

**Contract Change Request
to
Master Service Agreement**

December 2, 2014



**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**

December 2, 2014

Overview

Milestones reflect the key events indicated and all including **Attachment 3-C, Attachment 4-A, Atta**

This document reflects the major events of the ov

Definitions of Fields

Ref ID #

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

Interim (I), Major (M) or Checkpoint (C) Milestone

Payment Milestone

Critical Deliverable

Due Date (mm/dd/yy)

align with other documents as appropriate, **Attachment 5-B, Attachment 8-A** and **Exhibit 20**.

Overall plan with verifiable criteria for acceptance.

Unique identifier used to cross-reference to payment milestones in Attachment 4-A .
Name of the milestone
The Service Component associated with this milestone, choices must be one of: Server, Network, Data Center, Mainframe, Print-Mail , MSI, or All.
Name of a grouping of activities (e.g., Service Desk, security)
Description of the activities comprising the milestone
Description of Acceptance Criteria (as defined in Exhibit 1), which will indicate completion of the milestone.
Description of the expectations of DIR and DIR Customers necessary for Service Provider to complete the milestone (e.g., resources, maintenance windows, facility access)
Description of the activities Service Provider will coordinate with the other DCS Service Providers for successful completion of the milestone.
Description of the activities Service Provider will coordinate with the Incumbent Service Provider for successful completion of the milestone.
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.
Indicate 'I' if an interim milestone; 'M' if a major milestone; "C" if a checkpoint milestone.
Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Attachment 4-A .
Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in Attachment 3-A and Attachment 3-C .
Date when the milestone will be completed in mm/dd/yy format.

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Interim (I) or Major (M) Milestone	Critical Deliverable	Due Date (mm/dd/yy)	Note
CMD-001-29	CMD-356-131	CMDB Configuration Item Reconciliation - Year 1	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	M	Yes	10/01/13	
CMD-002-30	CMD-357-132	CMDB Configuration Item Reconciliation - Year 2	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	M	Yes	07/01/14	
CMD-003-31	CMD-358-133	CMDB Configuration Item Reconciliation - Year 3	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	M	Yes	07/01/15	
CMD-004-32	CMD-359-134	CMDB Configuration Item Reconciliation - Year 4	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	M	Yes	07/01/16	
CMD-005-33	CMD-360-135	CMDB Configuration Item Reconciliation - Year 5	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	M	Yes	07/01/17	
CMD-006-34	CMD-361-136	CMDB Configuration Item Reconciliation - Year 6	Print and Mail	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 st annually	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities	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	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	M	Yes	10/01/13	
DRP-00 -39	DRP-369.14-151	Disaster Recovery Test Plan and Schedule - Year 4	Print and Mail	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	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	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	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	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	M	Yes	10/01/14	
DRP-005-40	DRP-369.17-154	Disaster Recovery Test Plan and Schedule - Year 5	Print and Mail	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	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	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from Service Provider detailing the	M	Yes	10/01/17	

PLP-001-01	PMO-0186-400	Deliver New Customer Integration Plan	Print and Mail	Planning	Within twelve (12) months after the Commencement Date, the MSI, with the support of the Service Component	Deliver to DIR: New Customer Integration Plan Word Document as required in Exhibit 3 that includes:	M	Yes	04/01/14
RAR-001-15	RAR-340-118	Annual Equipment & Software Refresh Plan -Year 1	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment &	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in	M	Yes	01/15/13
RAR-002-16	RAR-341-119	Annual Equipment & Software Refresh Plan - Year 2	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment &	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in	M	Yes	02/15/14
RAR-003-17	RAR-342-120	Annual Equipment & Software Refresh Plan - Year 3	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that	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	M	Yes	02/15/15
RAR-004-18	RAR-343-121	Annual Equipment & Software Refresh Plan - Year 4	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment &	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in	M	Yes	01/15/16
RAR-005-19	RAR-344-122	Annual Equipment & Software Refresh Plan - Year 5	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment &	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in	M	Yes	02/15/17
RAR-006-20	RAR-345-123	Annual Equipment & Software Refresh Plan - Year 6	Print and Mail	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment &	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in	M	Yes	01/15/18
RCS-001-35	RCS-367-139	Customer Satisfaction Improvement Plan - Year 2	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall	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	M	Yes	05/01/13
RCS-002-36	RCS-368-140	Customer Satisfaction Improvement Plan - Year 2	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service	M	Yes	06/15/14
RCS-003-37	RCS-369-141	Customer Satisfaction Improvement Plan - Year 3	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service	M	Yes	06/15/15
RCS-004-38	RCS-370-142	Customer Satisfaction Improvement Plan Year 4	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service	M	Yes	06/15/16
RCS-005-39	RCS-371-143	Customer Satisfaction Improvement Plan - Year 5	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service	M	Yes	06/15/17

