

**Appendix 17 to
Second Amendment of
Master Service Agreement**

June 25, 2012



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

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

Between

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

and

Capgemini America, Inc.

**Attachment 20-A
Transformation Milestones**

June 25, 2012

Overview
Milestones reflect the key events indicated and align with other documents as appropriate, including <u>Attachment 3-C, Attachment 4-A, Attachment 5-B, Attachment 8-A</u> and <u>Exhibit 19</u> .
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 <u>Attachment 4-A</u> .
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 <u>Exhibit 1</u>), 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 <u>Attachment 4-A</u> .
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in <u>Attachment 3-A</u> and <u>Attachment 3-C</u> .
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	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
AVL-180-029	n/a	Availability Project Charter Approved	All	Availability Mgmt	Approval of the schedule and milestones to meet the deliverable milestone	*PGP and associated project plan describe the approach and timing to implement Availability Management.	Provide approval per Stakeholder Management Plan				I			07/15/12
AVL-191-030	n/a	Availability Management Transformation	All	Availability Mgmt	Completion of availability management by establishing on going reporting per agreed upon plan	*Defined set of reports agreed upon in the Project Charter are available as described in Exhibit 13.	Participate per Stakeholder Management Plan				M	Yes		09/07/12
BAC-068-009	PLA-002-002, STM-005-005, and STN-027-027	Backup & Recovery PGP and Plan Approved	All	Backup & Recovery	Approval of the schedule and milestones to meet the deliverable milestone	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.	Participate per Stakeholder Management Plan	SCP Backup lead to participate (.C)			I			05/01/12
BAC-069-010	n/a	Backup & Recovery Data Collection	All	Backup & Recovery	Gather current state data using templates and per timeline from plan	*Completion of the data collection templates for all servers.		Legacy reports, SRT compliance, and other operational reports (.R)			C			05/01/12
BAC-073-011	n/a	Backup & Recovery Analysis	All	Backup & Recovery	Analyze data to determine which backups are failing and which are not able to meet the objectives (JSRT)	*All servers reviewed, gaps identified and remediation options identified in the remediation report (workbook)	Review Gap Analysis Findings	SCP Backup lead to participate (.C)			C			07/01/12
BAC-076-012	PLA-003-003	Backup & Recovery Implementation Plan	All	Backup & Recovery	Development and approval of the Backup & Recovery implementation plan.	• 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		SCP Backup lead to participate (.C)			M			09/01/12
CAP-197-031	n/a	Capacity Project Charter Approved	All	Capacity Mgmt	Approval of the schedule and milestones to meet the deliverable milestone	*PGP and associated project plan describe the approach and timing to address the deployment implementation of Capacity Management.	Provide approval per Stakeholder Management Plan	Participate in the development of Capacity Charter			I			05/01/12
CAP-198-032	n/a	Capacity Management Assessment	All	Capacity Mgmt	Complete assessment of data feeds and implement integration	*Assessment document (.doc) presents the findings related to data and high level steps to required to implement Capacity Management		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.			I			11/01/12
CAP-205-033	n/a	Capacity Management Transformation Completed	All	Capacity Mgmt	Integration of the data feeds and creation of the reporting needed to provide Capacity Management reports.	*Implementation of the Capacity Management reports and training on usage per the plan and PGP and as described in Exhibit 13	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			M	Yes		12/01/12
CHG-165-034	n/a	Conduct Chargeback Stabilization Activities	All	Chargeback	Daily/Weekly assessments of the feeds, integration and chargeback accuracy. This phase to identify issues and work to resolve.	• 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.	Participate per Stakeholder Management Plan	Some issues may require SCP to make changes to data feeds (.R)			M	Yes		07/01/13
CMD-356-131	REC-118-147	CMDB Item Reconciliation 2013	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/13
CMD-357-132	REC-118-148	CMDB Item Reconciliation 2014	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/14
CMD-358-133	REC-118-149	CMDB Item Reconciliation 2015	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/15
CMD-359-134	REC-118-150	CMDB Item Reconciliation 2016	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/16
CMD-360-135	REC-118-151	CMDB Item Reconciliation 2017	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/17
CMD-361-136	REC-118-152	CMDB Item Reconciliation 2018	All	Recurring - CMDB	Reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Validate that CIs are properly mapped	• 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					M		Yes	07/01/18

