

**Appendix 17 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 20-A
Transformation Milestones**

June 25, 2012

Overview	
Milestones reflect the key events indicated and align with other documents as appropriate, including Attachment 3-C , Attachment 4-A , Attachment 5-B , Attachment 8-A and Exhibit 20 .	
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	Cross Reference to the corresponding MSI Transformation Milestone Reference ID
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., Network, Server)
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-A .
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)	Calendar date when the milestone will be completed in the format mm/dd/yy.

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)
PLA-002-002	BAC-068-009	Backup & Recovery PGP and Plan Approved	Server	Planning	Approval of the schedule and milestones to meet the deliverable milestone	Deliver to DIR: Two artifacts for Backup & Recovery that describe the approach and plan to implement new backup and recovery infrastructure. • Project Governance Plan (PGP) and • Project Plan.	Participate per Stakeholder Management Plan	none	none	none	I			04/01/12
STS-071-071	n/a	Runbook Design	Server	Server	Provide the template for the Runbooks with an example of Runbooks.	Design and Table of Content for Server Runbooks approved by DIR	Review and provide feedback	Review and provide feedback	none	none	C			04/01/12
PLA-001-001	OPM-1496-67	Transformation Program Management Plan Complete	All	Planning	Develop & Publish Communications Plan Develop & Publish Risk Management Plan Develop & Publish Schedule Management Plan Develop & Publish Quality Management Plan Develop & Publish Change Control Management Plan	ACS will provide input to CAP to enable CAP to Deliver to DIR: a program management plan that includes : - Communications - Risk - Schedule - Quality - Change Control	Review and provide feedback	none	none	none	I			05/01/12
PLD-098-098	PMO-040-004	Deliver Data Center Transformation Plan Phase 1	Data Center	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase 1 of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation 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	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	05/01/12	
PLM-002-002	PMO-040-004	Deliver Mainframe Transformation Plan Phase 1	Mainframe	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase 1 of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation 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	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	05/01/12	

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PLN-021-021	PMO-040-004	Deliver Network Transformation Plan Phase 1	Network	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	<p>Deliver to DIR:</p> <p>1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of Phase I of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure <p>The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	Yes	05/01/12
PLS-056-056	PMO-040-004	Deliver Server Transformation Plan Phase 1	Server	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	<p>Deliver to DIR:</p> <p>1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of Phase I of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure <p>The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	Yes	05/01/12
STD-101-101	STD-313-xx2	Provide SDC Stabilization and Consolidation Construction Plans to DIR and ASU for Review & Approval	Data Center	Data Center	Provide DIR, ASU with detailed implementation plans and schedules for currently planned Stabilization and Construction Phase projects at the SDC.	<p>Deliver to DIR:</p> <p>Project Plan including:</p> <ul style="list-style-type: none"> - Description of facility Stabilization and Consolidation activities - Timeframes for facility Stabilization and Consolidation activities - Scheduling constraints and dependencies - Plan approval from ASU 	Review and approval of the deliverable Maintenance Windows as required to support Stabilization and Consolidation Construction Plan tasks	none	none	Schedule Risk Mitigation approach includes confirmation of maintenance window requirements through due diligence with Other Service Providers	M	Yes		05/01/12

