Appendix 9 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 6-B

Service Management Manual

June 25, 2012

TABLE OF CONTENTS

1. INTRODUCTION 4

2. GENERAL CONTENT AND ORGANIZATION 4

2.1 Purpose 5

2.2 Organizational Overview 5

2.3 Transition and Transformation Activities and Responsibilities 8

2.4 IT Service Management Procedures 11

2.5 Financial Management Procedures 19

2.6 Contract Management Procedures 21

2.7 Relationship Management Procedures 26

2.8 Service Provider Operational Procedures 28

2.9 DIR Customer Operations Manuals 30

1. INTRODUCTION

This document describes the general content and organization of the Service Management Manual (or the "Manual") that will be developed to support governance of the Agreement. It is intended that the structure of the Service Management Manual as a Deliverable from the Service Provider will require that the individual compliance requirements and business rules of each participating DIR Customer are separately identified where applicable for each section or component part of the Service Management Manual.

The Service Management Manual is intended to be maintained and updated on a regular basis. Upon the Commencement Date and at the key milestones identified during the performance of Transition Services and Transformation Services, Service Provider will be required to complete significant additional detail to record the further development of the Service Management Manual to be applied in the performance of the Services by Service Provider. The milestones and the level of detail required will be detailed in **Attachment 3-C**.

2. GENERAL CONTENT AND ORGANIZATION

The table below provides the general organization and content of the Service Management Manual. Although not intended to replicate the Agreement, the Service Management Manual should provide comprehensive documentation of the procedures that will be followed to implement and manage the Agreement and the overall relationship. Specific references to detailed text or requirements in the Agreement may be incorporated within the Service Management Manual.

The responsibilities of the Service Provider and DIR should be clearly indicated within the document (including specific responsibilities by job title or function). The Service Management Manual will be used jointly by the Parties to assist with overall coordination and communication regarding the Agreement.

Content	Due Date	Description
2.1 Purpose		
	60 days after Effective Date	The Service Provider should describe the purpose of the Service Management Manual. This section should address who should use the Manual, how the Manual is organized, how the initial version and updates will be distributed, version control procedures for the Manual, document naming standards, when updates will occur, and procedures for authorizing and implementing updates. It is intended that the structure of the Manual will require that the individual compliance requirements and business rules of each participating DIR Customer are separately identified where applicable for each section or component part of the Manual.
2.2 Organizational Overview		
1. DIR Governance Organization 1.1. Org Chart 1.2. Key Individuals, Role and Contact Information	60 days after Effective Date	Include organization charts, description of functions performed, contact information. Describes the DCS Governance Organization including: • DCS Governance Committee Structure • Solution Group

Content	Due Date	Description
		• IT Leadership Committee • Business Executive Leadership Committee • Agency Partner Groups
2. Service Provider Management and Delivery Organization 2.1 MSI 2.1.1 MSI Organizational Chart 2.1.2 MSI Key Individuals, Role and Contact Info 2.2 Server 2.2.1 Organizational Chart 2.2.2 Key Individuals, Role and Contact Info 2.3 Mainframe 2.3.1 Organizational Chart 2.3.2 Key Individuals, Role and Contact Info 2.4 Data Center 2.4.1 Organizational Chart	60 days after Effective Date	Include organization charts, description of functions performed, contact information.

Content	Due Date	Description
2.4.2 Key Individuals, Role and Contact Info 2.5 Network 2.5.1 Organizational Chart 2.5.2 Key Individuals, Role and Contact Info 2.6 Print and Mail 2.6.1 Organizational Chart 2.6.2 Key Individuals, Role and Contact Info		
3. Key Contacts – DIR 3.1. DIR Key Individuals, Role and Contact Information 3.2. DIR Customer Key Individuals, Role and Contact Information	60 days after Effective Date	A list of contacts that are key users of the Services and/or perform a liaison function in regard to the Services (by DIR and DIR Customer, by location).
4. Key Contacts – Third Parties 4.1. Third Parties, Role, Contact Information, detail for initiating support, escalation procedures and contacts	60 days after Effective Date	A list of key Third Parties (maintenance providers, software providers, telecom carriers, etc).

