

# TexasOnline 2.0 Master Agreement

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Between

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

*and*

**Texas NICUSA, LLC**

## **Exhibit G Plans**

July 31, 2009

## Exhibit G Plans

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### Article I. Introduction

- (a) The purpose of *Exhibit G Plans* is to comprehensively address agreed-upon Program Management Plans for TexasOnline 2.0.

### Article II. Contractual Principles

- (a) *Exhibit G Plans* addresses the following Program Management Plan principles:

#### **Section 2.01 Program and Project Management**

- (a) The Vendor is responsible for program management of TexasOnline 2.0 and project management of all development projects that are undertaken under the Master Agreement.
- (b) The Vendor will use standards, such as Texas Project Delivery Framework, Project Management Body of Knowledge (PMBOK), Information Technology Infrastructure Library (ITIL), and other internationally recognized standards for program and project management.
- (c) The Vendor will demonstrate strong project management practices.
- (d) The Vendor will create, maintain, implement, and update management plans in accordance with this *Exhibit*.
- (e) Initial and final drafts of the management plans are to be submitted to DIR for approval within the timeframes specified in Table 2 of Section 4.02, Plans and Timelines Associated with *Exhibit G*.
- (f) The Vendor will provide updated management plans annually or as requested by DIR.
- (g) The management plans include:
  - (i) Program Management Plan,
  - (ii) Disentanglement Plan,
  - (iii) Quality Management Plan,

- (iv) Change Management Plan,
- (v) Risk Management Plan,
- (vi) Problem Management Plan,
- (vii) Integration Management Plan,
- (viii) Organization and Staffing Plan,
- (ix) Security Management Plan,
- (x) Technology Management Plan,
- (xi) Portfolio Management Plan,
- (xii) Training Plan,
- (xiii) Help Desk Management Plan,
- (xiv) Disaster Recovery and Business Continuity Plan, and
- (xv) Communication Plan.

### **Section 2.02    *Program Management Plan***

- (a) The Vendor will establish a comprehensive Program Management Plan that will describe how TexasOnline 2.0 will be managed to meet the goals and requirements described in the Master Agreement.
- (b) This plan incorporates the expectations and governance mechanisms described in *Attachment H-1 Policies and Procedures Manual*. It also includes how all projects within TexasOnline 2.0 will be identified, planned, staffed, managed, executed, and controlled.
- (c) The Program Management Plan will describe how each of the following areas of TexasOnline 2.0 will be managed:
  - (i) governance,
  - (ii) standards,
  - (iii) project planning,
  - (iv) portfolio management,
  - (v) stakeholders,
  - (vi) subcontractors,
  - (vii) integration,
  - (viii) finances,
  - (ix) infrastructure, and
  - (x) process improvement.

- (d) An initial draft to the Program Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in this *Exhibit* and completed through a drafting and review process outlined in the *Exhibit*. The final plan will be incorporated as an attachment to the *Exhibit*.

### **Section 2.03     *Disentanglement Plan***

- (a) Vendor commits that it will make an orderly transition to DIR or a successor TexasOnline 2.0 manager ("Successor"), and continue to perform all tasks under the Master Agreement that are necessary to preserve the integrity of TexasOnline 2.0 operations during the Disentanglement period and to provide the Successor with the training and knowledge transfer necessary to operate TexasOnline 2.0.
- (b) Vendor will utilize strong program management processes combined with the detailed results of the Implementation Plan to fully document the support and maintenance requirements around the existing assets. The Implementation Plan will create all of the necessary artifacts to analyze, perform, and execute the existing asset transfer. Vendor will continue to maintain and augment this baseline information as Vendor introduces new Services under the Master Agreement.
- (c) Vendor will provide Disentanglement services during the time period between receipt of termination notice and the Master Agreement termination date. Vendor will use the Business Case Process to provide services associated with performing Disentanglement duties for TexasOnline 2.0 in accordance with the Disentanglement Plan. Vendor will provide Disentanglement services for no less than six months from the date the Successor and DIR enter into a new agreement, provided that the Master Agreement is continued for such period.
- (d) The Vendor will assist DIR prior to the end of the Master Agreement in planning for an orderly exit strategy, and agrees to comply with direction provided by DIR (consistent with the Master Agreement) to assist in the orderly transition of the assets, including Equipment, Services, Software, and leases, as specified in the Master Agreement to DIR or a third party designated by DIR.
- (e) Because TexasOnline 2.0 will receive all in-scope infrastructure services through Team for Texas as outlined in the DCS Master Services Agreement, Vendor will not be responsible for Disentanglement functions related to the TexasOnline 2.0 in-scope infrastructure, except for the general obligations to provide knowledge transfer and to cooperate with other DIR contractors.
- (f) The Disentanglement Plan will lay the foundation for end-of-Agreement exit strategy. The Disentanglement Plan describes policies and procedures that will ensure:
  - (i) Minimal disruption in the delivery of Services during the transition to DIR or a third party designated by DIR; and
  - (ii) Cooperation with DIR and any third party designated in transferring information and responsibility for services.
- (g) A Disentanglement Plan must include at a minimum:

- (i) Issues that need to be addressed during a Disentanglement period;
  - (ii) Vendor roles and responsibilities as they relate to TexasOnline 2.0 functions, including the role of Key Personnel and Subcontractors;
  - (iii) DIR roles and responsibilities as they relate to TexasOnline 2.0 functions;
  - (iv) Additional stakeholder roles and responsibilities as they relate to the transition of TexasOnline 2.0 functions;
  - (v) An outline of key milestones during the Disentanglement period;
  - (vi) An outline of procedures to be followed during the Disentanglement period;
  - (vii) The method of identifying, documenting, and transferring assets (including all State records, applications, data files, agreements, working papers, and operational documentation, as provided in the Master Agreement) developed during the course of the Master Agreement that are subject to the Disentanglement Plan;
  - (viii) A contact point and procedures for managing problems or issues during the Disentanglement period;
  - (ix) A contingency for failed transition of Services to DIR or a new vendor; and
  - (x) A plan and process for addressing Software as a Service Applications (SaaS) will be documented in the Business Case before applications and services are deployed during the term of the Master Agreement.
- (h) The Parties agree to jointly analyze issues that affect the Master Agreement termination date and should DIR determine that Disentanglement will not be completed by the Master Agreement termination date, the Parties agree to negotiate in good faith to resolve issues related to on-going operations.
- (i) An initial draft to the Disentanglement Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines included in the *Exhibit* and completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

#### **Section 2.04    Quality Management Plan**

- (a) The Quality Management Plan provides the framework for a comprehensive, continuous, and measurable quality assurance program.
- (b) The plan embodies Vendor endorsement of the fundamental importance of quality by promoting, reinforcing, and acknowledging quality management activities.
- (c) The plan includes strategies and processes to promote quality and procedures to periodically measure and report quality performance to the State throughout the term of the Master Agreement.
- (d) The plan specifies how often the Vendor conducts internal audits and engages external auditing firms to conduct audits of its operations, and must include a requirement that the Vendor will supply to DIR, upon request, copies of internal and external quality assurance audit reports.

- (e) The Quality Management Plan describes the processes and methodology for acceptance for all TexasOnline 2.0 deliverables, including:
  - (i) Acceptance test for all releases to TexasOnline 2.0;
  - (ii) The activities associated with the acceptance test, when they will begin and end, and responsible parties;
  - (iii) The activities for which the various stakeholder groups are responsible (i.e., creating test scenarios, performing the tests, and validating the results);
  - (iv) Standard acceptance testing criteria (metrics); and
  - (v) Processes and methodology for acceptance and approval of all plans, reports, and documents in accordance with the governance processes.
- (f) An approach to the Quality Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines included in the *Exhibit* and completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.05      *Change Management Plan***

- (a) This Change Management Plan provides a comprehensive strategy to manage change and control project scope.
- (b) The plan provides, in coordination with the Change Control Board (CCB) and appropriate governance bodies, a formalized methodology including how changes will be proposed, reviewed, tracked, and approved.
- (c) The methodology addresses how change requests will be analyzed and presented, identifying the impact of the change to the schedule, quality, and cost structure.
- (d) The Change Management Plan includes specifics regarding protocols and feedback systems to facilitate coordination of daily operational activities between the State, other vendors, subcontractors, stakeholders, and users.
- (e) The Change Management Plan includes configuration management processes and procedures.
- (f) The plan describes an automated approach to configuration management for:
  - (i) software,
  - (ii) hardware,
  - (iii) plans,
  - (iv) policies,
  - (v) reports,
  - (vi) operations guides,
  - (vii) technical guides, and

- (viii) training guides.
- (g) The configuration management of hardware and software inventories are coordinated with the DCS processes for configuration management.
- (h) An approach to the Change Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.06 Risk Management Plan**

- (a) The Risk Management Plan includes a comprehensive strategy and methodology for identifying, assessing, reporting, managing, and mitigating risk.
- (b) An approach to the Risk Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.07 Problem Management Plan**

- (a) The Problem Management Plan includes a comprehensive strategy and methodology for identifying, assessing, reporting, managing, and resolving problems.
- (b) An approach to the Problem Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.08 Integration Management Plan**

- (a) The Integration Management Plan documents the planned approach for how business activities will be coordinated and managed with DIR, Customers, other vendors, subcontractors, stakeholders, and users.
- (b) This plan includes system integration coordination activities to ensure technological compatibilities among hardware, Software, system interfaces, and telecommunications infrastructures.
- (c) The plan includes and adheres to all governance structures and requirements.
- (d) An approach to the Integration Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.09 Organization and Staffing Plan**

- (a) The Organization and Staffing Plan defines the initial human resources determined by the Vendor to deliver the desired TexasOnline 2.0 deliverables.

