

**Appendix 15 to
Second Amendment of
Master Service Agreement**

June 25, 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 19-A
Transition Milestones**

June 25, 2012

Overview

Milestones reflect the key events indicated and align with other documents as appropriate,

This document reflects the major events of the overall plan with verifiable criteria for acceptance.

Definitions of Fields

Ref ID #	Unique identifier used to cross-reference to payment milestones in Attachment 4-A .
MSI Deliverable X-Ref	Denotes corresponding milestone reference ID # in MSI Attachment 19-A
Milestone	Name of the milestone
Service Component	The Service Component associated with this milestone, choices must be one of: Server, Network, Data Center, Mainframe, Print-Mail , MSI, or All.
Category	Name of a grouping of activities (e.g., Service Desk, security)
Description	Description of the activities comprising the milestone
Acceptance Criteria	Description of Acceptance Criteria (as defined in Exhibit 1), which will indicate completion of the milestone.
Expectations of DIR and DIR Customer	Description of the expectations of DIR and DIR Customers necessary for Service Provider to complete the milestone (e.g., resources, maintenance windows, facility access)
Interactions with other DCS Service Providers	Description of the activities Service Provider will coordinate with the other DCS Service Providers for successful completion of the milestone.
Interactions with the Incumbent Service Provider	Description of the activities Service Provider will coordinate with the Incumbent Service Provider for successful completion of the milestone.
Risks/Mitigation	Risks related to milestone completion (e.g., the expectations stated in the preceding two columns cannot be met or other unforeseen issues arise) and what will be done to address those risks. This column should include both statement of risk and the mitigation for the risk.
Interim (I), Major (M) or Checkpoint (C) Milestone	Indicate 'I' if an interim milestone; 'M' if a major milestone; 'C' if a checkpoint milestone.
Payment Milestone	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Attachment 4-
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in Attachment 3-A and Attachment 3-C .
Due Date (mm/dd/yy)	Date when the milestone will be completed.

Ref ID	MSI Deliverable 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	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
AAM-10067-012		Service Provider ready to provide chargeback data to MSI's tool	All	Phase I Transition - Execute	Ensure Service Provider has identified the RU Attributes and methods to provide chargeback data to MSI's tool	Deliver to DIR: 1) An MS Word/Excel document describing Service Provider readiness to support sending Resource Unit data to MSI's tool. The document will include: a) List of Resource Units to be sent to MSI b) Frequency that data will be sent c) Method which Service Provider will send the data	1) Work with Service Provider to finalize and approve Chargeback method	1) Work with MSI to Setup Chargeback tool by E + 60 2) Work with MSI to develop & test data input methodology		N/A	M			06/01/12
AAM-10067-013	CHB-1404-62	Chargeback Deployment (Production Data Feed 1)	All	Chargeback	Provide production data feed to the MSI to support Mock invoices for the month of July.	Deliver to DIR: 1) An MS Word/Excel report demonstrating that Service Provider has provided data feed per the frequency defined in the Chargeback Algorithm documents. The document will include: - A list of RU Feeds - Confirmation that each feed is a representation of production data - Date each feed was provided by SCP to MSI - Designation of method for data collection (automated/manual) and schedule for bringing into full compliance with algorithm documents as applicable The SCP will support the MSI for issue resolution of the feeds should any issue arise	Participation in development of deployment plan, approval of new processes and system initiated in production. Validation of chargeback.		Clearly defined requirements. Validate end to end processes including data extract, transmission and loading of data into MSI chargeback system.		I			07/02/12
AAM-10067-014	CHB-1422-63	Chargeback Deployment (Final)	All	Chargeback	Provide production data feed to the MSI to support Mock invoices for the month of July.	Deliver to DIR: 1) An MS Word/Excel report demonstrating that Service Provider has provided data feed per the frequency defined in the Chargeback Algorithm documents. The document will include: - A list of RU Feeds - A confirmation from the MSI of the successful testing of all RU chargeback data per approved Algorithm document - Date each feed was provided by SCP to MSI - Action Items and Issues logged & addressed	Participation in development of deployment plan, approval of new processes and system initiated in production. Validation of chargeback.		Clearly defined requirements. Validate end to end processes including data extract, transmission and loading of data into MSI chargeback system.		M			08/01/12
AAM-10067-015	SAC-1180-48b	Electronic Discovery Tool Plan	All	Phase II Transition - Execute	Create a plan to show a phased approach for resolving issues with the Electronic Discovery Tool	Deliver to DIR: 1) An MS Word document that describes the scope, approach, and timeline to resolve the Electronic Discovery issues from Phase I of the Transition. The document should include: - The plan to address resolvable issues with the Electronic Discovery Tool Implementations - Exceptions for known unresolvable issues	DIR Customer to approve the improvements that will be needed to allow the tool access to capture data from the servers.	None	None	If agency does not allow access, an exception will be documented.	I			09/01/12
AAM-10068-009		Develop Electronic Discovery Plan	Server, Mainframe, Network	Phase I Transition - Execute	Develop a plan and approach to perform the Auto-Discovery inventory	Deliver to DIR: 1) An MS Word/Excel document describing Service Provider's plan, approach, and schedule to completing the Electronic Discovery inventory for the Server, Network, and Mainframe towers. The document will include: a) Schedule for deploying Electronic Discovery appliances b) Locations for deploying Electronic Discovery appliances c) Known contact person at each site d) Expected attributes to collect as a part of the inventory	1) Work with Service Provider to identify locations, and dependencies 2) Work with Service Provider to open firewall ports needed for tool appliances identified in plan 3) Work with Service Provider to provide rack space in Non-Consolidated Data Center for installation of appliances identified in plan	N/A	1) Work with Incumbent to coordinate access and dependencies into the Consolidated Data Centers	N/A	I			02/02/12