Content	Due Date	Description
2.3 Transition and Transformation Activities and Responsibilities		
1. Overall Management and Reporting Process 1.1. DIR Transition Management Structure 1.1.1. Transition Organizational Chart 1.1.2. Roles / Responsibilities 1.1.3. Key Individuals and Contact Info 1.1.4. Reporting / Review Process 1.2. DIR Customer Transition Management Structure 1.2.1. Agency 1 Transition Management Structure 1.2.2. Roles/Responsibilities 1.2.3. Key Individuals and Contact Info 1.2.4. Reporting / Review Process 1.3. MSI Transition Management Structure 1.3.1. Organizational Chart 1.3.2. Roles / Responsibilities	30 days after Effective Date for Transition 60 days after Effective Date for Transformation	A description of DIR and Service Provider management structure, reporting, and review process associated with Transition Services and Transformation Services, including Stabilization and Consolidation.

Content	Due Date	Description
1.3.3. Key Individuals and Contact Info 1.3.4. Reporting / Review Process 1.4. SCP Transition Management Structure (for all towers) 1.4.1. Organizational Chart 1.4.2. Roles / Responsibilities 1.4.3. Key Individuals and Contact Info 1.4.4. Reporting / Review Process 1.5. DIR Transformation Management Structure 1.5.1. Transformation Organizational Chart 1.5.2. Roles / Responsibilities 1.5.3. Key Individuals and Contact Info 1.5.4. Reporting / Review Process 1.6. DIR Customer Transformation Management Structure 1.6.1. Transformation Management Structure (by agency) 1.6.2. Roles/Responsibilities 1.6.3. Key Individuals and Contact Info (by		

Content	Due Date	Description
agency) 1.6.4. Reporting / Review Process 1.7. MSI Transformation Management Structure 1.7.1. Organizational Chart 1.7.2. Roles / Responsibilities 1.7.3. Key Individuals and Contact Info 1.7.4. Reporting / Review Process 1.8. SCP Transformation Management Structure (for each tower) 1.8.1. Organizational Chart 1.8.2. Roles / Responsibilities 1.8.3. Key Individuals and Contact Info 1.8.4. Reporting / Review Process		
2. Interim Relationship Management Procedures 2.1. Policies 2.2. Processes	15 days prior to Commencement Date	The procedures and responsibility for communication and coordination with DIR, DIR Customers, employees, Third Party Vendors, etc. A description of the responsibilities of all Parties.
3. Human Resource Transition	14 days after	The procedures and responsibilities regarding finalization of HR-transition

Content	Due Date	Description
3.1. Policies 3.2. Processes	Effective Date	activities. A description of the responsibilities of all Parties.
4. Other Transition and Transformation Procedures and Responsibilities 4.1. Identify other Transition and Transformation Procedures and Responsibilities 4.2. Policies 4.3. Processes	46 days after Commencement Date	Any other pertinent procedures and responsibilities required specifically for the performance of Transition and Transformation.
2.4 IT Service Management Procedures		
1. Service Desk 1.1. Policies 1.2. Processes 1.3. Procedures 1.4. Work Instructions	15 days prior to Commencement Date	The facilities, associated technologies, and fully trained staff who respond to Calls, coordinate all Incident Management, Problem Management and Request Management activities, and act as a single point of contact for Authorized Users in regard to the Services.
2. Incident Management 2.1. Policies	15 days prior to Commencement Date	The use of people, processes and technology with the primary goal to restore normal Service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best