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STN-036-036	NET-221-084	Consolidated Data Center Network Improvement Plan Finish	Network	Network	Utilizing knowledge created in the documenting milestone, create the network improvement plan, review with DIR, incorporate feedback and complete.	<p>Deliver to DIR: An MS Word document accompanied by an MS Project schedule that addresses the current and long-term requirements for stabilization, growth, and transformation to the Winters, ADC and SDC LANs during the replacement projects - as required in Exhibit 3. Plan describes the scope, approach, and timeline of the Improvement Plan activities to be performed. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <p>a) The objectives of the improvement plan b) The scope of the improvement plan c) The approach to achieving the scope d) Organization structure</p> <p>3) The MS Project schedule will include: a) Tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates</p>	Review Consolidated Data Center Network Improvement Plan and provide feedback	Review plan with agencies	none	none	M	Yes	Yes	05/01/12
STS-XXX-059	n/a	Seed Equipment Design	Server	Server	Identify Seed Equipment needed based on demand forecast and capacity plan for targeted solution.	<p>Deliver to DIR: - Provide design document to DIR for approval which includes - Demand forecast based on targeted solution requests, stabilization and consolidation requirements - Capacity Plan based on targeted solution requests, stabilization and consolidation requirements</p>	Review Design and provide feedback	Coordinate input from DIR and DIR Customers	none	none	I			06/01/12
STS-059-059	n/a	Server Initial Seed Equipment Ordered	Server	Server	Create Procurement Plan based on due diligence information Order and receive seed equipment	<p>Deliver to DIR: Word or Excel document showing the list of items to be purchased and the dates received.</p>	Review and provide input on Procurement plan	none	Allow equipment to be received at data center.	none	C			06/01/12
STS-XXX-059	STA-299-068	Develop Server Build Charter	Server	Server	Charter to describe the objective for each type of build - physical or virtual	<p>Deliver to DIR: - The charter contains the design objective for each type of build.</p>					I			06/01/12
STN-035-035	NET-214-082	Documenting the networks Finish	Network	Network	Perform Physical Assessment perform in-depth analysis Update documentation	<p>Deliver to DIR: - Document(s) including topology maps for ADC, SDC, Winters detailing the current network environment including: - Device names, - ip addresses, - interface name, - logical connections, - speed/duplex, - location - demarcation point - version of IOS - maintenance status</p>	review documentation and provide feedback.	none	Incumbent to provide current documentation and access to the network devices.	none	M			08/01/12
STS-060-060	n/a	Server Initial Seed Equipment Installed	Server	Server	"Install seed hardware (storage, backup, servers)" Configure hardware	<p>Deliver to DIR: - implemented Change Records demonstrating completion of implemented change as required by the Design Document. - Server ready to accept OS</p>	none	none	Grant access to data center and allow new infrastructure to be installed and attached to the network.	Incumbent does not allow us to install infrastructure equipment before commencement. Mitigation is to work with Incumbent early to gain permission. Have equipment be standalone until Commencement.	M	Yes		08/01/12

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STS-064-064	PRB-154-027	Server Problem Management Detailed Implementation Plan Complete	Server	Backlog	Create Plan to Closeout Problems that exists at Commencement: Identify backlog of Problem Rationalize the list of Problems Identify resource skillsets needed to complete the requests. Prioritize and categorize each request. Create a plan to address.	Deliver to DIR: - A MS Word Document or Excel spreadsheet showing Prioritized list of problems - Updated MS MPP with detailed tasks to closeout the Problem backlog - Groupings of problem requests by quarter - Detailed plan for first quarter	Prioritization of problem and incident backlog	Prioritization and Rationalization of Problems. Interaction with agencies	Incumbent to provide the current backlog of problems and incidents	none	I			09/15/12
STS-066-066	REQ-108-017	Server Service Request Detailed Implementation Plan Complete	Server	Backlog	Create Plan to closeout the backlog of service requests that exists at Commencement: Identify backlog of Service Requests. Identify resource skillsets needed to complete the requests. Prioritize and categorize each request. Create a plan to address. Based on the plan, the schedule will be modified to add the tasks and dates for execution.	Deliver to DIR: - A MS Word Document or Excel spreadsheet showing Prioritized list of service requests. - Updated MS MPP with detailed tasks to closeout the Service Request backlog. - Groupings of service requests by quarter - Detailed plan for first quarter	Review backlog and verify Prioritize backlog Review implementation schedule and provide input Testing Provide communications to stakeholders	Prioritization and Rationalization of Service Requests	Incumbent to provide the current backlog of service requests	none	I			09/15/12
STS-073-073	STA-302-071	Server Triage Initial Plan Complete	Server	Server	Identify servers to be Triaged based hardware and or software problems Categorize servers to be Triaged Prioritize servers to be Triaged Identify overlaps with Triage hardware, backlog & consolidation efforts Create initial plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - MS MPP with initial plan to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	M			08/01/12
STS-XXX-059	STA-300-069	Server Build Process Improvements Complete	Server	Server	Develops set of processes for server builds that are implemented and able to achieve the target timeframes for the server build criteria	Deliver to DIR: - documented for Measurable, repeatable server build process in alignment with the timeframes defined in the server build criteria					M			08/01/12
PLA-003-003	BAC-076-012	Backup & Recovery Implementation Plan	Server	Planning	Development and approval of the Backup & Recovery implementation plan.	Deliver to DIR: - Final Program Governance Plan (PGP) updated for the implementation of the new backup solution - Final project plan includes the scope, schedule, work breakdown structure, resource loading and critical path		none	none	none	M			09/01/12
STN-036-046	NET-CC1-016	Plan for Short Term Improvements on Current Networks (ASC, SDC, and Winters)	Network	Network	Plans for what will be implemented in Short Term Improvements at the DCS Networks.	Deliver to DIR: - Enhance project plans with implementation milestones and cross project dependencies		None	None	None	I			09/01/12
STS-075-075	STA-312-XX1	Server N/N-1 Currency Plan	Server	Server	Plan to bring Server Software up to N/N-1 currency showing approach for each server.	Deliver to DIR: - Report showing list of servers and approach for bringing each to N/N-1	Provide list of servers Review plan and provide feedback		none	none	M			09/01/12
CNS-078-078	CON-251-037	Year 1 Server High Level Consolidation Planning Finish	Server	Consolidation	Analysis of e-discovery results Analysis of SEMP data Analysis of capacity evaluation tool Analysis of network discovery information Analysis of business constraints Identify applications needing remediation and work with agencies on plans Create first pass plan slotting servers into waves/move groups "Review with DIR, MSI and agencies" Update based on feedback and complete plan Procurement Define Skills for each Wave/move group Plan Logistics	Deliver to DIR: - Year 1 Server Consolidation high level plan completed identifying servers in each wave for the first 12 months - MS PP	Provide business constraints Review and provide input to high level plan Communications of plan to stakeholders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	If auto discovery tool cannot be installed on the LDC and CDC networks, the consolidation planning will be impacted. Mitigation is to receive approval early and install auto discovery appliances on network one month after effective date	M			10/01/12	

