

**Appendix 1 to
Fifth Amendment of
Master Service Agreement**

November 1, 2012



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**
DIR Contract No. DIR-DCS-SCP-MSA-002

Between

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

and

Xerox State & Local Solutions, Inc.

**Attachment 3-A
Service Level Matrix**

November 1, 2012

INTRODUCTION

This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:

1. For Critical Service Levels (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Critical Service Level can be found

2. For Key Measurements (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

3. For One Time Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found
- designation in columns H through M with an "x" indicating to which Service Component(s) of the RFO a One Time Critical Deliverable will apply

4. For Recurring Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Attachment 3-C (Recurring Deliverables) where the qualitative description of the Recurring Deliverable can be found
- designation in columns I through N with an "x" indicating to which Service Component(s) of the RFO a Recurring Critical Deliverable will apply

Critical Service Level Matrix - SERVER

| | |
|------------------------------------------|-------------|
| At-Risk Amount | 10% |
| Pool Percentage Available for Allocation | 200% |

200% <- Checksum - must equal Pool Percentage

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type | Allocation | % of Invoice |
|--------|-------------------------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|-------------|--------------|
| 1.1 | Availability | | | | | | | | |
| | Allocation of Pool Percentage: | 84% | | | | | | | |
| S1.1.1 | Servers - Platinum Tier Availability | 0 | 99.95% | 99.90% | Monthly | CSL | S | 10.00% | 0.84% |
| S1.1.2 | Servers - Gold Tier Availability - Consolidated | 0 | 99.90% | 99.80% | Monthly | CSL | S | 19.00% | 1.60% |
| S1.1.3 | Servers - Silver Tier Availability - Consolidated | 0 | 99.85% | 99.75% | Monthly | CSL | S | 17.00% | 1.43% |
| S1.1.4 | Servers - Bronze Tier Availability - Consolidated | 0 | 99.75% | 99.65% | Monthly | CSL | S | 17.00% | 1.43% |
| S1.1.5 | Servers - Gold Tier Availability - Non-Consolidated | 0 | 99.85% | 99.75% | Monthly | CSL | S | 12.00% | 1.01% |
| S1.1.6 | Servers - Silver Tier Availability - Non-Consolidated | 0 | 99.80% | 99.70% | Monthly | CSL | S | 10.00% | 0.84% |
| S1.1.7 | Servers - Bronze Tier Availability - Non-Consolidated | 0 | 99.70% | 99.60% | Monthly | CSL | S | 10.00% | 0.84% |
| S1.1.8 | Federal Application Availability | 0 | 99.90% | 99.90% | Monthly | CSL | S | 5.00% | 0.42% |
| | | | | | | | | Checksum -> | 100.00% |

| Low Volume Alternative Calculation ⁽⁴⁾ | Volume (Denominator) 1-25 | Volume (Denominator) 26-60 | Volume (Denominator) 61-100 |
|---------------------------------------------------|---------------------------|----------------------------|-----------------------------|
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |

| | | | | | | | | | |
|---------|----------------------------------------|------------|--------|--------|---------|-----|---|-------------|---------|
| 1.2 | Incident and Problem | | | | | | | | |
| | Allocation of Pool Percentage: | 32% | | | | | | | |
| R1.2.1S | Resolution Time - Sev 1 - Server | 0 | 97.50% | 96.00% | Monthly | CSL | R | 40.00% | 1.28% |
| R1.2.2S | Resolution Time - Sev 2 - Server | 0 | 97.50% | 96.00% | Monthly | CSL | R | 40.00% | 1.28% |
| R1.2.3S | Resolution Time - Sev 3 and 4 - Server | 0 | 97.50% | 96.00% | Monthly | CSL | R | 20.00% | 0.64% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |