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CON-238-035	n/a	Server Consolidation Project Charter Approved	Server	Consolidation	Approval of the schedule and milestones to meet the deliverable milestone	*PGP and associated project plan describe the approach and timing to address the Consolidation.	Participate per Stakeholder Management Plan			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			06/01/12
CON-242-036	n/a	Server Consolidation ASE	Server	Consolidation	Conduct the Consolidation Planning ASE (described in Exhibit 20)	<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) 		Attend training on new processes			I			09/15/12
CON-251-037	CNS-078-078	Server Consolidation Plan Completed	Server	Consolidation	Approval of the server consolidation wave plan. The initial 6 month rolling plan will be complete as well as the templates and models to be used for future Waves.	<ul style="list-style-type: none"> Initial rolling 6 month plan identifies the servers and agencies impacted Skeleton plan to be used for all future Wave plans is complete Skeleton PGP that will be used for all future Waves is complete 	Participate per Stakeholder Management Plan			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	M			10/01/12
CON-257-040	n/a	Server Consolidation Plan Developed and Approved - 2013 Bundle 2	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			12/01/12
CON-258-041	CNS-083-083	Server Consolidation Completion - 2013 Bundle 2	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		04/01/13
CON-260-042	n/a	Server Consolidation Plan Developed and Approved - 2013 Bundle 3	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			03/01/13
CON-261-043	CNS-084-084	Server Consolidation Completion - 2013 Bundle 3	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		07/01/13
CON-263-044	n/a	Server Consolidation Plan Developed and Approved - 2013 Bundle 4	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			06/01/13
CON-264-045	CNS-085-085	Server Consolidation Completion - 2013 Bundle 4	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		10/01/13
CON-266-046	n/a	Server Consolidation Plan Developed and Approved - 2013 Bundle 5	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			09/01/13
CON-267-047	CNS-086-086	Server Consolidation Completion - 2013 Bundle 5	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		01/01/14
CON-269-048	n/a	Server Consolidation Plan Developed and Approved - 2014 Bundle 6	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			12/01/13
CON-270-049	CNS-087-087	Server Consolidation Completion - 2014 Bundle 6	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		04/01/14
CON-272-050	n/a	Server Consolidation Plan Developed and Approved - 2014 Bundle 7	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			03/01/14
CON-273-051	CNS-088-088	Server Consolidation Completion - 2014 Bundle 7	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		07/01/14
CON-275-052	n/a	Server Consolidation Plan Developed and Approved - 2014 Bundle 8	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			06/01/14
CON-276-053	CNS-089-089	Server Consolidation Completion - 2014 Bundle 8	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		10/01/14
CON-278-054	n/a	Server Consolidation Plan Developed and Approved - 2014 Bundle 9	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			09/01/14
CON-279-055	CNS-090-090	Server Consolidation Completion -2014 Bundle 9	Server	Consolidation	Specific set of servers are consolidated per plan	*Servers targeted for consolidation are consolidated and accepted by DIR customer.					M	Yes		01/01/15

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CON-281-056	n/a	Server Consolidation Plan Developed and Approved - 2015 Bundle 10	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			12/01/14
CON-282-057	CNS-091-091	Server Consolidation Completion -2015 Bundle 10	Server	Consolidation	Specific set of servers are consolidated per plan	<ul style="list-style-type: none"> Servers targeted for consolidation are consolidated and accepted by DIR customer. 					M	Yes		04/01/15
CON-284-058	n/a	Server Consolidation Plan Developed and Approved - 2015 Bundle 11	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			03/01/15
CON-285-059	CNS-092-092	Server Consolidation Completion - 2015 Bundle 11	Server	Consolidation	Specific set of servers are consolidated per plan	<ul style="list-style-type: none"> Servers targeted for consolidation are consolidated and accepted by DIR customer. 					M	Yes		07/01/15
CON-287-060	n/a	Server Consolidation Plan Developed and Approved - 2015 Bundle 12	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			06/01/15
CON-288-061	CNS-093-093	Server Consolidation Completion - 2015 Bundle 12	Server	Consolidation	Specific set of servers are consolidated per plan	<ul style="list-style-type: none"> Servers targeted for consolidation are consolidated and accepted by DIR customer. 					M	Yes		10/01/15
CON-290-062	n/a	Server Consolidation Plan Developed and Approved - 2015 Bundle 13	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			09/01/15
CON-291-063	CNS-094-094	Server Consolidation Completion - 2015 Bundle 13	Server	Consolidation	Specific set of servers are consolidated per plan	<ul style="list-style-type: none"> Servers targeted for consolidation are consolidated and accepted by DIR customer. 					M	Yes		01/01/16
CON-293-064	n/a	Server Consolidation Plan Developed and Approved - 2016 Bundle 14	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			12/01/15
CON-294-065	CNS-095-095	Server Consolidation Completion - 2016 Bundle 14	Server	Consolidation	Specific set of servers are consolidated per plan	<ul style="list-style-type: none"> Servers targeted for consolidation are consolidated and accepted by DIR customer. 					M	Yes		04/01/16
CON-296-066	n/a	Server Consolidation Plan Developed and Approved - 2016 Bundle 15	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified. 					I			03/01/16
CON-297-067a	n/a	Server Consolidation Completion - 2016 Bundle 15	Server	Consolidation	Specific set of servers are consolidated per plan	<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. 					M	Yes		07/01/16
CON-297-067b	CNS-097-097	Server Consolidation Finish	Server	Consolidation	All targeted servers refreshed in place, migrated or virtualized.	<ul style="list-style-type: none"> Deliver to DIR: <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> DIR and DIR Customer Expectations to be decided in January Transition planning sessions 	<ul style="list-style-type: none"> DCS Service Provider Interactions to be decided in January Transition planning sessions 			M			07/01/16
CON-298-068	STM-020-020	Mainframe Processor Upgrades Complete	Mainframe	Consolidation	All 7 processors have been upgraded and old equipment removed.	<ul style="list-style-type: none"> Deliver to DIR: <ul style="list-style-type: none"> Documentation reflecting disposition of the processors to show they are no longer in data center 	<ul style="list-style-type: none"> DIR and DIR Customer Expectations to be decided in January Transition planning sessions 	<ul style="list-style-type: none"> DCS Service Provider Interactions to be decided in January Transition planning sessions 			M			10/01/13
DRP-369.13-150	REC-122-158	Disaster Recovery Test Plan & Schedule (Annually) 2013	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	<ul style="list-style-type: none"> The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> 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 upcoming year After approval, publish DR test plan and schedule 					M	Yes		10/01/13
DRP-369.14-151	REC-122-159	Disaster Recovery Test Plan & Schedule (Annually) 2014	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	<ul style="list-style-type: none"> The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> 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 upcoming year After approval, publish DR test plan and schedule 					M	Yes		10/01/14

