

CCR
Master Service Agreement

January 16, 2014



**Attachment to Data Center Services
Multisourcing Service Integrator
Master Services Agreement**
DIR Contract No. DIR-DCS-SCP-MSA-003

Between

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

and

Xerox Corporation

**Attachment 13-A
Reports**

January 16, 2014

Overview

This Attachment contains a summary description of the format, content, and frequency of key reports required by DIR and DIR Customer.

Column Name	Column Description
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report Name	Name of report
Description	Short description of the report and report content
Frequency	How often the report is distributed.
Recipient	DIR or DIR Customer for whom report is created.
Report Location	Where the report is published ; Portal, email etc...
Report Generator Tool	Tool from which the Service Provider creates the report
New or Existing Report	If the report is currently provided by the Incumbent (Existing) or being requested New
Report Data and Creation	Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report.
Report Start Date (if other than Commencement)	The starting date for each report after Commencement

										Report Data and Creation MSI publishes all reports. Column indicates who: (C) creates report for publication, (D) provides data to MSI					
Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainframe	Server	Data Center	Print & Mail	Network
	Scorecard														
		DCS-OPS-SCD01	Monthly Service Provider Scorecard	Service Delivery Solution Group approved Scorecard.		Bi-Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D	D	D	D	D	D
	DCS Customer Downloads														
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD01	Open items by DCS Customer (e.g. Incidents, Requests, Problems and Changes)	For all open Incidents, Problems, Requests, Changes by DCS Customer for all Service Components as applicable.		Daily	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD02	Resolved Incidents and Closed Changes	For all Resolved Incidents and Closed Changes by DCS Customer for all Service Components as applicable.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-DIRCD03	Application Monitoring Report	All Applications associated with Attachment 4-E Application monitoring and as identified by DCS Customer; other contents TBD.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne and ServiceFlow	C,D	D	D			
Ex 2.1 A.2.1.2		DCS-OPS-DIRCD04	Application Availability Report	Incidents of unavailability by all Servers, Network, Data Center, Mainframe by DCS Customer Application.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Ex 2.1 A.2.1.2		DCS-OPS-DIRCD05	Server Availability Report	Incidents of unavailability by all Servers instances. Understand MSI may deliver this as part of SLA reporting.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Ex 2.1 A.2.1.2		DCS-OPS-DIRCD06	Network Availability Report	Incidents of all Data Centers Network availability. Understand MSI may deliver this as part of SLA reporting.		Monthly	DIR	Web Portal	ServiceFlow	C,D					
	CMDB / Asset Reports														
Exh 2.1 A.1.5.3		DCS-OPS-SACM01	CMDB Update Requests	Listing of all Server assets in CMDB that have an open Change Management ticket assigned to them.	11/1/2012	Weekly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
MSI 2.1 A.3.9.1		DCS-OPS-SACM02	CMDB Changes (list all decommissioned, deleted or added Hardware Assets)	List of hardware assets that have been Decommissioned, deleted and additions to CMDB.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
