



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

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

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Between

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

*and*

**Capgemini America, Inc.**

**Attachment 19-A  
Transition Milestones**

June 25, 2012

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

<b>Definitions of Fields</b>	
<b>Ref ID #</b>	Unique identifier used to cross-reference to payment milestones in <b>Attachment 4-A</b> .
<b>Milestone</b>	Name of the milestone
<b>Service Component</b>	The Service Component associated with this milestone, choices must be one of: Server, Network, Data Center, Mainframe, Print-Mail , MSI, or All.
<b>Category</b>	Name of a grouping of activities (e.g., Service Desk, security)
<b>Description</b>	Description of the activities comprising the milestone
<b>Acceptance Criteria</b>	Description of Acceptance Criteria (as defined in <b>Exhibit 1</b> ), which will indicate completion of the milestone.
<b>Expectations of DIR and DIR Customer</b>	Description of the expectations of DIR and DIR Customers necessary for Service Provider to complete the milestone (e.g., resources, maintenance windows, facility access)
<b>Interactions with other DCS Service Providers</b>	Description of the activities Service Provider will coordinate with the other DCS Service Providers for successful completion of the milestone.
<b>Interactions with the Incumbent Service Provider</b>	Description of the activities Service Provider will coordinate with the Incumbent Service Provider for successful completion of the milestone.
<b>Risks/Mitigation</b>	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.
<b>Interim (I) or Major (M) or Checkpoint (C) Milestone</b>	Indicate 'I' if an interim milestone; 'M' if a major milestone; 'C' if a checkpoint milestone.
<b>Payment Milestone</b>	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in <b>Attachment 4-A</b> .
<b>Critical Deliverable</b>	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in <b>Attachment 3-A</b> and <b>Attachment 3-C</b> .
<b>Due Date (mm/dd/yy)</b>	Date when the milestone will be completed in mm/dd/yy format.

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CAT-1019-37		Service Catalogue Design	All	Service Catalogue	Identify services to be included in service catalog Design service catalog structure	<ul style="list-style-type: none"> <li>• Publication of service catalog functional and technical design documents</li> <li>• Design reflects the technical interfaces between the Remedy ITSM system and the enhanced Portal</li> <li>• Content for Service Catalog developed including the descriptions, delivery times, and costs of services that may be ordered by DIR</li> </ul>	DCS Transition Solution Group review and approve service catalogue requirements and design	Provide content input	none		I			03/19/12
CAT-1029-38		Service Catalogue Test	All	Service Catalogue	Test Service Catalog Functionality	Validate that service catalog functionality achieve the documented functional and technical design criteria	DCS Transition Solution Group review and approve service catalogue test criteria	Test Service Catalog Functionality	none		I			06/11/12
CAT-1037-39		Service Catalogue Load & Validate Base Data	All	Service Catalogue	Validate Base Data Load	Validation that base data is accurate and complete and that service catalogue is available to DIR and DIR Customers and reflects the content of the Service Catalog design	DCS Transition Solution Group review and approve	Validate Base Data Load	none		M	Yes		07/01/12
CHB-1378-57		Chargeback Requirements and Analysis	All	Chargeback	Confirm client requirements via review of SOW's and conducting onsite workshops, document requirements	<ul style="list-style-type: none"> <li>• Published requirements documents:</li> <li>• Functional Chargeback Requirements Document aligns with and accurately reflect requirements of Exhibit 2.1</li> <li>• Final Requirements Document approved (signoff by DIR, Agencies and SCPs)</li> </ul>	Availability for workshops, review and inputs to requirements documents	Involvement in workshops and documentation of requirements	N/A		I			04/06/12
CHB-1384-58		Chargeback Process Development	All	Chargeback	Tailoring of processes for Multi-supplier Environment & ITFM	<ul style="list-style-type: none"> <li>• Published chargeback processes reflect data work flow design requirements and meet the requirements specified in the Chargeback Requirements Document:</li> <li>• DIR Customer signoff on invoice format and delivery protocol</li> <li>• DIR, DIR Customer and SCPs signoff on approach for invoice dispute resolution</li> </ul>	Review and provide inputs	Involvement in tailoring of processes for Multi-supplier Environment & ITFM	N/A		I			06/15/12
CHB-1387-59		Chargeback Interface Development (ITSM/FTP/Webforms to SRDB)	All	Chargeback	Build and unit test interfaces between SCPs and the SRDB	<ul style="list-style-type: none"> <li>• Published interface requirements</li> <li>• Completed system test to include test scripts, conditions and expected results</li> <li>• System test results</li> <li>• Service Reporting Database</li> </ul>	N/A	Involvement in build and system test of interfaces between SCPs and the SRDB, review and provide inputs to interfaces	N/A		I			04/06/12
CHB-1393-60		Chargeback ITFM Application Design (Visual Prototype)	All	Chargeback	Iterative Design, Review, Feedback, Revision of ITFM	<ul style="list-style-type: none"> <li>• Chargeback design specification document and prototype reflect requirements of Exhibit 2 and Exhibit 4 (docx and visual prototype functionality)</li> </ul>	Participation in iterative Design/Review/Feedback/Revision of ITFM, review and provide inputs to ITFM design	Informed of iterative Design/Review/Feedback/Revision of ITFM	N/A		I			04/06/12
CHB-1399-61		Chargeback ITFM Configuration and System Test (SRDB to Invoice)	All	Chargeback	Configuration and data loading and system testing of ITFM	<ul style="list-style-type: none"> <li>• ITFM configured, ready for Validation and Testing:</li> <li>• Data provided by SCPs</li> <li>• Completed system test to include test scripts, conditions and expected results</li> <li>• Each data stream tested and validated against expected results by the SCPs</li> <li>• SCPs to signoff on each data stream</li> <li>• MSI to validate system test results</li> </ul>	N/A	Provide Test Data for testing according to the agreed schedule  Informed of configuration/data loading and system testing of ITFM	N/A		I			06/15/12