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DRP-369.15-152	REC-122-160	Disaster Recovery Test Plan & Schedule (Annually) 2015	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> • 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 upcoming year • After approval, publish DR test plan and schedule 					M		Yes	10/01/15
DRP-369.16-153	REC-122-161	Disaster Recovery Test Plan & Schedule (Annually) 2016	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> • 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 upcoming year • After approval, publish DR test plan and schedule 					M		Yes	10/01/16
DRP-369.17-154	REC-122-162	Disaster Recovery Test Plan & Schedule (Annually) 2017	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> • 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 upcoming year • After approval, publish DR test plan and schedule 					M		Yes	10/01/17
DRP-369-140	REC-122-157	Disaster Recovery Test Plan & Schedule (initial Plan due +3 months after commencement)	All	Recurring - DR Plan	Provide a consolidated disaster recovery test plan and schedule as described in Exhibit 16.	The DR plan and schedule is developed in accordance with Exhibit 16 and will include: <ul style="list-style-type: none"> • 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 upcoming year • After approval, publish DR test plan and schedule 					M		Yes	10/01/12
DRP-410-141a	STS-070-070A	Updated DR Plans - TRGs Phase I Complete	Server	Server	Update the TRGs for remaining D0 and D1 servers	Deliver to DIR: <ul style="list-style-type: none"> - Report confirming all D0 and D1 TRGs have been updated with link to actual TRGs located on the Portal - Excel 					M			07/01/13
DRP-410-141b	STS-070-070B	Updated DR Plans - TRGs Phase II Complete	Server	Server	Update the TRGs for remaining applications	<ul style="list-style-type: none"> • Report (xls) confirming all TRGs have been updated with pointer to actual TRGs 	Review and provide feedback	Review and provide feedback	none	none	M			07/01/14
ENG-377-023	n/a	OTACE Project Charter Approved	All	Planning	Approval of the schedule and milestones to meet the deliverable milestone	<ul style="list-style-type: none"> • 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; 	Participate per Stakeholder Management Plan				C			05/15/12
NET-214-082	STN-035-035	Documenting the networks Finish	Network	Network	Perform Physical Assessment perform in-depth analysis Update documentation;	<ul style="list-style-type: none"> • Inventory documented • Up to date topology maps 					M			08/01/12