| | | | | | | | | | |
|---------|-----------------------------------------------------|------------|--------|--------|---------|-----|---|-------------|---------|
| 1.3 | Cross Functional | | | | | | | | |
| | Allocation of Pool Percentage: | 63% | | | | | | | |
| R1.3.1S | Service Request Fulfillment - Server | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 1.13% |
| R1.3.2S | Solution Proposal Delivery - Server | 2 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 1.13% |
| R1.3.3S | Solution Implementation - Server | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 1.13% |
| R1.3.4S | CMDB Accuracy - Server | 4 | 98.00% | 95.00% | Monthly | CSL | R | 18.00% | 1.13% |
| R1.3.5S | License and Maintenance Renewal Timeliness - Server | 0 | 99.00% | 98.00% | Monthly | CSL | R | 10.00% | 0.63% |
| R1.3.6S | Invoice Dispute Resolution - Server | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 1.13% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|---------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| Yes | Attachment 3-B | Attachment 3-B | Attachment 3-B |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |

| | | | | | | | | | |
|---------|------------------------------------------------|------------|--------|--------|---------|-----|---|--------|-------|
| 1.4 | Other Service Delivery | | | | | | | | |
| | Allocation of Pool Percentage: | 21% | | | | | | | |
| U1.4.1S | Successful Backups - Consolidated - Server | 0 | 99.00% | 97.00% | Monthly | CSL | U | 40.00% | 0.84% |
| U1.4.2S | Successful Backups - Non-Consolidated - Server | 0 | 97.00% | 95.00% | Monthly | CSL | U | 25.00% | 0.53% |
| U1.4.3S | Successful Recoveries - Server | 0 | 99.00% | 98.00% | Monthly | CSL | U | 35.00% | 0.74% |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| No | - | - | - |
| No | - | - | - |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |

Key Measurements Matrix - SERVER

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type |
|---------|------------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|
| 2.1 | Incident and Problem | | | | | | |
| R2.1.1S | Root Cause Analysis Delivery - Server | 0 | 98.00% | 96.00% | Monthly | KM | R |
| R2.1.2S | Corrective Actions - Server | 0 | 95.00% | 90.00% | Monthly | KM | R |
| 2.2 | Cross Functional | | | | | | |
| R2.2.1S | Change Management Effectiveness - Server | 0 | 96.00% | 93.00% | Monthly | KM | R |
| R2.2.2S | DR Test Report Delivery - Server | 0 | 95.00% | 90.00% | Monthly | KM | R |
| R2.2.3S | DR Test Plan Objectives Met - Server | 0 | 95.00% | 90.00% | Monthly | KM | R |

Critical Service Level Matrix - DATA CENTER

| | |
|------------------------------------------|------|
| At-Risk Amount | 10% |
| Pool Percentage Available for Allocation | 100% |

100% <- Checksum - must equal Pool Percentage

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type | Allocation | % of Invoice |
|---------|--------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|-------------|--------------|
| 1.1 | Availability | | | | | | | | |
| | Allocation of Pool Percentage: | 30% | | | | | | | |
| S1.1.11 | Data Center Availability | 0 | 99.90% | 99.75% | Monthly | CSL | S | 100.00% | 3.00% |
| | | | | | | | | Checksum -> | 100.00% |

| Low Volume Alternative Calculation ⁽⁴⁾ | Volume (Denominator) 1-25 | Volume (Denominator) 26-60 | Volume (Denominator) 61-100 |
|---------------------------------------------------|---------------------------|----------------------------|-----------------------------|
| No | - | - | - |

| | | | | | | | | | |
|---------|---------------------------------------------|-----|--------|--------|---------|-----|---|-------------|---------|
| 1.2 | Incident and Problem | | | | | | | | |
| | Allocation of Pool Percentage: | 25% | | | | | | | |
| R1.2.4D | Resolution Time - Sev 1/2/3/4 - Data Center | 0 | 97.50% | 96.00% | Monthly | CSL | R | 100.00% | 2.50% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |
|-----|--------------------------------|--------------------------------------|--------------------------------------|

