



**Exhibit 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

ACS State & Local Solutions, Inc.

**Exhibit 9
Current and Planned Projects**

December 30, 2011

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EXHIBIT 9
CURRENT AND PLANNED PROJECTS

Update Methodologies and Attachments to Exhibit 9

The following update methodologies and attachments are incorporated as part of Exhibit 9:

Title	Methodology for Updating Associated Exhibit Attachments
<u>Exhibit 9</u> Current and Planned Projects	<u>Exhibit 9</u> may only be modified by formal amendment, in accordance with <u>Section 21.7</u> of the MSA.
<u>Attachment 9-A</u> Current and Planned Projects	<u>Attachment 9-A</u> is a point of reference at contract execution with updates prior to Commencement made in accordance with the Request Management Process.

1. CURRENT AND PLANNED PROJECTS OVERVIEW

This document describes selection criteria and project information for the current and planned projects. The actual project list is **Attachment 9-A** and includes current projects that the Incumbent Service Provider will complete prior to the Commencement Date and planned projects to be completed by Service Provider after the Commencement Date. The Service Provider will manage the new environment for both current and planned projects post-implementation.

1.1 Project-Selection Criteria

This section describes the criteria used to select the current and planned projects on **Attachment 9-A**.

The projects listed in **Attachment 9-A** are extracted from the Incumbent Service Provider's Remedy system and include all Solution Requests (REQ) as of November 3, 2011. It does not include other DIR Customer requests related to upgrades, installations, decommissions, and other services submitted as Service Requests (INC records with "request type" set to "work request") within the Remedy system.

1.2 Document Structure

The structure of **Attachment 9-A** is represented below.

Field Name	Description
REQ ID	Remedy ticket number for the Solution Request (REQ #)
Summary	Drop down menu value that the Authorized User selected when entering the ticket; if Service Provider entered the ticket is it free form text
DIR Customer	The source of the Solution Request, on an agency basis. Another field, "Affected Company," will have the agency if the ticket was entered by someone else (usually DIR or Service Provider)
Affected Company	The DIR Customer affected by the REQ. This may be different than the DIR Customer field, when the ticket is entered by someone other than the DIR Customer (usually DIR or Service Provider).
Submit Date	Date and time ticket was entered into the Remedy system (system timestamp).
Expedite Flag	Expedite flag – The SDM will set this flag to "Yes" if both SDM and the DIR Customer IT Director agree it should be expedited.
Solution Type	Internal means a Service Provider request or Service Provider funded as included in the RU. External means a DIR Customer request or funded by HSC.

Field Name	Description
Cat Tier 1	Set by Service Provider when REQ is evaluated; Solution Request = normal REQ; pre-RFNS = request to have DIR evaluate for RFS; RFNS = currently under discussion and evaluation as a RFNS (Service Provider sets it to this once they think it is a RFNS, even though DIR may not yet agree).
Status	<u>Pending</u> = waiting for DIR Customer; <u>Assigned</u> = waiting for Solution Account Manager and Architect assignment, not actively being worked; <u>Planning in Progress</u> = evaluating request for complete requirements and obtaining DIR Customer representative approval; <u>Implementation in Progress</u> = actively working the request
ASGRP	<u>CSA Group</u> = the RFNS team; <u>Solution Design</u> = the regular procurement team that does requests covered by HSC or RU.
Request By Date	Date this ticket needs to be completed by. Entered into the ticket when submitted by the DIR Customer requester.
Type	<u>Standard</u> - Intel Hardware or Software, UNIX Hardware or Software procurements (any combination) that uses DCS standard hardware configurations or software packages already in scope. (e.g. adding new Instances); <u>Commodity</u> – Purchase of new licenses for software already within the Agreement that a DIR Customer already uses (e.g. purchase of new SSL certificates, CALs, Database, Application Utility, WebSphere, Blackberry); <u>Custom</u> - A procurement that requires architecture of the hardware infrastructure, such as new projects (e.g. new application with multiple services to support new business applications).
Task Name	The current step of the request (RFNS do not currently use these): 10 through 20 are the design phases; 30 through 60 are the proposal development phases; 70 waiting DIR Finance approval; 72 waiting DIR Customer approval; 80 Order Management until PO issued; 81 waiting implementation; 90 invoice generation; 99 ready for closure.
Phase	Groups the above tasks: Request to Proposal = task 10-60; Proposal to Approval = tasks 70-72; Approval to Purchase Order = 80; Purchase Order to Install (waiting for installation) = 81.

Field Name	Description
Assignee Group	Remedy Group assignment of the current Task Assignee.