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
NET-221-084	STN-036-036	ADC, SDC, and Winters Data Center Network Improvement Plan Finish	Network	Network	Utilizing knowledge created in the documenting milestone, create the network improvement plan, review with DIR, incorporate feedback and complete.	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					M	Yes	Yes	05/01/12
NET-223-085b	STN-040-040	Network Stabilization Finish	Network	Network	All Network Stabilization Tasks have completed and been accepted - Migration of all servers to new networks including SDC Legacy, ADC Legacy and Winters Legacy	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					M	Yes	Yes	07/01/13
NET-CC1-009	STN-036-039	Network Implementation Rolling Migration Strategy to move Servers from Old LAN to New LAN	Network	Network	Create strategy for migrating servers from old network to new network for in ADC and SDC	Deliver to DIR: - Identification of migration approaches for agencies and types of servers	Review and provide feedback on migration strategy		none		I			02/01/13
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	Create rolling plan for migrating servers from old network to new network for in ADC and SDC	Deliver to DIR: - Identification of migration approaches - Servers grouped by migration approach - MS Project Schedule for first 3 months - Milestones identified for implementation of the migration effort.	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	Some servers may not be able to move from old network to new. Mitigate by including server on Consolidation or Triage list. 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.	M		Yes	04/01/13
NET-CC1-011	STN-036-041	Consolidated Data Center New LAN Infrastructure Complete in ADC and SDC	Network	Network	New LAN Infrastructure Installed and ready for use in ADC and SDC	New Network stood up and operational in the ADC and SDC	none		none	none	M		Yes	01/01/13
NET-CC1-012	STN-036-042	Implementation of Short Term Improvements on Current Network at the ADC.	Network	Network	Implementation of Short Term Improvements on Current Network at the ADC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none		none	none	M			01/01/13
NET-CC1-013	STN-036-043	Implementation of Short Term Improvements on Current Network at the SDC.	Network	Network	Implementation of Short Term Improvements on Current Network at the SDC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none		none	none	M			01/01/13
NET-CC1-014	STN-036-044	Implementation of Improvements on Current Network at the Winters Datacenter.	Network	Network	Implementation of Short Term Improvements on Current Network at the Winters Datacenter per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none		none	none	M			05/01/13
NET-CC1-015	STN-036-045	Implementation of Short Term Improvements on Current Network for the	Network	Network	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none		none	none	M			07/01/13
NET-CC1-016	STN-036-046	Plan for Short Term Improvements on Current Networks (ASC, SDC, Winters)	Network	Network	Plans for what will be implemented in Short Term Improvements at the DCS Networks.	Deliver to DIR: - Enhance project plans with implementation milestones and cross project dependencies			None	None	I			09/01/12

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PMO-014-001	n/a	Transformation Plan A Project Charter Approved	All	Planning	Approval of the schedule and high level milestones to meet the deliverable milestone	*Project Charter describes the approach that demonstrates how the subordinate stabilization, optimization, consolidation projects will be integrated into overall plan	Participate per Stakeholder Management Plan	Participate in Planning/kickoff sessions (.C)			I			02/01/12
PMO-016-002	n/a	Transformation Plan A - Develop SCP Tower specific plans	All	Planning	SCP to develop project plans for tower specific (Server, Network, Mainframe) transformation projects	*Initial Project plans for each service tower exist all the in-scope projects with milestones leading to project specific objectives		Develop detail project plans for each project (.R)	SCP will need specific current state information		I			03/01/12
PMO-0186-400	PLM-004-004, PLN-026-026, PLS-058-058, and PLD-100-100	New Customer Integration Plan	All	Planning	Publish New Customer Integration Plan (Critical Deliverable 1.6)	<ul style="list-style-type: none"> Detailed plan of steps and processes for integrating new DIR Customers into the existing Services (mpp, docx) Reflects strategy for sharing infrastructure and transition costs with all DIR Customers equally (docx) 					M		Yes	07/01/13
PMO-020-003	n/a	Transformation Plan A - Develop integrated plan for all towers	All	Planning	MSI to develop an integrated plan.	*Consolidated and rationalized plans are in Clarity to be able to work together to achieve the stabilization.	Participate per Stakeholder Management Plan	Adjust any plans as required by integration activity (.R)			C			04/01/12
PMO-040-004	PLM-002-002, PLN-021-021, PLS-056-056, and PLD-098-098	Transformation Plan - Part A Approved	All	Planning	Review of the integrated Transformation Plan - Part A	<ul style="list-style-type: none"> Draft Program Governance Plan (PGP) (docx) The Program Governance Plan will include: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 	Participate per Stakeholder Management Plan	Informed of plan status	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.		I			05/01/12
PMO-061-008	PLS-057-057	Transformation Plan - Phase 2	All	Planning	Integrated Transformation Plan - Phase 2 (Critical Deliverable 1.4)	Deliver to DIR: Current 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: Clarity reports showing progress of integrated plans Clarity reports showing resource collision detection (people resources and stakeholder resources) Clarity reports showing critical path and appropriate plan dependencies	Participate per Stakeholder Management Plan	SCP manages plans and updates plans in Clarity.			M		Yes	11/01/12
PMO-CC1-001	n/a	Technology and Refresh Program	All	Planning	Establish a Technology and Refresh Program to provide program management in accordance with the Statement of Work in Exhibit 2	Provide to DIR an active on-going program for Technology Planning and Software and Equipment Refresh planning, including: <ol style="list-style-type: none"> 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.	Participate per PGP identified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None		I			09/01/12
PMO-CC1-002	n/a	Transformation Program	ALL	Planning	Establish a Transformation Program to provide program management in accordance with Exhibit 20 and Exhibit 8.	Provide to DIR an active on-going program for Transformation (including Stabilization, Consolidation and Optimization), including: <ol style="list-style-type: none"> 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).	Participate per PGP identified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program			I			08/01/12
PMO-CC1-009	n/a	IT Security Program	All	Planning	Establish an IT Security Program to provide program management in accordance with the Statement of Work in Exhibit 2.	Provide to DIR an active on-going program for IT Security, including: <ol style="list-style-type: none"> 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.	Participate per PGP identified 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		I			09/01/12