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CHB-1404-62	AAM-10067-013	Chargeback Validation and Testing (UAT)	All	Chargeback	Conduct UAT for each SCP, from data feeds through to invoice, conduct performance testing, conduct parallel testing (with production)	<ul style="list-style-type: none"> <li>User acceptance testing criteria are jointly agreed by DIR, SCPs, and MSI in the form of scenario tests (use cases) and check lists; and are documented in the UAT test plan</li> <li>Acceptance Criteria established by UAT Plan are complete.</li> <li>Test results reports are presented to DIR reflecting the test objectives previously agreed in UAT test plan</li> <li>Each data stream tested and validated against expected results</li> <li>Completed UAT to include test scripts, conditions and expected results</li> <li>DIR Customer's participating in UAT to signoff on test invoices</li> <li>MSI spot check to validate UAT results</li> <li>DIR to provide final UAT signoff</li> </ul>	Participation in UAT, review and approval of test results	Involvement in UAT testing, both planning and execution  Provide accurate test data feeds for SCP provided RU information through the interface mechanisms by 6/11/2012.	N/A		I			06/29/12
CHB-1422-63	AAM-10067-014	Chargeback Deployment	All	Chargeback	Chargeback system deployment, migration to production, initiation of new processes and systems	<ul style="list-style-type: none"> <li>Production Validation cycles executed in July</li> <li>Chargeback cutover checklist completed</li> <li>Chargeback system operates in compliance with the requirements of Exhibit 2 and Exhibit 4</li> <li>Cost allocation methodology confirmed by DIR</li> <li>Account code mapping is implemented for each DIR Customer</li> <li>Invoice and chargeback processes tested</li> <li>Action items and issues logged and addressed</li> <li>Each RU collection methodology documented and tested.</li> <li>Draft invoice production tested and reviewed</li> <li>Invoice validation procedures documented and tested</li> </ul>	Participation in development of deployment plan, approval of new processes and system initiated in production	Participation in development of deployment plan  SCPs to support Production Validation iterations	Prior to the cutover, incumbent provides knowledge transfer of functional and technical environments to MSI and SCP. During acceptance testing, provide subject matter oversight to verify and validate that readiness tests conform to or improve legacy functionality		M	Yes		08/01/12
ENG-0101-09		MSI-DCS OLA's Final	All	Engagement Mgmt	Publish final OLAs	<ul style="list-style-type: none"> <li>OLA integration points have been identified</li> <li>OLA contracts executed and made available to DIR and DIR Customers</li> <li>OLA contracts between DCS Service Providers include all the criteria identified in Attachment 6-C</li> </ul>		MSI and SCP leadership team joint development	Participates in the development and sign-off of OLA documents		I			02/15/12
ENG-0119-10		SMM Phase I	All	Service Mgmt Processes	SMM initial contents and structure	<ul style="list-style-type: none"> <li>SMM sections indicated as due prior to Commencement Date are documented in alignment with the requirements and timing identified in Attachment 6-B (docx)</li> <li>SMM content aligned with SMM Phase I contents and structure</li> <li>Processes reflect the requirements of Exhibit 2</li> <li>Detailed descriptions of policies and procedures are documented in manual.</li> <li>Roles and responsibilities are defined for Service Provider, DIR, and DIR Customers.</li> <li>Dependencies and relationships are documented.</li> <li>Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>The policies and procedures are consistent with</li> </ul>	DCS Transition Solution Group review and approve	MSI will provide content requirements to SCPs. SCP will publish and submit content according to DCS Integrated Transition plan tasks and schedule	NA		M	Yes		03/01/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
ENG-0133-11		SMM Phase II	All	Service Mgmt Processes	Preliminary SMM Contents due before Commencement Date.	<ul style="list-style-type: none"> <li>SMM sections indicated as due prior to Commencement Date are documented in alignment with the requirements and timing identified in Attachment 6-B (docx)</li> <li>SMM content aligned with SMM Phase I contents and structure</li> <li>Processes reflect the requirements of Exhibit 2</li> <li>Detailed descriptions of policies and procedures are documented in manual.</li> <li>Roles and responsibilities are defined for Service Provider, DIR, and DIR Customers.</li> <li>Dependencies and relationships are documented.</li> <li>Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>The policies and procedures are consistent with</li> </ul>	DCS Transition Solution Group review and approve	MSI will provide content requirements to SCPs. SCP will publish and submit content according to DCS Integrated Transition plan tasks and schedule	NA		M	Yes	Yes	06/15/12
ENG-0133-11b	SMM-10071-006b	SMM Phase IIb	All	Service Mgmt Processes	Preliminary SMM Contents due 08/15/12.	<ul style="list-style-type: none"> <li>SMM sections indicated as due 08/15/12 are documented in alignment with the requirements and timing identified in Attachment 6-B (docx)</li> <li>SMM content aligned with SMM Phase I contents and structure</li> <li>Processes reflect the requirements of Exhibit 2</li> <li>Detailed descriptions of policies and procedures are documented in manual.</li> <li>Roles and responsibilities are defined for Service Provider, DIR, and DIR Customers.</li> <li>Dependencies and relationships are documented.</li> <li>Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>The policies and procedures are consistent with</li> </ul>	DCS Transition Solution Group review and approve	MSI will provide content requirements to SCPs. SCP will publish and submit content according to DCS Integrated Transition plan tasks and schedule	NA		M		Yes	08/15/12
ENG-0170-12		SMM Phase III	All	Service Mgmt Processes	Final SMM published per Attachment 6-B	<ul style="list-style-type: none"> <li>SMM all sections of Attachment 6-B are documented</li> <li>Processes reflect the requirements of Exhibit 2</li> <li>Detailed descriptions of policies and procedures are documented in manual.</li> <li>Roles and responsibilities are defined for Service Provider, DIR, and DIR Customers.</li> <li>Dependencies and relationships are documented.</li> <li>Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>The policies and procedures are consistent with</li> </ul>	DCS Transition Solution Group review and approve	MSI will provide content requirements to SCPs. SCP will publish and submit content according to DCS Integrated Transition plan tasks and schedule	NA		M	Yes	Yes	12/28/12
NET-1631-75		Facilitated data connectivity design session with DIR, Component Providers	All	Network	DIR and SCP final connectivity design	<ul style="list-style-type: none"> <li>Connectivity architecture design document to support tools and Interfaces</li> </ul>	DIR technical liaison participation in design discussion and signoff of connectivity design. Provide IP Address requirements and standards documents where applicable.	MSI and SCP Technical Leads interactions during facilitated session on connectivity design to facilitate required interfaces between Tools.			C			12/29/11
NET-1638-76		Network Procurement	All	Network	MSI order network circuits and/or hardware and software required for final connectivity design	<ul style="list-style-type: none"> <li>MSI circuit and hardware procurement documents</li> </ul>	DIR technical liaison to provide required address and contact information for connectivity circuit termination and technical assistance with placement of terminating hardware into SOT Consolidated Data Centers (or SOT locations as defined in the final approved connectivity design)	MSI technical liaison to provide required address and contact information for connectivity circuit termination and technical assistance with placement and setup of terminating hardware into SOT Consolidated Data Centers (or SOT locations as defined in the final approved connectivity design)			C			03/27/12

