



**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 19-A
Transition 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 19**.

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 x-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Checkpoint (C), Interim (I) or Major (M) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CAT-001-38		Service Catalog Design	Print and Mail	Reporting	Identify services to be included in Service Catalog. Design service catalog structure.	Deliver to DIR: 1) documentation of the evaluation of Print-Mail services that will be most efficiently offered through the Service Catalog 2) list of the proposed services to be offered and timeframe for inclusion in the MSI Service Catalog	N/A	N/A	N/A	N/A	I			03/01/12
CAT-002-39		Service Catalog Test	Print and Mail	Reporting	Test Service Catalog Functionality	Deliver evidence that Service Provider has validated that service catalog functionality has achieved the documented functional and technical design criteria.					I			04/30/12
CHB-001-42		Chargeback Requirements and Analysis	Print and Mail	Chargeback	Complete analysis of required chargeback information and file feed format	Deliver to DIR: MS Word document that details Print and Mail data elements, file structure and delivery method for each Print and Mail resource unit.	N/A	Work in cooperation with MSI to identify data element and file delivery requirements	N/A	N/A	I			03/01/12
CHB-002-43		Chargeback Interface Development	Print and Mail	Chargeback	Create date extraction programs as required to meet MSI requirements as defined by chargeback	Deliver to DIR: 1) Document from MSI confirming the creation of chargeback files that conform to agreed Print and Mail chargeback format for all Print and Mail Resource Units	N/A	Validation of file formats extracted from Nearstar DataServer Accounting system			I			03/30/12
CHB-003-44		Chargeback Validation and Testing	Print and Mail	Chargeback	Validate Datafeeds and compatibility with MSI chargeback system	Deliver to DIR: 1) Sample documents demonstrating the successful generation of Print-Mail Chargeback invoice 2) Document from MSI confirming the successful testing of all Resource Unit Chargeback data for Print and Mail.	N/A	Validation of end to end chargeback process including data extraction, transmission and loading into MSI chargeback system	N/A	N/A	M			08/01/12
CUT-001-30		Complete Asset Inventory & CMDB Initial Population	Print and Mail	CMDB	Work with the MSI to "True-Up" the CMDB	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the Wall to Wall inventory, Knowledge Transfer, and Chargeback methodology implemented by Service Provider, consistent with the requirements of Exhibit 3 and Exhibit 4. The report will include: a) Inventory of all Equipment b) Software c) Related information items (e.g. application to print-job; application to DR priority)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process.	1) Work with MSI to coordinate Asset inventory.	N/A	N/A	M		Yes	11/01/12
NET-001-17		DS3 Circuit Assigned to Xerox	Print and Mail	Network	Transfer existing ATT circuits to establish connectivity between MailGard and the ADC/SDC	Deliver to DIR: 1) A document from circuit vendor confirming transfer of circuit connection between a ADC/SDC and MailGard.	1) Work with incumbent to support Service Provider in this Transition effort	N/A	1) Work with incumbent to obtain Circuit Demark information	N/A	M			07/02/12
PLN-001-1		Deliver HR Transition Plan to DIR	Print and Mail	Staffing	Development and documentation of a Plan that describes the approach Service Provider will take in staffing the account	Deliver to DIR: 1) An MS Word document which describes the process, and approach that Service Provider will implement in staffing the project. This document will be consistent with the requirements of the Service Management Manual. The plan will include: a) Staffing timeline through Transition	N/A	N/A		N/A	I			03/01/12
PLN-002-2		MSI and SCP Transition Plan - Final	Print and Mail	Transition Plan	Provide to MSI final detailed Transition Plans	Deliver to DIR and the MSI: 1) An MS Project Plan with final detailed Print-Mail transition plan	N/A	N/A	N/A	N/A	C			03/01/12
PLN-003-22		Deliver Employee Training Status Report to DIR	Print and Mail	Staffing	Developing and delivering a report to dir. that identifies training requirements for Service Provider employees on the dir. project and the status of completion of the training.	Deliver to DIR: 1) An MS Word/Excel report identifying the Data Center Services project training Service Provider plans to take and the status of each employee in regards to completing the training. The report will include: a) Service Provider specific training requirements for Service Provider employees on the project b) MSI managed training requirements for Service Provider employees on the project	1) Work with incumbent to support Service Provider in this Transition effort		1) Schedule Incumbent employees to allow training prior to commencement.	If operational limitations prevent training during Pre-Commencement, this activity will be delayed to soon after commencement.	I			06/01/12