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PMO-CC1-003	n/a	Capacity and Availability Program	All	Planning	Establish a Capacity and Availability Program to provide program management in accordance with the Statement of Work in Exhibit 2.	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.	Participate per PGP identified roles and responsibilities	Participate in the development of the PGP and provide information on SCP deliverables related to the Program	None		I			08/15/12
PMO-CC1-004	n/a	Service Management Manual Currency Program	ALL	Planning	Establish a Service Management Manual Currency Program to provide program management over the ongoing updates of the SMM.	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	Participate per PGP identified 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		I			11/15/12
PMO-CC1-005	n/a	Risk Management Program	All	Planning	Establish a Risk Management Program to provide program management in accordance with the Statement of Work in Exhibit 2.	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.	Participate per PGP identified 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		I			10/01/12
PMO-CC1-006	n/a	Disaster Recovery Program	All	Planning	Establish a Disaster Recovery Program to provide program management in accordance with the Statement of Work in Exhibit 2.	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.	Participate per PGP identified 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		I			08/15/12
PMO-CC1-007	n/a	Customer Satisfaction Program	All	Planning	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.	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.	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		I			10/01/12

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PMO-CC1-008	PLM-002-002, PLN-021-021, PLS-056-056, and PLD-098-098	Transformation Plan - Part A Approved	All	Planning	Approval of the Integrated Transformation Plan Part A (Critical Deliverable 1.4)	<ul style="list-style-type: none"> Final Program Governance Plan (PGP) (docx) The Program Governance Plan will include: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 	Participate per Stakeholder Management Plan	Informed of the final plan approval. (.I) Begin execution per plan.		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	08/15/12
PMO-CC1-010	n/a	Service Catalog Improvement Program	All	Planning	Establish a Program for continuous improvement of the Service Catalog	<ul style="list-style-type: none"> Provide to DIR an active on-going program for improving the Service Catalog including: <ol style="list-style-type: none"> 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 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. 	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		I			09/01/12
PRB-145-025	n/a	Problem Management Project Charter Complete	All	Backlog	Approval of the schedule and milestones to meet the deliverable milestone	<ul style="list-style-type: none"> PGP and associated project plan describe the approach and timing to address the Problem Management Backlog. 	Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)			I			05/01/12
PRB-146-026	n/a	Problem Backlog - Assessment	All	Backlog	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.	<ul style="list-style-type: none"> Assessment document (xls) shows the Service Component and disposition of Problem Management Backlog tickets 	Review findings from assessment	Informed of the findings (.I)	Access to Solution Request backlog and the Project backlog as captured in the current system		C			06/21/12
PRB-154-027	STS-064-064, STN-029-029, STD-105-105, STM-007-007	Problem Management Plan Approved	All	Backlog	Approval of the plan to remediate the Problem Backlog	<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. 	Participate per Stakeholder Management Plan to approve the plan	Consulted in the development of the Stabilization Plan (.C)			I			09/15/12
PRB-158-028	STS-065-065, STN-030-030, STD-106-106, STM-008-008	Problem Backlog Stabilization - Implementation	All	Backlog	Execute the approved Problem Backlog Stabilization plan that results in the elimination of the Problem backlog	<ul style="list-style-type: none"> All the valid Problem tickets in the backlog scope identified in the assessment step are closed appropriately. 		Executes Request Backlog stabilization per plan (.R)			M	Yes		07/01/13
RAR-340-118	REC-115-129	Annual Refresh Plan 2013	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/13
RAR-341-119	REC-115-130	Annual Refresh Plan 2014	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/14
RAR-342-120	REC-115-131	Annual Refresh Plan 2015	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/15
RAR-343-121	REC-115-132	Annual Refresh Plan 2016	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/16
RAR-344-122	REC-115-133	Annual Refresh Plan 2017	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/17
RAR-345-123	REC-115-134	Annual Refresh Plan 2018	All	Recurring - Refresh Plan	Annual Equipment and Software Refresh plan as defined in Attachment 3-C	<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 					M		Yes	01/01/18