Content	Due Date	Description
2.2. Processes 2.3. Procedures 2.4. Work Instructions		achievable levels of service quality and availability are maintained. This section includes Incident Management and Major Incident Management.
3. Problem Management 3.1 Policies 3.2 Processes 3.3 Procedures 3.4 Work Instructions	15 days prior to Commencement Date	The process, software, techniques and procedures that aid in identification, tracking, communication, and resolution of Problems arising in Customer's IT Environment, and resolving those Problems arising from or related to the Services. The goal of Problem Management is to minimize the adverse impact of Incidents and Problems on the business that are caused by errors within the IT infrastructure, and to prevent recurrence of Incidents related to these errors. In order to achieve this goal, Problem Management seeks to get to the root cause of Incidents and then initiate actions to improve or correct the situation.
4. Change Management 4.1 Policies 4.2 Processes 4.3 Procedures 4.4 Work Instructions	15 days prior to Commencement Date	The processes relating to planning and performing all changes in IT environment pertaining to the Services, including changes to individual components and coordination of changes across all components. The Change Management processes will support and include checkpoints to determine any potential or required operational Change management procedures and includes a process of controlling changes to the infrastructure or any aspect of Services, in a controlled manner, enabling approved changes with minimum disruption.
5. Configuration and Asset Management 5.1 Policies 5.2 Processes 5.3 Procedures	15 days prior to Commencement Date	The process of identifying and defining CIs in a system, recording and reporting the status of CIs and RFCs, and verifying the completeness and correctness of the CIs. This section includes descriptions of the logical relationships between CIs that are to be stored in the CMDB.

<table>
<tr><th>Content</th><th>Due Date</th><th>Description</th></tr>
<tr><td>5.4 Work Instructions</td><td></td><td>The following data fields are required as a minimum for Asset/Configuration Management (any number of these may require that auditing be enabled.):
<table>
<tr><th>Physical Attributes</th><th>Logical Attributes</th></tr>
<tr><td>CI Name</td><td>System Role</td></tr>
<tr><td>Serial Number</td><td>Primary Capability</td></tr>
<tr><td>State Asset Tag</td><td>Capability</td></tr>
<tr><td>Owner</td><td>Complexity</td></tr>
<tr><td>Ownership Type</td><td>Priority</td></tr>
<tr><td>Funding Source</td><td>Storage (currently TPC tool)</td></tr>
<tr><td>Purchase Date</td><td>24 x 7 Access</td></tr>
<tr><td>Life Cycle Dates</td><td>OS Billing Platform</td></tr>
<tr><td>Status</td><td>Operating System (OS)</td></tr>
<tr><td>Physical Location</td><td>OS Version</td></tr>
<tr><td>Region</td><td>OS Manufacturer</td></tr>
<tr><td>Product Name</td><td>Last Scan Date</td></tr>
<tr><td>CI Type</td><td>Audit Report</td></tr>
</table></td></tr>
</table>

Content	Due Date	Description	
		Model/Version	**Relationships**
		Manufacturer	**Applications**
		Supplier Name	**Application SW Info**
		Tier	**Disaster Recovery Priority**
		Asset Classification	**Customer Project Identification**
			Drivers and Version Numbers
		Date of Last Inventory	**Service Pack**
			Network Protocol
			Assigned IP Address(s)
			DNS Host Name
			Domain
			Physical or Virtual Identifier
			Funding Source
			Memory allocated
			Installation date **Related CIs**