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REC-122-157	DRP-369-140	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/12
REC-123-165	RSP-371-141	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/12
STS-062-062	STA-081-013	Server Backup Infrastructure Implementation Complete	Server	Server	Create Detail Plan for server backup solution Order backup equipment for centralized backup and recovery Install equipment Packages to push backup agents created by Transition Team Pilot centralized remote backup Gather current state using templates and per timeline from plan	Deliver to DIR: - Test plan results showing infrastructure installed - results of pilot in word or excel format. - Backup system architecture diagram - Completed Change Tickets - Completion of the data collection templates for all servers on current state	Remote sites to backup servers at their sites prior to implementation of new backup solution for their site Identification of servers to participate in pilot Verify backup and restores from pilot	none	Access to datacenter and networks to install backup infrastructure before commencement	Incumbent does not allow us to install backup infrastructure equipment before commencement. Mitigation is to work with Incumbent early to gain permission. Have equipment be standalone until Commencement.	I			10/01/12
REC-116-137	RSP-346-124a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/1/2012
STS-076-076	STA-307-076	E-mail Upgrade Plan	Server	Server	Develop plan to migrate current e-mail to new solution.	Deliver to DIR: - PGP defining requirements, scope, approach for implementation, identification of exceptions with proposed resolution, risk and communications plans. - DIR and Service Provider agree to establish a new milestone for completion based on the acceptance of the PGP.	Review plan and provide feedback Communicate to end users	Communicate with Agencies to prioritize upgrades and identify exceptions.	none	none	M			10/01/12
PLS-057-057	PMO-061-008	Deliver Transformation Plan Phase 2	All	Planning	The second phase of the Plan, will be due four(4) months after Commencement Date. This plan will contain the DIR Customer specific plans and schedules through the following contract year. (3-C Critical Deliverable 1.4)	Work with MSI to Deliver: 1)Current view of integrated transformation plan from Clarity; this view should encompass the DIR Customer transformation activities and engagement. 2)Artifacts that demonstrate leverage of integrated plan to manage transformation program, including: a)Reports showing progress of integrated plans b)Reports showing resource collision detection (people resources and stakeholder resources) c)Reports showing critical path and appropriate plan dependencies	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	MSI provides tool for integrated program management. MSI pulls reports and provides initial analysis MSI integrates the projects into a program view by taking the dependencies identified by ACS and creating links between tasks and/or milestones. MSI identifies dependencies on projects outside of the Transformation program MSI works with DIR and DIR Customer to identify business constraints and other dependencies within the state	none	none	M	Yes	Yes	11/01/12