MSI 2.1 A.3.9.1 Exh 2.1 A.1.5.3		DCS-OPS-SACM03	All Hardware Assets	List of all Hardware assets in CMDB.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
MSI 2.1/A.3.9.1		DCS-OPS-SACM04	Asset Inventory and Management	Produce periodic reports as necessary, and respond within designated timeframes to queries and requests concerning the inventory data or supporting information. At a minimum, such reports shall include: Exception reports on errors and corrections, by DCS Customer; and Reports on the results of periodic audits and inventories.		As needed	DIR	Web Portal	BMC Analytics	C,D					
		DCS-OPS-SACM05	CMDB Logical / Physical Inventory Reconciliation Report	Report of update and reconciliation of CMDB (after initial asset inventory and logical relationship mapping) to e-discovery data.	9/1/2012	Weekly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D		D			D
	Capacity Reports														
		DCS-OPS-CAP01	Midrange Capacity Reports - DCS Customer	Monthly and annual Reporting identifying CPU, memory, storage, and file system etc... capacity and related peak/average utilization levels. For each server by DCS Customer.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne	C		D			
		DCS-OPS-CAP02	Mainframe Capacity Reports - DCS Customer	Mainframe Capacity Reports.		Monthly	DIR, DCS Customer	Web Portal	Athene	C	D				
		DCS-OPS-CAP03	Storage Capacity Reports	Storage Capacity by type dedicated, shared total/allocated/used. Allocated and available Storage capacity – by DCS Customer, by DIR.....	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne, Aptare	C	D	D			
		DCS-OPS-CAP04	Data Center Network Capacity Reports	Data Center Network Capacity Reports.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne						C,D
		DCS-OPS-CAP05	Data Center Floor Space Capacity Report	Data Center Floor Space Capacity Report.		Quarterly	DIR, DCS Customer	Web Portal	Rackwise				C,D		
	Change Management														
MSI 2.1/A.1.4.5		DCS-OPS-CHG01	All Open Changes - DCS Customer	Report all Open changes, high risk, past Due, three month look ahead.		Daily/ Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
MSI 2.1/A.1.4.5		DCS-OPS-CHG02	All Closed Changes - DCS Customer	Report on all Closed changes, success/failed, exceptions, past due, unauthorized.		Daily/ Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
	Disaster Recovery														
		DCS-OPS-DR01	Application DR Recovery Time Objective (RTO) and Recovery Priority	List of Applications for DR - by DIR and DCS Customer. Source of RTO data to be determined (perhaps CMDB).		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-DR02	Equipment DR Priority	List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DCS Customer.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
Exh 2.1 A.2.4.4		DCS-OPS-DR03	DR Test Results	Results achieved, comparison of the results to the measures and goals identified in respective plans. Plan and schedule to remedy any gaps revealed during testing.		As Requested	DCS Customer	Web Portal	Word	C,D	D	D	D	D	D
		DCS-OPS-DR04	DR Test Schedule	List of all the DR tests scheduled.		Monthly	DIR, DCS Customer	Web Portal	Word	C,D					
	Finance														
		DCS-OPS-FIN01	DCS DIR Invoice	DIR Invoice.		Monthly	DIR, Finance	Email, Web Portal	ITFM	C,D	D	D	D	D	D
Exh 2.1 A.2.5.4		DCS-OPS-FIN02	Invoice Dispute Metrics	Invoice dispute statistics including dispute aging and log.		Bi-Weekly	DIR, Finance	Web Portal in a downloadable format	HAL	C,D					