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OPM-1496-67		PMO - Portfolio Governance	All	Ongoing Projects PMO	Ongoing PMO Program Management Plan and Resource demand management process	<ul style="list-style-type: none"> <li>Identify the scope and objectives for the ongoing programs at Commencement</li> <li>Project management and governance plans as outlined in Exhibit 20 and Attachment 20-A</li> <li>Project resource demand management plan (docx)</li> </ul>	DIR Transition Project Manager review and input	The MSI DCS Program Manager provides base structure and content. SCP Transition Manager provides straw-case resource management plan. MSI and SCP PMO managers and the DCS Transition Solution Group review and agree on final structure and content.			I			06/15/12
OPM-1520-68		PMO - Request & Project Management Processes	All	Ongoing Projects PMO	Service Request and Project Request processes	<ul style="list-style-type: none"> <li>Request templates defined in the SRM</li> <li>Initial set of standard requests and reference models are defined</li> <li>Processes for initiating and delivering JAD are defined</li> <li>Clarity Project Template defined and implemented</li> <li>Pool hour reporting implemented</li> <li>Agency view and DIR view of requests and projects is available</li> </ul>	DCS Transition Solution Group reviews and provides inputs	The MSI is responsible for communicating the overall plan for and coordinating Stabilization activities with DIR Customers. SCPs provide project-level processes.			M	Yes		07/01/12
OPM-1550-69		PMO - Clarity	All	Ongoing Projects PMO	Clarity program and project management tools implemented	<ul style="list-style-type: none"> <li>Clarity program and project management tool up and running and acceptance tested according to DIR, MSI, SCP joint UAT plan</li> <li>Clarity processes and work instructions designed, configured, implemented</li> <li>Clarity training completed for initial users</li> <li>Clarity access provided to users</li> </ul>	DCS Transition Solution Group review and approve	MSI provides overall program architecture, tools, processes and procedures, and the Clarity tool and configuration of tool based on agreed program structure. SCPs provide detailed project structure, standardized project plans, resource management, project estimating methods, and other project level content to complete the implementation of the clarity tools			I			07/15/12
PMO-0005-01		Transition Planning - Initial	All	Transition PMO	Initial DCS Integrated Transition Microsoft Project Plan scope, schedule & milestones	<ul style="list-style-type: none"> <li>The integrated project plan scope includes the requirements as defined in Exhibits 19 for MSI and SCPs.</li> <li>The detailed-level project plans scope includes the requirements as defined in Ex 19 for MSI and SCPs</li> <li>Initial integrated transition project plan and detailed-level project plans in .mpp format</li> <li>The integrated project plans includes the schedule, milestone relationships, work breakdown structure and plan critical path and is linked to detail-level plans to support the milestone dates.</li> <li>The detailed-level project plan includes linkage to integrated plan, supporting task information required at the detail level</li> </ul>	DCS Transition Solution Group review	MSI and SCP Transition Project Managers interactions are conducted through the Transition PMO as described by the tasks of the MSI DCS Transition Project Plan MPP, Section "PMO Startup, Planning, Execution". SCP Project managers provide detailed project plans by service tower.	Incumbent Service Provider Transition Project Manager assigned to Transition PMO. Provide incumbent schedule and resource planning inputs and serve as point of contact for other incumbent discovery and knowledge transfer planning inputs to MSI and SCP		I			01/25/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PMO-0043-02		DCS Transition Planning ASE - Phase I	All	Transition PMO	Execute Transition Planning ASE	<ul style="list-style-type: none"> <li>• ASE Event execution as planned</li> <li>• The Key Deliverables of the Transition Planning ASE of Exhibit 19 were achieved.</li> <li>• Artifacts: publish the findings (ppt, docx, mpp, xlsx)</li> </ul>	<p>DIR empowers DCS Transition Solution Group, identifies project stakeholders, provides input to stakeholder management plans, approves Steering Committee governance and communications, publishes project business objectives, provides evaluation and assignment of initial risk owners, approves ASE agenda, events, outcome expectations, facilitate ASE scheduling, reviews &amp; publishes ASE findings.</p> <p>DIR Customer: Provide Transition scheduling considerations and/or resource constraints. Attend ASE</p>	MSI and SCP Transition Project Managers develop agenda for ASE. MSI and SCP Functional leads provide content for ASE according to agreed ASE agenda. Refer to project plan tasks.	Incumbent Service Provider Transition Project Managers provides requested ASE planning inputs		I			02/03/12
PMO-0050-03		MSI & SCP Transition Plans - Final	All	Transition PMO	Receive final detailed Transition Plans from MSI and SCP Develop and publish final DCS Transition Program Management Plans (knowledge area plans)	<ul style="list-style-type: none"> <li>• Final detailed transition plans (.mpp) from MSI and SCP service towers</li> <li>• DCS Transition Management Plans as outlined in Section 4.3 Program Integration Management of Exhibit 19</li> </ul>	DIR Transition Project Manager review and input	MSI and SCP Transition Project Managers interactions are conducted through the Transition PMO as described by the tasks of the MSI DCS Transition Project Plan MPP, Section "PMO Startup, Planning, Execution". SCP Project managers provide detailed project plans by service tower.	Incumbent Service Provider Transition Project Manager provides requested inputs to management plans such key SME resource schedules, quality management coordination, PMIS content.		I			02/20/12
PMO-0057-04		DCS Transition Program Governance Plan	All	Transition PMO	Final Publication of DCS Transition Program Governance Plan	<ul style="list-style-type: none"> <li>• DCS Transition Program Governance Plan (docx)</li> <li>• Roles and responsibilities are defined for Service Provider, SCPs, DIR, and DIR Customers for each governance process.</li> <li>• Documentation presented that identifies meetings conducted for solicitation of requirements and review of approach.</li> <li>• Risks to completion of plan are identified and mitigation strategies documented for each risk.</li> <li>• The timeline and approach for the plan is consistent with the proposed project timeline and approach.</li> <li>• Meeting schedules and locations are documented and communicated.</li> </ul>	DIR Transition Project Manager review and input	The MSI DCS Transition PMO Manager provides base structure and content. SCP Transition Managers and the DCS Transition Solution Group review and agree on final structure and content.	Review and agreement of Incumbent plan requirements		I			02/09/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PMO-0063-05		DCS Integrated Transition Plans - Phase I Final	All	Transition PMO	Publish final DCS integrated Transition Plan including the detailed MSI and SCP project plans; and the project control documents to the DCS Transition SharePoint Site	<ul style="list-style-type: none"> <li>Final Program Governance Plan (PGP) (docx)</li> <li>Final integrated transition project plan includes the scope, schedule, milestone relationships, work breakdown structure, and plan critical path; and is linked to MSI and SCP detail-level plans to support the milestone details</li> <li>The final detailed-level project plans with linkage to the final integrated project plans and include, scope, schedule, resource, and cost baselines</li> <li>The Transition Plan shall include the activities, deliverables, and milestones required to successfully transition. The Transition Plan shall specify: <ul style="list-style-type: none"> <li>the deliverables to be completed by Service Provider,</li> <li>the dates by which each such activity or deliverable is to be completed</li> <li>the Service Provider's plans for the hiring and retention of Incumbent Personnel necessary to perform the Services</li> <li>the process and set of standards to which Service Provider shall follow in the performance of the Transition Services and that shall enable DIR to determine whether Service Provider has successfully completed the transition and the activities and deliverables associated with each Transition Milestone</li> <li>any transition responsibilities to be performed or transition resources to be provided by DIR or DIR Customers</li> <li>any transition responsibilities to be performed or transition resources to be provided by another DCS Service Provider</li> <li>a detailed description of the processes and procedures that Service Provider will implement</li> </ul> </li> </ul>	DCS Transition Solution Group review and approve DCS Transition documents	MSI and SCP Transition Project Managers interactions are conducted through the Transition PMO as described by the tasks of the MSI DCS Transition Project Plan MPP, Section "PMO Startup, Planning, Execution" Section. SCP Project managers are responsible to provide detailed project plans by service tower. The structure of project plans will be provided by and through the DCS Transition PMO	Incumbent Service Provider Transition Project Manager provides project planning inputs and serves as conduit for resources, facilities, and other support commitments		M	Yes	Yes	03/01/12
PMO-0070a-06		DCS Transition Readiness Plan Outline	All	Transition PMO	Outline of Transition Readiness Plan	<ul style="list-style-type: none"> <li>First and second level plan outline and definitions for the DCS Transition Readiness Plan (docx)</li> <li>List of checklist items for each outline entry that demonstrate transition readiness (e.g. proof of knowledge transfer completion, access and connectivity to systems and tools, system performance, system integration, training compliance, end-to-end integration testing, documentation and training)</li> <li>Items to be addressed include Software license transfers status, lease transfers status, staff employment status, billing process including detail for invoices, status of operating agreements between Service Providers, knowledge transfer programs, status of operations documentation, web portal status including service desk functions, and any other issue for transition of management and operations of the Services to Service Provider</li> </ul>	Transition Solution Group review, comment on the Transition Readiness Plan Outline	SCP provide inputs to readiness plan			C			04/02/12

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PMO-0070b-07		DCS Transition Readiness Plan	All	Transition PMO	Publish DCS Transition Program Readiness Plan	<ul style="list-style-type: none"> <li>Transition Readiness Plan completed based on previously agreed Transition Readiness Plan Outline</li> <li>Deliver to and receive approval from DIR:               <ol style="list-style-type: none"> <li>An MS WORD/Excel document demonstrating Service Providers readiness to Transition Services from the Incumbent. The plan will be consistent with the requirements of Exhibit 3. It will address:                   <ol style="list-style-type: none"> <li>Software license transfer status</li> <li>Lease transfer status</li> <li>Personnel employment status</li> <li>Billing process including detail for invoices</li> <li>Status of operating agreements between Service Providers (OLAs)</li> <li>Knowledge Transfer programs</li> <li>Status of operations documentation (Run Books)</li> <li>Access &amp; connectivity to systems</li> <li>Cutover Checklists</li> <li>Roll back plan and associated decision criteria</li> </ol> </li> </ol> </li> </ul>	DCS Transition Solution Group review and approve DCS Transition documents	MSI and SCP Transition Project and Executives collaborate to create and approve for submission to DCS Steering Committee	NA		M		Yes	06/01/12
PMO-0073-08		DCS Transition OTACE (Customer Satisfaction Survey)	All	Transition PMO	Establish Transition Project Customer Satisfaction Criteria	<ul style="list-style-type: none"> <li>OTACE documents (docx), distribution list, and distribution and collection process and timing</li> <li>OTACE scoring criteria reflect the objectives of DCS Transition Plan as specified in Exhibit 19</li> <li>Identify DIR and DIR Customer participants who will participate in the process of setting expectations and measuring satisfaction;</li> <li>Report DIR and DIR Customer transition expectations for the engagement</li> </ul>	Participate in development and approval of OTACE criteria. DCS Transition Solution Group identify project stakeholders, approve stakeholder management plans, approve PMO Governance and Communications, publish project business objectives, evaluate and assign initial risk owners	SCPs reviews and provide inputs and revisions to OTACE criteria	NA		I			03/09/12
PMO-1745-86	PLN-9150-029	Transition Phase 2 MSI & SCP Plans - Initial	All	Transition PMO	Initial MSI and DCS Transition Microsoft Project Plan Phase II scope, schedule & milestones	<ul style="list-style-type: none"> <li>initial MSI and SCP detailed-level project plans scope includes the requirements as defined in Exhibit 19 for MSI and SCPs</li> </ul>	DIR Review and Input	MSI and SCP agreement on .mpp integration standards			C			06/25/12
PMO-1758a-87	PLN-9150-029	MSI and SCP Transition Phase 2 Plans - Final	All	Transition PMO	Final MSI and SCP detailed transition Microsoft project pan phase II scope, schedule & milestones submitted to PMO	<ul style="list-style-type: none"> <li>MSI and SCP detailed-level project plans scope includes the requirements as defined in Exhibit 19 for MSI and SCPs</li> <li>Initial integrated transition project plan and detailed-level project plans in .mpp format</li> <li>The detailed-level project plans in .mpp format in accordance with standards set by the Transition Program Governance Plan Schedule Managment Section.</li> </ul>	DIR Transition Project Manager review and input	MSI and SCP Transition project managers provide their prespective .mpp contents per standards of the Program Goverance Plan, and / or as directed by the MSI Transition Project Manager.			I			08/01/12