RCS-006-40	RCS-372-144	Customer Satisfaction Improvement Plan - Year 6	Print and Mail	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall	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	M	Yes	06/15/18
RSC-001-42	RSP-371.13-144	Security Patch Compliance Report - Year 1	Print and Mail	Recurring - Security Patch	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	M	Yes	10/01/12
RSC-002-43	RSP-371.14-145	Security Patch Compliance Report - Year 2	Print and Mail	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include:	M	Yes	10/01/13
RSC-003-44	RSP-371.15-146	Security Patch Compliance Report - Year 3	Print and Mail	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include:	M	Yes	10/01/14
RSC-004-45	RSP-371.16-147	Security Patch Compliance Report - Year 4	Print and Mail	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include:	M	Yes	10/01/15
RSC-005-46	RSP-371.17-148	Security Patch Compliance Report - Year 5	Print and Mail	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include:	M	Yes	10/01/16
RSC-006-47	RSP-371.18-149	Security Patch Compliance Report - Year 6	Print and Mail	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 st annually thereafter, Service Provider will deliver a	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include:	M	Yes	10/01/17
RSP-001-21	RSP-346-124a	Annual Security Plan - Year 1	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/12
RSP-002-22	RSP-347-124	Annual Security Plan - Year 2	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/13
RSP-003-23	RSP-348-125	Annual Security Plan - Year 3	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/14

RSP-004-24	RSP-349-126	Annual Security Plan - Year 4	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/15
RSP-005-25	RSP-350-127	Annual Security Plan - Year 5	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/16
RSP-006-26	RSP-351-128	Annual Security Plan - Year 6	Print and Mail	Recurring - Security Patch	Upon Commencement, and then on July 1st annually thereafter, the MSI, with the support of the Service	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit	M	Yes	10/01/17
RSR-001-28	RSR-354-130	Security Assessment Remediation	Print and Mail	Recurring - Security Patch	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C, Service</u>	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR	M	Yes	3 months after assessment
STN-001-02	NET-221-084	Consolidated Data Center Network Improvement Plan Finish	Print and Mail	Network	Coordinate with Network SCP to define key project tasks that impact Print and Mail network connectivity to DIR Customers	Based on Network SCP plan, submit to DIR: 1) Documentation of Print-Mail impacts and risks	I		05/01/12
TEP-001-03	TEP-314-095	Annual Technology Plan - Year 1	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	01/15/13
TEP-002-04	TEP-316-097	Annual Technology Plan - Year2	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	02/15/2014
TEP-003-05	TEP-318-099	Annual Technology Plan Year 3	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	07/15/2015
TEP-004-06	TEP-320-101	Annual Technology Plan - Year 4	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	07/15/2016
TEP-005-07	TEP-322-103	Annual Technology Plan - Year 5	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	07/15/2017
TEP-006-08	TEP-324-105	Annual Technology Plan - Year 6	Print and Mail	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration	M	Yes	07/15/2018
TER-001-09	TER-333-112	Technology Roadmap for Equipment and Software - Year 1	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	08/01/13

TER-002-10	TER-334-113	Technology Roadmap for Equipment and Software - Year 2	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	06/15/14
TER-003-11	TER-335-114	Technology Roadmap for Equipment and Software - Year 3	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	07/15/2015
TER-004-12	TER-336-115	Technology Roadmap for Equipment and Software - Year 4	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	07/15/2016
TER-005-13	TER-337-116	Technology Roadmap for Equipment and Software - Year 5	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	07/15/2017
TER-006-14	TER-338-117	Technology Roadmap for Equipment and Software - Year 6	Print and Mail	Recurring - Tech Roadmap	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	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software	M	Yes	07/15/2018