Report Data and Creation
 MSI publishes all reports. Column indicates who:
 (C) creates report for publication, (D) provides data to
 MSI

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Report Data and Creation					
										MSI	Mainframe	Server	Data Center	Print & Mail	Network
		DCS-OPS-FIN03	HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors.		Monthly	DIR, Finance and DIR HUB Coordinator	Web Portal in a downloadable format	Excel	C,D	D	D	D	D	D
		DCS-OPS-FIN04	RU Forecast Report	Forecast of Resource Unit usage trends and projected demand.	11/1/2012	Semi-Annual	DIR, Finance	Web Portal in a downloadable format	Excel	C,D	D	D	D	D	D
		DCS-OPS-FIN05	Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details).		Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	C,D	D	D	D	D	D
		DCS-OPS-FIN06	Aged A/R Report	Aging receivables comparison between MSI/SCPs and DIR.		Monthly	DIR, Finance	TBD	TBD	C,D					
		DCS-OPS-FIN07	CMDB Validation Reports	Auditing CMDB asset Status for critical/billable inventory fields and correlating date stamps.	11/1/2012	Monthly	DIR, Finance	Web Portal	ServiceFlow	C,D					
		DCS-OPS-FIN08	RU Trend Reports	Shows growth/decline in RUs over the past 18 months and how current volumes fit within the band.		Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	C,D					
		DCS-OPS-FIN09	Invoice Backup Data Reports	Report on variance between invoiced amounts and back-up data; quality analysis. Verification that correct rates are being applied for each month.		Monthly	DIR, Finance	Web Portal	Excel	C,D					
		DCS-OPS-FIN10	Service Level Credit and Earnback Report	Tracks all SLA credits invoiced at the DIR level and any prior period adjustments to credits in the appropriate month of service. Indicates whether and what portion of a credit in each SLA performance measure has lost earn back and what portion remains eligible for earn back.		Monthly	DIR, Finance	Web Portal	Excel	C,D					
		DCS-OPS-FIN11	Offsite Tape Reports	Listing of all tape located at the offsite facilities (until integration with chargeback system).		Monthly	DCS Customer	Web Portal	ITFM	C,D		D	D		
		DCS-OPS-FIN12	Remedy Usage	*Remedy Licenses* shall be a Resource Unit Category. One (1) Resource Unit for this Resource Unit Category shall equal the Remedy Incident Management User Floating licenses as measured by the high-point of concurrent usage of Service Provider resources writing to the MSI provided Remedy system.	11/1/2012	Monthly	DIR, Finance	Web Portal	Excel	C,D					
		DCS-OPS-FIN13	Do Not Destroy (DND) Report	Listing of Do not Destroy tapes by DCS Customer, incident, tape type, start date and end date.	11/1/2012	Quarterly	DIR, Finance	Web Portal	Excel	C,D			D		
			Incident												
MSI 2.1 A.1.2.2		DCS-OPS-INC01	Executive Operations Review Report	Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC02	Average Close Time Trend	Chart - Average Incident close time - 6 month view.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC03	Average Resolution Time Trend - Hardware	Chart- Average Resolution time for P1 & P2 Incidents HW Break/Fix - 6 month view.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC04	Average Resolution Time Trend - Non Hardware	Chart - Average Resolution time for Non HW P1 & P2 - 6 month view.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC05	Customer Closure Time	Chart - Incident Customer Closure Time for P1 & P2.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC06	Daily Status Report	Listing of all Open P1 & P2 Incident tickets.		Daily	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC07	Distribution of Resolution Time	Chart - Incident Distribution of Resolution Time for P1 & P2.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC08	Incident & Change Dashboard	Summary of Incident / Change tickets.		Daily	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC09	Incidents Caused by Changes	Summary of Incidents caused by Change requests.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-INC11	Incident Upgrade Report	Summary of Incident tickets where priority is upgraded.	11/1/2012	Adhoc	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-INC13	P3/P4 Remedy Incidents	Multiple charts detail P3 / P4 Incidents - age, type, resolution.		Daily / Weekly / Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Ex 2.3 A.5.3, A.6.1, A.7.2		DCS-OPS-INC15	Quarterly Integrity Restore Report	Quarterly restore from backup, status and ticket information. Report on the verification of backup restore function. Information updated weekly.	11/1/2012	Daily / Quarterly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
			Network												
		DCS-OPS-NET02	WAN Core to DIR Aggregated Throughput	ADC SDC and SDC Legacy Aggregated Throughput.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET04	LAN Infrastructure Throughput Report	ADC LAN Network Interconnects, Core & Distribution & Aggregation/Access Port Channels only utilization. SDC LAN Network Interconnects, Core & Distribution & Aggregation/Access Port Channels only utilization.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET05	CPU Utilization	CPU Utilization report of all of the ADC, SDC and SDC Legacy Network devices.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET06	Average In & Out Discards	All LAN interface inbound discards for all of NC & NXNC switches at ADC. All LAN Interface outbound discards for all of NC & NXNC switches at ADC.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET10	TSM Bandwidth Trend	ADC & SDC TSM Port Channels Bandwidth Trend.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D