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PMO-1758b-88	PLN-9150-029-001	DCS Integrated Transition Phase 2 Plans - Final	All	Transition PMO	Final DCS Integrated Transition Microsoft Project Plan Phase II scope, schedule & milestones published	<ul style="list-style-type: none"> <li>Final detailed-level project plans scope includes the requirements as defined in Exhibit 19 for MSI and SCPs and provides the scope, schedule, milestone, resources, work breakdown structure and plan critical path (the lower level plans)</li> <li>Phase II integrated transition project plan includes the scope, schedule, milestone inter-plan relationships, work breakdown structure, and plan critical path; and is linked to detail-level plans to support the milestone details ( the combined integrated plans at milestone level)</li> </ul>	DCS Transition Solution Group approves program/project plans	MSI and SCP Project Managers integrate their respective .mpp contents into a single .mpp per the standards established by the MSI Project Manager.	MSI and SCP Transition Project Managers interactions are conducted through the Transition PMO as described by the tasks of the MSI DCS Transition Project Plan MPP, Section "PMO Startup, Planning, Execution" Section. SCP Project managers are responsible to provide detailed project plans by service tower. The structure of project plans will be provided by and through the DCS Transition PMO		M		Yes	08/19/12
POR-1585-70		Portal Requirements & Design	All	Portal	Requirements for Portal operation at commencement and Design Specification for same are documented at level of detail necessary to allow efficient build and test process	<ul style="list-style-type: none"> <li>Portal functional and technical design documents reflecting the outputs of joint application design by DIR, MSI and SCP ( screenshots, reports, service flow, architecture diagrams)</li> <li>Single sign-on design for Portal. is include for all integration software (e.g. Remedy, Digital Fuel, Clarity, etc).</li> <li>Documented UAT plan</li> </ul>	DIR as part of DCS Transition Solution Group to agree on high level design for portal, specifically major changes from existing portal	and SCP requirements for document library or infrastructure management are captured in requirements and Design	Will rely on Incumbent to provide build and test region on exiting portal to allow concurrent build and test while existing portal is operational		M		Yes	05/01/12
POR-1593-71		Portal SCP Pre-requisites	All	Portal	SSO and Infrastructure in place to allow for Build and Unit Test of Portal by Development team.	<ul style="list-style-type: none"> <li>Complete procurement of Portal build and test infrastructure and tools</li> <li>Portal development environment available for build</li> </ul>	Expedite any approvals necessary for provisioning build and test environment and access	Perform any technical or security provisioning or access changes to allow for build and test per requirements	Make changes to provision build and test environments and access as needed		C			03/28/12
POR-1598-72		Portal Build	All	Portal	Build Portal functionality per requirements and design and perform unit and integration testing	<ul style="list-style-type: none"> <li>Portal built and unit tested in alignment with portal requirements and design</li> <li>Unit test results available (screens, portal reports)</li> </ul>	Expedite any approvals necessary during the build process and identify DIR and Agency representative to participate in UAT	SCP participate in UAT testing per test scripts	Make changes to expedite build and test environments as needed		C			06/08/12
POR-1615-73		Portal UAT	All	Portal	Perform UAT Testing on Portal	<ul style="list-style-type: none"> <li>Portal UAT Plans jointly developed by MSI SCP, and DIR</li> <li>Portal UAT testing conducted according to UAT plans</li> <li>UAT testing results and documentation available (summary docx, reports, screens, other artifacts)</li> </ul>	Expedite any approvals necessary during the UAT and Participate in UAT as testers	Perform any Infrastructure activities to facilitate UAT environment and Participate in UAT as Testers	Make changes to expedite the UAT environments as needed		I			06/18/12
POR-1630-74		Portal Final Service Catalogue Data Load & Signoff	All	Portal	Service Catalog is loaded into the Portal in readiness for Portal UAT, and staged for production environment at commencement	<ul style="list-style-type: none"> <li>Portal Go-live plans and checklists executed</li> <li>User acceptance completed in compliance with the UAT plan</li> <li>User acceptance test report demonstrates system operates in compliance with the design</li> </ul>	DCS Transition Solution Group review and approve	Provide analysis, data collection, and input to service catalog as required based on Service Catalog Criteria at commencement. Provide validation of Catalog items during review process prior to data load	Provide any data required as input to service catalog based on queries from MSI and SCP		M	Yes		07/01/12
SAC-1087-43		Config Mgmt Design	All	Service Asset and Config	Define and / Validate scope and elements identify & document set of requirements placed on CI components Map CMDB requirements to the available CI structure in the BMC taxonomy, Review of the final CMDB data model with the DIR, MSI and SCP teams to gain approval that the design meets requirements	<ul style="list-style-type: none"> <li>Collect and document requirements for CMDB CI components, elements, and structures</li> <li>Develop and Document CMDB design in design specification document</li> <li>Review and confirm the CMDB data model and design specification document with the Steering Committee and Transition Sub-teams (MSI and SCP)</li> </ul>	DCS Transition Solution Group review and approve CMDB design	Provide validation/feedback on application/services lists.			I			02/27/12
SAC-1113-44		Config Mgmt Technical Architecture	All	Service Asset and Config	The configuration management technical design is the list of CI Types and associated attributes, and the relational model of how server, mainframe, network, software, and application constructs are assembled from the constituent CI List	<ul style="list-style-type: none"> <li>Initial Configuration Management technical architecture design specification document</li> </ul>	DCS Transition Solution Group review and approve CMDB architecture design	Receive documented functionality requirements from SCPs			I			04/13/12

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SAC-1128-45		Config Mgmt Data Migration Approach	All	Service Asset and Config	Document that specifies how the initial set of configuration management data will be populated in the CMDB. Specifies the order and source of CI data, and how the relationships are established	<ul style="list-style-type: none"> <li>Initial requirements for Configuration Management data migration approach</li> </ul>	DCS Transition Solution Group review	Will work with SCP to come up with approach and final sign-off			C			04/20/12
SAC-1134-46		Config Mgmt Build	All	Service Asset and Config	Population of the CIs and the relationships from the interim SCP Atrium Database	<ul style="list-style-type: none"> <li>Build and unit test Config Mgmt processes, reports and test data load and verification</li> </ul>	DCS Transition Solution Group review reconciliation reports that indicate the CMDB represents the data sources	SCPs will provide the data.			C			04/25/12
SAC-1174-47		Service Asset & Config Mgmt Process UAT	All	Service Asset and Config	Execute defined testing scenarios to validate process and tool.	<ul style="list-style-type: none"> <li>Identify Config Mgmt UAT testers, establish UAT schedule and confirm UAT tester participation</li> <li>Document Config Mgmt UAT Test Plans and review with appropriate reviewers</li> <li>Conduct Config Mgmt UAT testing and document test results on time</li> <li>Review final UAT testing results and with appropriate reviewer</li> </ul>	Participate in UAT and validate results.	Participate in UAT and validate results.			I			06/15/12
SAC-1180-48	AAM-9270-1030-1	Config Mgmt Implementation (Release 1)	All	Service Asset and Config	Implementation of SACM Release 1 processes and promotion of new CMDB to production environment	<ul style="list-style-type: none"> <li>Config Mgmt Go-live plan and checklists executed</li> <li>Go-live activities including promotion of new CMDB completed and verified through demonstration and inspection that CMDB systems and interfaces are live through use of cutover checklist and tests developed by MSI and SCP</li> <li>CMDB structure and content alignment with requirements of Exhibit 2 and Exhibit 6 excluding functionality that is to be implemented in future releases</li> <li>Description and meaning of each CMDB field documented</li> </ul>	DCS Transition Solution Group review and approve	SCPs will participate in setting readiness criteria			M			07/01/12
SAC-1180-48b	AAM-9270-1030-2	Config Mgmt Implementation (Release 2)	All	Service Asset and Config	eDiscovery Data Enrichment - Update the CMDB with data provided from electronic discovered data provided by SCP.	<ul style="list-style-type: none"> <li>SCP provided discovered server data reconciled &amp; loaded into CMDB</li> <li>Process, Procedures, Work Instructions required to support the Release 2 functionality implemented into SMM</li> <li>Asset and Configuration Mgmt reports and extracts updated to include electronic discovered data as appropriate</li> </ul>	DCS Transition Solution Group review and approve	SCPs to provide electronic discovery data by July 1 for inclusion into this deliverable		RISK: SCPs do not provide eDiscovered data by July 1 or do not provide data for all servers. MITIGATION: Go live with the data that the SCPs can provide.	I			09/01/12
SAC-1180-48c	AAM-9270-1030-3	Config Mgmt Implementation (Release 3)	All	Service Asset and Config	Software License Compliance Implementation	<ul style="list-style-type: none"> <li>Software License Compliance position reporting implemented for COTS products</li> <li>License Renewal process and operations implemented using the Remedy contracts module functionality</li> <li>COTS software relationships established with their associated servers in the CMDB</li> <li>Process, Procedures, Work Instructions required to support the Release 3 functionality implemented in the SMM</li> </ul>	DCS Transition Solution Group review and approve	<p>DIR and DIR Customers to provide Contract data and Proof of Ownership as required to build the Remedy Contracts database</p> <p>SCPs to provide electronic discovery data by July 1 for inclusion into this deliverable.</p> <p>SCPs to provide Contract data and Proof of Ownership as required to build the Remedy Contracts database</p>		RISK: SCPs do not provide eDiscovered data by July 1 or do not provide data for all servers. MITIGATION: Go live with the data that the SCPs can provide.  RISK: Contract data required to process the compliance reporting is not available or only partially available. MITIGATION: Go live with the contract data that is available and add data as it is found.	I			10/01/12