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PLN-004-25		Provide Service Provider employee training report on security processes provided by the MSI	Print and Mail	Staffing	Support the MSI in the deployment of the Security Program by identifying security training requirements for Service Provider employees on the dir. project and by providing a status report showing the completion of the training.	Deliver to DIR: 1) An MS Word/Excel report demonstrating that all Service Provider employees have completed the Security training. The report will include: a) Service Provider specific training requirements for Service Provider employees on the project b) MSI Security Program training requirements for Service Provider employees on the project c) The status of completion of the training.	1) Work with incumbent to support Service Provider in this Transition effort		allow employees the opportunity to participate in this training prior to commencement.	If incumbent does not make their resources available to participate in this orientation prior to commencement, Service Provider will deliver orientation within 30 days after commencement.	I			06/29/12
PLN-005-28		Cutover	Print and Mail	Plan	Cutover Services to Service Provider from incumbent	Deliver to DIR: 1) An MS Word/Excel report demonstrating that Service Provider has taken over management of Services from the incumbent. The document will include: a) The Cutover tasks that were performed as documented in Cutover Checklist b) Identification of Service Provider staff now managing production c) Publish the On-Call list d) Operational Readiness test results demonstrate Service Provider is ready to produce SLA and Chargeback data to MSI e) Operational test results demonstrate Service Provider is able to assume all services	1) Participate in cutover verification process	1) Work with MSI and other Service Component providers to identify dependencies and ensure activities are synchronized	1) Work with Incumbent to identify dependencies as well as identify activities needed to be performed by Incumbent	N/A	M	Yes		06/29/12
PLN-006-29	PMO-1758b-88	Develop Service Provider Phase II Transition Plan Finish	Print and Mail	Transition Plan	Development and documentation of a Plan and Schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase II of the Transition.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase II of the Transition. The MS Word document will be consistent with the requirements and include: a) The objectives of Phase II of the transition b) The approach to achieving the scope The MS Project schedule will include: a) Activities & tasks to be performed b) Task duration c) Task Start & Finish dates d) Assigned resources	1) Provide feedback and input into development of the Plan	1) Work with MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Plan for dir.		N/A	M		Yes	08/19/12
PLN-007-3		Develop Service Provider Phase I Transition Plan Finish	Print and Mail	Transition Plan	Development and documentation of a Plan and Schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase I of the Transition.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in Phase I of the Transition. The MS Word document will be consistent with the requirements and include: a) The objectives of Phase I of the transition b) The scope of Phase I of the transition c) The approach to achieving the scope d) Transition organization structure The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	1) Provide feedback and input into development of the Plan	1) MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Plan for DIR		N/A	M		Yes	03/01/12
PLN-008-36		Print and Mail Transition Complete	Print and Mail	Plan	Transition Program complete	Deliver to DIR: 1) An MS Word/Excel report demonstrating the completion of all Transition milestones or approved project change record to delay a milestone. The report will include: a) A list of all Transition Milestones b) DIR's acceptance of each Transition Milestone	N/A	N/A	N/A	N/A	M	Yes		12/31/12