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STN-036-037	n/a	SDC Legacy Servers Risk Assessment	Network	Network	Assess servers hooked to the SDC Legacy LAN to identify those at risk of continuing to reside on SDC Legacy LAN	Deliver to DIR: - List of servers hooked to SDC Legacy LAN - Identify risk level for each server of continuing to run on SDC Legacy LAN - Create mitigation for high risk servers		Review risk assessment with DIR and DIR Customers			I			11/01/12
STS-073-073b	STA-302-071a	Server Triage Quarter 2 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			11/01/12
STM-013-013	n/a	Upgrade Mainframe Processor 1 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	Agreement to allow MF processor to be delivered installed before Commencement	none	M	Yes		11/15/12
STN-036-041	NET-CC1-011	Consolidated Data Center New LAN Infrastructure Complete in ADC and SDC	Network	Network	New LAN Infrastructure Installed and ready for use in ADC and SDC	New Network stood up and operational in the ADC and SDC	none	none	none	none	M	Yes	Yes	01/01/13
STN-036-042	NET-CC1-012	Implementation of Short Term Improvements on Current Network at the ADC.	Network	Network	Implementation of Short Term Improvements on Current Network at the ADC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		01/01/13
STN-036-043	NET-CC1-013	Implementation of Short Term Improvements on Current Network at the SDC.	Network	Network	Implementation of Short Term Improvements on Current Network at the SDC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		01/01/13

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REC-113-113	TEP-314-095	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/13
REC-115-129	RAR-340-118	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/13
STM-014-014	n/a	Upgrade Mainframe Processor 2 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		01/15/13
STN-036-039	NET-CC1-009	Network Implementation Rolling Migration Strategy to move Servers from Old LAN to New LAN environment.	Network	Network	Create strategy for migrating servers from old network to new network for in ADC and SDC	Deliver to DIR: - Identification of migration approaches for agencies and types of servers	Review and provide feedback on migration strategy	Interface with DIR and DIR Customers to gain buy in to Network Migration Strategy	none		I			02/01/13

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)
STS-073-0736	STA-302-071b	Server Triage Quarter 3 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			02/01/13
STM-015-015	n/a	Upgrade Mainframe Processor 3 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	none	none	M	Yes		02/28/13
STN-036-038	n/a	SDC Legacy LAN Plan	Network	Network	Create plan for collapsing the SDC legacy LAN into the newer Access and Distribution layer.	Deliver to DIR: - An MS Word document that addresses the steps for refreshing components of the SDC Legacy LAN and collapses it into the newer Access and Distribution Layer - Update the Network Improvement Implementation schedule with steps for implementing SDC Legacy LAN plan.					I			03/01/13
STS-072-072	STA-305-074	Server Platinum and Gold Runbooks updated	Server	Server	Update the Runbooks for platinum and gold servers	Deliver to DIR: - Report confirming platinum and gold server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			03/01/13
STM-016-016	n/a	Upgrade Mainframe Processor 4 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	none	none	M	Yes		03/20/13
CNS-083-083	CON-258-041	Server Consolidation Year 1 Qtr 3 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M			04/01/13

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)
STN-036-040	NET-CC1-010	Network Implementation Rolling Migration Plan Phase I to move Servers from Old LAN to NEW Network environment.	Network	Network	The second phase, a network implementation rolling migration plan will be delivered to DIR on or prior to April 1, 2013. The detailed plan is to move Servers from old LAN to new Network Environment and shall include the identification of migration approaches. Servers grouped by migration approach, MS Project Schedule for first 3 months, and milestones identified for implementation of the migration effort.	Deliver to DIR: - Identification of migration approaches - Servers grouped by migration approach - MS Project Schedule for first 3 months - Milestones identified for implementation of the migration effort. Note: Acceptance criteria for this milestone will be written and change request submitted for this milestone date on 4/1/2013.	Review and provide feedback on migration approaches, list of servers for each approach, servers to be moved during this phase and provide any applications support needed to migrate the servers from old network to new network.	Interface with DIR and DIR Customers to gain participation in Network Migration	none	Some servers may not be able to move from old network to new. Mitigate by including server on Consolidation or Triage list. An entire agency may need to migrate at the same time. Mitigate by continuing to search for alternatives to simplify the migration. Contingency is to create detailed migration plan with appropriate outage window for the agency.	M	Yes	Yes	04/01/13
CNS-079-079	TRP-326-106	Year 2 Transformation Plan (High Level Consolidation Planning)	Server	Consolidation	Analysis of e-discovery results Analysis of SEMP data Analysis of capacity evaluation tool Analysis of network discovery information Analysis of business constraints Identify applications needing remediation and work with agencies on plans Create first pass plan slotting servers into waves/move groups "Review with DIR, MSI and agencies" Update based on feedback and complete plan Procurement Define Skills for each Wave/move group Plan Logistics	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding period. 2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules 3) 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	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	05/01/13
REC-121-156	RCS-367-139	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with Section 7.6(c) of the Agreement to address and improve the level of satisfaction. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/13
STN-036-044	NET-CC1-014	Implementation of Improvements on Current Network at the Writers Datacenter.	Network	Network	Implementation of Short Term Improvements on Current Network at the Writers Datacenter per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan Document.	none	none	none	none	M	Yes		05/01/13
STS-073-073d	STA-302-071c	Server Triage Quarter 4 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			05/01/13