Content	Due Date	Description
6. Release Management 6.1 Policies 6.2 Processes 6.3 Procedures 6.4 Work Instructions	46 days after Commencement Date	The process responsible for planning, scheduling and controlling the movement of Releases to Test and Live Environments. The primary objective of Release Management is to ensure that the integrity of the Live Environment is protected and that the correct Components are released. Release Management works closely with Configuration Management and Change Management.
7. Request Management and Fulfillment 7.1 Policies 7.2 Processes 7.3 Procedures 7.4 Work Instructions	15 days prior to Commencement Date	The process responsible for managing the lifecycle of all Service Requests. This section will include the cycle times for Service Requests used to measure the Request Fulfillment SLA. It will include the policies, process, and procedures for updating, authorizing, and publishing modifications to the Service Request cycle times.
8. Availability Management 8.1 Policies 8.2 Processes 8.3 Procedures 8.4 Work Instructions	46 days after Commencement Date	The process responsible for defining, analyzing, Planning, measuring and improving all aspects of the Availability of IT services. Availability Management is responsible for ensuring that all IT Infrastructure, Processes, tools, roles etc. are appropriate for the agreed Service Level targets for Availability.
9. Capacity Management 9.1 Policies 9.2 Processes 9.3 Procedures	46 days after Commencement Date	The process responsible for ensuring that the Capacity of IT Services and the IT Infrastructure is able to deliver agreed Service Level targets in a cost effective and timely manner. Capacity Management considers all Resources required to deliver the IT Service, and plans for short, medium and long term business requirements.

Content	Due Date	Description
9.4 Work Instructions		This section will include capacity monitoring, and capacity planning activities.
10. Technology Planning 10.1 Policies 10.2 Processes	60 days after Effective Date – to address maintenance and updates to 8-A 46 days after Commencement Date – for remaining scope	The processes responsible for ensuring that the technical solution is properly documented and maintained, including version control, authorization, and publication procedures. This section includes policies, processes, and procedures to govern the updates to the technical solution initially documented in **Attachment 8-A** , the Annual Technology Plan, the Standard Products, and n/n-1 currency This section includes Long-Range Planning.
11. Service Level Management (SLM) 11.1 Policies 11.2 Processes 11.3 Procedures 11.4 Work Instructions	15 days prior to Commencement Date	The process responsible for managing and reporting SLAs, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, OLAs, and Underpinning Contracts, are appropriate for the agreed Service Level targets. SLM monitors and reports on Service Levels, facilitates Service Delivery Failure actions with the appropriate Governance Committee and holds regular DIR Customer reviews. This section also includes Critical Service Level and Key Measurement Definitions, Tools and Methodologies (initial content from **Attachment 3-B**), Service Level Examples (initial content from **Attachment 3-D**), and Service Level Severity Levels (initial content from **Attachment 3-E**). It includes the processes for adding new service levels and modifying service levels based on continuous improvement or DIR request.

Content	Due Date	Description
12. IT Service Continuity Management (ITSCM) 12.1 Policies 12.2 Processes 12.3 Procedures 12.4 Work Instructions	15 days prior to Commencement Date	The process responsible for managing risks that could seriously impact IT Services. ITSCM ensures that the IT Service Provider can always provide minimum agreed Service Levels, by reducing the risk to an acceptable level and Planning for the recovery of IT Services. ITSCM should be designed to support Business Continuity Management. This section also includes the policies, processes, and procedures for maintenance of the Disaster Recovery plans and the Disaster Recovery test schedule. It should include test roles and responsibilities and test personnel resources (both State and DCS Services Providers) Note: The actual Disaster Recovery Plan updates are due in accordance with the Critical Deliverable dates specified in **Attachment 3-C**.
13. Risk Management	15 days prior to Commencement Date	The process to identify, assess and control risks. This includes analyzing the value of assets to the business, identifying threats to those assets, and evaluating how vulnerable each asset is to those threats.
14. Information Security Management 14.1 Policies 14.2 Processes 14.3 Procedures 14.4 Work Instructions	15 days prior to Commencement Date	The process that ensures the confidentiality, integrity and Availability of an organization's Assets, information, data and IT Services. Information Security Management usually has a wider scope than the Service Provider. It normally includes handling of paper, building access, phone calls etc., for the entire organization. This section includes physical access and security, logical access and security, background check requirements, identity and access management, use of the Security Clearance Database, the process for reporting and managing a Security Incident, and the CJIS Reporting Form.