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PLN-009-21		Transition Readiness Plan Finish	Print and Mail	Risk Management	Development, submittal and approval of the Transition Readiness Plan to dir.	Deliver to and receive approval from DIR: 1) An MS Word/Excel document demonstrating Service Provider's readiness to Transition services from the Incumbent. The plan will be consistent with the requirements of Exhibit 3. It will address: a) Transfer of ownership of Incumbent assets b) SLA Measurement tools c) Personnel information updated to Security Clearance Database d) Billing process including detail for invoices e) Status of operating agreements between Service Providers (OLAs) f) Status of operations documentation (Run-Books) g) Physical and logical access properly recorded in Security Clearance Database h) Cutover Checklist i) Rollback Plan and associated decision criteria	1) Provide feedback and input into development of the Plan	1) Work with MSI and other Service Component providers to identify dependencies as well as integrate the plans into a single Transition Readiness Plan for dir.	1) Work with Incumbent to identify dependencies as well as identify activities needed to be performed by Incumbent	N/A	M		Yes	06/01/12
SAC-001-16		Plan Physical Inventory	Print and Mail	CMDB	Develop a plan and approach to perform the Wall to Wall inventory	Deliver to DIR: 1) An MS Word/Excel document describing Service Provider's plan, approach, and schedule to completing the Wall to Wall inventory. The document will include: a) Sites to be visited b) Anticipated schedule for site visit c) Known contact person at each site d) Expected attributes to collect as a part of the inventory	1) Work with Service Provider to identify locations, and dependencies	1) Work with MSI to coordinate Asset inventory	1) Work with Incumbent to coordinate access and dependencies into the Consolidated Data Centers	N/A	I			03/01/12
SAC-002-27		Complete Asset Inventory & Initial mapping	Print and Mail	CMDB	Perform the physical and logical inventory and an initial mapping of the data to support steady state operations	Deliver to DIR: 1) An MS Word/Excel report identifying the findings of the Wall to Wall inventory, and Knowledge Transfer, consistent with the requirements of Exhibit 3 and Exhibit 4. The report will include: a) Inventory of all Equipment b) Inventory of all Software on Print-Mail Servers (including OS, Middleware, Database, Application) c) Related information items (Business Application to Print Job, Business Applications)	1) Work with Service Provider to identify CI attributes not collectible via e-discovery or wall to wall inventory process. 2) Work with Service Provider to provide credentials to servers owned by DIR and DIR Customers	1) Work with MSI to coordinate Asset inventory.	N/A	N/A	M			06/29/12
SCO-001-31		Updated DR Plans - Previously tested applications	Print and Mail	Disaster Recovery	Perform the updates of the DR Plans and Technical Recovery Guides for previously tested applications	Deliver to DIR: 1) An MS Word/Excel report demonstrating the updates made to the DR Plans and Technical Recovery Guides with changes implemented during transition for previously tested applications in accordance with Exhibit 3. The report will include: a) Names of the documents that were updated b) Areas of the document that were updated c) Date the update was made d) Links/Access to where the Plans are stored	1) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/31/12
SCO-002-32		Updated DR Plans - Plans & TRG Gap Analysis	Print and Mail	Disaster Recovery	Support the MSI in the development of the Gap Analysis for the DR Plans and Technical Recovery Guides	Deliver to DIR: 1) An MS Word/Excel document addressing the DR gaps of the current DIR Customer applications, in accordance with Exhibit 3. The document will include: a) List of applications b) Identification of applications with/without DR Plans & TRGs c) Approach and Timeline for developing/updating the DR Plans and Technical Recovery Guides for those applications without DR Plans & TRGs d) Links/Access to where the Plans are stored per MSI specified location	1) Work with Service Provider to confirm DR information received from incumbent during knowledge transfer. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/31/12

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SCO-003-40		Updated DR Plans - Application Gap Analysis	Print and Mail	Disaster Recovery	Support the MSI in the development of the Gap Analysis for Applications DR preparedness	Deliver to DIR: 1) An MS Word/Excel document addressing the DR gaps of the current applications, in accordance with Exhibit 3. The document will include: a) Establish the RTO for each print job by Application b) Gaps Identified and options to remediate presented to DIR c) Timeline for remediation, based on DIR feedback d) Links/Access to where the Plans are stored per MSI specified location	1) Work with Service Provider to confirm DR information and processes. Where information from is lacking, help provide the information	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.			M		Yes	12/31/12
