



**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-E
Severity Levels**

January 23, 2012

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1. SEVERITY LEVELS – INTRODUCTION

DIR has adopted the ITIL framework for service management. As part of this framework, each Incident and Problem will be assessed in terms of its Impact upon the business of DIR and DIR Customers and the Urgency with which DIR and DIR Customers require the Incident or Problem to be Resolved or a work around to be implemented. The Incident or Problem shall be assigned a Severity Level based on this assessment. This Section sets forth qualitative descriptions of Severity Levels associated with the Services.

“Impact” is defined under ITIL as a “measure of the business criticality of an Incident, Problem or Request for Change, often equal to the extent of a distortion of agreed or expected Service Levels.” As such, it can be assessed based on the effect of an Incident or Problem on DIR’s and DIR Customers’ business operations. An Impact may be assessed by taking into account the number and business roles of the people affected, the business functions supported by the systems affected or mandates (e.g. regulatory, legal, or business) for provision of outputs in a prescribed timeframe.

“Urgency” is defined under ITIL as a “measure of the business criticality of an Incident or Problem based on the impact and on the business needs of the Customer.” As such, it can be assessed based on how quickly the business of DIR and DIR Customer will be affected by the loss of Service resulting from the Incident or Problem. A high-impact Incident does not necessarily have an immediate Impact. For example, a system supporting end-of-month processing (impact “high”) can be assessed as urgency “low” if it occurs early in the monthly processing cycle, but may be assessed as “high” if it nears the end of the cycle. A system that supports DIR dealing directly with DIR Customers or that supports online, real-time transactions may always be assessed as a “high” urgency, even if it is only of moderate impact.

There may be different Service Levels associated with the Resolution of an Incident or Problem based on the assigned Severity Level.

1.1 Severity Level 1

1. A Severity Level 1 event is defined as (i) a life-safety event/issue; (ii) critical impact to the security of data and information systems; (iii) a business/mission critical System, Service, Application System, Equipment or network component that is substantially unavailable or seriously impacting normal business operations; (iv) an error or Outage that affect either groups of people, or a single individual performing a business/mission critical function; (v) an error or Outage which negatively impacts compliance with regulatory mandated mailing timeframes, or jeopardizes privacy of information or could lead to the imposition of penalties, fines, or other financial impacts on DIR or DIR Customer.
2. The event is one that has a high impact on the operation of the affected Application or other Service and that cannot be circumvented (i.e. there is no Workaround available); including an error or Outage which negatively impacts compliance with regulatory mandated mailing timeframes, or jeopardizes privacy of information or could lead to the imposition of penalties, fines, or other financial impacts on DIR or DIR Customer.
3. The event, due to the immediacy of its effect on critical business functions, requires immediate resolution.

1.2 Severity Level 2

1. A Severity Level 2 event is defined as (i) a department or group can use a business critical System, Service, Application System, Equipment or network component, but some functions are not available or functioning as they should, and (ii) an error or Outage affects a group or groups of people, or a single individual performing a critical business function.
2. The event can materially affect DIR or a DIR Customer, causing a substantial impact; including missed output commitments not governed by regulatory mandates.
3. The effect of the event is such that it does not require immediate resolution.

1.3 Severity Level 3

1. A Severity Level 3 event is defined as a group or individual experiences a situation accessing or using a System, Service, Application System or network component or a key feature thereof but the situation does not prohibit the execution of productive work.
2. The event does not materially affect DIR or a DIR Customer or does not cause a substantial impact, but has the potential to do so if not Resolved expeditiously.
3. The effect of the event is such that it does not require immediate resolution.

1.4 Severity Level 4

1. A Severity Level 4 event is defined as an event that may require an extended Resolution time, but the individual or group has a reasonable workaround while waiting for the Resolution.
2. The event does not have an adverse impact on the business operations of DIR or a DIR Customer because (i) of either the nature of the fault or the small extent of the fault and (ii) an acceptable work around is already in place.
3. The effect of the event is such that it does not require immediate resolution.