| | | | | | | | | | |
|---------|----------------------------------------------------------|-----|--------|--------|---------|-----|---|-------------|---------|
| 1.3 | Cross Functional | | | | | | | | |
| | Allocation of Pool Percentage: | 20% | | | | | | | |
| R1.3.1D | Service Request Fulfillment - Data Center | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.36% |
| R1.3.2D | Solution Proposal Delivery - Data Center | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.36% |
| R1.3.3D | Solution Implementation - Data Center | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.36% |
| R1.3.4D | CMDB Accuracy - Data Center | 4 | 98.00% | 95.00% | Monthly | CSL | R | 18.00% | 0.36% |
| R1.3.5D | License and Maintenance Renewal Timeliness - Data Center | 0 | 99.00% | 98.00% | Monthly | CSL | R | 18.00% | 0.36% |
| R1.3.6D | Invoice Dispute Resolution - Data Center | 0 | 95.00% | 90.00% | Monthly | CSL | R | 10.00% | 0.20% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|---------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |
| No | - | - | - |
| No | - | - | - |
| Yes | Attachment 3-B | Attachment 3-B | Attachment 3-B |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |

| | | | | | | | | | |
|---------|-----------------------------------------|-----|--------|--------|---------|-----|---|-------------|---------|
| 1.4 | Other Service Delivery | | | | | | | | |
| | Allocation of Pool Percentage: | 25% | | | | | | | |
| U1.4.4D | Off-Site Media Management - Data Center | 0 | 95.00% | 90.00% | Monthly | CSL | U | 100.00% | 2.50% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|----|---|---|---|
| No | - | - | - |
|----|---|---|---|

Key Measurements Matrix - DATA CENTER

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type |
|---------|-----------------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|
| 2.1 | Incident and Problem | | | | | | |
| R2.1.1D | Root Cause Analysis Delivery - Data Center | 0 | 98.00% | 96.00% | Monthly | KM | R |
| R2.1.2D | Corrective Actions - Data Center | 0 | 95.00% | 90.00% | Monthly | KM | R |
| 2.2 | Cross Functional | | | | | | |
| R2.2.1D | Change Management Effectiveness - Data Center | 0 | 96.00% | 93.00% | Monthly | KM | R |
| R2.2.2D | DR Test Report Delivery - Data Center | 0 | 95.00% | 90.00% | Monthly | KM | R |
| R2.2.3D | DR Test Plan Objectives Met - Data Center | 0 | 95.00% | 90.00% | Monthly | KM | R |

Critical Service Level Matrix - NETWORK

| | |
|------------------------------------------|------|
| At-Risk Amount | 10% |
| Pool Percentage Available for Allocation | 100% |

100% <- Checksum - must equal Pool Percentage

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type | Allocation | % of Invoice |
|---------|--------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|---------------------|--------------|
| 1.1 | Availability | | | | | | | | |
| | Allocation of Pool Percentage: | 30% | | | | | | | |
| S1.1.10 | Network Availability | 0 | 99.99% | 99.95% | Monthly | CSL | S | 100.00% | 3.00% |
| | | | | | | | | Checksum -> 100.00% | |

| Low Volume Alternative Calculation ⁽⁴⁾ | Volume (Denominator) 1-25 | Volume (Denominator) 26-60 | Volume (Denominator) 61-100 |
|---------------------------------------------------|---------------------------|----------------------------|-----------------------------|
| No | - | - | - |

| | | | | | | | | | |
|---------|-----------------------------------------|-----|--------|--------|---------|-----|---|---------------------|-------|
| 1.2 | Incident and Problem | | | | | | | | |
| | Allocation of Pool Percentage: | 25% | | | | | | | |
| R1.2.4N | Resolution Time - Sev 1/2/3/4 - Network | 0 | 97.50% | 96.00% | Monthly | CSL | R | 100.00% | 2.50% |
| | | | | | | | | Checksum -> 100.00% | |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |
|-----|--------------------------------|--------------------------------------|--------------------------------------|