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RCS-365-138	n/a	Customer Satisfaction Surveys Results - Report (Initial Report due 7 months after Commencement; semi-annually thereafter)	MSI	Recurring - Cust Sat	MSI shall conduct customer satisfaction surveys in accordance with Exhibit 14 to determine the satisfaction of DIR and the DIR Customers concerning the Services	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					M		Yes	02/01/13
RCS-367-139	REC-121-156	Customer Satisfaction Improvement	MSI	Recurring - Cust Sat	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.	• Activities agreed upon and described in the improvement plan are completed.					M		Yes	05/01/13
REQ-094-015	n/a	Service Request Backlog Project Charter Complete	All	Backlog	Approval of the schedule and milestones to meet the deliverable milestone	•PGP and associated project plan describe the approach and timing to address the Solution Request Backlog.	Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)			I			05/01/12
REQ-095-016	n/a	Service Request - Assessment/Triage	All	Backlog	Gather current state data and complete analysis. Includes triage to eliminate expired/no longer valid requests.	•Assessment document (xls) shows the disposition of all the Service Request Backlog tickets	Review findings from assessment	Informed of the findings (.I)	Access to Service Request backlog tickets in the current system		C			05/15/12
REQ-108-017	STS-066-066, STN-031-031, STD-107-107, STM-009-009	Service Request Backlog Schedule Complete	All	Backlog	Approval of the schedule to address the service request backlog	•Service Request Stabilization Plan project plan is resource loaded and ends in the elimination of the Service Request backlog.	Participate per Stakeholder Management Plan	Consulted in the development of the Stabilization Plan (.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			09/15/12
REQ-112-018	STS-067-067,STN-032-032,STD-108-	Service Request Backlog Eliminated	ALL	Backlog	Execution of the Backlog Schedule that results in elimination of the backlog SRs	•All the valid Solution Request tickets in the backlog scope identified in the Assess/Triage step are closed appropriately.					M	Yes		09/15/13
RFS-120-019	n/a	Solution and Project Backlog Project Charter Complete	All	Server	Approval of the schedule and milestones to meet the deliverable milestone	•PGP and associated project plan describe the approach and timing to address the RFS Backlog.	Provide approval per Stakeholder Management Plan	Informed of the Charter and overall plan (.I)		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	I			05/01/12
RFS-121-020	n/a	Solution and Project - Assessment	All	Server	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	•Assessment document shows the proposed disposition of all the backlog solution requests and in-flight projects	Review findings from assessment	Informed of the findings (.I)	Access to Solution Request and the Project as captured in the current system		C			07/01/12
RFS-138-022	STN-034-034, STM-012-012,STS-069-069,STD-110-110	Server Request for Solution (RFS) Finish	All	Server	Resources to work either solution requests or solution request backlog prior to Commencement, whichever is deemed higher priority	Deliver to DIR: - 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.					M	Yes		07/01/13
RSP-346-124a	REC-116-137	Annual Security Plan 2012	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	• 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	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	RISK: Participation of incumbent MITIGATION: DIR Escalation RISK: Participation of DIR Customer and SCP in creation, maintenance, and effective execution of the Security Plan. MITIGATION: Internal escalations, then Governance 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.	M	Yes	Yes	10/01/12

Ref #	SCP Deliverables X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C) Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RSP-347-124	REC-116-138	Annual Security Plan 2013	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	<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 					M		Yes	10/01/13
RSP-348-125	REC-116-139	Annual Security Plan 2014	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	<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 					M		Yes	10/01/14
RSP-349-126	REC-116-140	Annual Security Plan 2015	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	<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 					M		Yes	10/01/15
RSP-350-127	REC-116-141	Annual Security Plan 2016	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	<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 					M		Yes	10/01/16
RSP-351-128	REC-116-142	Annual Security Plan 2017	All	Recurring - Security Plan	Annual Security Plan as defined in Attachment 3-C	<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 					M		Yes	10/01/17
RSP-371.13-144	REC-123-166	Security Patch Compliance Report (October 1st annually) 2013	All	Recurring - Security Patch	Report assessing security patch level compliance (2013)	<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 					M		Yes	10/01/13
RSP-371.14-145	REC-123-167	Security Patch Compliance Report (October 1st annually) 2014	All	Recurring - Security Patch	Report assessing security patch level compliance (2014)	<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 					M		Yes	10/01/14
RSP-371.15-146	REC-123-168	Security Patch Compliance Report (October 1st annually) 2015	All	Recurring - Security Patch	Report assessing security patch level compliance (2015)	<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 					M		Yes	10/01/15
RSP-371.16-147	REC-123-169	Security Patch Compliance Report (October 1st annually) 2016	All	Recurring - Security Patch	Report assessing security patch level compliance (2016)	<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 					M		Yes	10/01/16
RSP-371.17-148	REC-123-170	Security Patch Compliance Report (October 1st annually) 2017	All	Recurring - Security Patch	Report assessing security patch level compliance (2017)	<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 					M		Yes	10/01/17