Content	Due Date	Description
		Background checks are required for: 1) Any unescorted access on the consolidated data center(s) raised floor 2) Any unescorted access to DIR customer server or network location 3) anyone logged onto a DIR Customer server or network 4) anyone reviewing documentation about DIR Customer servers or networks 5) anyone logged onto the DCS Network 6) all system administrators 7) all database administrators 8) all project managers 9) anyone who has privileged access to any servers 10) anyone accessing any DFPS Customer data, information, or documentation
15. Project Management and Support 15.1 Policies 15.2 Processes 15.3 Procedures 15.4 Work Instructions	15 days prior to Commencement Date For Demand Management (Pool), due C+0	Project Management and Support will align projects to DIR requirements and deliver projects and Solution Requests from request through end-to-end solutioning including turnover to the DIR Customer and validation that project requirements were met in terms of timing, quality, and cost. This section will also include policies, processes, and procedures related to work prioritization and project pool utilization.
16. Service Catalog 16.1 Policies	15 days prior to Commencement	A database or structured Document with information about select Services, including those available for Deployment. The Service Catalog is the only part of the Service portfolio published to DIR Customers, and is used to

Content	Due Date	Description
16.2 Processes 16.3 Procedures 16.4 Work Instructions	Date	support the request and delivery of select Services. The Service Catalog may include information about Deliverables, cycle times, prices, contact points, ordering and request processes. This section should address who should use the Service Catalog, how the Service Catalog is organized, how the initial content is determined, the procedures for users to request updates to the Service Catalog, and procedures for authorizing and implementing updates.
17. Quality Management 17.1 Policies 17.2 Processes	60 days after Commencement Date	The Service Provider will describe the process for executing and managing the quality assurance program to ensure the processes are achieving the desired outcome.
18. Record Retention	15 days prior to Commencement Date	The Service Provider will describe the process for the proper retention and disposal of state of Texas data and information managed by the Service provider on behalf of DIR and DIR Customers.
2.5 Financial Management Procedures		
1. Invoicing 1.1 Policies 1.2 Processes	15 days prior to Commencement Date	The Service Provider should describe procedures for invoicing (and verification of invoice by DIR). The content should include procedures for calculating Resource Unit volumes for pricing (per Service Component, as applicable), invoicing of Projects, Hardware Services Charge, Software Services Charge, Property

Content	Due Date	Description
1.3 Procedures 1.4 Work Instructions		Tax, etc. The content should address the policies, processes, and procedures to initiate, transfer, or stop billing HSC amounts for hardware and RU charges for server instances, storage, and tape. The content should include procedures regarding reimbursement credits. The content should include procedures regarding disputed invoice amounts.
2. Chargeback 2.1 Policies 2.2 Processes 2.3 Procedures 2.4 Work Instructions	15 days prior to Commencement Date	The Service Provider should describe procedures for charge back of costs related to the Services and the overall Agreement to DIR Customers (to include responsibilities and support by both the Service Provider and DIR).
3. Budgeting 3.1 Policies 3.2 Processes	6 months after Commencement Date	The Service Provider should describe how it would assist DIR with the annual budgeting cycle. Process should include estimation of Resource Unit volumes (by Service Component and DIR Customer as appropriate), potential Projects, review cycle, etc. The content should include the responsibilities of Service Provider, DIR, and DIR Customers.
4. Forecasting 4.1 Policies	6 months after Commencement Date	The Service Provider should describe procedures for forecasting cost versus budget.