| | | | | | | | | | |
|---------|------------------------------------------------------|-----|--------|--------|---------|-----|---|---------------------|-------|
| 1.3 | Cross Functional | | | | | | | | |
| | Allocation of Pool Percentage: | 45% | | | | | | | |
| R1.3.1N | Service Request Fulfillment - Network | 0 | 95.00% | 90.00% | Monthly | CSL | R | 15.00% | 0.68% |
| R1.3.2N | Solution Proposal Delivery - Network | 0 | 95.00% | 90.00% | Monthly | CSL | R | 15.00% | 0.68% |
| R1.3.3N | Solution Implementation - Network | 0 | 95.00% | 90.00% | Monthly | CSL | R | 15.00% | 0.68% |
| R1.3.4N | CMDB Accuracy - Network | 4 | 98.00% | 95.00% | Monthly | CSL | R | 20.00% | 0.90% |
| R1.3.5N | License and Maintenance Renewal Timeliness - Network | 0 | 99.00% | 98.00% | Monthly | CSL | R | 10.00% | 0.45% |
| R1.3.6N | Invoice Dispute Resolution - Network | 0 | 95.00% | 90.00% | Monthly | CSL | R | 5.00% | 0.23% |
| R1.3.7N | Change Management Effectiveness - Network | 0 | 96.00% | 93.00% | Monthly | CSL | R | 20.00% | 0.90% |
| | | | | | | | | Checksum -> 100.00% | |

| | | | |
|-----|--------------------------------|--------------------------------------|---------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |
| No | - | - | - |
| No | - | - | - |
| No | - | - | - |
| Yes | Attachment 3-B | Attachment 3-B | Attachment 3-B |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |

Key Measurements Matrix - NETWORK

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type |
|---------|----------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|
| 2.1 | Incident and Problem | | | | | | |
| R2.1.1N | Root Cause Analysis Delivery - Network | 0 | 98.00% | 96.00% | Monthly | KM | R |
| R2.1.2N | Corrective Actions - Network | 0 | 95.00% | 90.00% | Monthly | KM | R |
| 2.2 | Cross Functional | | | | | | |
| R2.2.2N | DR Test Report Delivery - Network | 0 | 95.00% | 90.00% | Monthly | KM | R |
| R2.2.3N | DR Test Plan Objectives Met - Network | 0 | 95.00% | 90.00% | Monthly | KM | R |

Critical Service Level Matrix - MAINFRAME

| | |
|------------------------------------------|------|
| At-Risk Amount | 10% |
| Pool Percentage Available for Allocation | 100% |

100% <- Checksum - must equal Pool Percentage

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type | Allocation | % of Invoice |
|--------|------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|-------------|--------------|
| 1.1 | Availability | | | | | | | | |
| | Allocation of Pool Percentage: 30% | | | | | | | | |
| S1.1.9 | Mainframe Availability | 0 | 99.90% | 99.70% | Monthly | CSL | S | 100.00% | 3.00% |
| | | | | | | | | Checksum -> | 100.00% |

| Low Volume Alternative Calculation ⁽⁴⁾ | Volume (Denominator) 1-25 | Volume (Denominator) 26-60 | Volume (Denominator) 61-100 |
|---------------------------------------------------|---------------------------|----------------------------|-----------------------------|
| No | - | - | - |

| | | | | | | | | | |
|---------|-------------------------------------------|---|--------|--------|---------|-----|---|-------------|---------|
| 1.2 | Incident and Problem | | | | | | | | |
| | Allocation of Pool Percentage: 15% | | | | | | | | |
| R1.2.4M | Resolution Time - Sev 1/2/3/4 - Mainframe | 0 | 97.50% | 96.00% | Monthly | CSL | R | 100.00% | 1.50% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL | 1-2 Misses = ESL 3-4 Misses = MSL |
|-----|--------------------------------|--------------------------------------|--------------------------------------|