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SAC-1185-49		Complete Asset Inventory and CMDB Initial Data Population to support RU Billing True Up (Release 4)	All	Service Asset and Config	Completion of asset inventory and relationship mapping	<ul style="list-style-type: none"> <li>• CIs are properly mapped and updated in the CMDB in alignment with Exhibit 2 and Exhibit 3</li> <li>• Measurements of the resource units required to complete true-up as described in Exhibit 4.</li> <li>• Issues regarding inventory data are documented and resolved. Issues that can not be resolved prior to the True-up deadline will be formally tracked and monitored to closure.</li> </ul>	DCS Transition Solution Group review and approve				M			10/26/12
SAC-1185-49a		RU billing True Up	All	Service Asset and Config	True up of asset inventory RU billing	<ul style="list-style-type: none"> <li>• CIs are properly invoiced in alignment with Exhibit 4.</li> <li>• Invoicing of the resource units required to complete true-up as described in Exhibit 4.</li> <li>• Issues regarding inventory RU data are documented and resolved.</li> </ul>	DCS Transition Solution Group review and approve				M		Yes	11/01/12
SAC-1186-xx		Deliver Data Center Media Library Inventory Reconciliation Report	Data Center	Phase I Transition - Execute	Provide media library reconciliation reports for the ADC and SDC, reconciling the physical inventory of the ADC and SDC media libraries and offsite vault locations at the time of Service Commencement against the Webscan media inventory database. Reconciled inventory reporting will be provided to the Mainframe and Server Component Service Providers to enable them to review and reconcile their Tape Library Management and/or archival systems to the media library inventory.	<p>Deliver to DIR:</p> <p>1) An MS Word/Excel report identifying the results of the Consolidated Data Center Media Library reconciliation. The report will include:</p> <ul style="list-style-type: none"> <li>a) Description of the Media Inventory conducted at the Consolidated Data Centers and Offsite vault locations following Service Commencement</li> <li>b) Results from the reconciliation of the inventory against the Webscan media inventory database</li> <li>c) Confirmation of the Electronic files containing media volume bar-code identification information provided to the Mainframe and Server Service Providers to support any Tower Specific reconciliation activity.</li> </ul>	DIR and DIR Customer Expectations to be decided in January Transition planning sessions	DCS Service Provider Interactions to be decided in January Transition planning sessions	Incumbent Interactions to be decided in January Transition planning sessions	M			08/01/12	
SAC-2010-51a		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include:	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			02/01/12
SAC-2011-51b		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include:	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			03/01/12
SAC-2012-51c		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include:	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			04/02/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
SAC-2013-51d		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include: 1) Completion of the previous month and schedule for the upcoming month for the following items: a) Inventory of all equipment b) Inventory of all software on the servers c) Mapping of relationships to be loaded to the CMDB	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			05/18/12
SAC-2014-51e		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include: 1) Completion of the previous month and schedule for the upcoming month for the following items: a) Inventory of all equipment b) Inventory of all software on the servers c) Mapping of relationships to be loaded to the CMDB	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			06/01/12
SAC-2015-51f		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include: 1) Completion of the previous month and schedule for the upcoming month for the following items: a) Inventory of all equipment b) Inventory of all software on the servers c) Mapping of relationships to be loaded to the CMDB	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			07/01/12
SAC-2016-51g		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include: 1) Completion of the previous month and schedule for the upcoming month for the following items: a) Inventory of all equipment b) Inventory of all software on the servers c) Mapping of relationships to be loaded to the CMDB	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			08/01/12
SAC-2017-51h		Asset Inventory Checkpoint	All	Service Asset and Config	Checkpoint milestone to confirm the team is on track to complete the physical logical inventory and initial mapping of data to support steady state operations	Facilitate a meeting with DIR to review the status of milestone to complete asset inventory and initial CMDB population. Status will include: 1) Completion of the previous month and schedule for the upcoming month for the following items: a) Inventory of all equipment b) Inventory of all software on the servers c) Mapping of relationships to be loaded to the CMDB	Work with Service Provider to identify CI attributes not collected	Work with SCP to coordinate Asset Inventory			C			09/06/12
SCO-1187-50		Update Disaster Recovery Plans - Contact information and activation, notification and declaration processes & procedures	All	Service Continuity	Update DR Plans contact information and activation, notification and declaration processes & procedures	<ul style="list-style-type: none"> <li>All existing DR Plans updated with contact information and activation, notification and declaration processes and procedures</li> <li>DR Plans entered into LDRPS with pdf extract that provide updated information</li> <li>A verification (email) to each DIR Customer (with existing DR plans) that DR Plans have been updated and placed on Portal</li> <li>Tracking report delivered to DIR reflecting status by DIR Customer</li> </ul>	DCS Transition Solution Group review and approve Agency DR contacts review and approve	Contributing updated information as requested by MSI to ensure base information in plan is correct.			M	Yes	Yes	07/01/12

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SCO-1193-51		DR Plan Updates due to Transition Changes	All	Service Continuity	Update existing DIR Customer-specific Disaster Recovery Plans and Technical Recovery Guides to reflect changes from Transition	<ul style="list-style-type: none"> <li>All previously tested DR Plans and TRG's updated with changes resulting from transition</li> <li>DR Plans entered into LDRPS with pdf extract that provide updated information.</li> <li>TRG's updated and stored on Portal</li> <li>A verification (email) to each DIR Customer (with existing DR plans) that DR Plans have been updated and placed on the Portal. A verification (docx) with all TRG's that have been updated and placed on the Portal.</li> <li>Tracking report delivered to DIR reflecting status by DIR Customer</li> </ul>	Review and Signoff of Plans by DCS Transition Solution Group and respective Agencies	MSI develops and track overall remediation program . SCPs execute plans.	NA		M	Yes	Yes	12/28/12
SCO-1197-52		DR Gap Analysis & Proposal for Remediation	All	Service Continuity	Complete the gap analysis, document the gaps, and present gaps to DIR Customers with proposed options	<ul style="list-style-type: none"> <li>All applications reviewed, all agencies reviewed, gaps identified and documented, remediation options presented to Agencies to meet the Agencies requested RTO</li> <li>Gap report of findings (xlsx, .docx) and report (docx) that provides explanation of the issues noted by the gap</li> <li>A verification report showing receipt of the Gap reports by Agencies (docx)</li> </ul>	Review and signoff revised plans by Agencies and DCS Transition Solution Group	MSI conduct analysis and develop and track overall remediation plan . SCP supports collection of data and execute plans.	NA		M	Yes	Yes	12/28/12
SCO-1210-53		Technical Recovery Guides - New / Update Schedule all apps	All	Service Continuity	Provide a schedule for creating new or updating existing Technical Recovery Guides for all Applications	<ul style="list-style-type: none"> <li>All TRG's collected and reviewed. Compare of TRG's against CMDB to determine non-existent TRG's. Develop schedule for creating new or updating existing Technical Recovery Guides for all Applications.</li> <li>TRG Tracking document (xlsx) with all TRG's status and schedule. CMDB extract compare against TRG Tracker (xlsx) to make certain that each server has a TRG, document placed on Portal.</li> <li>A verification (email) to DIR showing delivery of TRG Schedule.</li> <li>Tracking report delivered to DIR reflecting status by DIR Customer</li> </ul>	DCS Transition Solution Group review and signoff schedule for creating new or updating existing TRGs	MSI conduct analysis and develop and track overall remediation plan . SCP supports collection of data and execute plans.			M		Yes	12/31/12
SDB-1311-56		Security Clearance Database	All	Security	Implement Security Clearance Tracking database	<ul style="list-style-type: none"> <li>Security Clearance Tracking database available via the Portal. On-boarding and off-boarding processes documented in the SMM. User training guides for operational use of the security clearance database.</li> <li>Tracking document with users trained in the operation of the security clearance database.</li> <li>User acceptance completed in compliance with the UAT plan</li> <li>User acceptance test report demonstrates system operates in compliance with the design</li> </ul>	Consulting	Provide "Role" mapping of pre-defined roles to appropriate CI's. Effective use of the Security Clearance Tracking database	N/A	RISK: Lack of participation of SCP's in mapping roles to CI's. MITIGATION: Internal escalations, then Governance	M			07/01/12
SDB-CC1-021		SCATA interim authentication plan	All	Security	Plan that describes SCATA authentication (non-SSO) at commencement	<ul style="list-style-type: none"> <li>Authentication plan jointly developed by MSI and SCP.</li> <li>Design and Architecture documentation of SCATA Non-SSO authentication</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the solution	N/A		I			06/01/12
SDB-CC1-022		SCATA SSO compliance plan	All	Security	Implementation plan for SCATA SSO compliance	<ul style="list-style-type: none"> <li>SCATA SSO compliance plan jointly developed by MSI and SCP including:</li> <li>Timeline / Schedule</li> <li>Documented Architecture &amp; Design</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the SSO solution	N/A		I			07/15/12