Content	Due Date	Description
4.2 Processes 4.3 Procedures		
5. Procurement 5.1 Policies 5.2 Processes	15 days prior to Commencement Date	The Service Provider should describe procedures for procurement Services (where Service Provider performs procurement on behalf of DIR, as applicable). The content should include responsibilities and process for both DIR staff and Service Provider.
6. Service Level Credits and Earnback 6.1 Policies 6.2 Processes 6.3 Procedures	15 days prior to Commencement Date	The Service Provider should describe procedures for calculating Service Level Credits on invoices and Earnback calculations.
7. Sub Contracting and HUB Sub Contracting Reporting	15 days prior to Commencement Date	The Service Provider should describe the process for maintaining the Sub Contracting and Hub Sub Contracting arrangements and reporting to comply with the State's statutes and rules.
2.6 Contract Management Procedures		
1. Contract Change Control	15 days prior to Commencement	The Service Provider should describe procedures regarding changes to the

Content	Due Date	Description
1.1. Policies 1.2. Contract Change 1.2.1.Processes 1.2.2.Procedures 1.3. New Service 1.3.1.Processes 1.3.2.Procedures	Date	Agreement, including changes to any Exhibit or Attachment. Content should include procedures to classify services as a New Service, and resulting process to change the Agreement (including pricing). Content should include notification period and process, authority levels, and escalation procedures for changes to the Agreement.
2. Contract Deliverables Management 2.1. Policy 2.2. Milestone Deliverable and Checkpoint Review 2.2.1 Procedures 2.2.2 Responsibilities	30 days after Effective Date	The Service Provider should describe the procedures required to deliver, review and approve contract deliverables. At a minimum the following processes will be developed for Milestone Deliverable and Checkpoint Review: **Checkpoint Deliverables shall be reviewed as follows:** 1. At the start of the project, the Service Provider will describe the checkpoints included in the plan and the expected form that each checkpoint will take. 2. On or before the due date, the Service Provider will submit materials for the checkpoint review. Since checkpoints apply to both Transition and Transformation projects, the recipient of the material will be project specific. • Materials will vary depending on the actual project. They may be work-products, drafts, preliminary or initial findings, models or examples. • The submission will include a proposed agenda for a review meeting and suggested attendees.

Content	Due Date	Description
		3. Service Provider will host the review meeting. 4. DIR and/or DIR Customer will provide guidance on material, progress of the end Milestone Deliverable and suggest recommended changes, if any. 5. Service Provider will publish minutes of the meeting that document any recommendations and the associated changes. DIR will review and approve the meeting minutes. 6. Once the meeting minutes are approved, the checkpoint is completed and will be marked as such in the project plan. 7. Any unresolved issues from the checkpoint review meeting will be escalated to DIR and Service Provider management for resolution. **Milestone Deliverable (Interim and Major) shall be reviewed as follows:** 1. At the start of the project, the Service Provider will describe the Deliverables and Acceptance Criteria to be contained at completion of each milestone. • The materials will be specific to the type of milestone, and will follow the criteria developed for each milestone type in the Transition or Transformation Plan. • Acceptance Criteria may include project plans, design, test and build-out plans, testing plans, functional and system performance test criteria, technical architecture diagrams, reports, and other criteria appropriate to the verification of Acceptance Criteria for the milestone type. 2. At the completion of the milestone task, the Service Provider will submit the deliverable packet to DIR. 3. DIR will provide Acceptance Review and notification of any noncompliance in writing within the Acceptance Review period for the

Content	Due Date	Description
		type of Milestone per **Section 4.6** of the Agreement 4. The Acceptance Review Period will be ten (10) days for Interim milestones, and thirty (30) days for Major Milestones unless otherwise stated in the Acceptance Criteria.
3. Reporting 3.1. Policies 3.2. Key Reports 3.2.1.Processes 3.2.2.Procedures 3.2.3.Work Instructions 3.3. Ad hoc Reports 3.3.1.Processes 3.3.2.Procedures 3.3.3.Work Instructions 3.4. New Reports 3.4.1.Processes 3.4.2.Procedures 3.4.3.Work Instructions	6 months after Commencement Date	The Service Provider should describe procedures and activities regarding key standard Reports and requests for ad hoc reports from DIR and DIR Customers.
4. Benchmarking 4.1. Policies	6 months after Commencement	The Service Provider should describe procedures for Benchmarking exercises, including determination and agreement of benchmark firm, sample peer group and process used for benchmark, payment for