| | | | | | | | | | |
|---------|--------------------------------------------------------|---|--------|--------|---------|-----|---|-------------|---------|
| 1.3 | Cross Functional | | | | | | | | |
| | Allocation of Pool Percentage: 35% | | | | | | | | |
| R1.3.1M | Service Request Fulfillment - Mainframe | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.63% |
| R1.3.2M | Solution Proposal Delivery - Mainframe | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.63% |
| R1.3.3M | Solution Implementation - Mainframe | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.63% |
| R1.3.4M | CMDB Accuracy - Mainframe | 4 | 98.00% | 95.00% | Monthly | CSL | R | 10.00% | 0.35% |
| R1.3.5M | License and Maintenance Renewal Timeliness - Mainframe | 0 | 99.00% | 98.00% | Monthly | CSL | R | 18.00% | 0.63% |
| R1.3.6M | Invoice Dispute Resolution - Mainframe | 0 | 95.00% | 90.00% | Monthly | CSL | R | 18.00% | 0.63% |
| | | | | | | | | Checksum -> | 100.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|---------------------------------------|
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |
| No | - | - | - |
| No | - | - | - |
| Yes | Attachment 3-B | Attachment 3-B | Attachment 3-B |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-5 Misses = ESL 6-10 Misses = MSL |

| | | | | | | | | | |
|---------|-----------------------------------------------|---|--------|--------|---------|-----|---|--------|-------|
| 1.4 | Other Service Delivery | | | | | | | | |
| | Allocation of Pool Percentage: 20% | | | | | | | | |
| U1.4.1M | Successful Backups - Consolidated - Mainframe | 0 | 99.00% | 97.00% | Monthly | CSL | U | 50.00% | 1.00% |
| U1.4.3M | Successful Recoveries - Mainframe | 0 | 99.00% | 98.00% | Monthly | CSL | U | 50.00% | 1.00% |

| | | | |
|-----|--------------------------------|--------------------------------------|--------------------------------------|
| No | - | - | - |
| Yes | 1 Miss = ESL 2 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL | 1-3 Misses = ESL 4-6 Misses = MSL |

Key Measurements Matrix - MAINFRAME

| Ref | Service Level Categories | Comm + mos ⁽¹⁾ | Expected ⁽²⁾ | Minimum ⁽³⁾ | Measurement Window | SLA Type | Share Type |
|---------|---------------------------------------------|---------------------------|-------------------------|------------------------|--------------------|----------|------------|
| 2.1 | Incident and Problem | | | | | | |
| R2.1.1M | Root Cause Analysis Delivery - Mainframe | 0 | 98.00% | 96.00% | Monthly | KM | R |
| R2.1.2M | Corrective Actions - Mainframe | 0 | 95.00% | 90.00% | Monthly | KM | R |
| 2.2 | Cross Functional | | | | | | |
| R2.2.1M | Change Management Effectiveness - Mainframe | 0 | 96.00% | 93.00% | Monthly | KM | R |
| R2.2.2M | DR Test Report Delivery - Mainframe | 0 | 95.00% | 90.00% | Monthly | KM | R |
| R2.2.3M | DR Test Plan Objectives Met - Mainframe | 0 | 95.00% | 90.00% | Monthly | KM | R |

One Time Critical Deliverables

| Attachment 3-C Section Reference | Critical Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable (\$s) ⁽²⁾ | Frequency Credit Applied | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|----------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------|-------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------|-----------|--------|-----------------|----------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 1.1 | Complete Asset Inventory and CMDB Initial Data Population | + 4 | 30 days after final due date | \$75,000 | monthly | x | x | x | x | x | x |
| 1.2 | Transition Readiness Plan | - 1 | 7 days after final due date | \$50,000 | weekly | x | x | x | x | x | x |
| 1.3 | Transition Plan | (1) Effective + 2 (2) August 19, 2012 | 30 days after final due date | \$60,000 | monthly | x | x | x | x | x | x |
| 1.4 | Transformation Plan | (1) Effective + 4 (2) + 4 | 30 days after final due date | \$75,000 | monthly | x | x | x | x | x | x |
| 1.5 | Service Management Manual | (1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6 | 30 days after final due date | \$45,000 | monthly | x | x | x | x | x | x |
| 1.6 | New Customer Integration Plan | + 12 | 30 days after final due date | \$5,000 | monthly | x | x | x | x | x | x |
| 1.7 | Updated Disaster Recovery Plans | (1) + 0 (2) + 6 | 30 days after final due date | \$45,000 | monthly | x | x | x | x | x | x |
| 1.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 1.9 | Consolidated Data Center Network Improvement Plan | (1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A | 30 days after final due date | N/A | monthly | x | N/A | N/A | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