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Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
		DCS-OPS-NET11	Memory Trend	Memory Utilization report of all of the ADC, SDC and SDC Legacy Network devices.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET21	Firewall Concurrent Connections & Connections per Second	ADC Firewall concurrent connections and connections per second. SDC Firewall concurrent connections and connections per second.		Weekly	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET23	Replication Circuit Utilization	ADC & SDC Replication Circuit Utilization report.		Adhoc	Communication Technology Support	Web Portal	SevOne						C,D
		DCS-OPS-NET25	DCS Customer Specific Firewall Flows - ADC, SDC, and Winters	Diagrams of firewall flows (consolidated by tabs in one document) by DCS Customer and by ADC, SDC, and Winters		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-NET26	ADC, SDC, and Winters Core Diagram	Physical LAN infrastructure, includes physical EBT.		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-NET27	EBT Network Diagrams	Logical diagrams of EBT LAN at ADC and SDC to include interconnectivity.		Quarterly	Communication Technology Support	Web Portal	Visio						C,D
		DCS-OPS-NET28	DCS Customer Subnets	List of all subnets in use at ADC and SDC by DCS Customer.		Quarterly	Communication Technology Support	Web Portal	Excel						C,D
		DCS-OPS-NET30	Port Mapping Report	Report indicating Switch port to Physical Server name and at which Data Center.		Quarterly	Communication Technology Support	Web Portal	Excel						C,D
		DCS-OPS-NET31	Internet Utilization	ADC & SDC Internet Utilization report		Monthly	Communication Technology Support	Web Portal	SevOne						C,D
			Print and Mail												
		DCS-OPS-PNM01	Print Mail Report	Daily summary of Print volume per DCS Customer, delivery volume per DCS Customer, and Mail volume per DCS Customer.		Weekly / Monthly	DIR, DCS Customer	Web Portal	Excel						C,D
		DCS-OPS-PNM02	Document Reprint Statistics	Monthly Summary of Reprint Totals.		Monthly	DIR, DCS Customer	Web Portal	Excel						C,D
		DCS-OPS-PNM03	Monthly Print Mail SLA Report	SLA Summary report.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C					D
		DCS-OPS-PNM04	Print/Mail Forms Inventory	Print and Mail Inventory Report (include stock, inventory and postage usage and balances).		Weekly / Monthly	DIR, DCS Customer	Web Portal	Excel						C,D
		DCS-OPS-PNM05	DPV / Fast-forward Volume Report	Details daily DPV and Fast-forward charges and summary for the month.		Monthly	DIR, DCS Customer	Web Portal	Excel						C,D
			Projects												
Exh 2.1 A.1.6.2 MSI 2.1/A.1.4.3		DCS-OPS-PROJ01	Project and Procurement Status	Master Project and Procurement list. Status of all solution requests - includes custom and commodity procurements, catalog requests, RFNS. Includes status of all server builds and focus list priorities. Includes status of solution requests assigned to standard resources and project pool resources.		Weekly	DIR, DCS Customer	Web Portal	Clarity	C,D					
		DCS-OPS-PROJ02	Project Pool Status and Forecast	Status of all project pool hours/resources. Include PM assigned, allocation of time by small, medium and large projects, project pool consumption actuals hours against Projects by skill category, forecast future projection of project pool hours needed for current projects, Project Rate Card Consumption Actual hours and associated costs for any projects that are billed via a Rate Card (by project and by DCS Customer), pool commitments and pool consumption by multiple stratifications. Includes project backlog with anticipated resource requirements.		Monthly	DIR	Email	Clarity	C,D		D			
		DCS-OPS-PROJ03	Server Build Completion	List of all servers built within the month. Includes average cycle time from request to completion.		Monthly	DIR	Web Portal	PowerPoint	C,D		D			
		DCS-OPS-PROJ04	Project Rate Card Consumption Validation	Project rate card consumption actual hours and associated cost for any projects billed via a rate card by DCS Customer posted into the Remedy record.		Monthly	DCS Customer	Web Portal	Clarity	C,D		D			
			RCA												
MSI 2.1/A.1.3.3		DCS-OPS-RCA01	RCA Report	Summary RCA Tracking Report.		Weekly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
MSI 2.1/A.1.3.4 MSI 2.1/A.1.3.6		DCS-OPS-RCA02	Problem Management Report	Percentage and number of Problems in total and grouped by category, priority, severity, status, DCS Customer, system/component, region, classification or other criteria as appropriate.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
			Server Reports												
		DCS-OPS-SRV01	Server Hardware Failure-Reporting	Break/fix reporting identifying failures by server (hardware CI) for each DCS Customer. Mean time to repair associated equipment failures would be beneficial for trending associated to process improvement analysis focused on hardware break/fix resolution.	8/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-SRV02	Server Incident History Reporting	Report identifying service restoration incidents by server for each DCS Customer. Specific incident numbers with incident descriptions and total number of incidents quantified for each server. For at least the past 12 months.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					