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SDK-1470-64		Service Desk First call resolution development - JOINT ACTIVITIES	All	Service Desk	Identification and documentation of first call resolution incidents and resolution instructions	<ul style="list-style-type: none"> <li>First call resolution knowledge management objects are loaded into knowledge management system</li> <li>Unit Tests demonstrating that first call resolution knowledge management objects resolve targeted problems</li> </ul>	Availability (ready access) by MSI of all histories, existing knowledge, and work-arounds for FCR listed items. DIR acknowledges and agrees with the FCR initial listing	Assistance to document and test FCR items as needed by MSI	Incumbent must provide ready access to any existing knowledge objects, specific work instructions, or access to personnel with experience relating to FCR listed items		I			06/15/12
SDK-1474-65		Service Desk Training and Readiness Assessment	All	Service Desk	Service Desk Knowledge transfer is complete,	<ul style="list-style-type: none"> <li>Training curriculum completed for Service Desk agents</li> <li>Knowledge transfer complete (knowledge tests and demonstration of skill level)</li> <li>Knowledge Management content available through knowledge management system (KM system screens and reports)</li> </ul>	DIR, Agency, and Project Sponsor participation to help drive Knowledge Transfer to Service Desk. Provide any missing data (or location of content) to Service Desk. Project stakeholders acknowledge the completion of KT and beginning of training.	N/A	MSI and SCP interactions are used to identify and capture FCR items and Knowledge Objects. SCP is responsible to help identify and assist in the development of FCR items, Knowledge Objects, and work instructions. SCP will also assign a SPOC to the Service Desk for assistance in the review of Knowledge Management Objects that affect the SCP.		I			06/12/12
SDK-1483-66		Service Desk Cutover & Early Life Support	All	Service Desk	Service Desk is live	<ul style="list-style-type: none"> <li>Service Desk go live checklist completed</li> <li>Remedy, Knowledge Management and required telephony are demonstrated operational</li> <li>Agents are actively answering calls</li> <li>Knowledge Transfer, training and readiness testing complete (docx, training results)</li> <li>Floor walkers are in place and providing oversight</li> </ul>	DIR to confirm and sign off on all contacts (cutover) transferred to the new Service Desk and issues being assigned to appropriate resolver teams.	N/A	SCP is actively accepting incidents and service requests and working to resolve.		M	Yes		07/12/12
SEC-1262-55		Security Incident Management Plan	All	Security	Deliver Security Incident Management Plan	<ul style="list-style-type: none"> <li>Security Incident Management Plans from MSI and SCP's are consolidated into a comprehensive Security Incident Management Plan. The Security Incident Management Plan to be included in the Security Plan.</li> </ul>	Provide Security Incident Management Plan content as appropriate.	Participate in development and effective execution of the Security Incident management plan.	N/A	RISK: Lack of participation of DIR Customers and SCP in development and execution of the Security Incident Management plan	C			05/01/12
SMP-0344-14		Service Management Process Requirements	All	Service Mgmt Processes	Process and Procedure requirements and their respective tools interface requirements for the Service Management Processes	Functional and operational process requirements documented in alignment with Service Process Development Lifecycle (Visio, docx)	DCS Transition Solution Group review and provide inputs	SCP and MSI stakeholders provide review and provide inputs	NA		I			02/08/12
SMP-0727-15		Service Management Process Designs Final	All	Service Mgmt Processes	Process and procedure designs and their respective tools interface designs for the Service Management Processes	<ul style="list-style-type: none"> <li>Functional and operational process designs completed in alignment with Service Process Development Lifecycle Work Flow (Visio, docx).</li> <li>Processes reflect the requirements of Exhibit 2</li> </ul>	DCS Transition Solution Group reviews and approve	Project stakeholders review Process Design and provide agreement with approach.			M			04/02/12
SMP-0728-16		Service Management Processes Implementation Final	All	Service Mgmt Processes	Service Management processes and procedures implemented	<ul style="list-style-type: none"> <li>Service Management processes finalized in alignment with the Process Implementation Work Flow (Visio, docx).</li> <li>Process Asset Library and inputs to Service Management Manual (docx, and SharePoint)</li> <li>Processes reflect the requirements of Exhibit 2</li> </ul>	DCS Transition Solution Group reviews and approve	Project stakeholders review the completed Process Documents and provide sign off.			M			05/25/12
SMP-CC1-020	SMM-10069-008	Release Management Implementation	All	Service Mgmt	Implement Release Management	<ul style="list-style-type: none"> <li>Release Management processes are defined and documented in alignment with the requirements and timing identified in Attachment 6-B (docx)</li> <li>Processes reflect the requirements of Exhibit 2</li> <li>Remedy ITSM is configured to support the execution of the Release Management processes</li> <li>Release Management processes are communicated and process users are trained</li> <li>Release Management Plan and Release Schedule template</li> </ul>	DCS Transition Solution Group review and approve	ACS assist in designing and developing the Release Management Plan and Release Schedule	none		I			10/01/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
SMT-0732-17		Service Management Tools System Final Architecture Design	All	SM Tools	Description of service level measurement and monitoring tools	<ul style="list-style-type: none"> <li>Final architecture diagram and description of service level measurement and monitoring tools used to measure and report performance of the Services (ppt, docx)</li> <li>Architecture in alignment with Exhibit 3</li> </ul>	DCS Transition Solution Group review and approve	Service Provider stakeholders review requirements and sign off on Acceptance of Requirements	NA		M			01/31/12
SMT-0752-18		Service Management Tools Foundation Requirements Phase 1	All	SM Tools	Initial data loaded into ITSM to define the Agencies. Initial classification of tickets within tool. High-level initial resolver group view.	<ul style="list-style-type: none"> <li>Remedy system available for initial review; and provides initial Agency view and high-level resolver group view</li> </ul>	DCS Transition Solution Group review and comment	SCPs consult initial f definition of company and work groups.			C			02/02/12
SMT-0758-19		Service Management Tools Network Connectivity & Access	MSI	SM Tools	Remedy ITSM available to SCP for interface testing	<ul style="list-style-type: none"> <li>SCPs are able to log into Remedy system across network</li> <li>Remedy ITSM available to SCP for testing of event management and data interfaces</li> </ul>	Affirm connectivity and access to key SM tools	SCP stakeholders notified of system availability.			C			03/23/12
SMT-0763-20		Agency-specific ITSM Load Sheets - Phase 1	MSI	SM Tools	Agency Remedy ITSM configuration requirements received	<ul style="list-style-type: none"> <li>Agencies provide initial load sheets reflecting their requirements for the configuration of the Remedy system</li> </ul>	Notified	MSI provides and instructs load sheet development. Agencies provide initial load sheets definitions			C			03/05/12
SMT-0775-21		SCP & Resolver Group ITSM Load Sheets - Phase 1	All	SM Tools	SCP ITSM configuration requirements received	<ul style="list-style-type: none"> <li>SCPs provide initial load sheets reflecting their requirements for the configuration of the Remedy system (Load Sheet xlsx, docx)</li> </ul>	Notified	MSI provides and instructs load sheet development. SCPs provide initial load sheets definition of resolver group structure.			C			03/05/12
SMT-0809-22		Service Management Tools Configuration Walk-Thru Phase1	All	SM Tools	Agencies and SCPs participate in process scenario walk-through to highlight components and structure of ITSM configuration. Required adjustments to ITSM configuration are captured and feedback provided.	<ul style="list-style-type: none"> <li>Agencies and SCPs participate in scenario walk-throughs of the Remedy system, screens and reports to enable refinement of their Remedy ITSM configuration choices</li> <li>Load Sheet feedback reports (Load Sheet xlsx, docx)</li> </ul>	DCS Transition Solution Group and DIR Customer participate and provide inputs to event	MSI and SCP participate and provide inputs to event			C			03/30/12
SMT-0836-23		SCP Data Interface Design, Build, Test	All	SM Tools	SCP data interfaces are unit tested and ready for UAT	<ul style="list-style-type: none"> <li>SCP Interface designs aligned with Exhibit 3-B</li> <li>SCP Interfaces are built according to design</li> <li>Summary and detailed unit test results are provided demonstrating completion of unit testing (docx, performance tests, Remedy screenshots and or Remedy reports)</li> </ul>	DIR Transition Project Manager review	SCPs design, build, and coordinate with MSI technical team to unit test			I			04/09/12
SMT-0846-24		SCP Auto-Interface Incident Interface Design, Build, Test	All	SM Tools	SCP ticketing interfaces are unit tested and ready for UAT	<ul style="list-style-type: none"> <li>SCP Interface designs aligned with Exhibit 3-B</li> <li>SCP Interfaces are built according to design</li> <li>Summary and detailed unit test results are provided demonstrating completion of unit testing (docx, performance tests, Remedy screenshots and or Remedy reports)</li> </ul>	DIR Transition Project Manager review	SCPs design, build, and coordinate with MSI technical team to unit test			I			04/06/12
SMT-0859-25		Agency-specific ITSM Load Sheets - Phase 2	MSI	SM Tools	ITSM configuration data adjusted per Agency requirements after walk-through's	<ul style="list-style-type: none"> <li>Agencies provide final Load Sheets reflecting refinement of Remedy system configuration requirements (Load Sheet docs)</li> <li>Load Sheets accurately reflect Agency requirements for the configuration of the Remedy System</li> </ul>	DCS Transition Solution Group and DIR Customer participate and provide inputs	SCPs will provide the load sheets reflecting adjustments			C			04/05/12
SMT-0871-26		SCP & Resolver Group ITSM Load Sheets - Phase 2	All	SM Tools	ITSM configuration data adjusted by SCPs based on requirements post walk-through	<ul style="list-style-type: none"> <li>SCPs provide completed Load Sheets reflecting refinement of Remedy system configuration requirements (Load Sheet docs)</li> <li>Load Sheets inspected to accurately reflect SCP requirements for the configuration of the Remedy System</li> </ul>	DCS Transition Solution Group notified of completion	MSI provides and instructs load sheet development. SCPs provide load sheets content.			C			04/10/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
SMT-0888-27		Build ITSM Configuration Phase 2 - (MSI Tools, Hardware, Software, Networks Available Phase 2)	All	SM Tools	The revised set of data are loaded into ITSM to define the Agencies and SCP environments	<ul style="list-style-type: none"> <li>Remedy technical configuration accurately represents the Phase 2 Load Sheets (inspection of Remedy screens, reports)</li> <li>Remedy System available for additional transaction and interface testing</li> </ul>	DIR and Agency representatives review ITSM results and confirm accuracy per load sheets	SCP review final load results and confirm accuracy per load sheets			I			04/17/12