SCO-004-41		Updated DR Plans as required due to Transition Changes	Print and Mail	Disaster Recovery	Update DR plans and TRG as required due to transition related activities such as configuration or process changes.	Deliver to DIR: 1) updated DR plans and TRG documents as required to document changes to the Print-Mail environment during Transition a) summary of changes impacting Disaster Recovery Plans b) Links/Access to where the updated Plans are stored per MSI specified location	N/A	N/A	N/A	N/A	I			12/31/12
SCO-005-5		Updated DR Plans - Contact Information	Print and Mail	Disaster Recovery	Support the MSI in the updates of the DR Plans	Deliver to DIR: 1) An MS Word/Excel report confirming that all DR Plans were updated with "New Contact Information and activation, notification and declaration processes and procedures resulting from Transition" in accordance to the requirements of Exhibit 3. The report will include: a) Names of the documents that were updated b) Areas of the document that were updated c) Date the update was made d) Links/Access to where the Plans are stored	N/A	1) Work with MSI to develop an integrated plan format to ensure Service Provider's submittal complies with the standard.		N/A	M		Yes	06/29/12
SEC-001-24		Perform Security Risk & Vulnerability Assessment Finish	Print and Mail	Risk Management	Perform an IT Security Risk & Vulnerability Assessment during Transition to identify potential security exposures for overflow and DR site	Deliver to DIR: 1) An MS Word/Excel/Power Point report identifying the security posture of the Data Center environment. The report will include: a) The scope of the Security Risk & Vulnerability Assessment b) The findings from the assessment c) Any potential recommendations from	1) Work with incumbent to support Service Provider in this Transition effort 2) Work with Service Provider to identify areas of assessment		1) Work with incumbent to grant the necessary access to the systems (ie. Firewall ports, ID Credentials) during pre-commencement 2) Work with incumbent to participate in interviews as necessary for the assessment	If the necessary access is not granted to Service Provider during Pre-Commencement, this activity will be delayed to soon after commencement.	I			07/01/12
SMM-001-10	ENG-0170-12	Service Management Manual - (Phase III)	Print and Mail	SMM	Submit to DIR via the MSI, Service Provider's component of the Remaining Phase III Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes		N/A	M		Yes	12/31/12
SMM-002-8	ENG-0119-10	Service Management Manual- (Phase I)	Print and Mail	SMM	Submit to DIR via the MSI, Service Provider's component of the Initial Phase I Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes		N/A	M		Yes	03/01/12
SMM-003-9	ENG-0133-11	Service Management Manual - (Phase II)	Print and Mail	SMM	Submit to DIR via the MSI, Service Provider's component of the Phase I Phase II Service Management Manual	Deliver to DIR: 1) An MS Word/Excel report identifying the sections of the Manual that have been completed according to the requirements of Exhibit 6. The report will include: a) Titles of the sections completed and approved b) Links/Access to where the Plans are stored	N/A	Work with MSI to coordinate template and integrate processes		N/A	M		Yes	6/15/2012

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SMM-003-9b	ENG-0133-11b	SMM Phase 1b	All	SMM	Preliminary SMM Contents due 081512.	<ul style="list-style-type: none"> SMM sections indicated as due 08/15/12 are documented in alignment with the requirements and timing identified in Attachment 6-B (docx) SMM content aligned with SMM Phase 1 contents and structure Processes reflect the requirements of Exhibit 2 Detailed descriptions of policies and procedures are documented in manual. Roles and responsibilities are defined for Service Provider, DIR, and DIR Customers. Dependencies and relationships are documented. Risks associated with procedures are identified and mitigation strategies documented for each risk. The policies and procedures are consistent with the proposed project approach 	DCS Transition Solution Group review and approve	MSI will provide content requirements to SCPs. SCP will publish and submit content according to DCS Integrated Transition plan tasks and schedule	NA		M		Yes	08/15/12
SMT-001-20	SMT-0924-29	Complete Service Management Tools	Print and Mail	Processes	UAT completed for key incident, problem, change, service request processes	<ul style="list-style-type: none"> Readiness criteria reflecting functionality and usability are jointly agreed by DIR, SCPs, and MSI in the form of scenario tests (use cases) and check lists; and are documented in the UAT plan Test results reports are presented to DIR reflect the test objectives agreed in UAT plan (docx, other forms of test results) 	N/A	MSI will validate readiness and confirm output of tools meet reporting requirements	N/A	N/A	M			06/29/12