An "x" indicates the Service Component a Recurring Deliverable will apply to⁽²⁾

| Attachment 3-C Section Reference | Recurring Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable (\$s) ⁽²⁾ | Frequency Credit Applies | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|-------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------|------------------------------|----------------------------------|--------------------------|---------------------------------------------------------------------------------------------|-----------|--------|--------------|-------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 2.1 | Annual Technology Plan | Annually on January 15th | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |
| 2.2 | Annual Transformation Plan | Annually on May 1st | 30 days after final due date | \$55,000 | monthly | x | N/A | x | N/A | N/A | x |
| 2.3 | Technology Roadmap for Equipment and Software | Annually on June 15th | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |
| 2.4 | Annual Equipment & Software Refresh Plan | Annually on January 15th | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |
| 2.5 | Annual Security Plan | Annually on October 1st | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |
| 2.6 | Security Assessment Remediation | In accordance with <u>Attachment 17-C</u> | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |
| 2.7 | CMDB Configuration Item Reconciliation | Upon first anniversary of Commencement; Annually on July 1st thereafter | 30 days after final due date | \$50,000 | monthly | x | x | x | N/A | N/A | x |
| 2.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.9 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.10 | Customer Satisfaction Improvement Plan | Three (3) months after completion of 2.9 | 30 days after final due date | \$50,000 | monthly | x | x | x | x | x | x |

| | | | | | | | | | | | |
|------|------------------------------------------|-------------------------------------------------------------------------|------------------------------|----------|---------|---|-----|---|-----|-----|---|
| 2.11 | Disaster Recovery Test Plan and Schedule | three (3) months after Commencement and annually thereafter | 30 days after final due date | \$57,000 | monthly | x | x | x | x | x | x |
| 2.12 | Security Patch Compliance Report | three (3) months after Commencement; on October 1st annually thereafter | 30 days after final due date | \$50,000 | monthly | x | N/A | x | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

An "x" indicates the Service Component a Recurring Deliverable will apply to⁽²⁾

| Attachment 3-C Section Reference | Critical Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable Credit ⁽²⁾ | Frequency Credit Applied | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
|----------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------|-----------------------------------|--------------------------|-----|-----------|--------|--------------|-------------|---------|
| 1.1 | Complete Asset Inventory and CMDB Initial Data Population | + 4 | 30 days after final due date | \$15,000 | monthly | x | x | x | x | x | x |
| 1.2 | Transition Readiness Plan | - 1 | 7 days after final due date | \$7,500 | weekly | x | x | x | x | x | x |
| 1.3 | Transition Plan | (1) Effective + 2 (2) August 19, 2012 | 30 days after final due date | \$8,000 | monthly | x | x | x | x | x | x |
| 1.4 | Transformation Plan | (1) Effective + 4 (2) + 4 | 30 days after final due date | \$15,000 | monthly | x | x | x | x | x | x |
| 1.5 | Service Management Manual | (1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6 | 30 days after final due date | \$8,000 | monthly | x | x | x | x | x | x |
| 1.6 | New Customer Integration Plan | + 12 | 30 days after final due date | \$4,000 | monthly | x | x | x | x | x | x |
| 1.7 | Updated Disaster Recovery Plans | (1) + 0 (2) + 6 | 30 days after final due date | \$8,000 | monthly | x | x | x | x | x | x |
| 1.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 1.9 | Consolidated Data Center Network Improvement Plan | (1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A | 30 days after final due date | N/A | monthly | x | N/A | N/A | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

