

## **Attachment 1**

### **Transition Bridge Period:**

Unless otherwise agreed to by the parties, the following services will be provided by ACS during the transition bridge period of May 1, 2012 through June 30, 2012.

### **Introduction:**

ACS will provide a Walk In Take Over (WITO) mode to assuming the operation during the bridge period. Pre-existing processes, procedures and tools (in place prior to May 1, 2012) will be utilized to perform the services. Key objectives during this period include providing priority to maintaining operations, ensuring availability for end users, resolving incidents, providing critical patches and maintenance to avoid outages. The top ten projects as listed in the attached (Project Transition for WITO.xls) will be worked by ACS. The Statement of Work below represents the services to be performed. All services will be performed on a commercially reasonable efforts basis. The parties agree that this scope may only be modified by mutual agreement of the parties.

### **Service Management:**

DIR bases its Service Management practices on the Information Technology Infrastructure Library (ITIL), a world-wide recognized best-practice framework for the management and delivery of IT services throughout their full life-cycle. Accordingly, DIR requires that ACS Service Management practices, which are used to support the Services, be based on the ITIL framework and guidance. The primary structure of the requirements in the Statements of Work are based on an ITIL v2 foundation with ITIL v3 guidance in select functional areas (e.g. Request Management and Fulfillment) with the expectation of migrating towards ITIL v3 progressively as process improvements are incorporated into the Service Management Manual.

### **ACS Responsibilities:**

1. Deploy and actively manage a set of service support processes and Service Delivery Processes that are based on ITIL guidance to enable consistent management of process-driven IT services seamlessly across a variable number of environments and among DCS Service Providers.
2. Ensure that ITIL-based processes effectively integrate with the processes, functions and roles deployed within and used by DIR and DIR Customers and other DCS Service Providers.
3. Execute detailed activities and tasks that are common to IT service operation and maintenance according to the guidance set out in the existing policies and procedures including the broader guidance provided regarding the ITIL-based Service Management processes.
4. Utilize existing processes to enable the effective monitoring and reporting of the IT services in a Multi-Supplier Environment.
5. Ensure that enterprise processes (e.g. Change Management, Configuration Management, Problem Management) are followed across the DCS Service Provider and Third Party Vendor(s) processes.
6. Coordinate the execution of all the processes across Service Provider, DIR, DIR Customers, and all Service Component Providers in order that all the individual components that make up the IT Services are managed in an end-to-end manner.

### **Detailed Service Requirements:**

#### **A. Cross Functional Services**

## **1. Incident, Problem and Change Management**

- ACS will provide at a minimum the services necessary to ensure infrastructure availability at IBM's current availability, resolution and backup SLA targets.
- ACS will provide escalated support for the named "Critical Applications". All other application and infrastructure incidents will be handled on a best effort basis.
- Assumption: Capgemini will provide Incident management, including leading service restoral efforts for Priority One and Priority Two incidents (Sev1's and Sev2's).

## **2. Availability Management**

- ACS will maintain the monitoring tools and thresholds in place at time of transition.

## **3. Capacity/Performance Management**

- ACS will provide capacity/performance management as needed to resolve an incident.

## **4. Service Levels**

- ACS will maintain accurate SLA data, available through the existing IBM tools implementation, according to the IBM policies and procedures in place at the time of transition (May 1, 2012).
- ACS will provide information to Capgemini to report on the following SLAs:
  - Availability (Critical Service Levels 1.1.1, 1.1.3, 1.1.5, 1.1.7, 1.1.10, 1.1.12)
  - Backups (Critical Service Level 1.3.1)
  - Resolution Times for Severity 1 and 2 (Critical Service Levels 1.2.1.1, 1.2.1.2, 1.2.1.3, 1.2.2.1, 1.2.2.3, 1.2.2.2)
- Assumption: Service level credits will not apply during the transition bridge period.