SMT-0910-28		Service Management Tools UAT for Key Processes (IPC, SR)	All	SM Tools	UAT completed for key incident, problem, change, service request processes	<ul style="list-style-type: none"> <li>Readiness criteria reflecting functionality and usability are jointly agreed by DIR, SCPs, and MSI in the form of scenario tests (use cases) and check lists; and are documented in the UAT plan</li> <li>Test results reports are presented to DIR reflect the test objectives agreed in UAT plan (docx, other forms of test results)</li> </ul>	DCS Transition Solution Group participates in, and signs-off on UAT results	SCPs will participate in and sign-off on UAT results			I			05/24/12
SMT-0924-29		Service Management Process & Tools System-wide Operational Readiness Testing	All	SM Tools	Full system test of the key operational service management processes, procedures, work instructions, and tools. The test demonstrate the ability to move work through the integrated MSI and SCP system from ticket creation through closure. Service Management processes include incident, problem, change, and service request (RFS / Projects)	<ul style="list-style-type: none"> <li>User acceptance testing criteria are jointly agreed by DIR, SCPs, and MSI in the form of scenario tests (use cases) and check lists; and are documented in the readiness plan</li> <li>Test results reports are presented to DIR reflecting the test objectives previously agreed in readiness plan</li> <li>Test result reflect the readiness of the processes and tools</li> </ul>	DIR and DIR Customer participate DCS Transition Solution Group review and approve	SCPs will participate in establishing and in sign-off of Readiness Checklist			M			06/28/12
SMT-0929-30		Service Management Processes & Tools Cutover	All	SM Tools	Service Management Processes and Tools are Cutover to production environment	<ul style="list-style-type: none"> <li>Cutover communications plan jointly developed by MSI, SCPs and DIR (docx)</li> <li>Completed cutover checklists (docx)</li> <li>Command Center operations, facilities, escalation process, checklists are completed (xlsx, ppt, docx)</li> <li>Demonstration and inspection that systems are active</li> </ul>	DCS Transition Solution Group review and approve cutover plan DIR and DIR Customers participate in command center preparations and operations	SCPs will participate in command center preparations			M	Yes		07/02/12
SMT-0930-xx		Complete Installation of SDC Building Automation and Alarm System	Data Center	SM Tools	Complete installation and testing of the Building Automation and Alarm system at the SDC.	<p>Deliver to DIR:</p> <ol style="list-style-type: none"> <li>An MS Word/Excel report extract from the Building Automation and Alarm system. The report will include: <ol style="list-style-type: none"> <li>The Building Automation and Alarm system installed and configured setup</li> <li>The test results from the installation and integration into the monitoring system</li> </ol> </li> </ol>	DIR and DIR Customer Expectations to be decided in January Transition planning sessions	DCS Service Provider Interactions to be decided in January Transition planning sessions	Incumbent Interactions to be decided in January Transition planning sessions		M			10/01/12
SMT-0931-xx		Complete Implementation of Data Center Layout and Cable Plant Management Software	Data Center	SM Tools	Complete implementation of the Rackwise Data Center Manager (DCM) Data Center Layout and Cable Plant Management software including software installation, tailoring, data load and reconciliation, training of Data Center planning staff and implementation of standard Rackwise reporting.	<p>Deliver to DIR:</p> <ol style="list-style-type: none"> <li>An extract report from the Rackwise Cable Management Software. The report will include: <ol style="list-style-type: none"> <li>Rackwise DCM software installation and configuration setup</li> <li>Consolidated Data Center IT Rack and Cable Plant data loaded into Rackwise DCM and reconciled</li> <li>Standard Rackwise Reporting</li> </ol> </li> </ol>	DIR and DIR Customer Expectations to be decided in January Transition planning sessions	DCS Service Provider Interactions to be decided in January Transition planning sessions	Incumbent Interactions to be decided in January Transition planning sessions		M			06/01/12
SMT-CC1-016		ITSM interim authentication plan	All	SM Tools	Plan that describes ITSM authentication (non-SSO) at Commencement	<ul style="list-style-type: none"> <li>Authentication plan jointly developed by MSI and SCP.</li> <li>Design and Architecture documentation of ITSM Non-SSO authentication</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the solution	N/A		I			06/01/12
SMT-CC1-017		ITSM SSO compliance plan	All	SM Tools	Implementation plan for ITSM SSO compliance	<p>ITSM SSO compliance plan jointly developed by MSI and SCP including:</p> <ul style="list-style-type: none"> <li>Timeline / Schedule</li> <li>Documented Architecture &amp; Design</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the SSO solution	N/A		I			08/17/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
SMT-CC1-018		ITBM-ITFM interim authentication plan	All	SM Tools	Plan that describes ITBM-ITFM authentication (non-SSO) at commencement	<ul style="list-style-type: none"> <li>Authentication plan jointly developed by MSI and SCP.</li> <li>Design and Architecture documentation of ITBM-ITFM Non-SSO authentication</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the solution	N/A		I			06/01/12
SMT-CC1-019		ITBM-ITFM SSO compliance plan	All	SM Tools	Implementation plan for ITBM-ITFM SSO compliance	<ul style="list-style-type: none"> <li>ITBM-ITFM SSO compliance plan jointly developed by MSI and SCP including:</li> <li>Timeline / Schedule</li> <li>Documented Architecture &amp; Design</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the SSO solution	N/A		I			08/17/12
SPR-0948-31		SLA Reporting Configuration Solution - Initial	All	Service Performance Reporting	Develop & document initial SLA reporting configuration solution to tools team	<ul style="list-style-type: none"> <li>Preliminary SLA reporting: integration points, dependencies, ITSM field values for incident, problem and change SLAs (docx)</li> </ul>	Review high-level SLA reporting solution with DCS Transition Solution Group	Confirm data sources	none		C			01/27/12
SPR-0957-32		Operational Reporting Configuration Solution - Initial	All	Service Performance Reporting	Develop & document initial operational reporting configuration solution to tools team	<ul style="list-style-type: none"> <li>Preliminary operational reporting: integration points, dependencies, data sources and uses from ITSM Tools &amp; SCPs (docx)</li> </ul>	DCS Transition Solution Group review high-level operational reporting solution	Confirm data sources	none		C			01/25/12
SPR-0969-33		SLA Reporting Functional Requirements (FRDs)	All	Service Performance Reporting	Develop & Document SLA Reporting Requirements - Final	<ul style="list-style-type: none"> <li>Functional requirements align with Ex 3-B</li> <li>Requirement document (FRD) approved by DIR and SCP</li> <li>The FRDs accurately and completely reflect specific processes, data requirements, roles and responsibilities, and algorithms for reporting the service levels</li> </ul>	DCS Transition Solution Group review and approve SLA reporting requirements	Work with MSI to define functional requirements	none		I			04/24/12
SPR-0987-34		SLA Reporting User Acceptance Testing	All	Service Performance Reporting	Test SLA reports	<ul style="list-style-type: none"> <li>SLA reports meet requirements of Exhibit 3</li> <li>Any necessary revisions to Functional Requirements (FRDs) will be approved by DIR and SCP</li> </ul>	DCS Transition Solution Group review and approve	Conduct UAT	none		M	Yes		06/25/12
SPR-1004-35		Operational Reports Functional Requirements	All	Service Performance Reporting	Develop & Document Operational Reporting Requirements - Final	<ul style="list-style-type: none"> <li>Operational reports requirements meet requirements identified in Exhibit 13-A</li> <li>Requirements accurately reflect report content, data and field definitions, process and timing of creation and distribution, and algorithm for reporting calculations</li> </ul>	DCS Transition Solution Group review and approve ops reporting requirements	Work with MSI to define functional requirements	none		I			04/26/12
SPR-1015-36		Operational Reporting User Acceptance Testing - At Commencement	All	Service Performance Reporting	Test Operational Reports - At Commencement	<ul style="list-style-type: none"> <li>Operational reports meet requirements of Exhibit 13</li> <li>Any necessary revisions to Functional Requirements (FRDs) will be approved by DIR and SCP</li> <li>Excludes Ops reports which are required Post-Commencement in milestone SPR-CC1-025.</li> </ul>	DCS Transition Solution Group review and approve	Conduct UAT	none		M	Yes		06/25/12
SPR-1040-40		Service Performance & Reporting Processes & Documentation	All	Service Performance Reporting	Provide required input to SLA, Operations and Service Catalog Process Documentation for SMM	Publish processes and documentation content for SMM	DCS Transition Solution Group review and approve service catalogue test criteria	Inform of Process Documentation	none		I			05/31/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
SPR-CC1-025		Operational Reporting User Acceptance Testing - Post Commencement	All	Service Performance Reporting	Test Operational Reports - Reports delivered Post Commencement are due in accordance with Attachment 13A (Reports). The remaining reports listed below are documented in Exhibit 2.1 (Multisourcing Service Intergrator (MSI) Statement of Work, and will be delivered beginning 11/2012: DCS-OPS-CAP06 - Capacity Management Reporting DCS-OPS-SWRE06 - Unauthorized Software Report DCS-OPS-OTHR13 - Availability Mgmt Reporting (24 Months) DCS-OPS-STGC07 - Release Management Reporting DCS-OPS-SEC14 - Security Mgmt & Execution of the Security Plan Report DCS-OPS-SEC15 Security Clearances Report DCS-OPS-SEC16 Physical & Logical Access Report DCS-OPS-SEC17 Physical Access Rights Removal Report DCS-OPS-SEC18 Account Removal Report DCS-OPS-INC16 Incident Detail Audit Trail Adhoc Report DCS-OPS-OTHR14 Service Management Systems Availability	<ul style="list-style-type: none"> <li>Operational reports meet requirements of Exhibit 13</li> <li>Any necessary revisions to Functional Requirements (FRDs) will be approved by DIR and SCP</li> <li>Includes Ops reports which are due post-Commencement</li> </ul>	DCS Transition Solution Group review and approve	Conduct UAT	none		M			10/25/12
TRN-1646-77		ITIL Awareness Training	All	Training	CBT training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements.	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			04/10/12
TRN-1652-78		Process and Tools Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			06/08/12
TRN-1678-79		IT Service Continuity Management Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			06/08/12
TRN-1686-80		IT Financial Mgmt Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			08/01/12
TRN-1693-81	TRN-9985-024	Security Management Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			06/18/12
TRN-1703-82		Equipment and Software Services Training	All	Training	Training Course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers"	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			08/01/12
TRN-1717-83		Other Services Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>Training Materials (docx)</li> <li>Target Audience (docx)</li> <li>Course packaging &amp; curriculum (docx)</li> <li>Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			07/01/12