Ref ID	MSI Deliverable 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	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
AAM-9270-030		Complete Asset Inventory & CMDB Initial Population	All	Phase II Transition Execute	Work with the MSI to "True-Up" the CMDB	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the Wall to Wall inventory, Electronic Discovery, Knowledge Transfer, and Chargeback methodology implemented by Service Provider, consistent with the requirements of Exhibit 3 and Exhibit 4. The report will include: a) Inventory of all Equipment b) Software c) Related information items (e.g. application to server; application to business priority; application to DR priority)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process.	1) Work with MSI to coordinate Asset inventory.		If auto discovery tool cannot be installed on the LDC and CDC networks, the asset trueup will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	M	Yes	Yes	11/01/12
AAM-9270-1-030-1	SAC-1180-48	Complete Asset Inventory & Initial mapping	All	Phase I Transition Execute	Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Deliver to DIR: 1) An MS Word/Excel or otherwise agreed to format identifying the findings of the Wall to Wall inventory, Electronic Discovery, and Knowledge Transfer, consistent with the requirements of Exhibit 3 and Exhibit 4. The report will include: a) Physical Inventory of all Equipment b) Inventory of COTS Software on the Servers (including OS, Middleware, Database) where the electronic discovery tools have been successfully implemented c) Related information items (Business Application to Server, Business Priorities) based on KT from agencies	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	M			07/01/12
AAM-9270-1-030-2	SAC-1180-48b	Config Mgmt Implementation (Release 2)	All	Service Asset and Config	eDiscovery Data Enrichment - Update the CMDB with data provided from electronic discovered data	Facilitate a meeting with DIR to review the status of ACS' activities to support Cap's Config Management Implementation (Release 2) Deliverable. The status will include: 1) Completion for the previous month and schedule for the upcoming month for the following items. • Server data reconciliation & load into CMDB • Feedback into Process, Procedures, Work Instructions required to support the Release 2 functionality implemented into SMM • Feedback into Asset and Configuration Mgmt reports and extracts updated to include electronic discovered data as appropriate	DCS Transition Solution Group review and approve	None		None	C			08/15/12
AAM-9270-1-030-3	SAC-1180-48c	Config Mgmt Implementation (Release 3)	All	Service Asset and Config	Software License Compliance Implementation	Facilitate a meeting with DIR to review the status of ACS' activities to support Cap's Config Management Implementation (Release 2) Deliverable. The status will include: 1) Completion for the previous month and schedule for the upcoming month for the following items. • Feedback for Software License Compliance position reporting implemented for COTS products • Feedback for License Renewal process and operations implemented using the Remedy contracts module functionality • Feedback for COTS software relationships established with their associated servers in the CMDB • Feedback for Process, Procedures, Work Instructions required to support the Release 3 functionality implemented in the SMM	DCS Transition Solution Group review and approve DIR and DIR Customers to provide Contract data and Proof of Ownership as required to build the Remedy Contracts database	None		None	C			09/15/12

Ref ID	MSI Deliverable 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	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
AAM-9270-2-030-2		Complete Asset Inventory & Initial mapping - Checkpoint I	All	Phase I Transition - Execute	Checkpoint Milestone to confirm the team is on track to Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Facilitate a meeting with DIR to review the status of Milestone "Complete Asset Inventory & Initial mapping". The status will include: 1) Completion for 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 (including OS, Middleware, Database) c) Related information items (Business Application to Server, Business Priorities)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	C			02/01/12
AAM-9270-3-030-3		Complete Asset Inventory & Initial mapping - Checkpoint II	All	Phase I Transition - Execute	Checkpoint Milestone to confirm the team is on track to Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Facilitate a meeting with DIR to review the status of Milestone "Complete Asset Inventory & Initial mapping". The status will include: 1) Completion for 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 (including OS, Middleware, Database) c) Related information items (Business Application to Server, Business Priorities)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	C			03/01/12
AAM-9270-4-030-4		Complete Asset Inventory & Initial mapping - Checkpoint III	All	Phase I Transition - Execute	Checkpoint Milestone to confirm the team is on track to Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Facilitate a meeting with DIR to review the status of Milestone "Complete Asset Inventory & Initial mapping". The status will include: 1) Completion for 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 (including OS, Middleware, Database) c) Related information items (Business Application to Server, Business Priorities)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	C			04/02/12
AAM-9270-5-030-5		Complete Asset Inventory & Initial mapping - Checkpoint IV	All	Phase I Transition - Execute	Checkpoint Milestone to confirm the team is on track to Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Facilitate a meeting with DIR to review the status of Milestone "Complete Asset Inventory & Initial mapping". The status will include: 1) Completion for 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 (including OS, Middleware, Database) c) Related information items (Business Application to Server, Business Priorities)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	C			05/01/12
AAM-9270-6-030-6		Complete Asset Inventory & Initial mapping - Checkpoint V	All	Phase I Transition - Execute	Checkpoint Milestone to confirm the team is on track to Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Facilitate a meeting with DIR to review the status of Milestone "Complete Asset Inventory & Initial mapping". The status will include: 1) Completion for 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 (including OS, Middleware, Database) c) Related information items (Business Application to Server, Business Priorities)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If auto discovery tool cannot be installed on the LDC and CDC networks, the e-discovery and mapping will be impacted. Mitigation is to receive approval early and to start installing auto discovery appliances on network one month after effective date	C			06/01/12

