDC and Remote Solution Infrastructure) as documented as a list of equipment and list of change requests
-Updated LDC/Remote project schedule to indicate remaining tasks for project execution

Deliver to DIR:
-Confirmation that necessary infrastructure equipment needed for initial Agency implementations is onsite for Phase 1 activities Winters for our LDC/Remote Solution Infrastructure) as documented as a list of equipment and list of change requests
-Updated LDC/Remote project schedule to indicate remaining tasks for project execution
-Completion/Publishing of agreed to SMM BUR Process and Procedures as well as supporting documentation that outlines:
-an AS-IS Database List including database instance by agency, Backup product/solution (i.e. specific agent), method of success/failure monitoring is achieved, and existing integration with Bocada reporting.
-Standard(AS-IS) Technology and associated SMM process strategy for operating system Backup and Recovery with associated recoverability timeframe capabilities by OS platform
-Backup reporting tool future strategy and implementation approach document to include project schedule including how success/failure reporting is achieved for all backup instances (i.e. servers, databases)

Deliver to DIR:
-Production Portal enhancements that allow easy navigation from Portal Home page to independent transformation pages that allow efficient enterprise-level communication for key Transformation projects.
Populate the BUR, Server Consolidation, and Refresh pages with content such as .doc, .xls, .ppt documents that communicate what each program is, the plan and other key items.

Deliver to DIR:
Documentation of MSI specific activities that will enable the deployment of Data Protection Advisor outlined as below:
-Updated Project Schedule outlining the detailed implementation approach for DPA and Avamar reporting
-As Is Operations Reports outlining a full list of contractually obligated reports to ensure reports are replicated with DPA appropriately
-As Is SMM integration touch points identified that would require updates as deployment phases occur
-As Is Technical integration touch points and outline of testing activities that will occur during the deployment phases
-Document recommended communication plan to support deployment phases.

Deliver to DIR:
-Documentation displaying appropriate Billing Feeds for Avamar are tested for ITFM including completed test plans
-Documentation displaying appropriate delivery method of 13A Operations reports (BKUP2-11 and SLA reports) per updated FRDs including completed test plans

Deliver to DIR:

- List of servers backed up via the BUR LDC/Remote migration project.
- List of server non backup up via the BUR LDC/Remote migration project with DIR approved reason.

Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider
Provide approval per Stakeholder Management Plan		
Participate per Stakeholder Management Plan		
Participate per Stakeholder Management Plan	SCP Backup lead to participate (.C)	
	Legacy reports, SRT compliance, and other operational reports (.R)	
Review Gap Analysis Findings	SCP Backup lead to participate (.C)	
	SCP Backup lead to participate (.C)	
Provide approval per Stakeholder Management Plan	Participate in the development of Capacity Charter	
	Participate in defining the SCP data feeds into the Capacity Management reporting tools. May require adjustments to data feeds. Develop data feed integration with MSI Capacity reporting tools.	
Participate per Stakeholder Management Plan	Participate in developing the data feeds, analysis of Capacity Management data, Agency level reporting, and recommendations into the Capacity Management Plan	
Participate per Stakeholder Management Plan	Some issues may require SCP to make changes to data feeds (.R)	

Participate per Stakeholder Management Plan		
	Attend training on new processes	
Participate per Stakeholder Management Plan		

Review and provide feedback	Review and provide feedback	none
Participate per Stakeholder Management Plan		
Review and provide feedback on migration strategy		none

Review and provide feedback on migration approaches, list of servers for each approach, servers to be moved during this phase and provide any applications support needed to migrate the servers from old network to new network.		none
none		none
		None
Participate per Stakeholder Management Plan	Participate in Planning/kickoff sessions (.C)	
	Develop detail project plans for each project (.R)	SCP will need specific current state information
Participate per Stakeholder Management Plan	Adjust any plans as required by integration activity (.R)	

Participate per Stakeholder Management Plan	Informed of plan status	
Participate per Stakeholder Management Plan	SCP manages plans and updates plans in Clarity.	
Participate per PGP indentified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None
Participate per PGP indentified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	

Participate per PGP indentified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None
Participate per PGP indentified roles and responsibilities; provide regulatory compliance requirements	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None
Participate per PGP indentified roles and responsibilities; provide regulatory compliance requirements	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None
Participate per PGP indentified roles and responsibilities; provide regulatory compliance requirements	Consulted in the development of the Program Plan and provide information on SCP deliverables related to the Program (.C)	None