## **5. Projects and Solution Requests**

- ACS will assume responsibility for projects in work at Transition, as defined in Appendix 1 (Priority Transition for WITO 2012-03-16 v2.xls).
  - Assumption – Capgemini will manage the associated solution requests, and will accept new solution requests into IBM's Remedy system and will assign to appropriate work queues.
- ACS will begin to architect solution requests on 5/1/12. ACS will begin to implement these projects on 7/1/12, unless the solution request is related to a performance/capacity problem or critical agency need, which will be worked immediately.
- ACS will continue work on the top ten (10) high priority in-flight projects as defined and agreed in the attached list. Unless otherwise agreed to by the parties, other projects will be placed on hold pending completion of the transition bridge period.
- ACS will provide commercially reasonable efforts to support end of fiscal year procurements that might result in loss of funding for the agencies.

## **6. IT Service Continuity Management/ Disaster Recovery**

- ACS will perform the DR tests scheduled for May and June 2012:
  - May 7-14 or 21-28 (TWC PeopleSoft)
  - May 13 – 20 (mainframe test) (OAG-AL - RRC, TYC & TWC)
  - June (HHSC-E EBT)
- It is assumed the plans for these test will be completed by IBM prior to May 1, 2012. ACS will only have to perform the tests.
- ACS will assume responsibility for the current Disaster Recovery Plans and will use commercially reasonable efforts to ensure recovery in the event of a disaster.

## **7. Software Services and Hardware Maintenance Renewals**

- For in-scope software (as defined and listed in Attachment 12-A), ACS will manage software licenses and renewals to ensure compliance and support, including SSL certificates. Assumption: Assumes that the list of IBM products to be managed hereunder is materially equivalent to the products that ACS will manage pursuant to MSA Exhibit 12.

## **8. Service Desk**

- ACS will be responsible for supporting incident management using IBM's current in place tools, and processes.

## **9. Transformation**

- ACS will continue critical agency Transformation projects in work at Transition, but only with respect to the following three projects: RRC, DFPS, and OAG-CS.
- All other Transformation work will re-commence on 7/1/12, and the Deliverable schedule for said projects will be adjusted accordingly.

## **10. Configuration/Asset Management**

- ACS will maintain configuration data in the CMDB only for changes made in the environment.

## **11. Security**

- ACS will provide Identity Access Management using IBM's current IAM tools and processes.
- ACS will monitor, track, and resolve any security related Incidents.
- ACS will provide consolidated data center physical security.

## **12. Service Requests**

- ACS will perform the following Service Requests:
  - Restores
  - Promote to Production, Test, Development
  - Run Script
  - Production Control Support, including batch scheduling
  - Database support
  - Backup and Storage support

## **13. Portal**

- ACS will maintain IBM's SharePoint instance hosting environment which exists at the ADC.

## **14. Agency Interfaces**

- ACS will provide a point of contact for each agency to monitor service delivery and resolve issues.

## **15. Operations**

- ACS will maintain current daily operations
- ACS will provide network services to support Incidents, Changes, Adds, Moves, Installations, Projects.
- ACS will continue to provide break/fix services to all DIR customer locations.

## **16. Redeployment & Disposal of Equipment**

- ACS will perform equipment redeployment and disposal services using the currently in place vendors, processes and procedures.

## **17. Crisis Management**

- ACS will DIR and DIR Customer notification processes for any crisis event occurring in or relating to a Service Provider Facility, DIR Facility or other facilities managed by Service Provider in connection with the Services

ACS will coordinate with MSI, DIR and DIR Customers requirements for Applications / Services that are critical to designated DIR Customer emergency management responsibilities.

## **18. Reporting**

- ACS will provide the automated reports in the same manner they were provided prior to May 1, 2012.

## **B. Network Services**

ACS will continue to work the network remediation in progress at transition. ACS will provide Network Services using current tools, process and procedures to delivery services as follows:

### **1. Common Network Services**

- ACS will perform Network Services at the Consolidated Data Centers, the legacy portion of the SDC, and the Winters Data Center.

### **2. Network Performance Monitoring and Management Services**

- Monitor and manage continuous end-to-end performance of the DCS Network

### **3. Network Connectivity and Operations Services**

- Provide, manage and operate all Equipment, Software and Cabling for the DCS Network including:
  - Configuration.
  - Installation.
  - Testing.
  - Implementation.
  - Support.
  - De-installation.
- Verify Connectivity of the Infrastructure and all other directly connected equipment.