| | | | | | | | | | | | |
|------|------------------------------------------|-------------------------------------------------------------------------|------------------------------|----------|---------|---|-----|---|-----|-----|---|
| 2.11 | Disaster Recovery Test Plan and Schedule | Three (3) months after Commencement and annually thereafter | 30 days after final due date | \$15,000 | monthly | x | x | x | x | x | x |
| 2.12 | Security Patch Compliance Report | Three (3) months after Commencement; on October 1st annually thereafter | 30 days after final due date | N/A | monthly | x | N/A | x | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

| Attachment 3-C Section Reference | Critical Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable Credit ⁽²⁾ | Frequency Credit Applied | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|-------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------|--------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------|-----------|--------|-----------------|----------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 1.1 | Complete Asset Inventory and CMDB Initial Data Population | + 4 | 30 days after final due date | \$3,000 | monthly | x | x | x | x | x | x |
| 1.2 | Transition Readiness Plan | - 1 | 7 days after final due date | \$2,000 | weekly | x | x | x | x | x | x |
| 1.3 | Transition Plan | (1) Effective + 2 (2) August 19, 2012 | 30 days after final due date | \$3,000 | monthly | x | x | x | x | x | x |
| 1.4 | Transformation Plan | (1) Effective + 4 (2) + 4 | 30 days after final due date | \$3,000 | monthly | x | x | x | x | x | x |
| 1.5 | Service Management Manual | (1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6 | 30 days after final due date | \$2,000 | monthly | x | x | x | x | x | x |
| 1.6 | New Customer Integration Plan | + 12 | 30 days after final due date | \$1,000 | monthly | x | x | x | x | x | x |
| 1.7 | Updated Disaster Recovery Plans | (1) + 0 (2) + 6 | 30 days after final due date | \$3,000 | monthly | x | x | x | x | x | x |
| 1.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 1.9 | Consolidated Data Center Network Improvement Plan | (1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A | 30 days after final due date | \$8,000 | monthly | x | N/A | N/A | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

| Attachment 3-C Section Reference | Recurring Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable Credit ⁽²⁾ | Frequency Credit Applies | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|-------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------|------------------------------|-----------------------------------|--------------------------|---------------------------------------------------------------------------------------------|-----------|--------|--------------|-------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 2.1 | Annual Technology Plan | Annually on January 15th | 30 days after final due date | \$3,500 | monthly | x | x | x | x | x | x |
| 2.2 | Annual Transformation Plan | Annually on May 1st | 30 days after final due date | \$3,500 | monthly | x | N/A | x | N/A | N/A | x |
| 2.3 | Technology Roadmap for Equipment and Software | Annually on June 15th | 30 days after final due date | \$5,000 | monthly | x | x | x | x | x | x |
| 2.4 | Annual Equipment & Software Refresh Plan | Annually on January 15th | 30 days after final due date | \$3,500 | monthly | x | x | x | x | x | x |
| 2.5 | Annual Security Plan | Annually on October 1st | 30 days after final due date | \$3,500 | monthly | x | x | x | x | x | x |
| 2.6 | Security Assessment Remediation | In accordance with <u>Attachment 17-C</u> | 30 days after final due date | \$5,000 | monthly | x | x | x | x | x | x |
| 2.7 | CMDB Configuration Item Reconciliation | Upon first anniversary of Commencement; Annually on July 1st thereafter | 30 days after final due date | \$3,500 | monthly | x | x | x | N/A | N/A | x |
| 2.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.9 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.10 | Customer Satisfaction Improvement Plan | Three (3) months after completion of 2.9 | 30 days after final due date | \$3,500 | monthly | x | x | x | x | x | x |