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)
STM-017-017	n/a	Upgrade Mainframe Processor 5 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	none	none	M	Yes		05/15/13
REC-114-121	TER-333-112	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Propsed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific informatin about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships:	Review and provide input	MSI will own the document.	none	none	M	Yes		06/15/13
CNS-084-084	CON-261-043	Server Consolidation Year 1 Qtr 4 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/13

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)
PLS-058-058	PMO-0186-400	Deliver New Customer Integration Plan	All	Planning	Within twelve (12) months after the Commencement Date, the MSI, with the support of the Service Component Providers, shall provide a detailed plan that documents how new DIR Customers will be integrated into the existing Services. Such plan should include a strategy for sharing infrastructure and transition costs with all DIR Customers equally.	Deliver to DIR: New Customer Integration Plan Word Document as required in Exhibit 3-C that includes: - strategy for sharing infrastructure and transition costs with all DIR Customers equally - approach for transitioning the new DIR Customer including: - dependencies - pricing - resourcing - scheduling	Review plan and provide feedback	Identify any dependencies on projects	none	none	M		Yes	07/01/13
REC-118-147	CMD-356-131	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/13
STS-067-067	REQ-112-018	Server Service Request Finish	Server	Backlog	Complete implementation of the Plan to closeout the backlog of service requests that exists at Commencement	Deliver to DIR: - Excel report providing a list of all pre-commencement service requests and the resolution for each - All service request tickets initiated pre-commencement have been closed or cancelled in Remedy	Work with agencies to ensure Testing is completed as required by a specific service request	Work with agencies to ensure Testing is completed as required by a specific service request	none	none	M			09/15/13
STS-070-070A	DRP-410-141a	Updated DR Plans - TRGS Phase I Complete	Server	Server	Update the TRGs for remaining D0 and D1 servers that have not previously been included in DR tests.	Deliver to DIR: - Report confirming all D0 and D1 TRGs have been updated with link to actual TRGs located on the Portal - Excel	Review and provide feedback	Review and provide feedback	none	none	M			07/01/13
STN-036-045	NET-CC1-015	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN.	Network	Network	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		07/01/13
STN-040-040	NET-223-085B	Network Stabilization Finish	Network	Network	The third phase will be the - completion of all Network improvement tasks as defined in phase 2. These tasks include the migration of all servers to new networks including SDC Legacy, ADC Legacy, and Winters Legacy, a report showing completed change requests in Remedy, a report on capacity and performance improvements, and legacy networks decommissioned.	Deliver to DIR: - Report showing completed change requests in Remedy - Report on capacity and performance improvements - Legacy networks decommissioned.	Acceptance of Completion	none	none	none	M	Yes	Yes	07/01/13
STS-065-065	PRB-158-028	Server Problem Management Finish	Server	Backlog	Complete the backlog of Problems that exists at Commencement.	Deliver to DIR: - Excel report providing list of problems addressed and resolution for each - excel format. - All Server problem tickets initiated pre-Commencement have been closed in Remedy	Testing as required by a specific problem or incident	Interaction with agencies	none	none	M	Yes		07/01/13

