

**Appendix 16 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-003**

Between

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

and

Xerox Corporation

**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 .
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., Service Desk, security)
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)	Date when the milestone will be completed in mm/dd/yy format.

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CMD-001-29	CMD-356-131	CMDB Configuration Item Reconciliation - Year 1	Print and Mail	Recurring - CMDB	Recurring	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
CMD-002-30	CMD-357-132	CMDB Configuration Item Reconciliation - Year 2	Print and Mail	Recurring - CMDB	Recurring	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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CMD-003-31	CMD-358-133	CMDB Configuration Item Reconciliation - Year 3	Print and Mail	Recurring - CMDB	Recurring	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
CMD-004-32	CMD-359-134	CMDB Configuration Item Reconciliation - Year 4	Print and Mail	Recurring - CMDB	Recurring	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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CMD-005-33	CMD-360-135	CMDB Configuration Item Reconciliation - Year 5	Print and Mail	Recurring - CMDB	Recurring	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
CMD-006-34	CMD-361-136	CMDB Configuration Item Reconciliation - Year 6	Print and Mail	Recurring - CMDB	Recurring	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
DRP-00 -37	DRP-369.13-150	Disaster Recovery Test Plan and Schedule -Year 2	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
DRP-00 -39	DRP-369.14-151	Disaster Recovery Test Plan and Schedule - Year 4	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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
DRP-001-36	DRP-369.15-152	Disaster Recovery Test Plan and Schedule - Year 1	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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
DRP-003-38	DRP-369.16-153	Disaster Recovery Test Plan and Schedule - Year 3	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
DRP-005-40	DRP-369.17-154	Disaster Recovery Test Plan and Schedule - Year 5	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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
DRP-006-41	DRP-369.18-155	Disaster Recovery Test Plan and Schedule - Year 6	Print and Mail	Recurring - DR Plan	Recurring	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 Service Provider 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
PLP-001-01	PMO-0186-400	Deliver New Customer Integration Plan	Print and Mail	Planning	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 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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RAR-001-15	RAR-340-118	Annual Equipment & Software Refresh Plan -Year 1	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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
RAR-002-16	RAR-341-119	Annual Equipment & Software Refresh Plan - Year 2	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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
RAR-003-17	RAR-342-120	Annual Equipment & Software Refresh Plan - Year 3	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RAR-004-18	RAR-343-121	Annual Equipment & Software Refresh Plan - Year 4	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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	01/15/16
RAR-005-19	RAR-344-122	Annual Equipment & Software Refresh Plan - Year 5	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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
RAR-006-20	RAR-345-123	Annual Equipment & Software Refresh Plan - Year 6	Print and Mail	Recurring - Refresh Plan	Recurring	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refreshment 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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RCS-001-35	RCS-367-139	Customer Satisfaction Improvement Plan	Print and Mail	Recurring - Cust Sat	Recurring	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 Service Provider 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
RSC-001-42	RSP-371.13-144	Security Patch Compliance Report - Year 1	Print and Mail	Recurring - Security Patch	Recurring	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
RSC-002-43	RSP-371.14-145	Security Patch Compliance Report - Year 2	Print and Mail	Recurring - Security Patch	Recurring	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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RSC-003-44	RSP-371.15-146	Security Patch Compliance Report - Year 3	Print and Mail	Recurring - Security Patch	Recurring	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
RSC-004-45	RSP-371.16-147	Security Patch Compliance Report - Year 4	Print and Mail	Recurring - Security Patch	Recurring	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
RSC-005-46	RSP-371.17-148	Security Patch Compliance Report - Year 5	Print and Mail	Recurring - Security Patch	Recurring	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

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
RSC-006-47	RSP-371.18-149	Security Patch Compliance Report - Year 6	Print and Mail	Recurring - Security Patch	Recurring	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
RSP-001-21	RSP-346-124a	Annual Security Plan - Year 1	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/12
RSP-002-22	RSP-347-124	Annual Security Plan - Year 2	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/13
RSP-003-23	RSP-348-125	Annual Security Plan - Year 3	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/14
RSP-004-24	RSP-349-126	Annual Security Plan - Year 4	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/15

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RSP-005-25	RSP-350-127	Annual Security Plan - Year 5	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/16
RSP-006-26	RSP-351-128	Annual Security Plan - Year 6	Print and Mail	Recurring - Security Patch	Recurring	Upon Commencement, and then on July 1st annually thereafter, 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.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/17
RSR-001-28	RSR-354-130	Security Assessment Remediation	Print and Mail	Recurring - Security Patch	Recurring	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> , Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	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	3 months after assessment
STN-001-02	NET-221-084	Consolidated Data Center Network Improvement Plan Finish	Print and Mail	Network	Planning	Coordinate with Network SCP to define key project tasks that impact Print and Mail network connectivity to DIR Customers and Connectivity to DIR	Based on Network SCP plan, submit to DIR: 1) Documentation of Print-Mail impacts and risks 2) Recommendations for remediation plans	Review and provide input	Network SCP owns the integrated submission to DIR	none	none	I			05/01/12

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-001-03	TEP-314-095	Annual Technology Plan - Year 1	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/13

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-002-04	TEP-316-097	Annual Technology Plan - Year2	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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: <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> - 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 	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-003-05	TEP-318-099	Annual Technology Plan Year 3	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/15

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-004-06	TEP-320-101	Annual Technology Plan - Year 4	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/16

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-005-07	TEP-322-103	Annual Technology Plan - Year 5	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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: <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> - 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 	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TEP-006-08	TEP-324-105	Annual Technology Plan - Year 6	Print and Mail	Recurring - Tech Plan	Recurring	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 <u>Section 9.5 (d)</u> 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	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-001-09	TER-333-112	Technology Roadmap for Equipment and Software - Year 1	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/13

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-002-10	TER-334-113	Technology Roadmap for Equipment and Software - Year 2	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-003-11	TER-335-114	Technology Roadmap for Equipment and Software - Year 3	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-004-12	TER-336-115	Technology Roadmap for Equipment and Software - Year 4	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-005-13	TER-337-116	Technology Roadmap for Equipment and Software - Year 5	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	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	Category Current	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) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
TER-006-14	TER-338-117	Technology Roadmap for Equipment and Software - Year 6	Print and Mail	Recurring - Tech Roadmap	Recurring	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: 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 	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/18