| | | | | | | | | | | | |
|------|------------------------------------------|-------------------------------------------------------------------------|------------------------------|---------|---------|---|-----|---|-----|-----|---|
| 2.11 | Disaster Recovery Test Plan and Schedule | Three (3) months after Commencement and annually thereafter | 30 days after final due date | \$4,000 | monthly | x | x | x | x | x | x |
| 2.12 | Security Patch Compliance Report | Three (3) months after Commencement; on October 1st annually thereafter | 30 days after final due date | \$5,000 | monthly | x | N/A | x | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

| Attachment 3-C Section Reference | Critical Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable Credit ⁽²⁾ | Frequency Credit Applied | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|-------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------|------------------------------|--------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------|-----------|--------|-----------------|----------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 1.1 | Complete Asset Inventory and CMDB Initial Data Population | + 4 | 30 days after final due date | \$30,000 | monthly | x | x | x | x | x | x |
| 1.2 | Transition Readiness Plan | - 1 | 7 days after final due date | \$21,000 | weekly | x | x | x | x | x | x |
| 1.3 | Transition Plan | (1) Effective + 2 (2) August 19, 2012 | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 1.4 | Transformation Plan | (1) Effective + 4 (2) + 4 | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 1.5 | Service Management Manual | (1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6 | 30 days after final due date | \$10,000 | monthly | x | x | x | x | x | x |
| 1.6 | New Customer Integration Plan | + 12 | 30 days after final due date | \$5,000 | monthly | x | x | x | x | x | x |
| 1.7 | Updated Disaster Recovery Plans | (1) + 0 (2) + 6 | 30 days after final due date | \$27,000 | monthly | x | x | x | x | x | x |
| 1.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 1.9 | Consolidated Data Center Network Improvement Plan | (1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to | 30 days after final due date | N/A | monthly | x | N/A | N/A | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

| Attachment 3-C Section Reference | Recurring Deliverable Description | Final Due Date ⁽¹⁾ | Acceptance Review Period | Deliverable Credit ⁽²⁾ | Frequency Credit Applies | An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾ | | | | | |
|-------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------|------------------------------|-----------------------------------|--------------------------|---------------------------------------------------------------------------------------------|-----------|--------|--------------|-------------|---------|
| | | | | | | MSI | Mainframe | Server | Print & Mail | Data Center | Network |
| 2.1 | Annual Technology Plan | Annually on January 15th | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 2.2 | Annual Transformation Plan | Annually on May 1st | 30 days after final due date | N/A | monthly | x | N/A | x | N/A | N/A | x |
| 2.3 | Technology Roadmap for Equipment and Software | Annually on June 15th | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 2.4 | Annual Equipment & Software Refresh Plan | Annually on January 15th | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 2.5 | Annual Security Plan | Annually on October 1st | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 2.6 | Security Assessment Remediation | In accordance with <u>Attachment 17-C</u> | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |
| 2.7 | CMDB Configuration Item Reconciliation | Upon first anniversary of Commencement; Annually on July 1st thereafter | 30 days after final due date | \$25,000 | monthly | x | x | x | N/A | N/A | x |
| 2.8 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.9 | < Intentionally Left Blank > | | | | | x | N/A | N/A | N/A | N/A | N/A |
| 2.10 | Customer Satisfaction Improvement Plan | Three (3) months after completion of 2.9 | 30 days after final due date | \$25,000 | monthly | x | x | x | x | x | x |

| | | | | | | | | | | | |
|------|------------------------------------------|-------------------------------------------------------------------------|------------------------------|----------|---------|---|-----|---|-----|-----|---|
| 2.11 | Disaster Recovery Test Plan and Schedule | Three (3) months after Commencement and annually thereafter | 30 days after final due date | \$27,000 | monthly | x | x | x | x | x | x |
| 2.12 | Security Patch Compliance Report | Three (3) months after Commencement; on October 1st annually thereafter | 30 days after final due date | N/A | monthly | x | N/A | x | N/A | N/A | x |

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component