Ref #	SCP 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) Milestone or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TRN-1717-83b		Other Services Training Phase II	All	Training	Training course content, in-line with SSM Phase II (provide 10/15/12) packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>• Training Materials (docx)</li> <li>• Target Audience (docx)</li> <li>• Course packaging &amp; curriculum (docx)</li> <li>• Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			08/01/12
TRN-1729-84		Governance Interfaces Training	All	Training	Training course content, packaging & curriculum development, target audience, comprehension requirements, course administration requirements, and virtual training of MSI "trainers" and SCP "trainers".	<ul style="list-style-type: none"> <li>• Training Materials (docx)</li> <li>• Target Audience (docx)</li> <li>• Course packaging &amp; curriculum (docx)</li> <li>• Course administration process (docx)</li> </ul>	MSI will make courseware available to DIR, and will administer and certify trainees per course administration and comprehension requirements	MSI will make courseware available. SCPs will administer and certify trainees per course administration and comprehension requirements	NA		I			06/29/12
TRN-1747-85	TRN-9985-025	Training Complete	All	Training	MSI, SCP DIR and DIR Transition Training Complete	<ul style="list-style-type: none"> <li>• Confirmation of course completion and competency from MSI and SCP course administrators</li> <li>• Detailed training tracking documents from each training curriculum (docx)</li> <li>• Training materials published on the portal</li> </ul>	DCS Transition Solution Group review and approve training certification data	Informed	NA		M	Yes		09/01/12
TRN-CC1-023		Training Application interim authentication plan	All	SM Tools	Plan that describes Training authentication (non-SSO) at commencement	<ul style="list-style-type: none"> <li>• Authentication plan jointly developed by MSI and SCP.</li> <li>• Design and Architecture documentation of Training Non-SSO authentication</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the solution	N/A		I			06/01/12
TRN-CC1-024		Training Application SSO compliance plan	All	SM Tools	Implementation plan for Training SSO compliance	<ul style="list-style-type: none"> <li>• Training SSO compliance plan jointly developed by MSI and SCP including:</li> <li>• Timeline / Schedule</li> <li>• Documented Architecture &amp; Design</li> </ul>	DIR review, provide feedback where necessary and approve.	Work with SCP to jointly collaborate in the architecture and design of the SSO solution	N/A		I			07/15/12
XTW-1049-41		Major Incident Management Process Design	All	Cross Tower	Critical components of the major incident process are defined and tested. Components include outage notification/MIRT lists, MIRT triggers and Agency/DIR MIRT process.	Each agency, DIR and the SCPs have Outage notification lists defined and have been tested successfully. MIRT trigger examples have been defined for critical incident type and agreed to by the SCPs. DIR and DIR Customer MIRT process has been agreed to.	Agencies/DIR supply MSI with a personnel list (name/email/cell/text) of those who are to be notified during outages or if a Agency/DIR MIRT is called. Additionally, each Agency/DIR are expected to supply Knowledge Objectives to MSI regarding critical business cycles/deliverables to support MIRT triggers.	Each SCP to provide outage notification lists to MSI along with validation of MIRT triggers.			I			03/22/12
XTW-1060-42		Change Management Change Authorization Board Process Design	All	Cross Tower	Identification and Confirmation of DIR and DIR Customer schedules. Validation of input and output reports. Identification of emergency change advisory boards and /process.	<ul style="list-style-type: none"> <li>• Each agency/enterprise CAB has been scheduled/validated.</li> <li>• Each report for I/O of the process has been agreed to.</li> <li>• The Emergency Change approval process has been agreed to by the Agencies/DIR/SCP/MSI.</li> <li>• Each DIR Customer and DIR CAB has been scheduled and validated.</li> <li>• Each report for input and output of the process has been agreed to.</li> <li>• The Emergency Change approval process has been agreed to by DIR, DIR Customer, SCP and MSI.</li> </ul>	Validated CAB schedule and logistics of the meeting. Validated I/O reports supporting the CAB. Collaborate on the structure/build of the Emergency CAB process. Supply MSI with personnel list (Agency Reps) who are to participate/provide approvals in the CABs.	Validation that they can support/attend each Agency/Enterprise CAB meeting. Collaborate on the structure/build of the Emergency CAB process. Supply MSI with personnel list (Tower Leads) who are to participate/provide approvals in the CABs.		I			02/20/12	