



**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 3-A
Service Level Matrix**

Contract Change Log

CCR	Amendment	Date	Description
74	N/A	09/26/2013	Update changes to New Customer Deliverable which splits it into 2 parts. Part 1 Complete by 10/1/13 applies to MSO365 and Print/Mail Part II Complete by 4/1/13 applies to Servers and Mainframe
89	Amendment 9	03/01/2014	Update to add Image Delivery to Non-consolidated Delivery Key Measure
151	N/A	03/15/2015	* Update to reflect the revised MSL and ESL per 2014 Continuous Improvement * Updated technology and refresh delivery dates on Recurring Delivery tab - already approved by DIR with CCR130/CCR123/ * Remove Inventory Key Measure
169	N/A	09/16/2015	* Root Cause Analysis Delivery Tab 2, Key Measurements, updated as the SDSG approved the Law of Low Numbers in April 2015. * Recurring Delivery Tab 4, updated the Annual Equipment & Software Refresh Forecast delivery date. Changed from Feb. 15th to "In accordance with Attachment 20-A" as this deliverable is due in January for odd numbered years and February for even numbered years. This aligns with the MSI and SCPs.
179	N/A	12/08/2015	* Updated Service Levels and Key Measurements tabs to revise the MSL and ESL per the 2015 Continuous Improvement plan.
XXXX	N/A	09/01/2016	* Updated Service Levels and Key Measurements tabs to revise the MSL and ESL per the 2016 Continuous Improvement plan.

INTRODUCTION

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

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

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

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

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

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

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

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

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

Critical Service Level Matrix - PRINT-MAIL

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

100% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice						
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Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
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1.2	Incident and Problem		Effective Jul 2016-Jun 2017		Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014						
	Allocation of Pool Percentage:	5%													
R1.2.4P	Resolution Time - Sev 1/2/3/4 - Print-Mail	0	98.00%	96.50%	97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	100.00%	0.50%
													Checksum ->	100.00%	

Yes	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL	1-2 miss=ESL 3-4 miss=MSL
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1.3	Cross Functional		Effective Jul 2016-Jun 2017		Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014						
	Allocation of Pool Percentage:	45%													
R1.3.1P	Service Request Fulfillment - Print-Mail	0	96.00%	91.50%	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	25.00%	1.13%
R1.3.2P	Solution Proposal Delivery - Print-Mail	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	16.00%	0.72%
R1.3.3P	Solution Implementation - Print-Mail	0	95.95%	90.98%	95.50%	90.50%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	16.00%	0.72%
R1.3.4P	CMDB Reconciliation - Print-Mail	4	98.54%	95.72%	98.38%	95.49%	98.20%	95.25%	98.00%	95.00%	Annually	CSL	R	10.00%	0.45%
R1.3.5P	License and Maintenance Renewal Timeliness - Print-Mail	0	99.00%	98.00%	99.00%	98.00%	99.00%	98.00%	99.00%	98.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.6P	Invoice Dispute Resolution - Print-Mail	0	96.36%	91.43%	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	18.00%	0.81%
													Checksum ->	100.00%	

Yes	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
No			
No			
No			
Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
Yes	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL

1.4	Other Service Delivery		Effective Jul 2016-Jun 2017		Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014						
	Allocation of Pool Percentage:	50%													
U1.4.5P	Daily Mailing Completion Timeliness	0	99.27%	97.85%	99.19%	97.74%	99.10%	97.63%	99.00%	97.50%	Monthly	CSL	U	30.75%	1.54%
U1.4.6P	Document Delivery Timeliness	0	99.96%	99.91%	99.96%	99.91%	99.96%	99.91%	99.95%	99.90%	Monthly	CSL	U	10.00%	0.50%
U1.4.7P	Critical Mail Output Quality	0	99.93%	99.84%	99.92%	99.83%	99.91%	99.82%	99.90%	99.81%	Monthly	CSL	U	30.75%	1.54%

No			
No			
No			

Key Measurements Matrix - PRINT-MAIL

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	SLA Type	Share Type						
2.1	Incident and Problem		Effective Jul 2016-Jun 2017		Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014				
R2.1.1P	Root Cause Analysis Delivery - Print-Mail	0	98.38%	96.39%	98.20%	96.20%	98.20%	96.20%	98.00%	96.00%	Monthly	KM	R
R2.1.2P	Corrective Actions - Print-Mail	0	95.95%	90.98%	95.50%	90.50%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R
2.2	Cross Functional		Effective Jul 2016-Jun 2017		Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014				
R2.2.1P	Change Management Effectiveness - Print-Mail	0	96.76%	93.68%	96.40%	93.35%	96.40%	93.35%	96.00%	93.00%	Monthly	KM	R
R2.2.2P	DR Test Report Delivery - Print-Mail	0	96.36%	91.43%	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R
R2.2.3P	DR Test Plan Objectives Met - Print-Mail	0	96.36%	91.43%	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R

One Time Critical Deliverables

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

Notes:
 (1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
 (2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Recurring Deliverables						An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on July 15th	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.2	< Intentionally Left Blank >					x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on July 15th	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with <u>Attachment 20-A</u>	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.7	< Intentionally Left Blank >					x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$9,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$11,000	monthly	x	x	x	x	x	x
2.12	< Intentionally Left Blank >					x	N/A	x	N/A	N/A	x

Notes:

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

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