Ref ID	MSI Deliverable 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	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
AAM-9316-008		Plan Physical Inventory	All	Phase I Transition - Execute	Develop a plan and approach to perform the Wall to Wall inventory	Deliver to DIR: 1) An MS Word/Excel document describing Service Provider's plan, approach, and schedule to completing the Wall to Wall inventory for the Server, Network, Mainframe and Data Center towers. The document will include: a) Sites to be visited b) Anticipated schedule for site visit c) Known contact person at each site d) Expected attributes to collect as a part of the inventory	1) Work with Service Provider to identify locations, and dependencies	1) Work with MSI to coordinate Asset inventory	1) Work with Incumbent to coordinate access and dependencies into the Consolidated Data Centers	N/A	I			03/03/12
AAM-9991-011		Submit Software Consent letters to all software vendors on software list	All	Phase I Transition - Execute	Ensure Commencement readiness by making all Independent Software Vendors aware of Service Provider's outsourcing relationship with the State of Texas via Consent Letters and receiving consents from the vendors to manage the software on behalf of the State.	Deliver to DIR: 1) An MS Word/Excel report providing the status of Software Consents & Transfer, consistent with Exhibit 12. The report will include: a) Identification of the in scope software, consistent with Exhibit 12 b) completion status of obtaining consent	1) Provide Signed Letter of Agency on Letter Head 2) Provide escalation support to Service Provider as needed through the Consent process	N/A		N/A	I			06/01/12
AAM-xxx456-010		Obtain Software Letters from DIR Customers on DIR Customer's Letterhead	All	Phase I Transition - Execute	Work with DIR Customers to ensure Consent letters are printed on DIR Customers Letterhead	Schedule and attend a Checkpoint meeting with DIR and DIR Customers to checkpoint status of Consent letters. The meeting will adhere to the requirements of the Checkpoint deliverable process documented in the Service Management Manual.	1) Provide Signed Letter of Agency on Letter Head 2) Provide escalation support to Service Provider as needed through the Consent process	N/A		N/A	C			03/03/12
CAP-001		Capacity Reporting	All	Phase II Transition - Plan	Capacity Tools Feed	Deliver to DIR & MSI: 1) An MS Word/Excel report by tower (Server, Network, Data Center, Mainframe). The report will include: a. The source tool of each data feed b. The frequency each data feed will be sent to the MSI c. The file format the feed was provided					I			11/01/12
CLO-xxx7-040		Data Center Services Transition Complete	Server	Phase II Transition - Close	Transition Program complete	Deliver to DIR: 1) An MS Word/Excel report demonstrating the completion of all Transition milestones or approved project change record to delay a milestone. The report will include: a) A list of all Transition Milestones b) DIR's acceptance of each Transition Milestone c) For non-completed Milestones, a project change approved by DIR delaying the completion of the milestone and a plan & schedule to complete	N/A	N/A	N/A	N/A	M	Yes		12/28/12
CUT-9781-028		Cutover	All	Phase I Transition - Execute	Cutover Services to Service Provider from incumbent	Deliver to DIR: 1) An MS Word/Excel report demonstrating that Service Provider has taken over management of the IT Systems from the incumbent. The document will include: a) The Cutover tasks that were performed (Attached Cutover Checklist) b) Identification of Service Provider staff now managing production c) Link to the On-Call list d) Operational Readiness test results demonstrate Service Provider is ready to produce SLA data to MSI e) Operational test results demonstrate Service Provider is able to assume all services including monitoring and backup f) Successful cutover to tools, systems processes and services identified in the approved Transition Plan for Commencement	1) Participate in cutover verification process	1) Work with MSI and other Service Component providers to identify dependencies and ensure activities are synchronized	1) Work with Incumbent to identify dependencies as well as identify activities needed to be performed by Incumbent	N/A	M	Yes		07/01/12