Content	Due Date	Description
4.2. Processes 4.3. Procedures	Date	benchmark, review of results, and potential outcome. Content should include dispute resolution process.
5. Auditing 5.1. Policies 5.2. Operational Audit 5.2.1.Processes 5.2.2.Procedures 5.3. Financial Audit 5.3.1.Processes 5.3.2.Procedures	15 days prior to Commencement Date – for SSAE 16 6 months after Commencement Date	The Service Provider should describe procedures for operational and/or financial audits (as required by State of Texas auditing and/or regulatory agencies). The Service Provider should describe notification process and procedures to resolve audit findings. This section should address reporting of controls in accordance with SSAE 16.
6. Service Provider Key Personnel and Subcontractors 6.1. Policies 6.2. Key Personnel 6.2.1.Processes 6.2.2.Procedures 6.3. Subcontractor 6.3.1.Processes 6.3.2.Procedures	60 days after Effective Date	The Service Provider should describe procedures for DIR approval regarding replacement or removal of Service Provider Key Personnel and major Subcontractors to Service Provider.
7. Dispute Resolution	46 days after Commencement	The Service Provider should describe procedures regarding formal dispute

Content	Due Date	Description
7.1. Policies 7.2. Processes 7.3. Procedures	Date	resolution process used to comply with **Section 19.1** of the Agreement.
8. Issue Management 8.1. Policies 8.2. Processes 8.3. Procedures	46 days after Commencement Date	The Service Provider should describe procedures regarding issue management process.
9. New Customer Integration	6 months after Commencement	The Service Provider should describe the process for integrating new DIR Customers into the existing services.
2.7 Relationship Management Procedures		
1. Customer Satisfaction Surveys 1.1. Policies 1.2. Processes 1.3. Procedures	6 months after Commencement Date	The Service Provider should describe the process to be used for conducting customer satisfaction surveys. Content should include procedures regarding action items and attempts to resolve customer issues.
2. DIR Customers - DIR Customer Relationship	15 days prior to	The Service Provider should describe procedures and responsibilities

Content	Due Date	Description
Management 2.1. Policies 2.2. Processes 2.3. Procedures	Commencement Date	regarding the relationship between DIR, DIR Customers and the Service Provider. Content should include procedures regarding communication and coordination regarding work requests, Service delivery issues, budgeting and financial issues, etc.
3. Authorized Users - DIR Customer Service Delivery Management 3.1. Policies 3.2. Processes 3.3. Procedures	15 days prior to Commencement Date	The Service Provider should describe procedures and responsibilities regarding responding to Authorized Users (including listing of Authorized Users) problems, requests, and questions.
4. Third Party Vendors 4.1. Policies 4.2. Processes 4.3. Procedures	15 days prior to Commencement Date	Service Provider to describe procedures for relationship regarding Third Party Vendors which may provide services, Equipment, and/or Software that are ancillary to (or support) the overall delivery of Services. Procedures and coordination with key Third Party Vendors should be documented.
5. Other Third Parties 5.1. Policies 5.2. Processes 5.3. Procedures	15 days prior to Commencement Date	The Service Provider should describe procedures for any other contact or requests from other Third Parties in regard to the Agreement.