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Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
		DCS-OPS-SRV05	Server Performance Standard Monitoring Point Report	Threshold exceeded reporting based on standard monitor's i.e. Server CPU utilization thresh hold exceeded trending by server...by DCS Customer, by DIR I/O wait (peak/average).	8/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne, Athens	C,D		D			
		DCS-OPS-SRV06	VMware Host Workload Report	VMware Host disk usage reporting (identify top end and low end usage across DIR for leveling decisions). VMware Host memory and swap usage reporting (identify top end and low end usage across DIR for leveling decisions). VMware Host CPU usage reports (identify top end and low end usage across DIR for leveling decisions). Reported as part of Capacity Planning.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne			C,D			
		DCS-OPS-SRV07	VMware Guest Workload Report	VMware Guest server disk usage reporting (identify top end and low end usage across host for leveling decisions) VMware Guest server memory and swap usage reporting (identify top end and low end usage across host for leveling decisions) VMware Guest server CPU usage reports (identify top end and low end usage across host for leveling decisions) Reported as part of Capacity Planning.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	SevOne			C,D			
		DCS-OPS-SRV08	Server Maintenance History and Schedule	Report containing server operating maintenance history and schedule; system patch history and patch schedule; hardware firmware history and schedule. Assumes the information is in the Change ticket.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-SRV09	Server Change History Report	Report containing server change history including hardware component change details, change history description and CRQ number reference Assumes the information is in the Change ticket.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-SRV10	Server Infrastructure Tools Report	Report containing Service Provider infrastructure tools deployment including identification of deployment gaps (i.e. monitoring agent deployment, Big Fix, antivirus etc....).		Monthly	DIR, DCS Customer	Web Portal	Excel	C,D		D			
		DCS-OPS-SRV11	Server EOSL Report	Report containing server vendor End of Service life schedule including designation of servers currently at EOSL and source confirming EOSL.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-SRV12	Server Operating System N/N-1 Reporting	Report containing N/N-1 designation for server operating systems including current N/N-1 designation based on reference architecture standard and vendor schedule.	10/1/2013	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-SRV13	Server Classification Report	Report containing types (classification as in DB, Application, Web, File, Domain, DNS, DHCP) of Servers – by DCS Customer, by DIR....counts and %.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-SRV14	Server Virtualization Report	Report containing: Types (Virtualized, dedicated) of servers – by DCS Customer, by DIR....counts and % Total Number of physical servers (no virtualization)by DCS Customer...by DIR....by platform Total Number of virtualized serversby DCS Customer...by DIR....by platform Total Number virtual servers per total host server countby DCS Customer..... by DIR. Average virtualization % by DCS Customer, by DIR (Virtual host count/Total server count) by platform (for VM density analysis) At the point in time of report.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D		D			
		DCS-OPS-SRV15	Server Virtualization Host to Guest Relationship Report	Report containing Guest to Host relationship reporting with host resource (CPU, memory) allocation designated. What is assigned/allocated per instance.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C		D			
		DCS-OPS-SRV16	Server Platform Reporting	Report containing types (platforms, O/S) of servers – by DCS Customer, by DIR....counts and %.		Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-SRV17	Server Expenditure Analysis Report	Report containing 12 month view of server spending (\$) by platform, by DCS Customer, by DIR (dollars, %).		Monthly	DIR, DCS Customer	Web Portal	ITFM	C		D	D		D
		DCS-OPS-SRV18	Server and Application Relationship Report	Report containing software applications by server by DCS Customer....by DIR.	9/1/2012	Monthly	DIR, DCS Customer	Web Portal	BMC Analytics	C,D					
		DCS-OPS-SRV19	Server Incident Reporting	Number of incidents caused by hardware failures, maintenance failures, resilience failures, security failures, operational failures, application failures, data issues/problems, lack of support skills and customer actions.		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
CMDB / Software Reports															
MSI 2.1 A.3.8.1		DCS-OPS-SOFTW01	Software Installs and Upgrades Applied	Understand what changes have been made to H/W from a Software perspective. Provide a list of installs and upgrades that have been performed and the H/W those installs and upgrades were made upon.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D	D	D	D	D	D
MSI 2.1		DCS-OPS-SOFTW02	Software License Compliance Position Reporting - DCS Customer	Enable Agencies to understand their Software License Compliance position by Manufacture and Software Product. Provide a multi-tier report that shows by agencies the number of software products they have installed in their environment based on what is compliant and non-compliant.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					