SMT-002-4		Integration with MSI ITSM Tools	Print and Mail	ITSM	Development and testing complete of data feed to ITSM tools such as reporting, chargeback	Deliver to DIR: 1) Document from MSI confirming Print and Mail data feeds and reporting ready to support Transition readiness testing	N/A	MSI to provide integration requirements and confirm acceptance of file delivery and structure	N/A	N/A	C			04/30/12
SMT-003-7		Service Management Processes Implementation	Print and Mail	Processes	Process and Procedure and their respective tools interface requirements for the Service Management are implemented and ready for	Deliver to DIR documentation of: 1) Functional and operational ITSM process requirements 2) Completion of training that demonstrates Xerox readiness to commence operations.	N/A	N/A	N/A	N/A	C			07/01/12
SPR-001-18		Deliver Service Measurement Tools Requirements	Print and Mail	SLA	Identifying the requirements of tools Service Provider intends to use to collect, manage and achieve SLA requirements.	Deliver to DIR: 1) An MS Word/Excel report identifying the list of tools Service Provider intends to use to measure SLA requirements. The report will include: a) The SLA's per Exhibit 3 b) The tools Service Provider will use to measure the SLAs per Exhibit 3	N/A	N/A		N/A	C			02/17/12
SPR-002-19		Develop and Test SLA Reporting	Print and Mail	SLA	Develop & Test SLA Reporting Requirements	<ul style="list-style-type: none"> Functional requirements align with Ex 3-B The Functional Requirement Documents (FRD) accurately and completely reflect specific processes, data requirements, roles and responsibilities, and algorithms for reporting the service levels 	N/A	MSI and DIR Review and approve SLA Reporting Requirements	N/A	N/A	I			03/30/12
SPR-003-37	SPR-1015-36	Operational Reports User Acceptance Testing	Print and Mail	Reporting	Develop & Document Operational Reporting	Deliver to DIR Operational reports that meet requirements identified in Exhibit 13-A <ul style="list-style-type: none"> Requirements accurately reflect report content, data and field definitions, process and timing of creation and distribution, and algorithm for reporting calculations 	N/A	N/A	N/A	N/A	M			06/25/12
STL-001-11		Technology Refresh #1: Stapling Finishing Capability at Austin Data	Print/Mail	Hardware Refresh	Refresh Printer Hardware buy installing 2 printers and removing 3 printers	Deliver to DIR: Completed Change ticket(s) that reflects the successful completion of this milestone and DIR approval of a successful DIR Customer UAT.	Test jobs identified, reviewed and approved by each DIR Customer supported by this equipment	Datacenter Service Provider	None	Document not formatted correctly mitigated by running large Test testing suite. Also old printers will be installed until new printer accepted	M			09/04/12

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STL-002-12		Technology Refresh #2: Refresh Nearstar Production Hardware at ADC	Print/Mail	Hardware Refresh	Install refreshed Nearstar Server Hardware and fully test	Deliver to DIR: Completed Change ticket(s) that reflects the successful completion of this milestone and DIR approval of a successful DIR Customer UAT.	Test jobs identified, reviewed and approved by each DIR Customer supported by this equipment	Datacenter, Network and Server Service Providers	None	Server burn in issues making the server not Available mitigated by keeping old server instilled until new server tested and accepted	M			10/01/12
STL-003-13		Technology Refresh #3: Relocate ADC Nearstar Server replace in Refresh #2 to	Print/Mail	Hardware Refresh	Install Nearstar Server Hardware removed from ADC to replace DR configuration	Deliver to DIR: Completed Change ticket(s) that reflects the successful completion of this milestone and DIR approval of a successful DIR Customer UAT.	Test jobs identified, reviewed and approved by each DIR Customer supported by this equipment	Datacenter, Network and Server Service Providers	None	DR Server not Available mitigated by keeping old server instilled until new server tested and accepted	M			12/14/12
STL-004-14		Technology Refresh #4: Replacement printer 1 at TWC Annex Location - Add 4127 Keep DT 6180	Print/Mail	Hardware Refresh	Printer install to add capability and provide onsite redundancy at the TWC Annex location	Deliver to DIR: Completed Change ticket(s) that reflects the successful completion of this milestone and DIR Customer approval of a successful Test suite.	Test Suite review and approval, Power installation and network support to add network drop and fire wall rules	Network Service Provider	None	Document not formatted correctly mitigated by running large Test testing suite. Also old printers will be installed until new printer accepted	M			04/10/12