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DRP-10074-031		Updated DR Plans - Previously tested applications	All	Phase II Transition - Execute	Perform the updates of the DR Plans and Technical Recovery Guides for previously tested applications	Deliver to DIR: 1) An MS Word/Excel report demonstrating the the updates made to the DR Plans and Technical Recovery Guides with changes implemented during transition for previously tested applications in accordance with Exhibit 3. The report will include: a) Names of the documents that were updated b) Areas of the document that were updated c) Date the update was made d) Links/Access to where the Plans are stored per MSI specified location	1) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/28/12
DRP-9132-004		Updated DR Plans - Contact Information	All	Phase I Transition - Execute	Support the MSI in the updates of the DR Plans	Deliver to DIR: 1) An MS Word/Excel report confirming that all DR Plans were updated with "New Contact Information and activation, notification and declaration processes and procedures resulting from Transition" in accordance to the requirements of Exhibit 3. The report will include: a) Names of the documents that were updated b) Areas of the document that were updated c) Date the update was made d) Links/Access to where the Plans are stored	1) Work with incumbent to support Service Provider in this Transition effort 2) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.	1) Work with incumbent to obtain current DR information during Knowledge Transfer	N/A	M		Yes	07/01/12
DRP-xxx123-032		Updated DR Plans - Application Gap Analysis	All	Phase II Transition - Execute	Support the MSI in the development of the Gap Analysis for Applications DR Posture	Deliver to DIR: 1) An MS Word/Excel document addressing the DR gaps of the current applications, in accordance with Exhibit 3. The document will include: a) Comparison of the Applications/Systems to the Recovery Time Objective and Selected Service Tier b) Gaps Identified and options to remediate presented to DIR Customers c) Timeline for remediation, based on DIR Customers feedback d) Links/Access to where the Plans are stored per MSI specified location	1) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/28/12
DRP-xxx124-040		Updated DR Plans - Plans & TRG Gap Analysis	All	Phase II Transition - Execute	Support the MSI in the development of the Gap Analysis for the DR Plans and Technical Recovery Guides	Deliver to DIR: 1) An MS Word/Excel document addressing the DR gaps of the current applications, in accordance with Exhibit 3. The document will include: a) List of applications b) Identification of applications with/without DR Plans & TRGs c) Approach and Timeline for developing/updating the DR Plans and Technical Recovery Guides for those applications without DR Plans & TRGs d) Links/Access to where the Plans are stored per MSI specified location	1) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/28/12
KT-9996-019		Update Runbook content with information from Job Shadowing		Phase I Transition - Execute	A Process to identify and fill in gaps in the runbooks	Deliver to DIR: 1) An MS Word/Excel report identifying Runbooks obtained from incumbent and any updates made to the Runbooks after Job Shadowing and any known gaps. The report will include: a) A list of the Run-books obtained from the incumbent b) Summary of any updates made to the Run-books c) A list of any new Run-books created	1) Work with incumbent to support Service Provider in this Transition effort		1) Work with incumbent to participate in job shadowing	N/A	I			06/01/12
MED-002		Off-Site Media Rotation Plan - II	Server	Phase I Transition - Plan	Create the approach methodology.	Deliver to DIR: 1) An MS Word/Excel document describing the approach options for Off-Site Media Rotation.	Provide list of locations needing the service and date for when service will be provided or date when new solution will be implemented.	NA	None		I			07/01/12

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MED-001		Off-Site Media Rotation Plan	Server	Phase I Transition - Plan	Create a plan to show a phased approach for implementing off-site media rotation.	Deliver to DIR: 1) An MS Word/Excel report showing: - The list of locations - The rotation approach for each site - The proposed start date Completion date needs to be within 6 months of plan unless agreed to by DIR	Provide list of locations needing the service and date for when service will be provided or date when new solution will be implemented.	NA	None		I			09/01/12
NET-10065-013		Circuit order submitted	All	Phase I Transition - Execute	Order circuits to establish connectivity between Service Provider Dallas and the ADC/SDC	Deliver to DIR: 1) An MS Word document confirming that at least one circuit connection has been ordered for connectivity between a Consolidated Data Center and Service ProviderNet. The document will include: a) The Service Provider Circuit order date b) A Circuit order confirmation/acknowledgment from the vendor	1) Work with incumbent to support Service Provider in this Transition effort		1) Work with incumbent to obtain Circuit Demark information	N/A	M	Yes		02/02/12
PLN-10049-002		Transition Preparations (With MSI & Other DCS providers) Finish	All	Phase I Transition - Plan	Work with MSI and other Service Component providers to develop transition deliverables	Deliver to DIR: 1) A repository of MS Word, Excel, Project common templates and reports to be used during the Transition for standard joint MSI/SCP deliverables. The repository will include templates for: a) E + 14 Day deliverables b) Weekly Status Reports c) Formal communications to DIR d) Transition Plan Integrated structure & format	N/A	1) Work with MSI and other Service Component Providers to ensure we integrate templates and deliverables.		N/A	C			02/01/12
PLN-10063-003		Develop Service Provider Phase I Transition Plan Finish	All	Phase I Transition - Plan	Development and documentation of a Plan and Schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase I of the Transition.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase I of the Transition. The MS Word document will be consistent with the requirements of Exhibit 19 and include: a) The objectives of Phase I of the transition b) The scope of Phase I of the transition c) The approach to achieving the scope d) Transition organization structure The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	1) Provide feedback and input into development of the Plan	1) Work with Incumbent, MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Plan for DIR	1) Work with Incumbent to identify dependencies as well as identify activities needed to be performed by Incumbent	N/A	M	Yes	Yes	03/01/12
PLN-10066-001		Deliver HR Transition Plan to DIR	All	Phase I Transition - Plan	Development and documentation of a Plan that describes the approach Service Provider will take in staffing the account	Deliver to DIR: 1) An MS Word document which describes the process, and approach that Service Provider will implement in staffing the project. This document will be consistent with the requirements of the Service Management Manual. The plan will include: a) Staffing timeline through Commencement b) Skillsets to be staffed	N/A	N/A		If the background checks take longer than expected, the execution of the HR Plan may be impacted. Service Provider plans to mitigate this situation by starting the staffing process early as well as prioritizing staffing Texas residents since we are aware that the process is shorter for in-state persons.	I			02/01/12