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RSP-371-141	REC-123-165	Security Patch Compliance Report (three (3) months after Commencement)	All	Recurring - Security Patch	Report assessing security patch level compliance (2012)	<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 					M		Yes	10/01/12
RSR-354-130	REC-117-146	Security Assessment Remediation	All	Recurring - Security Plan	Attachment 17-C provides for DIR initiated Security Testing. The remediation of those findings will be managed in this recurring project on an as needed basis.	<ul style="list-style-type: none"> Analysis of the results from Security Assessment that determines which issues must be remediated All Remediation Actions are ITSM tickets that have been resolved Document completion/results into a Remediation Report that shows the issues were remediated 					M		Yes	3 months after assessment
SMM-363-137	n/a	Service Management Manual Currency - Quarterly (after April 1, 2013)	All	Recurring - SMM	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	<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 					M		Yes	04/01/13
SMT-CC1-020	n/a	SSO Compliance Implemented	All	Server	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>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>			None	None	M			02/18/13
STA-081-013		Backup Infrastructure (SCP Project)	Server	Backup & Recovery	SCP infrastructure project to deploy the build out the new backup solution. MSI will Program Manage.	*New backup solution is deployed per plan and ready for implementation post commencement.					I			10/01/12
STA-087-014	STS-063-063	Complete the Backup and Recovery Plan	Server	Backup & Recovery	Discover current solutions Identify gaps Prioritize gaps Update solution for each server Create procedures	<p>Deliver to DIR:</p> <ul style="list-style-type: none"> Report showing results of server backups from the Symantec Netbackup tool. Results of successful restores Updated schedule/retention/target SRTs Confirmation that all required backups are occurring 					M	Yes		10/01/13
STA-299-068	STS-xxx-059c	Develop Server Build Charter	All	Server	Charter to describe the objective for each type of build - physical or virtual	*The charter contains the design objective for each type of build.					I			06/01/12
STA-300-069	STS-xxx-059d	Server Build Process Improvements Complete	Server	Server	Develops set of processes for server builds that are implemented and able to achieve the target timeframes for the server build criteria	*Measurable, repeatable server build process in alignment with the timeframes defined in the server build criteria					M	Yes		08/01/12
STA-301-070	n/a	Triage Server Refresh Planning and Charter	Server	Server	Prepare the project charter for the Refresh project that will address ~600 servers.	*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.					I			05/01/12
STA-302-071	STS-073-073	Triage Plan and Analysis	Server	Server	Initial plan to Triage Servers complete	<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 					M			08/01/12
STA-302-071a		Triage Plan - Quarterly updates 1	Server	Server	Update plan to complete Triage Review plan with State Update the plan based on input and communicate	<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 					C			11/01/12
STA-302-071b		Triage Plan - Quarterly updates 2	Server	Server	Update plan to complete Triage Review plan with State Update the plan based on input and communicate	<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 					C			02/01/13
STA-302-071c		Triage Plan - Quarterly updates 3	Server	Server	Update plan to complete Triage Review plan with State Update the plan based on input and communicate	<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 					C			05/01/13
STA-303-072	STS-074-074	Complete the Triage Refresh	Server	Server	The servers identified will be refreshed as part of the server stabilization.	*Servers identified in the project plan and PGP are consolidated or refreshed and accepted by DIR Customer.					M	Yes		08/01/13
STA-305-074	STS-072-072	Update Run books Complete	Server	Server	As part of the Knowledge transfer within transition, the Server team will discover and update the run books.	*All Run books are updated and accepted by appropriate DIR Customer					M	Yes		07/01/14
STA-306-075	n/a	Develop Email Currency Project Charter and Plan	Server	Server	Initial planning and Charter preparation for Email Currency Project	*PGP and associated project plan describe the approach and timing to address the Email Software Currency stabilization.					I			05/01/12
STA-307-076	STS-076-076	Email Upgrade Plan	Server	Server	Develop plan to migrate current email to new solution	<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 					M			10/01/12
STA-308-077	n/a	Develop Monitoring Remediation Charter and Plan	Server	Server	Develop the charter and plan for the Monitoring project	*PGP and associated project plan describe the approach and timing to address the Monitoring stabilization.					I			10/01/12