Content	Due Date	Description
2.8 Service Provider Operational Procedures		
2. Operational Procedures (by Service Component, as applicable) 1.1. Server 1.1.1.Function 1 1.1.1.1. Policies 1.1.1.2. Processes 1.1.1.3. Procedures 1.1.2.Function n 1.1.2.1. Policies 1.1.2.2. Processes 1.1.2.3. Procedures 1.2. Mainframe 1.2.1.Function 1 1.2.1.1. Policies 1.2.1.2. Processes 1.2.1.3. Procedures	Delivery 1: 60 days after Effective Date Delivery 2: 15 days prior to Commencement Date Delivery 3: 6 months after Commencement Date	The Service Provider should describe the activities that the Service Provider proposes to undertake in order to provide the Services, including those directions, supervision, monitoring, staffing, reporting, Planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services similar to the Services. Included in the Procedures sections will be Service Responsibilities matrices (SRMs) which map functional service areas that potentially overlap Service Provider responsibility and State responsibility required to deliver business solutions to the DIR Customers (e.g. a RACI). Delivery 1 should include the recommended table of contents for each Service Component Provider and the proposed subsequent delivery phase (Delivery 2 or 3). Examples: Batch Management, Production Mail Management, Database Management, External Storage Media Management, Portal Governance, etc.

Content	Due Date	Description
1.2.2. Function n 1.2.2.1. Policies 1.2.2.2. Processes 1.2.2.3. Procedures 1.3. Data Center 1.3.1. Function 1 1.3.1.1. Policies 1.3.1.2. Processes 1.3.1.3. Procedures 1.3.2. Function n 1.3.2.1. Policies 1.3.2.2. Processes 1.3.2.3. Procedures 1.4. Network 1.4.1. Function 1 1.4.1.1. Policies 1.4.1.2. Processes 1.4.1.3. Procedures		

Content	Due Date	Description
1.4.2. Function n 1.4.2.1. Policies 1.4.2.2. Processes 1.4.2.3. Procedures 1.5. Print and Mail 1.5.1. Function 1 1.5.1.1. Policies 1.5.1.2. Processes 1.5.1.3. Procedures 1.5.2. Function n 1.5.2.1. Policies 1.5.2.2. Processes 1.5.2.3. Procedures		
2.9 DIR Customer Operations Manuals		
1. Individual DIR Customer Operations Manual 1.1. DIR Customer 1	In Accordance with the Transformation	The Service Management Manual will also contain specific sections dedicated to operational procedures for Services provided to individual DIR Customers (each a "**DIR Customer Operations Manual**"). Each DIR

Content	Due Date	Description
1.1.1. Customer Specific Run Procedures 1.1.1.1. Policies 1.1.1.2. Processes 1.1.1.3. Procedures 1.1.1.4. Work Instructions 1.1.2. Customer Specific Data Practices 1.1.2.1. Policies 1.1.2.2. Processes 1.1.2.3. Procedures 1.1.2.4. Work Instructions 1.1.3. Customer Specific Disaster Recovery Practices 1.1.3.1. Policies 1.1.3.2. Processes 1.1.3.3. Procedures 1.1.3.4. Work Instructions 1.1.4. Customer Specific Notification 1.1.4.1. Policies 1.1.4.2. Processes 1.1.4.3. Procedures 1.2. DIR Customer n	Stabilization Plan	Customer Operations Manual will address unique operational requirements of the respective DIR Customer, including operational areas such as the following: • Runbooks • Data safeguarding, use and release restrictions • Data security policies • Disaster Recovery requirements • Notification levels and procedures (e.g. problems and initial Severity Level procedures)

Content	Due Date	Description
1.2.1. Customer Specific Run Procedures		
1.2.1.1. Policies		
1.2.1.2. Processes		
1.2.1.3. Procedures		
1.2.1.4. Work Instructions		
1.2.2. Customer Specific Data Practices		
1.2.2.1. Policies		
1.2.2.2. Processes		
1.2.2.3. Procedures		
1.2.2.4. Work Instructions		
1.2.3. Customer Specific Disaster Recovery Practices		
1.2.3.1. Policies		
1.2.3.2. Processes		
1.2.3.3. Procedures		
1.2.3.4. Work Instructions		
1.2.4. Customer Specific Notification		
1.2.4.1. Policies		
1.2.4.2. Processes		
1.2.4.3. Procedures		