### **4. Physical Network Environment Service**

- Maintain current locations lists, network diagrams, inventories, configurations, and other network documentation and information.

### **5. Network Security Services**

- Maintain security tools, procedures, and systems required to protect the integrity, confidentiality, and availability of the DCS Network and data on the DCS Network.
- Comply with DIR's and DIR Customers' Network security policies, and network architecture and standards, whereby ACS will follow the best practices of either DIR, DIR Customers or ACS, whichever requires greater security based on reasonable and prudent standard practices, with approval by DIR.
- Managed Firewall Services

### **6. Local Area Network (LAN) Services**

- Monitor and manage continuous performance of LAN Systems and LAN Equipment.

- Monitor alarms sent by DCS Network Systems, perform emergency and routine service in response to critical and non-critical Incidents.
  - Provide technical support, maintenance and operations to LAN Systems and LAN Equipment.
- 7. Remote Access Services**
- Provide Remote Access Services for the Consolidated Data Centers
- 8. Remote User VPN**
- Support and manage existing Remote Access Software and other existing VPN proposals.
- 9. Network Appliance Services**
- Operate, support, and in all ways manage existing network based appliances (e.g. network load balancers, in-line intrusion prevention systems, WAN application acceleration systems) as directed by DIR and DIR Customers.
  - Support the use of existing common tools (e.g. Portal) for DIR and DIR Customers to access user information and provide administration capabilities as required.

## **C. Mainframe Services**

ACS will support Unisys mainframe services through June 30, 2012 using Unisys staff and processes. ACS will provide IBM Mainframe services using current tools, process and procedures to deliver services as follows:

### **1. Operations**

- ACS will provide the following Operations services in the same manner they were provided prior to May 1, 2012, including:
  - Console Operations
  - Process Monitoring
  - File/data transmissions
  - Job/print output
  - Remote site spooling and printing
  - Online systems monitoring and performance management

### **2. Production Control and Scheduling**

- ACS will provide the following Production Control and Scheduling services in the same manner they were provided prior to May 1, 2012, including:
  - Schedule coordination and modification as necessary
  - Schedule conflict resolution
  - Schedule status updates
  - Batch job monitoring, resolution and management

### **3. Technical Support**

- ACS will provide the following Technical Support services in the same manner they were provided prior to May 1, 2012 including:
  - Incident management support
  - Test, certify and install services packs, hot fixes, and other software needed to respond to incidents
  - Technical advice to agency and DIR staffs, as required
  - Software distribution
  - LPAR configuration

- Manage and maintain hardware configurations

#### **4. Database Support and Management**

- ACS will perform the following physical database administration services in the same manner they were provided prior to May 1, 2012, including:
  - Maintain and manage the storage needed to continue the successful operation of the database environment
  - Maintenance of database Software products based on DIR Customer requirements.
  - Backup and recovery
  - Support
  - Import, export, and extractions of data.

#### **5. Online Storage and Backup Management**

- ACS will perform the following Online Storage and Backup Management services in the same manner they were currently provided prior to May 1, 2012, including
  - Monitor backup processes to ensure successful completion
  - Provide for resolution of backup failures to maintain RPO integrity of DIR Customer data
  - Assign and initialize online storage capacity as required
  - Manage, monitor and maintain online storage thresholds, data archives and replication processes

#### **6. External Storage Media Management (on-site and off-site)**

- ACS will perform the following External Storage Media Management services in the same manner they were currently provided prior to May 1, 2012, including:
  - Regular media management per the current schedule
  - Coordinate external media storage handling with the current media vendors
  - Coordinate the creation and handling of tapes as necessary
  - Maintain the current systems used to track and catalog the archival of data
  - Monitor and maintain media equipment
  - Report on media and equipment failures as required

#### **7. Authorized User Support**

- Provide support, advice, and assistance to Authorized Users in a manner consistent with current practices.