Participate per Stakeholder Management Plan	Consulted in the development of the Program Plan and provide information on SCP deliverables related to the Program (.C)	None
Participate per Stakeholder Management Plan	Informed of the final plan approval. (.I) Begin execution per plan.	
Participate per PGP indentified roles and responsibilities; provide regulatory compliance requirements	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None

Participate per Stakeholder Management Plan	Consulted in the development of the Program Plan and provide information on SCP deliverables related to the Program (.C)	None
Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)	
Review findings from assessment	Informed of the findings (.I)	Access to Solution Request backlog and the Project backlog as captured in the current system
Participate per Stakeholder Management Plan to approve the plan	Consulted in the development of the Stabilization Plan (.C)	
	Executes Request Backlog stabilization per plan (.R)	

Review and provide input	MSI will own the document.	none
Review and provide input	MSI will own the document.	none
Review and provide input	MSI will own the document.	none
Review and provide input	MSI will own the document.	none
Review and provide input	MSI will own the document.	none
Review and provide input	MSI will own the document.	none
DIR reviews survey questions. DCS Customer will fill out survey	MSI owns the process	none

DIR reviews survey questions. DCS Customer will fill out survey	MSI owns the process	none
DIR reviews survey questions. DCS Customer will fill out survey	MSI owns the process	none
DIR reviews survey questions. DCS Customer will fill out survey	MSI owns the process	none
DIR reviews survey questions. DCS Customer will fill out survey	MSI owns the process	none
Review and provide input	MSI owns the process	none
Review and provide input	MSI owns the process	none
Review and provide input	MSI owns the process	none
Review and provide input	MSI owns the process	none
Review and provide input	MSI owns the process	none
Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)	
Review findings from assessment	Informed of the findings (.I)	Access to Service Request backlog tickets in the current system
Participate per Stakeholder Management Plan	Consulted in the development of the Stabilization Plan (.C)	
Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)	
Review findings from assessment	Informed of the findings (.I)	Access to Solution Request and the Project as captured in the current system

Participate and provide content to Security Plan.	Participate in creation, maintenance, and effective execution of the Security Plan. Provide Security monitoring and controls as specified in the Security Plan.	Review of existing Security Plan

	Dependent on SCP implementation of Backup reporting tool as required in SCP deliverable STS-063-063f	

--	--	--

Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable
	I		
	M	Yes	
	I		
	C		
	C		
	M		
	I		
	I		
	M	Yes	
	M	Yes	
	M		Yes
	M		Yes

	M		Yes
Risk: Schedule risk that SCPs are needed to build a fully integrated plan that can be executed against. Mitigation: Transformation approach is to plan the activities to get to the plan.	I		
	I		
Risk: Schedule risk due to the quantity of locations and servers to be touched. Mitigation: Hold Capgemini Accelerated Solution Workshop to expedite stakeholder involvement and the development of an integrated plan.	M		
	I		
	M	Yes	
	I		

	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		

	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		

	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M	Yes	

	M		Yes
	M		
none	M		
	C		
	M		
	M	Yes	Yes
	M	Yes	Yes
	I	Yes	

<p>Some servers may not be able to move from old network to new. Mitigate by including server on Consolidation or Triage list.</p> <p>An entire agency may need to migrate at the same time. Mitigate by continuing to search for alternatives to simplify the migration. Contingency is to create detailed migration plan with appropriate outage window for the agency.</p>	M	Yes	Yes
none	M		Yes
none	M		
None	I		
	I		
	I		
	M		Yes
	M		Yes
	C		

<p>Risk: General schedule risk of all providers having adequate detail in their plan and sufficient staff to plan and perform transformation. Mitigation: Start planning early and work on the plan to get to the plan.</p>	I		
	M		Yes
	I		
	I		

	1		
	1		
	1		
	1		

	I		
Risk: General schedule risk of all providers having adequate detail in their plan and sufficient staff to plan and perform transformation. Mitigation: Start planning early and work on the plan to get to the plan.	M		Yes
	I		

	I		
	I		
	C		
	I		
	M	Yes	
	M		Yes

none	I		NO
none	M		YES
	I		
	C		
Risk: Schedule risk that SCPs are needed to build a fully integrated plan that can be executed against. Mitigation: Transformation approach is to plan the activities to get to the plan.	I		
	M	Yes	
Risk: Schedule risk due to quantity and stakeholder input to develop an implementation plan. Mitigation: Address open request for solution and projects at once to minimize stakeholder impact and maximize feedback.	I		
	C		
	M	Yes	