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)
STS-069-069	RFS-138-022	Server Request for a Solution (RFS) Finish	Server	Backlog	Resources will be available to work either backlog solution requests that exist as of July 1, 2012 or new solution requests whichever is prioritized higher for a total of 23040 hours minus hours spent on WITO projects.	Deliver to DIR: - Report showing how many pool hours were available and number of hours charged each month - The 3 resources performing the design and proposal work will be dedicated to working the backlog and at the end of 12 months the backlog requests will have approved proposals, be closed, or be cancelled.			none	none	M	Yes		07/01/13
STM-018-018	n/a	Upgrade Mainframe Processor 6 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	none	none	M	Yes		07/30/13
STS-074-074	STA-303-072	Server Triage Hardware Finish	Server	Server	Implement plan (procure, install, configure, move workload, test, go live, decommission old)	Deliver to DIR: - Report showing list of approximately 600 Servers on hardware Triage list in Compliance with Exhibit 20 which have been completed with reference to completed Change request and Operational Readiness Checklist for each - Excel - Report to include date installed, UAT completed and date original server decommissioned.	Provide testing as needed	Work with agencies to ensure Testing is completed as required	none	none	M	Yes		08/01/13
STD-102-102	STD-314-XX3	Complete Cooling, Generator and Fire Detection System Improvements at the SDC	Data Center	Data Center	Complete installation and testing of SDC Stabilization Phase improvements at the SDC including the project to implement Data Center Cooling, Generation, and Fire Detection System improvements at that facility.	Deliver to DIR: - Completed Operational readiness checklist - Report listing completed change request reference numbers	Review and approval of the deliverable Maintenance Windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	Coordinate maintenance windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	none	Schedule Risk Mitigation approach includes confirmation of maintenance window requirements through due diligence with Other Service Providers	M	Yes		09/01/13
STM-019-019	n/a	Upgrade Mainframe Processor 7 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor and cabling	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communicatins plans	none	none	M	Yes		09/15/13
REC-122-158	DRP-369.13-15	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/13

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)
REC-123-166	RSP-371.13-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/13
CNS-085-085	CON-264-045	Server Consolidation Year 2 Qtr 1 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/01/13
REC-116-138	RSP-347-124	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/13
STM-020-020	CON-298-068	Upgrade Mainframe Processors Finish	Mainframe	Mainframe	All 7 processors have been upgraded and old equipment removed.	Deliver to DIR: - Documentation reflecting disposition of the processors to show they are no longer in data center	Provide Acceptance	none	none	none	M	Yes		10/01/13
STS-063-063	STA-087-014	Server Backup and Recovery Finish	Server	Server	Discover current solutions Identify gaps Prioritize gaps Update solution for each server Create procedures	Deliver to DIR: - Report showing results of server backups from the Symantec Netbackup tool. - Results of successful restores - Updated schedule/retention/target SRTs - Confirmation that all required backups are occurring - All backup and recovery Problem Tickets are closed	Provide business requirements for backup and recovery rules and configurations that also meet the server tier requirements	none	none	Incumbent does not allow us to install tools before commencement. Mitigation is to install but don't turn on the tools until after commencement or wait until after commencement to push to servers	M	Yes		10/01/13
STS-072-072b	STA-305-074	Server Silver Runbooks updated	Server	Server	Update the Runbooks for Silver Servers	Deliver to DIR: - Report confirming all silver server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			11/01/13
CNS-086-086	CON-267-047	Server Consolidation Year 2 Qtr 2 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/01/14

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)
REC-113-114	TEP-316-097	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/14
REC-115-130	RAR-341-119	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/14
CNS-087-087	CON-270-049	Server Consolidation Year 2 Qtr 3 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/14

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)
CNS-080-080	TRP-327-107	Year 3 Transformation Plan (High Level Consolidation Planning)	Server	Consolidation	Analysis of e-discovery results Analysis of SEMP data Analysis of capacity evaluation tool Analysis of network discovery information Analysis of business constraints Identify applications needing remediation and work with agencies on plans Create first pass plan slotting servers into waves/move groups "Review with DIR, MSI and agencies" Update based on feedback and complete plan Procurement Define Skills for each Wave/move group Plan Logistics	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding period. 2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules 3) 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	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	05/01/14
REC-114-122	TER-334-113	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships:	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/14