STL-005-15		Technology Refresh #5: Replacement printer 2 at TWC Annex Location - Add 2nd 4127 and remove	Print/Mail	Hardware Refresh	Printer install to add capability and provide onsite redundancy at the TWC Annex location	Deliver to DIR: Completed Change ticket(s) that reflects the successful completion of this milestone and DIR Customer approval of a successful Test suite.	Test Suite review and approval, Power installation and network support to add network drop and fire wall rules	Network Service Provider	None	Document not formatted correctly mitigated by running large Test testing suite. Also old printers will be installed until new printer accepted	M			10/02/12
STL-006-26		Develop Capacity Management Plan for Print and mail	Print and Mail	Capacity	Develop a Capacity Management Plan for print and mail, providing current and historic utilization information. Together with current forecasted requirements provided by DIR Customers. The Capacity Management Plan will identify capacity risks by service.	Deliver to DIR: 1) An MS Word Capacity Management Plan to include: a) The current and historic utilization information for Print-Mail Services b) The forecasted requirements c) The Capacity Management Plan update cycle is aligned with the MSI	Review and approval of the deliverable	MSI Provide specifications and interface documentation to support population of the MSI's Capacity Management System (CMS) with Data Center Capacity information Provide forecasted requirements from DIR Customers for Data Center floor space, power and cooling capacity to support the Data Center Capacity Plan All Service Providers Provide forecasted requirements for Data Center floor space, power and cooling to support the Data Center			I			04/30/12
STL-007-33		Perform Nearstar Sever monitoring gap analysis	Print and Mail	Availability	Perform identification of servers that do not have monitoring.	Deliver to DIR: 1) An MS Word/Excel report identifying the list of servers and the monitoring tools installed. The report will include: a) The server list from the CMDB b) By server tool Performance c) By server tool installed to perform Security monitoring d) By server tool installed to perform Capacity monitoring	N/A	N/A	None		I			07/31/12

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STL-008-34		Perform Server Tools threshold gap analysis	Print and Mail	Availability	Perform a gap analysis of the existing monitoring and alerting thresholds for the NearStar application servers	Deliver to DIR: 1) An MS Word/Excel report identifying the list of servers, the monitoring tools installed, and threshold settings of tools compared to SLA requirements in Exhibit 3. The report will include: a) The list of servers from the CMDB b) Current threshold of tool(s) installed to perform event monitoring compared to Service Provider required threshold c) Current threshold of tool(s) installed to perform Backup monitoring compared to Service Provider required threshold d) Current threshold of tool(s) installed to perform Configuration monitoring compared to Service Provider required threshold e) Current threshold of tool(s) installed to perform Security monitoring compared to Service Provider required threshold f) Current threshold of tool(s) installed to perform Capacity monitoring compared to Service Provider required threshold					I			06/01/12
STL-009-35		Hardware Refreshment Complete	Print and Mail	Hardware Refresh	Complete install activity and receive agreement from DIR that Transition Refresh is complete	Deliver to DIR: 1) An MS Word report detailing: a) List of change ticket numbers of all completed changes required to install, refresh and properly document in CMDB. b) evidence that all previous milestones completed successfully c) evidence that replaced equipment has been decommissioned	N/A	DataCenter Power requirements, Network connectivity to new devices, Network Cables		Retain installed configuration	M	Yes		11/30/12
STL-010-6		Equipment Refreshment Planning	Print and Mail	Hardware Refresh	Service Provider Planning for equipment refreshment of Printers and servers	Deliver to DIR: 1) An MS Project schedule that describes the scope, approach, and timeline of the Transition activities to be performed in right-sizing the equipment. The MS Project schedule will include: a) Activities & tasks to be performed b) Task duration c) Task Start & Finish dates d) Assigned resources	N/A	Work with datacenter SCP for required power and network changes. Report project management activities with MSI as needed	DIR customers engaged to review and approve test output on refreshed printers.	DIR customer print not consistent with current Production/ Remediate with Nearstar tools and support	I			02/17/12