<p>RISK: Participation of incumbent MITIGATION: DIR Escalation</p> <p>RISK: Participation of DIR Customer and SCP in creation, maintenance, and effective execution of the Security Plan. MITIGATION: Internal escalations, then Governance</p> <p>RISK: Lack of Security monitoring and controls by SCP MITIGATION: Early review of monitoring and control systems to be utilized by SCP. Appropriate escalations if inadequate.</p>	M	Yes	Yes
	M		Yes
	M		Yes
	M		Yes

	M		Yes
None	M		
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M		
	C		
	C		
	C		
	M	Yes	
	M	Yes	
	I		

	M		
	I		
	M	Yes	
	I		
	M	Yes	
	I		
	M		
	M		
	M		
	I		

	M		Yes
	I		
	M		Yes
	I		
	M		Yes
	I		
	M		Yes
	I		
	M		Yes
	I		

	M		Yes
	M		Yes
	M		Yes

	M		Yes

	M		Yes
	M	No	
	M	No	

	M	Yes	
	M	Yes	
	M	Yes	
	M	Yes (\$56,483.50)	
	M	Yes (\$56,483.50)	

	M	Yes (\$30,809)	
--	---	-------------------	--

Due Date (mm/dd/yy)
07/15/12
09/07/12
05/01/12
05/01/12
07/01/12
09/01/12
05/01/12
11/01/12
12/01/12
07/01/13
10/01/13
07/01/14

07/01/15

07/01/16

07/01/17

07/01/18

06/01/12

09/15/12

10/01/12

01/01/13

04/01/13

04/01/13

07/01/13

07/01/13

10/01/13

10/01/13

01/01/14

01/01/14

04/01/14

04/01/14

07/01/14

07/01/14

10/01/14

10/01/14

01/01/15

01/01/15

04/01/15

04/01/15

07/01/15

07/01/15

10/01/15

10/01/15

01/01/16

01/01/16

04/01/16

04/01/16

07/01/16

07/01/16

10/01/13

10/01/13

10/01/14

10/01/15

10/01/16

10/01/17

10/01/12

10/01/13

07/01/14

05/15/12

08/01/12

05/01/12

07/01/13

02/01/13

04/01/13

01/01/13

01/01/13

01/01/13

05/01/13

07/01/13

09/01/12

02/01/12

03/01/12

10/01/13

04/01/14

04/01/12

05/01/12

12/15/12

09/01/12

08/01/12

08/15/12

11/15/12

10/01/12

08/15/12

10/01/12

08/15/12

09/01/12

09/01/12

05/01/12

06/21/12

09/15/12

07/01/13

02/15/13

02/15/14

02/15/15

01/15/16

02/15/17

01/15/18

03/15/14

03/01/14

06/15/14

05/01/14

09/15/14

08/01/14

1/15/2015

12/1/2014

4/15/2015

3/1/2015

7/15/2015

6/1/2015

10/15/2015

9/1/2015

1/15/2016

12/1/2015

4/15/2016

3/1/2016

7/15/2016

6/1/2016

10/15/2016

9/1/2016

1/15/2017

12/1/2016

4/15/2017

3/1/2017

7/15/2017

6/1/2017

10/15/2017

9/1/2017

1/15/2018

12/1/2017

4/15/2018

3/1/2018

7/15/2018

6/1/2018

09/15/18

08/01/18

02/01/13

05/01/13

06/15/14

06/15/15

06/15/16

06/15/17

06/15/18

02/15/14

02/15/15
02/15/16
02/15/17
02/15/18
03/15/14
03/15/15
03/15/16
03/15/17
03/15/18
05/01/12
05/15/12
09/15/12
09/15/13
05/01/12
07/01/12
08/31/13

10/01/12

10/01/13

10/01/14

10/01/15

10/01/16

10/01/17

10/01/13

10/01/14

10/01/15

10/01/16

10/01/17

10/01/12

3 months after assessment
08/31/14
08/31/15
08/31/16
08/31/17
08/31/18

04/01/13

02/18/13

10/01/12

11/01/13

06/01/12

08/01/12

05/01/12

08/01/12

11/01/12

02/01/13

05/01/13

08/01/13

07/01/14

05/01/12

10/01/12

10/01/12

07/01/13

06/01/12

11/01/12

09/01/12

05/01/12

09/01/13

07/01/14

06/01/13

01/15/13

09/15/14

02/15/14

09/15/15

02/15/15

09/15/16

02/15/16

01/15/17

02/15/17

09/15/18

02/15/18

08/01/13

06/15/14

08/15/14

06/15/15

06/15/16

06/15/17

06/15/18

05/01/13

05/01/14

05/01/15

05/01/16

05/01/17

05/01/18

11/01/13

11/01/13

01/01/14

03/01/14

06/01/14

12/01/14

01/15/15

03/31/15