#### **8. Backup and Recovery Services**

- Perform backups on all defined systems in a manner consistent with current practices

#### **9. Intrusion Prevention**

- Monitor all Intrusion Systems, and provide appropriate response to alerts based on currently used practices to provide these services

#### **10. Systems Network Architecture (SNA) and TCP/IP Technical Support**

- Monitor capacity and make SNA and TCP/IP modifications as required

### **D. Data Center Services**

#### **1. Operations**

- ACS will provide the following Operations services in the same manner they were currently provided prior to May 1, 2012, including:

- Monitor the data center environments using the monitoring and management tools currently in place
- Perform and participate in incident, change and problem management as necessary
- Perform periodic and emergency environmental systems maintenance
- Maintain and update operational documentation as required
- Monitor and report on resource shortages and utilization
- Coordinate or assist in the installation of equipment
- Respond to media mount requests
- Physically power up or down equipment as requested

## **2. Facilities Management and Support**

- ACS will provide the following Facilities Management and Support services in the same manner they were currently provided prior to May 1, 2012, including:
  - Maintain adequate facilities, equipment and supplies at the Consolidated Data Centers
  - Clean and maintain floor space and equipment
  - Manage and monitor the data center environmental equipment using the currently in place tools, processes and procedures
  - Comply with State, Agency and Federal laws and policies
  - Provide physical access management to the CDCs
  - Provide raised floor space planning services

## **3. Physical Security Administration**

- ACS will provide the following Physical Security Administration in the same manner they were currently provided prior to May 1, 2012, including:
  - Monitor and maintain the physical security of the CDCs using the tools, processes and procedures currently in place
  - Inform DIR of any known security vulnerabilities
  - Continue to monitor and manage physical access services in the manner it is currently provided

## **4. Wiring Services**

- ACS will provide the following Wiring Services in the same manner they were currently provided prior to May 1, 2012, including:
  - Continue to provide the planning, monitoring, management and administration of Wiring within the CDCs using the tools, processes and procedures currently in place
  - Maintain the documentation associated with wiring installations, repairs and removals
  - Continue to comply with DIR Wiring standards
  - Continue to use DIR approved and certified wiring vendors

## **5. Technical Support**

- ACS will provide the following Technical Support in the same manner they were currently provided prior to May 1, 2012, including:
  - Continue to provide Technical Support services using the tools, processes and procedures currently in place
  - Test, certify and install service packs, hot fixes, and other software needed to respond to incidents
  - Manage, prioritize and coordinate all preventive and remedial maintenance
  - Provide consultation as necessary

## **6. Capacity Management**

- ACS will provide the following Capacity Management services in the same manner they were

currently provided prior to May 1, 2012, including:

- Raised floor space planning as required
- Planning for space, power and cooling growth and the impact on the environmentals

**7. External Storage Media Management (on-site and off-site)**

- ACS will perform the following External Storage Media Management services in the same manner they were currently provided prior to May 1, 2012, including:
  - Regular media management per the current schedule
  - Coordinate external media storage handling with the current media vendors
  - Coordinate the creation and handling of tapes as necessary
  - Maintain the current systems used to track and catalog the archival of data
  - Monitor and maintain media equipment
  - Report on media and equipment failures as required

**8. Authorized User Support**

- Provide support, advice, and assistance to Authorized Users in a manner consistent with current practices

**9. Backup and Recovery Services**

- Perform backups on all defined systems in a manner consistent with current practices

**10. Co-location Services**

ACS will perform Co-location services in a manner consistent with current practices

## **E. Server Services**

ACS will provide the following Server Services using current tools, process and procedures to deliver services for:

**1. Operations**

- ACS will provide the following Operations services in the same manner they were currently provided prior to May 1, 2012:
  - Console Operations
  - Process Monitoring
  - File/data transmissions
  - Load balancing
  - Server administration functions
  - User account administration
  - Monitor servers using the same tools, processes and procedures as is currently done

**2. Production Control and Scheduling**

- ACS will provide the following Production Control and Scheduling services in the same manner they were currently provided prior to May 1, 2012:
  - Schedule coordination and modification as necessary
  - Schedule conflict resolution
  - Schedule status updates
  - Batch job monitoring, resolution and management