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)
CNS-088-088	CON-273-051	Server Consolidation Year 2 Qtr 4 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/14
REC-118-148	CMD-357-132	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M	Yes		07/01/14
STD-111-111	STD-315-xx4	Data Center ADC Generator Implementation Complete	Data Center	Data Center	Install generator at the ADC	Deliver to DIR: - Completed Operational readiness checklist including failover test results - Report listing the completed change request reference numbers	Review and approval of the deliverable Maintenance Windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	Coordinate maintenance windows as required to support Generator Improvement Implementation tasks	none	none	M	Yes		07/01/14
STD-112-112	n/a	Data Center Stabilization Finish	Data Center	Data Center	All stabilization milestones complete and accepted	Deliver to DIR: Copies of acceptance artifacts for all data center stabilization milestones	Acceptance that all stabilization tasks have completed	none	none	none	I			07/01/14
STS-070-070B	DRP-410-141b	Updated DR Plans - TRGs Phase II Complete	Server	Server	Update the TRGs for all remaining applications	Deliver to DIR: - Report confirming all TRGs have been updated with link to actual TRGs located on the Portal - Excel - Revise to have	Review and provide feedback	Review and provide feedback	none	none	M			07/01/14
STS-072-072c	STA-305-074	All Server Runbooks updated	Server	Server	Update all Server Runbooks	Deliver to DIR: - Report confirming all server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			07/01/14
STS-077-077	n/a	Server Stabilization Finish	Server	Server	All stabilization milestones complete and accepted	Deliver to DIR: - Acceptance documents from each of the stabilization activities: - backup and recovery - problem management - Service Continuity - updated DR plans and TRGs - Configuration Management (trn) - Project Management - Chargeback Management (trn) - service request - solution request - runbooks - server monitoring (tm) - triage - e-mail STS-070-070B would not be completed and included in this milestone	Acceptance that all stabilization tasks have completed	none	none	M			08/01/14	

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)
CNS-089-089	CON-276-053	Server Consolidation Year 3 Qtr 1 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/01/14
REC-122-169	DRP-369.14-16	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/14
REC-123-167	RSP-371.14-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/14
REC-116-139	RSP-348-125	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/14
CNS-090-090	CON-279-055	Server Consolidation Year 3 Qtr 2 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/01/15

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)
REC-113-115	TEP-318-099	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/15
REC-115-131	RAR-342-120	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/15
CNS-091-091	CON-282-057	Server Consolidation Year 3 Qtr 3 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/15

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)
CNS-081-081	TRP-328-108	Year 4 Transformation Plan (High Level Consolidation Planning)	Server	Consolidation	Analysis of e-discovery results Analysis of SEMP data Analysis of capacity evaluation tool Analysis of network discovery information Analysis of business constraints Identify applications needing remediation and work with agencies on plans Create first pass plan slotting servers into waves/move groups "Review with DIR, MSI and agencies" Update based on feedback and complete plan Procurement Define Skills for each Wave/move group Plan Logistics	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding period. 2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules 3) 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	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	05/01/15
REC-114-123	TER-334-114	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships:	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/15

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)
CNS-092-092	CON-285-059	Server Consolidation Year 3 Qtr 4 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/15
REC-118-149	CMD-358-133	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M	Yes		07/01/15
CNS-093-093	CON-288-061	Server Consolidation Year 4 Qtr 1 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/01/15
REC-122-160	DRP-369.15-15	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M	Yes		10/01/15
REC-123-168	RSP-371.15-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M	Yes		10/01/15
REC-116-140	RSP-349-126	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M	Yes		10/01/15

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)
CNS-094-094	CON-291-063	Server Consolidation Year 4 Qtr 2 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/01/16
REC-113-116	TEP-320-101	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M	Yes	01/15/16	
REC-115-132	RAR-343-121	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15 th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M	Yes	01/15/16	
CNS-095-095	CON-294-065	Server Consolidation Year 4 Qtr 3 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/16

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)
REC-XXX-121	TRP-329-109	Annual Transformation Plan	All	Recurring - Transformation Plan	Create annual Transformation Plan to address Optimization	<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding period.</p> <p>2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules <p>3) The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/16
REC-114-124	TER-335-115	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	<p>Deliver to DIR:</p> <p>Technology Road Map (MS Word) which includes:</p> <ul style="list-style-type: none"> - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: 	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/16