Ref ID	MSI Deliverable 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	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PLN-9150-029	* PMO-1745-86 * PMO-1758a-87	Develop Service Provider Phase II Transition Plan Finish	All	Phase II Transition Plan	Development and documentation of a Plan and Schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase II of the Transition.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase II of the Transition. The MS Word document will be consistent with the requirements of Exhibit 19 and include: a) The objectives of Phase II of the transition b) The scope of Phase I of the transition c) The approach to achieving the scope d) Transition organization structure The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	1) Provide feedback and input into development of the Plan	1) Work with MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Plan for dir		N/A	I			08/01/12
PLN-9150-029-001	* PMO-1758b-88	DCS Integrated Transition Phase 2 Plans - Final	All	Transition PMO	Final DCS Integrated Transition Microsoft Project Plan Phase II scope, schedule & milestones published	Deliver to DIR: 1) An Integrated SCP & MSI Phase II Transition Plan 2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase II of the Transition. The MS Word document will be consistent with the requirements of Exhibit 19 and include: a) The objectives of Phase II of the transition b) The scope of Phase I of the transition c) The approach to achieving the scope d) Transition organization structure The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	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	
REA-9134-022		Transition Readiness Plan Finish	All	Phase I Transition - Execute	Development, submittal and approval of the Transition Readiness Plan to dir	Deliver to and receive approval from DIR: 1) An MS Word/Excel document demonstrating Service Provider's readiness to Transition services from the Incumbent. The plan will be consistent with the requirements of Exhibit 3. It will address: a) Software license transfers status b) Lease transfers status c) Personnel employment status d) Billing process including detail for invoices e) Status of operating agreements between Service Providers (OLAs) f) Knowledge transfer programs g) Status of operations documentation (Run-Books) h) Access & connectivity to the systems i) Cutover Checklist j) Rollback Plan and associated decision criteria	1) Provide feedback and input into development of the Plan	1) Work with MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Readiness Plan for dir	1) Work with Incumbent to identify dependencies as well as identify activities needed to be performed by Incumbent	N/A	M	Yes	Yes	06/01/12
REM-9503-021		Forward current TEMS alerts into Service Provider Netcool	Server, Mainframe, Network	Phase I Transition - Execute	Work with Incumbent to forward alerts from Tivoli into Netcool	Deliver to DIR: 1) An MS Word/Excel report identifying the alerts that the incumbent's tivoli system is setup to send to Service Provider' Netcool. The report will include: a) A list of Systems being monitored by Tivoli b) Types of monitoring taking place on those systems by Tivoli c) A sample of alert into Netcool based on testing results	1) Work with incumbent to support Service Provider in this Transition effort	N/A	1) Work with incumbent's assigned resource to have them forward alerts from Tivoli into Service Provider's Netcool.	N/A	I			05/02/12

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REM-9555-020		Work with MSI to perform Remedy Configuration Finish	All	Phase I Transition - Execute	Work with MSI to perform Remedy Configuration by assigning a Business Analyst resource and communicating Business Requirements for the tools and processes.	Deliver to DIR: 1) An MS Word/Excel report identifying the Business Requirements provided by Service Provider to the MSI for the MSI to configure onto Remedy. The report will include: a) the list of ITSM Business Requirements b) the dates the requirements were provided to the MSI c) implementation status of the requirements	N/A	N/A		N/A	I			05/01/12
SEC-694-001		Transition Risk Assessment (Part 1)	Security	Phase I Transition - Plan	Perform a Transition Risk Assessment that includes an architecture review and documentation that will feed into the Security Training.	Deliver to DIR: 1) A MS Word document that reports recommendations for meeting the baseline security standard.	1) Work with incumbent to support Service Provider in this Transition effort 2) Work with Service Provider to identify areas of assessment	N/A	1) Work with incumbent to grant the necessary access to the systems (ie. Firewall ports, ID Credentials) during pre-commencement 2) Work with incumbent to participate in interviews as necessary for the assessment	If the necessary access is not granted to Service Provider during Pre-Commencement, this activity will be delayed to soon after commencement.	I			07/01/12
SEC-694-001 -2		Transition Risk Assessment (Part 2)	Security	Phase II Transition - Plan	Perform a Transition Risk Assessment that includes vulnerability assessment that will feed into the Security Training.	Deliver to DIR: 1) A MS Word document that reports recommendations for meeting the baseline security standard.	1) Work with incumbent to support Service Provider in this Transition effort 2) Work with Service Provider to identify areas of assessment	N/A	1) Work with incumbent to grant the necessary access to the systems (ie. Firewall ports, ID Credentials) during pre-commencement 2) Work with incumbent to participate in interviews as necessary for the assessment	If the necessary access is not granted to Service Provider during Pre-Commencement, this activity will be delayed to soon after commencement.	I			11/30/12
SEC-9746-024		Conduct Transition security penetration test Finish	Server, Mainframe, Network	Phase I Transition - Execute	Perform an IT Security Penetration Test during Transition to identify potential security exposures	Deliver to DIR: 1) An MS Word/Excel/Power Point report identifying the posture of the network tested by Service Provider. The report will include: a) The scope of the Transition Penetration tests b) The results from the tests c) Any potential recommendations	1) Work with incumbent to support Service Provider in this Transition effort 2) Work with Service Provider to identify IP Range/Segment to be tested.		1) Work with incumbent to grant the necessary access to the systems (ie. Firewall ports, ID Credentials) during pre-commencement	If the necessary access is not granted to Service Provider during Pre-Commencement, this activity will be delayed to soon after commencement.	I			11/02/12
SMM-10069-007		Service Management Manual - (Phase III)	All	Phase I Transition - Execute	Submit to DIR via the MSI, Service Provider's component of the Remaining Phase III Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes	N/A		M		Yes	01/01/13
SMM-10069-008	SMP-NEW-01	Release Management Implementation	All	Phase II Transition - Plan	SMM - Release Management Process Created	Deliver to DIR: 1) An MS Word/Excel report confirming ACS' readiness to implement Release Management. The report will contain: a) Sub-Titles of the SMM sections containing Release Management that are completed and approved b) Links/Access to where the Plans are stored c) A list of Release Managers per Service Component (Tower) d) A list of any Service Provider tools to be used for Release Management	DCS Transition Solution Group review and approve	MSI to design and develop the Release Management Plan and Release Schedule	none	None	I			10/01/12
SMM-10071-006		Service Management Manual - (Phase IIa)	All	Phase I Transition - Execute	Submit to DIR via the MSI, Service Provider's component of the Phase II Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes	N/A		M		Yes	06/15/12
SMM-10071-006b	ENG-0133-11b	Service Management Manual - (Phase IIb)	All	Phase II Transition - Execute	Submit to DIR via the MSI, Service Provider's component of the Phase IIb Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes	N/A		M		Yes	08/15/12