**3. Technical Support**

- ACS will provide the following Technical Support services in the same manner they were currently provided prior to May 1, 2012:
  - Incident management support
  - Test, certify and install services packs, hot fixes, and other software needed to respond to incidents
  - Technical advice to agency and DIR staffs, as required
  - Software distribution
  - Manage and maintain hardware and software configurations
  - Manage and maintain directory services
  - Manage and maintain DNS services
  - Capacity and Performance Management in response to an incident

**4. Database Support and Management**

- ACS will perform the following physical database administration services in the same manner they were currently provided prior to May 1, 2012:
  - Maintain and manage the storage needed to continue the successful operation of the database environment
  - Maintenance of database Software products based on DIR Customer requirements.
  - Backup and recovery
  - Support
  - Import, export, and extractions of data.

**5. Online Storage and Backup Management**

- ACS will perform the following Online Storage and Backup Management services in the same manner they were currently provided prior to May 1, 2012:
  - Monitor backup processes to ensure successful completion
  - Provide for resolution of backup failures to maintain RPO integrity of DIR Customer data
  - Assign and initialize online storage capacity as required
  - Manage, monitor and maintain online storage thresholds, data archives and replication processes

**6. External Storage Media Management (Consolidated)**

- ACS will perform the following External Storage Media Management services in the Consolidated locations in the same manner they were currently provided prior to May 1, 2012:
  - Regular media management per the current schedule
  - Coordinate external media storage handling with the current media vendors
  - Coordinate the creation and handling of tapes as necessary
  - Maintain the current systems used to track and catalog the archival of data
  - Monitor and maintain media equipment
  - Report on media and equipment failures as required

**7. External Storage Media Management (Non-Consolidated)**

- ACS will perform the following External Storage Media Management services in the Non-Consolidated locations in the same manner they were currently provided prior to May 1, 2012:
  - Regular media management per the current schedule
  - Coordinate external media storage handling with the current media vendors and/or other parties, including Agency staff
  - Coordinate the creation and handling of tapes as necessary
  - Maintain the current systems used to track and catalog the archival of data
  - Monitor and maintain media equipment

- Report on media and equipment failures as required
- 8. Authorized User Support**
- Provide support, advice, and assistance to Authorized Users in a manner consistent with current practices.
- 9. Intrusion Prevention**
- Monitor all Intrusion Systems, and provide appropriate response to alerts based on currently used practices to provide these services
- 10. Email Services**
- ACS will perform the following Email Support Services in the same manner they were currently provided prior to May 1, 2012:
    - Respond to incidents and provide resolutions for email platforms
    - Test, certify and install services packs, hot fixes, and other software needed to respond to incidents
    - Maintain Distribution Lists and Global Distribution Lists in a manner consistent with current practices
    - Maintain alerting and monitoring on email platforms
    - Perform mailbox items restores as requested
    - Perform overall mailbox management as requested

## **Key Assumptions**

- DIR and ACS will work together to secure agreement from IBM to provide ACS with a copy of all IBM policies and procedures required to perform the scope of work set forth herein.
- In order to accommodate the WITO services, DIR and ACS will negotiate in good faith any necessary adjustments to the Deliverable due date schedules set forth in the MSA. Such adjustments may be required in order to accommodate the reallocation of resources to the WITO services during the transition bridge period.
- For purposes of clarity, WITO services performed hereunder will not affect the “Commencement Date” as specified in the MSA.
- ACS will have access to all necessary IBM, third party vendor(s), DIR and DIR Client facilities and assets during the WITO phase.
- ACS assumes that all existing infrastructure, tools, software, configurations, whether local or remote, used to manage and operate the environment and provide in-scope services, will remain in place and available to ACS for this bridge period. This includes but is not limited to the following functions: job scheduling, system monitoring, configuration management, intrusion detection/prevention, and security administration.
- ACS will not be held responsible for failures (including Data Security failures) due to IBM Systems, processes and procedures, unless such failures are due to the negligent acts or omissions of ACS or ACS personnel.
- Exhibit 7 clarification: Certain services identified in this statement of work may be performed at IBM locations.
- Exhibit 21 clarification: IBM and its vendors will be deemed included on the list of authorized subcontractors for purposes of the transition bridge period.