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Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
		DCS-OPS-SOFTW03	Software License Compliance Position Reporting - MSI and SCP	Report License Compliance of software owned by MSI and SCP. The report shows an ownership and compliance of a software product by license type count compared to the effective deployed/used by Server Instance.	11/1/2012	Quarterly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Exh 2.1 A.3.9.2		DCS-OPS-SOFTW04	Unauthorized Software Report	2.3. Report on Equipment with the presence of any unauthorized or non-standard Software. Additional Clarification: Assist in ensuring that unauthorized software is not installed in the environment. Also, provide information about equipment that does not have the current set of standard software installed.	4/1/2013	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Contract Management															
MSI Exh 2.1 A.3.3.3		DCS-OPS-CONTR01	Software and Hardware Contracts by DCS Customer by Expiration	Assist DCS Customer in renewing Maintenance Contracts in a timely manner. Understand what Maintenance Contracts a DCS Customer has and how much time is remaining. List Maintenance Contracts for which the Maintenance renewal date has past.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-CONTR02	Software & Hardware Maintenance/Support Agreements	Assist in ensuring that all Servers have Maintenance and Support agreements and that we do not have Maintenance and Support agreements for Servers that are no longer in use. Provide a list of Servers and the Maintenance and Support agreement associated with the server. For each Maintenance and Support agreement show the expiration date.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Service Requests															
MSI 2.1/A.1.7.1		DCS-OPS-REQ01	Monthly Service Request Report	Progress toward fulfillment and status of all Service Requests, committed fulfillment times, anticipated completion times and status, ownership and activities toward fulfillment and changes in service request status throughout the service request lifecycle. see section MSI 2.1 A.1.7.3		Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-REQ02	P3/P4 User Requests	Chart of P3 & P4 open request tickets.		Weekly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Exh 2.1 A.1.6.2		DCS-OPS-REQ03	Service Request Report	Show weekly demand snapshot and monthly trends of: Resource hours as listed in Clarity, Server count with the categories of (Physical, Virtual, Existing brought into DCS Scope, Upgrade only, ADC/SDC/LDC), Time to Solution, Time to Implement and Backlog of Pre Solution, Solution, Implementation.		Weekly	DIR, DCS Customer	Web Portal	Clarity	C,D					
Risk															
Exh 2.1, A.2.6, 7.7.1		DCS-OPS-RISK01	Risk Mgmt Meeting Status Reports	Conduct regularly scheduled Risk Management meetings. Document and publish meetings status reports to all relevant stakeholders, including DIR, other Service Component Provider(s) and authorized Third Party Vendors.	10/1/2014	Annually	DIR	Web Portal	Word	C,D					
SLAs															
MSI Exhibit 3		DCS-OPS-SLA01	Individual Monthly Reports for Critical Service Levels			Monthly	DIR	Web Portal	ServiceFlow	C,D	D	D	D	D	D
MSI Exhibit 3		DCS-OPS-SLA02	Individual Monthly Reports for Key Measures			Monthly	DIR	Web Portal	ServiceFlow	C,D	D	D	D	D	D
MSI Exhibit 3		DCS-OPS-SLA03	Various reports and data required to validate SLAs	Detailed element data to validate SLA.		Monthly	DIR	Web Portal	ServiceFlow	C,D	D	D	D	D	D
MSI Exhibit 3		DCS-OPS-SLA04	Monthly SLA Report by DCS Customer			Monthly	DIR	Web Portal	ServiceFlow	C,D					
Strategic															
	[Note: move to Transformation]	DCS-OPS-STGC01	Stabilization Report	Service Provider's progress in performing its responsibilities and meeting the timetable set forth in the stabilization plan.	8/1/2012	Weekly through stabilization end	DIR	Web Portal	TBD, Clarity	C,D					
MSI 2.1 A.3.3.4		DCS-OPS-STGC02	Asset Refresh Report	Within one-hundred and twenty (120) days prior to DIR's annual planning process meetings, review the asset inventory and produce a report that lists the assets that are due to be refreshed in the upcoming plan year, and provide such report to DIR's annual planning process. Provide monthly reports 180 days prior to lease expiration date showing assets to be refreshed with latest data. Notify DIR monthly of all open agreements related to assets that are retired or will retire within 180 days of the report date. Track and report on the completion progress of asset Refresh. Expectation that Refresh Program is maintaining information in the CMDB (such as projected target for Refresh of CI). Report supports the on-going program of Refresh.		Monthly/Annual	DIR	Web Portal	ServiceFlow	C,D					
MSA 9.16		DCS-OPS-STGC03	Server Monitoring Report	Listing of servers monitored / not monitored, ordered by DCS Customer.		Monthly	DIR	Web Portal	ServiceFlow	C,D		D			