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SMM-10072-005		Service Management Manual--(Phase I)	All	Phase I Transition - Execute	Submit to DIR via the MSI, Service Provider's component of the Initial Phase I Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes		N/A	M	Yes	Yes	03/01/12
STL-10081-017		Take over existing Service Management tools as is	Mainframe	Phase I Transition - Execute	Ensure Service Provider has performed knowledge transfer on the existing Service Management Tools and is ready to manage the Mainframe environment with the tools	Deliver to DIR: 1) An MS Word/Excel document identifying status of tools consent for the Mainframe and confirming preparedness to support tool. The document will also confirm Service Provider' access to manage the tool.	1) Work with incumbent to support Service Provider in this Transition effort		1) Work with incumbent to provide Service Provider with the appropriate access to manage tools	If there's a delay in providing Service Provider with the necessary access to the tools, there will be a delay in taking over the tools	I			06/01/12
STL-10083-035		Complete Implementation of Data Center Layout and Cable Plant Management Software	Data Center	Phase I Transition - Execute	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.	Deliver to DIR: 1) An extract report from the Rackwise Cable Management Software. The report will include: a) Rackwise DCM software installation and configuration setup b) Consolidated Data Center IT Rack and Cable Plant data loaded into Rackwise DCM and reconciled c) Standard Rackwise Reporting	Review and approval of the deliverable	None	None	If Service Provider encounters Technical and Architectural Risk as we deploy the tool, Service Provider will engage Rackwise professional services to provide implementation support.	M	Yes		06/01/12
STL-10089-033		Provide SDC Building Automation and Alarm System Plans to DIR and ASU	Data Center	Phase I Transition - Execute	Provide DIR, ASU (and THECB as appropriate) with detailed implementation plans and schedules for implementation of a Building Automation and Alarm system for the SDC to support auto-ticketing of facility events through the monitoring system.	Deliver to DIR: 1) An MS Word/Excel Plan for Implementation of a Building Automation and Alarm System at the SDC. The plan will include: a) Scheduling criteria b) Project dependencies c) Scheduling constraints	Review and approval of the deliverable Provide input to Maintenance Windows as required to support Building Management System Implementation Plan tasks	MSI Provide input to plan to support event management integration to the MSI's ITSM environment	Incumbent Service Provider Provide the Transition Assistance Support documented in Section 18.3 of the Data Center Transition Plan.		I			04/02/12
STL-10092-034		Complete Installation of SDC Building Automation and Alarm System	Data Center	Phase II Transition - Execute	Complete installation and testing of the Building Automation and Alarm system at the SDC.	Deliver to DIR: 1) An MS Word/Excel report extract from the Building Automation and Alarm system. The report will include: a) The Building Automation and Alarm system installed and configured setup b) The test results from the installation and integration into the ITSM tool	Review and approval of the deliverable Approve Maintenance Windows as required to support Building Management System Implementation Plan tasks	None	Incumbent Service Provider Provide the Transition Assistance Support documented in Section 18.3 of the Data Center Transition Plan.		M	Yes		09/29/12
STL-10096-036		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.	Deliver to DIR: 1) An MS Word/Excel report identifying the results of the Consolidated Data Center Media Library reconciliation. The report will include: a) Description of the Media Inventory conducted at the Consolidated Data Centers and Offsite vault locations following Service Commencement b) Results from the reconciliation of the inventory against the Webscan media inventory database 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.	None	Server and Mainframe Service Provider Provide electronic reporting for media items located in automated tape libraries that cannot be placed out of service for physical inventory of media contents.		M			08/01/12	

