

DIR Contract No. DIR-DCS-SCP-MSA-003

**Appendix 1 to  
Master Service Agreement**

March 31, 2014



**Attachment to Data Center Services  
Service Component Provider  
Master Services Agreement**

DIR Contract NO. DIR-DCS-SCP-MSA-003

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Between

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

*and*

**Xerox Corporation**

**Attachment 3-A  
Service Level Matrix**

March 31, 2014

## INTRODUCTION

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

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

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

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

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

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

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

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

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

**Critical Service Level Matrix - PRINT-MAIL**

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

**100%** <- Checksum - must equal Pool Perc

Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.2	<b>Incident and Problem</b>								
	Allocation of Pool Percentage:	5%							
R1.2.41P	Resolution Time - Sev 1/2/3/4 - Print-Mail	0	97.50%	96.00%	Monthly	CSL	R	100.00%	0.50%
	Checksum ->							100.00%	

Low Volume Alternative Calculation <sup>(4)</sup>	Volume (Denominator) 1-25	Volume (Denominator) 26-60
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Yes	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL
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1.3	Cross Functional								
	Allocation of Pool Percentage:	45%							
R1.3.1P	Service Request Fulfillment - Print-Mail	0	95.00%	90.00%	Monthly	CSL	R	25.00%	1.13%
R1.3.2P	Solution Proposal Delivery - Print-Mail	0	95.00%	90.00%	Monthly	CSL	R	16.00%	0.72%
R1.3.3P	Solution Implementation - Print-Mail	0	95.00%	90.00%	Monthly	CSL	R	16.00%	0.72%
R1.3.4P	CMDB Reconciliation - Print-Mail	4	98.00%	95.00%	Annually	CSL	R	10.00%	0.45%
R1.3.5P	License and Maintenance Renewal Timeliness - Print-Mail	0	99.00%	98.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.6P	Invoice Dispute Resolution - Print-Mail	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.81%
	Checksum ->							100.00%	

Yes	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL
No		
No		
No		
Yes	<b>Attachment 3-B</b>	<b>Attachment 3-B</b>
Yes	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL

1.4	Other Service Delivery								
	Allocation of Pool Percentage:	50%							
U1.4.5P	Daily Mailing Completion Timeliness	0	99.00%	97.50%	Monthly	CSL	U	30.75%	1.54%
U1.4.6P	Document Delivery Timeliness	0	99.95%	99.90%	Monthly	CSL	U	10.00%	0.50%
U1.4.7P	Critical Mail Output Quality	0	99.90%	99.81%	Monthly	CSL	U	30.75%	1.54%

No		
No		
No		

entage

Volume  
(Denominator)  
61-100

1-2 miss=ESL  
3-4 miss=MSL

1-5 miss=ESL  
6-10 miss=MSL

**Attachment 3-B**

1-5 miss=ESL  
6-10 miss=MSL

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**Key Measurements Matrix - PRINT-MAIL**

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

**One Time Critical Deliverables**

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date <sup>(1)</sup>	Acceptance Review Period	Deliverable Credit <sup>(2)</sup>	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to <sup>(2)</sup>					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$7,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$10,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19,2012	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) 10.5 (2b) - 1.5 (3) + 6	30 days after final due date	\$4,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	x

Notes:

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

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

### Recurring Deliverables

An "x" indicates the Service Component a Recurring Deliverable will apply

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date <sup>(1)</sup>	Acceptance Review Period	Deliverable Credit <sup>(2)</sup>	Frequency Credit Applies	MSI	Mainframe	Server	Print & Mail	Data Center
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.2	< Intentionally Left Blank >					x	N/A	x	N/A	N/A
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.7	< Intentionally Left Blank >					x	x	x	N/A	N/A
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$9,500	monthly	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$11,000	monthly	x	x	x	x	x
2.12	< Intentionally Left Blank >					x	N/A	x	N/A	N/A

Notes:

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

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

ply to<sup>(2)</sup>

**Network**

x

x

x

x

x

x

x

N/A

N/A

x

x

x