Report Data and Creation
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 (C) creates report for publication, (D) provides data to
 MSI

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
Exh 2.1 A.1.6.2		DCS-OPS-STGC04	Release Reports	Number of Releases grouped by category and status, success rate of Releases, including number of successes, reversals, corrections, and those causing business disruptions, number and percentage of incidents and/or problems that are caused by failed releases, trend analysis of the Releases reported during the thirteen (13) most recent months. Expect this may be multiple Release Reports; not all reports available at Commencement.	On Hold	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Exh 2.1 A.2.2.3		DCS-OPS-STGC05	Capacity Plan	Current usage of resources, trends and forecasts and exceptions. Supports the on-going program of Capacity Management.	11/1/2012	Quarterly	DIR, DCS Customer	Web Portal	TBD	C,D	D	D	D	D	D
Exh 2.1 A.3.5.2		DCS-OPS-STGC06	Standards Products Monitoring and Reporting	Lists all Authorized Users that are not using Standard Products, and include the specific use of the nonstandard Equipment and/or Software.	12/1/2013	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Exh 2.1 A.3.5.2		DCS-OPS-STGC07	Release Management Reporting	Maintain a secure audit trail of all Releases. Provide the reports and notices detailed in the Release Management process for each Release. Provide reports on changes to assets that fall under the scope of Release Management, as required by DIR and DCS Customers. Report should include: Owner of software / hardware asset and the source of change (e.g. Incident number, change request, service request, problem).	On Hold	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
Backup															
		DCS-OPS-BKUP01	Mainframe Backup Report	All Mainframe backup.		Monthly	DIR, DCS Customer	Web Portal	SSPC		C,D				
		DCS-OPS-BKUP02	TxDCS S&F - All Backups 5 Weeks by Server-Client	By DCS Customer visual/graphical/graphical representation for success/failure of 5 weeks of backups.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP03	TxDCS S&F Graphical - 5 Weeks	By DCS Customer visual/graphical representation for success/failure of 5 weeks of backups.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP04	TxDCS S&F Graphical - 60 Days	By DCS Customer visual/graphical representation for success/failure of 60 days of backups.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP05	TxDCS S&F Graphical - 7 Days	By DCS Customer visual/graphical representation for success/failure of 7 days of backups.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP06	TxDCS S&F Last Good Backup	By DCS Customer and by server list of last known good backup.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP07	TxDCS S&F Tabular Report - 7 Days	By DCS Customer tabular/excel report for success/failure of 7 days of backups.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP08	Promoted Error Report (Filtered)	By DCS Customer; list of files that were skipped by backup process due to errors.		Daily	DIR, DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP09	DB Backup Schedule Report	By DCS Customer list of agencies Database backup schedule.		Monthly	DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP10	Schedules, Retention & Targets (SRT) Report	By DCS Customer list of agencies backup schedule with target information.		Monthly	DCS Customer	Web Portal	Bocada, Symantec			C,D			
		DCS-OPS-BKUP11	Monthly Bocada Report	By DCS Customer list of agencies backups that were performed for the month with SLA designation. May be part of the SLA roll-up.		Monthly	DIR, DCS Customer	Web Portal	Bocada			C,D			
Security															
		DCS-OPS-SEC01	Daily Managed Security Service Report	Daily security dashboard: scan results, OEM security/vulnerability announcements, previous 7-day window, open tasks/incidents, security trending.		Daily	DIR	Email	ISS	C,D	D	D	D	D	D
		DCS-OPS-SEC02	Monthly Security Incident Reports (SIRS)	Incidents out of the SOC on Security.		Monthly	DIR, DCS Customer	Web Portal	Excel	C,D					
MSI 2.1/A.2.6.1 MSI 2.1/A.2.6.2 MSI 2.1/A.2.6.4 MSI 2.1/A.2.6.5 MSI 2.1/A.2.6.6		DCS-OPS-SEC03	Monthly Security Status Review	Roll-up of multiple sources: Monthly Security Updates Monthly Mainframe Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DFPS status report Monthly Documentation and Process status reports (PPM updates, ISeC updates, etc.) Monthly ISeC status reports (number of exceptions, number pending, DCS Customer issues with ISeC implementation (delays in implementation, DCS Customer failure to submit exceptions, etc.) Monthly Antivirus/Malware status report Monthly Security Reports information derived from ISS Security Services		Monthly	DIR	Web Portal	PowerPoint	C,D	D	D	D	D	D
		DCS-OPS-SEC04	Semi-annual HIDS Deployment Reports	DCS Customer deployment status of HIDS agents.		Semi-Annual	DIR, DCS Customer	Web Portal	ISS/McAfee Nitro			C,D			
		DCS-OPS-SEC05	DCS Portal Access Review Report	List of who has access and last use of that access.	11/1/2012	Quarterly	DIR, DCS Customer	Web Portal	Excel	C,D					
		DCS-OPS-SEC06	Semi-Annual Privileged ID Report	DCS Customer Privileged ID report; validating what is in Security Clearance Database to what is coming from each SCP.	11/1/2012	Semi-Annual	DCS Customer	Web Portal	Excel	C,D	D	D	D	D	D
		DCS-OPS-SEC07	Quarterly MSSP Health Checks	DCS Customer MSSP (Master Systems Security Plan) compliance and remediation; compliance with Security Plan, etc.		Quarterly	DIR, DCS Customer	Web Portal	Big Fix	C,D	D	D	D	D	D
MSI 2.1 A.3.8.3		DCS-OPS-SEC08	Intrusion Detection Report	Report on intrusion attempts and success/failure of prevention systems. Failures should generate Incident.		Daily	DIR, DCS Customer	Email	ISS		D	C,D			D
		DCS-OPS-SEC09	Monthly On-boarding/Off-boarding Report	Identify new personnel on-boarded and off-boarded personnel.		Monthly	DIR	Web Portal	SCADA	C,D					
		DCS-OPS-SEC10	Security Incident Status Report	Status of all Security Incidents.	11/1/2012	Monthly	DIR	Web Portal	ITSM	C,D	D	D	D	D	D
Post Transition															
		DCS-OPS-TRAN08	Backup Implementation Status	Status for backup system transition - during Transition provide status reporting for installation of backup systems.		Monthly	DIR, DCS Customer	Web Portal	Excel	C	D	D	D	D	D