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)
CNS-096-096	CON-297-067a	Server Consolidation Year 4 Qtr 4 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy c) Any planned server consolidation not completed will reference a DIR approved Project Change Request	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/16
CNS-097-097	CON-297-067b	Server Consolidation Finish	Server	Consolidation	All targeted servers refreshed in place, migrated or virtualized.	Deliver to DIR: - Report (Excel) showing each server planned to be completed during the Consolidation Program with date completed with references to completed Operational Readiness Checklist and completed Change Requests. If server is not completed, there will be a reference to a DIR approved Transformation Project Change Request.	Acceptance that all consolidation efforts have completed	none	none	none	M			07/01/16
REC-118-150	CMD-359-134	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M	Yes	07/01/16	
REC-122-161	DRP-369.16-15	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M	Yes	10/01/16	
REC-123-169	RSP-371.16-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M	Yes	10/01/16	
REC-116-141	RSP-350-127	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M	Yes	10/01/16	

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)
REC-113-117	TEP-322-103	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/17
REC-115-133	RAR-344-122	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/17

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)
REC-XXX-121	TRP-330-110	Annual Transformation Plan	All	Recurring - Transformation Plan	Create annual Transformation Plan to address Optimization	<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding period.</p> <p>2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules <p>3) The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/17
REC-114-125	TER-337-116	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	<p>Deliver to DIR:</p> <p>Technology Road Map (MS Word) which includes:</p> <ul style="list-style-type: none"> - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: 	Review and provide input	MSI will own the document.	none	none	M	Yes	06/15/17	

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)
REC-118-151	CMD-360-135	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/17
REC-122-162	DRP-369.17-15	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/17
REC-123-170	RSP-371.17-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/17
REC-116-142	RSP-351-128	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/17

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)
REC-113-118	TEP-324-105	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/18
REC-115-134	RAR-345-123	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/18

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)
REC-XXX-121	TRP-331-111	Annual Transformation Plan	All	Recurring - Transformation Plan	Create annual Transformation Plan to address Optimization	<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding period.</p> <p>2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules <p>3) The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/18
REC-114-126	TER-338-117	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	<p>Deliver to DIR:</p> <p>Technology Road Map (MS Word) which includes:</p> <ul style="list-style-type: none"> - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: 	Review and provide input	MSI will own the document.	none	none	M	Yes	06/15/18	

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)
REC-118-152	CMD-361-136	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/18
REC-122-163	DRP-369.18-15	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/18
REC-123-171	RSP-371.18-14	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/18
REC-116-143	RSP-352-129	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/18

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)
REC-113-119	n/a	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/19
REC-115-135	n/a	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/19

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)
REC-XXX-121	n/a	Annual Transformation Plan	All	Recurring - Transformation Plan	Create annual Transformation Plan to address Optimization	<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding period.</p> <p>2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules <p>3) The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/19
REC-114-127	n/a	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	<p>Deliver to DIR:</p> <p>Technology Road Map (MS Word) which includes:</p> <ul style="list-style-type: none"> - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: 	Review and provide input	MSI will own the document.	none	none	M	Yes	06/15/19	

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)
REC-118-153	n/a	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/19
REC-122-164	n/a	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/19
REC-123-172	n/a	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/19
REC-116-144	n/a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/19

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)
REC-113-120	n/a	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 th of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of Section 9.5 (d) of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/20
REC-115-136	n/a	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/20

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)
REC-XXX-121	n/a	Annual Transformation Plan	All	Recurring - Transformation Plan	Create annual Transformation Plan to address Optimization	<p>Deliver to DIR:</p> <p>1) An MS Word document reporting on adherence to the plan for the preceding period.</p> <p>2) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed for the period of September 1st through August 31st of the following contract year. The MS Word document will be consistent with the requirements of Exhibit 20 and include:</p> <ul style="list-style-type: none"> a) The objectives of the transformation b) The scope of the transformation c) The approach to achieving the scope d) Transformation organization structure e) DIR customer specific plans and schedules <p>3) The MS Project schedule will include:</p> <ul style="list-style-type: none"> a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources 	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/20
REC-114-128	n/a	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 th of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	<p>Deliver to DIR:</p> <p>Technology Road Map (MS Word) which includes:</p> <ul style="list-style-type: none"> - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year for the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: 	Review and provide input	MSI will own the document.	none	none	M	Yes	06/15/20	

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)
REC-118-154	n/a	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/20
REC-122-165	n/a	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in Exhibit 16. The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/20
REC-123-173	n/a	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/20
REC-116-145	n/a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/20
REC-117-146	RSR-354-130	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to Attachment 17-C, Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in Attachment 17-C.	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	n/a