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STA-309-078	n/a	Remediate Servers without Monitoring Completed	Server	Server	Complete the activities contained in the remediation plan	*All servers without monitoring have monitoring or DIR Customer approved alternative					M	Yes		07/01/13
STA-310-079	n/a	Monitoring Thresholds Gap Analysis	Server	Server	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.	*All Servers reviewed, gaps identified and documented, remediation options presented					I			06/01/12
STA-311-080	STL-xxx6-039-6	Deploy Server Tools to support Service Tier Matrix to all servers	Server	Server	Deploy Server Tools to support Service Tier Matrix to all servers Finish	*Remediate servers identified in the server threshold gap analysis					M	Yes		11/01/12
STA-312-xx1	STS-075-075	Server N/N-1 Currency Plan	Server	Server	Plan to bring Server Software up to N/N-1 currency showing approach for each server.	Deliver to DIR: - Report showing list of servers and approach for bringing each to N/N-1					I			09/01/12
STD-313-xx2	STD-101-101	Provide SDC Stabilization and Consolidation Construction Plans to DIR and ASU for Review & Approval	Data Center	Data Center	Provide DIR, ASU with detailed implementation plans and schedules for currently planned Stabilization and Construction Phase projects at the SDC.	Deliver to DIR: Project Plan including: - Description of facility Stabilization and Consolidation activities - Timeframes for facility Stabilization and Consolidation activities - Scheduling constraints and dependencies - Plan approval from ASU					M			05/01/12
STD-314-xx3	STD-102-102	Complete Cooling, Generator and Fire Detection System Improvements at the SDC	Data Center	Data Center	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.	Deliver to DIR: - Completed Operational readiness checklist - Report listing completed change request reference numbers					M			09/01/13
STD-315-xx4	STD-111-111	Data Center ADC Generator Implementation Complete	Data Center	Data Center	Install generator at the ADC	Deliver to DIR: - Completed Operational readiness checklist including failover test results - Report listing the completed change request reference numbers					M			07/01/14
TEP-313-094	n/a	Annual Technology Planning ASE / 2013	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	* 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)					I			06/01/13
TEP-314-095	REC-113-113	Annual Technology Plan / 2013	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	*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					M		Yes	01/15/13
TEP-315-096	n/a	Annual Technology Planning ASE / 2014	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	* 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)					I			06/01/14
TEP-316-097	REC-113-113	Annual Technology Plan / 2014	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	*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					M		Yes	01/15/14
TEP-317-098	n/a	Annual Technology Planning ASE / 2015	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	* 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)					I			06/01/15
TEP-318-099	REC-113-115	Annual Technology Plan / 2015	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	*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					M		Yes	01/15/15
TEP-319-100	n/a	Annual Technology Planning ASE / 2016	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	* 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)					I			06/01/16
TEP-320-101	REC-113-116	Annual Technology Plan / 2016	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	*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					M		Yes	01/15/16
TEP-321-102	n/a	Annual Technology Planning ASE / 2017	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	* 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)					I			06/01/17

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TEP-322-103	REC-113-117	Annual Technology Plan / 2017	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	<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 					M		Yes	01/15/17
TEP-323-104	n/a	Annual Technology Planning ASE / 2018	All	Recurring - Tech Plan	Annual Long Range Planning ASE workshop	<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) 					I			06/01/18
TEP-324-105	REC-113-118	Annual Technology Plan / 2018	All	Recurring - Tech Plan	Annual Technology plan as defined in Attachment 3-C	<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 					M		Yes	01/15/18
TER-333-112	REC-114-121	Technology Roadmap 2013	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TER-334-113	REC-114-122	Technology Roadmap 2014	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TER-335-114	REC-114-123	Technology Roadmap 2015	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TER-336-115	REC-114-124	Technology Roadmap 2016	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TER-337-116	REC-114-125	Technology Roadmap 2017	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TER-338-117	REC-114-126	Technology Roadmap 2018	All	Recurring - Tech Roadmap	Technology Roadmap for Equipment and Software as defined in Attachment 3-C	<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 					M		Yes	06/15/12
TRP-326-106	n/a	Annual Transformation Plan 2013	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/13
TRP-327-107	n/a	Annual Transformation Plan 2014	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/14
TRP-328-108	n/a	Annual Transformation Plan 2015	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/15

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TRP-329-109	REC-xxx-121A	Annual Transformation Plan 2016	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/16
TRP-330-110	REC-xxx-121B	Annual Transformation Plan 2017	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/17
TRP-331-111	REC-xxx-121C	Annual Transformation Plan 2018	All	Recurring - Transformation Plan	Annual Transformation plan as defined in Attachment 3-C	<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 					M		Yes	05/01/18