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Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	MSI	Mainfram	Server	Data Center	Print & Mail	Network
		DCS-OPS-TRAN09	Monitoring Implementation Status	Status for monitoring systems transition during transition provide status reporting for installation of monitoring tools for database, network, server and mainframe systems.		Monthly	DIR, DCS Customer	Web Portal	Excel	C	D	D	D	D	D
		DCS-OPS-TRAN10	Technical Recovery Guides	Status of updating, modifying or creation of Technical Recovery Guides.		Monthly	DIR, DCS Customer	Email	Excel	C,D	D	D	D	D	D
		DCS-OPS-TRAN11	Run Book Status Report	Status of required updates to DCS Customer Run Books.		Monthly	DIR, DCS Customer	Web Portal	Excel	C,D	D	D	D	D	D
			Transformation												
MSI 4.3 (e)		DCS-OPS-TRFM01	Transformation Status	Report on its progress in performing its responsibilities and meeting the timetable and Transformation Milestones set forth in the Transformation Plan. Assume this includes specific reports to support the different areas of Transformation (e.g. Winters).		Weekly	DIR	Web Portal	TBD	C,D					
		DCS-OPS-TRFM02	Approved changes to Transformation Project baseline	Set of reports showing the current state of consolidation and the progress in consolidating the environment overall and per agency.	11/1/2012	Monthly	DIR, DCS Customer	Web Portal	ServiceFlow	C,D					
		DCS-OPS-TRFM03	Transformation Status (Program, server, application and by DCS Customer)	Weekly program management reporting covering transformation for all agencies and projects. Should be part of roll-up to overall Transformation Status.		Weekly	DIR, DCS Customer	Web Portal	Clarity	C,D					
		DCS-OPS-TRFM04	Cutover activity (Customer turnover by server and application)	By DCS Customer and Server scheduling, includes aggregate completions since contract start and current weekly activity.	11/1/2012	Weekly	DIR, DCS Customer	Web Portal	Clarity, ServiceFlow	C,D					
		DCS-OPS-TRFM05	Consolidation Schedule Forecast and Actuals	By DCS Customer and Server schedule, with rolling schedule.	11/1/2012	Weekly	DIR, DCS Customer	Web Portal	Clarity, ServiceFlow	C,D		D	D		D
		DCS-OPS-TRFM06	Disaster Recovery Implementation Plan	Project plan status for implementation of DR capabilities being transformed.		Monthly	DIR, DCS Customer	Email	TBD	C,D	D	D	D	D	D
			Other												
Exh 2.1 A.1.1.3		DCS-OPS-OTHR01	Service Desk Call Volume Report	Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise. Abandoned, average call duration, average time to answer, average time to abandon. 1.4. Trend analysis during the thirteen (13) most recent months. Percentage of Contacts resolved.		Adhoc	DIR	Web Portal	Excel	C,D					
		DCS-OPS-OTHR02	Service Management Manual Status Updates and Review	List of the current SMM sections in review and updated.		Monthly	DIR	Email	Excel	C,D					
MSA 7.6		DCS-OPS-OTHR03	Customer Satisfaction Survey Report	External Survey that is completed annually.		Annual	DIR	Web Portal	PowerPoint	C,D					
MSA 8.6 (d)		DCS-OPS-OTHR04	Personnel Projection Matrix	A staffing plan showing the planned and actual deployment of Service Provider Personnel.		Monthly	DIR	Web Portal	Excel	C,D	C,D	C,D	C,D	C,D	C,D
MSI 2.1/A.1.1.3		DCS-OPS-OTHR05	Service Desk Management Reporting	Key issues relating to Service Desk processes, improvements, script development. Status as to Service Desk staffing, training, and authorization. Integration activities and issues with other Service Desks belonging to DIR, DCS Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR, to at least include: Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise; Number of calls abandoned, average call duration, average time to answer, average time to abandon; Number and percentage of Contacts resolved; Other pertinent information regarding Service Desk operation and performance.		Monthly	DIR	Web Portal	Word, Power Point, ServiceFlow	C,D					
		DCS-OPS-OTHR07	Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, actions identified and tracked.		Monthly	DIR	Email	Excel, PowerPoint	C,D					
MSI 2.1/A.1.1.3		DCS-OPS-OTHR12	Action Plan for Suggested Improvements to Service Provider's Service	Report on Progress and improvements made.		Quarterly	DIR	Web Portal	TBD	C,D	D	D	D	D	D
MSI 2.1/A.4.3		DCS-OPS-OTHR08	Operations Documentation	Report the assessment of operations documentation findings to DIR and DCS Customers on a regular basis, and where it is determined that documentation is inaccurate (e.g. erroneous or out of date), correct and replace such documentation.		As needed	DIR, DCS Customer	Web Portal	Excel	C,D					
MSI 2.1/A.4.6.3		DCS-OPS-OTHR10	Training for Service Provider Personnel	Report on the effectiveness of such training and the metrics associated with each staff that received training.		Annual	DIR	Web Portal	Excel, PowerPoint	C,D					



CCR	Amendment	Date
CCR	N/A	15-May-13
CCR	N/A	25-Jun-13
CCR	N/A	8-Oct-13
CCR	N/A	5-Dec-13
CCR	N/A	20-Dec-13
ccr	N/A	3-Feb-14

Change Log

Description

Numerous changes

1. Report ID column added.
2. Milestone dates updated.
3. Certain report data and creation fields updated.
4. Certain report locations, recipients, and report generator tools updated.

Updated 13-A report changes per Summit Workstream group requirements.

Updated 13-A to change PPM report from quarterly back to monthly.

Updated 13-A to accurately reflect current operational reporting.

Updated 13-A to accurately reflect current operational reporting.

Fully replace DCS reports tab with current MSI version