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STL-10099-027		Develop Capacity Management Plan for Data Center Tower	Data Center	Phase I Transition - Execute	Develop a Capacity Management Plan for the Consolidated Data Centers providing current and historic utilization information for raised floor space, power and cooling, together with current forecasted requirements provided by the Other Service Providers. The Capacity Management Plan will identify trigger points for initiation of the optional projects to provide additional conditioned raised floor space at the Consolidated Data Centers that are described in the Data Center Technical Solution.	Deliver to DIR: 1) An MS Word Capacity Management Plan to include: a) The current and historic utilization information for Data Center raised floor space, power and cooling b) The forecasted requirements by Service Component Providers c) The Capacity Management Plan update cycle is aligned with the MSI	Review and approval of the deliverable	MSI Provide specifications and interface documentation to support population of the MSI's Capacity Management System (CMS) with Data Center Capacity information Provide forecasted requirements from DIR Customers for Data Center floor space, power and cooling capacity to support the Data Center Capacity Plan All Service Providers Provide forecasted requirements for Data Center floor space, power and cooling to support the Data Center			I			05/01/12
STL-9310-018		Deliver Service Measurement Tools List	All	Phase I Transition - Execute	A process identifying the list of tools Service Provider intends to use to manage and achieve SLA requirements.	Deliver to DIR: 1) An MS Word/Excel report identifying the list of tools Service Provider intends to use to measure SLA requirements. The report will include: a) The SLA's per Exhibit 3 b) The tools Service Provider will use to measure the SLAs per Exhibit 3	N/A	N/A		N/A	I			06/01/12
STL-9582-016		Deploy Network Tools Finish	Network	Phase I Transition - Execute	Deploy the Service Provider Service Management Tools onto in-scope Network devices during Phase I.	Deliver to DIR: 1) An MS Word/Excel or PDF document extracted from each network tool identifying the devices being managed by each tool. The report will include: a) List of Network devices and identification of tools managing each	1) Work with incumbent to support Service Provider in this Transition effort 2) Provide logical access to Service Provider for systems owned by DIR and DIR Customers		1) Work with incumbent to provide Service Provider with the appropriate access to manage network devices with Service Provider tools. Example of access requirements include SNMP String information and ICMP access 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	If there's a delay in providing Service Provider with the necessary access to the network devices, the tool deployment will be delayed.	I			07/01/12
STL-9766-014		Develop Bulk Packages for Tool Agent distribution Finish	Server	Phase I Transition - Execute	Develop and test tool agents for distribution to servers	Deliver to DIR: 1) An MS Word/Excel report identifying the tools to be packaged (bulked) for distribution to the various servers. This report will identify: a) List of all tools to be deployed b) List of Bulk Packages to be created with the tool c) Tools included in the various Bulk Packages d) Test results of each Bulk Package	1) Identify systems ACS could use to perform testing 2) Work with incumbent to support Service Provider in this Transition effort 3) Provide logical access to Service Provider for systems owned by DIR and DIR Customers	N/A	1) Work with incumbent to provide Service Provider with the appropriate access to install tools on test servers, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider	N/A	I			04/02/12

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STL-xxx4-037		Identify Servers without monitoring (Phase II)	Server	Phase II Transition Execute	Perform identification of servers that do not have monitoring.	Deliver to DIR: 1) An MS Word/Excel report identifying the list of in-scope servers and the monitoring tools installed. The report will include: a) The server list of in-scope servers from the CMDB b) By server, tool(s) installed to perform event monitoring c) By server tool(s) installed to perform Backup monitoring d) By server tool(s) installed to perform Configuration monitoring e) By server tool(s) installed to perform Security monitoring	N/A	N/A	None		I			07/31/12
STL-xxx4-1-037-1		Identify Servers without monitoring (Phase I)	Server	Phase I Transition Execute	Perform identification of servers that do not have monitoring.	Deliver to DIR: 1) An MS Word/Excel report identifying the list of in-scope servers and the monitoring tools installed. The report will include: a) The server list of in-scope servers from the Incumbent's CMDB b) By server, tool(s) installed to perform event monitoring c) By server tool(s) installed to perform Backup monitoring d) By server tool(s) installed to perform Configuration monitoring e) By server tool(s) installed to perform Security monitoring f) By server tool(s) installed to perform Capacity monitoring	1) Work with incumbent to support Service Provider in this Transition effort	N/A	1) Work with incumbent to provide Service Provider with the appropriate access, including privileged IDs. 2) Work with incumbent to provide Service Provider with adequate facilities, rack, power, and network space to install tool infrastructure 3) Work with incumbent to open up firewall ports for Service Provider 4) Work with incumbent to provide Service Provider with the appropriate access to tools reports		I			04/02/12
STL-xxx5-038		Perform Server Tools threshold gap analysis	Server	Phase II Transition Execute	Perform a gap analysis of the existing monitoring and alerting thresholds	Deliver to DIR: 1) An MS Word/Excel report identifying the list of in-scope servers, the monitoring tools installed, and threshold settings of tools compared to SLA requirements in Exhibit 3. The report will include: a) The server list of in-scope servers from the CMDB b) Current threshold of tool(s) installed to perform event monitoring compared to Service Provider required threshold c) Current threshold of tool(s) installed to perform Configuration monitoring compared to Service Provider required threshold d) Current threshold of tool(s) installed to perform Security monitoring compared to Service Provider required threshold e) Current threshold of tool(s) installed to perform Capacity monitoring compared to Service Provider					I			06/01/12
STL-xxx6-039-1		Deploy Server Tools to support Service Tier Matrix to High/Gold servers, excluding Application & URL Monitoring	Server	Phase II Transition Execute	Deploy Server Tools to support Service Tier Matrix to High/Gold servers Finish (Minus Application & URL Monitoring)	Deliver to DIR: 1) An MS Word/Excel document confirming deployment of tools to servers as needed for "Gold" Servers. The report will include: a) List of High/Gold servers as identified by the CMDB b) Tools installed on each of the High/Gold servers c) Type of STM monitoring deployed by server 2) An extract report from the management tool showing the nodes/endpoints being managed 3) Report of Service Requests by Customer entered, the number implemented, justification for gaps and a schedule for completing the remainder	N/A	N/A	N/A	N/A	I			08/01/12

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STL-xxx6-039-2		Deploy Server Tools to support Service Tier Matrix to Medium/Silver servers	Server	Phase II Transition Execute	Deploy Server Tools to support Service Tier Matrix to Medium/Silver servers Finish	Deliver to DIR: 1) An MS Word/Excel document confirming deployment of tools to servers as needed for "Silver" Servers. The report will include: a) List of Medium/Silver servers as identified by the CMDB b) Tools installed on each of the Medium/Silver servers c) Type of STM monitoring deployed by server 2) An extract report from the management tool showing the nodes/endpoints being managed 3) Report of Service Requests by Customer entered, the number implemented, justification for gaps and a schedule for completing the remainder	N/A	N/A	N/A	N/A	I			10/01/12
STL-xxx6-039-3		Deploy Server Tools to support Service Tier Matrix to Low/Bronze servers	Server	Phase II Transition Execute	Deploy Server Tools to support Service Tier Matrix to Low/Bronze servers Finish	Deliver to DIR: 1) An MS Word/Excel document confirming deployment of tools to servers as needed for "Bronze" Servers. The report will include: a) List of Low/Bronze servers as identified by the CMDB b) Tools installed on each of the Low/Bronze servers c) Type of STM monitoring deployed by server 2) An extract report from the management tool showing the nodes/endpoints being managed 3) Report of Service Requests by Customer entered, the number implemented, justification for gaps and a schedule for completing the remainder	N/A	N/A	N/A	N/A	I			11/01/12
STL-xxx6-039-4		Ready to deploy Server Tools to support Service Tier Matrix as optional service	Server	Phase II Transition Execute	Ready to Deploy Server Tools to support Service Tier Matrix as optional service	Deliver to DIR: 1) An MS Word/Excel document confirming the process customers can use to request optional services	N/A	N/A	N/A	N/A	I			11/01/12
STL-xxx6-039-5		Deploy Server Tools to support Service Tier Matrix to High/Gold servers including Application & URL Monitoring	Server	Phase II Transition Execute	Deploy Server Tools to support Service Tier Matrix to High/Gold servers Application & URL Monitoring Finish	Deliver to DIR: 1) An MS Word/Excel document confirming deployment of tools to servers to support URL monitoring as needed for "Gold" Servers. The report will include: a) List of High/Gold servers as identified by the CMDB b) URLs monitored on each of the High/Gold servers c) Application processes monitored on each of the High/Gold servers 3) Report of Service Requests by Customer entered, the number implemented, justification for gaps and a schedule for completing the remainder	N/A	N/A	N/A	N/A	I			11/01/12
STL-xxx6-039-6		Deploy Server Tools to support Service Tier Matrix to all servers	Server	Phase II Transition Execute	Deploy Server Tools to support Service Tier Matrix to all servers Finish	Deliver to DIR: 1) An MS Word/Excel document confirming deployment of tools to all in-scope servers. The report will include: a) List of servers as identified by the CMDB b) Tools installed on each server 2) An extract report from the management tool showing the nodes/endpoints being managed 3) Report of Service Requests by Customer entered, the number implemented, justification for gaps and a schedule for completing the remainder	N/A	N/A	N/A	N/A	M			11/01/12
TRN-9985-023		Deliver Employee Training Status Report to DIR	Server	Phase II Transition Execute	Developing and delivering a report to dir that identifies training requirements for Service Provider employees on the dir project and the status of completion of the training.	Deliver to DIR: 1) An MS Word/Excel report identifying the Data Center Services project training Service Provider plans to take and the status of each employee in regards to completing the training. The report will include: a) Service Provider specific training requirements for Service Provider employees on the project b) MSI managed training requirements for Service Provider employees on the project c) The status of completion of the training, by Service Component * For security specific items see ID 9296	1) Work with incumbent to support Service Provider in this Transition effort	N/A	N/A	N/A	I			06/01/12

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TRN-9985-024	TRN-1693-81	Security Training Readiness	All	Phase I Transition - Execute	Demonstrate ACS' readiness to participate in Security Training provided by Capgemini	Deliver to DIR & Capgemini: 1) An MS Word/Excel report identifying the employees to participate in the Security training provided by the MSI. The report will include: a) Employee Names b) Employee email addresses					I			06/18/12
TRN-9985-025	TRN-1747-85	Training Completeness	All	Phase I Transition - Execute	Complete Training provided by MSI	Deliver to DIR & MSI: 1) An MS Word/Excel report identifying the list of employees who have completed the training provided by the MSI. The report will include: a) Employee Names b) Employee email addresses c) Status of training per content area d) If training not complete by all employee, timeline to complete					I			09/01/12