- (b) The plan involves the selection and assignment of the Vendor team.
- (c) The plan specifies the appropriate skill sets to manage TexasOnline 2.0 and to perform the tasks that produce the specified project deliverables.
- (d) The plan provides for any additional non-labor resources such as tools, equipment, or processes used by the Vendor team.
- (e) The plan includes processes that ensure appropriate staffing levels, ensure the organization employs staff with the requisite knowledge, skills, and abilities in the appropriate positions when needed, and ensure that the organization can adapt to changes within the organization and in the external environment.
- (f) An approach to the Organization and Staffing Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.10 Security Management Plan**

- (a) The Security Management Plan includes methods for resolving the following major security concerns for each component of the system:
  - (i) environmental security,
  - (ii) physical site security,
  - (iii) computer hardware security,
  - (iv) computer software security,
  - (v) data access and storage,
  - (vi) client/user security,
  - (vii) telecommunications security, and
  - (viii) network security.
- (b) The plan is coordinated with the DCS security processes.
- (c) An approach to the Security Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.11 Technology Management Plan**

- (a) The Technology Management Plan documents the overarching objectives for the development of the architecture and standards that will ensure the delivery of quality, cost-effective solutions for TexasOnline 2.0 that reflect new and innovative technology developments. The Technology Management Plan includes:
  - (i) The short-term strategies that support the goals of TexasOnline 2.0

- (ii) The technology roadmap for TexasOnline 2.0 that supports and incorporates DCS architectural decisions, and
  - (iii) The technical architecture that will support the requirements defined in the Master Agreement.
  - (iv) The strategies, roadmap, and architecture that supports the requirements in future Business Cases.
- (b) An approach to the Technology Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.12     *Portfolio Management Plan***

- (a) The Portfolio Management Plan documents processes for managing the:
- (i) Business Cases,
  - (ii) evaluation,
  - (iii) approval,
  - (iv) development,
  - (v) testing,
  - (vi) release,
  - (vii) maintenance, and surveillance.
- (b) An approach to the Portfolio Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

### **Section 2.13     *Training Plan***

- (a) The Training Plan provides a comprehensive strategy to train Customers on the policies, procedures, and day-to-day operation of TexasOnline 2.0.
- (b) The plan includes at a minimum:
- (i) Audiences to be trained (internal as well as external);
  - (ii) Description of the types of communications that will be developed and delivered;
  - (iii) Description of the methods of delivery that will be used;
  - (iv) Specifics regarding communication procedures, protocols, and feedback systems to facilitate coordination of daily operational activities between DIR, other vendors, subcontractors, stakeholders, and users;
  - (v) Methods for evaluation and feedback and how that feedback will be used;
  - (vi) Methods for identifying ongoing communication needs; and

- (vii) Tasks, deliverables, and milestones.
- (c) An approach to the Training and Communication Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

#### **Section 2.14 Help Desk Management Plan**

- (a) The Help Desk Management Plan provides a comprehensive strategy to manage help desk operations.
- (b) An approach to the Help Desk Management Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

#### **Section 2.15 Disaster Recovery and Business Continuity Plan**

- (a) The Disaster Recovery and Business Continuity Plan includes processes and procedures to provide for uninterrupted service delivery.
- (b) The plan includes courses of action to address potential and probable issues or problems that could occur during operations.
- (c) The location of all disaster recovery operations is identified and approved by DIR.
- (d) The plan is coordinated with the DCS processes and procedures for providing uninterrupted service.
- (e) An approach to the Disaster Recovery and Business Continuity Plan is incorporated as an attachment to this *Exhibit*. The final plan will be submitted according to the timelines in the *Exhibit* and will be completed through a drafting and review process and incorporated as an attachment to the *Exhibit*.

#### **Section 2.16 Communication Plan**

- (a) The Communication Plan provides a comprehensive strategy to communicate to internal and external stakeholders and includes a description of communication types and methods and tasks, deliverables, and milestones.
- (b) Communication materials for internal and external stakeholders will be coordinated with DIR. Any media release or public announcement relating to the Master Agreement will be released in accordance with *Exhibit B Terms and Conditions, Section 3.06 Publicity*.

## **Article III. Methodology for Updating Associated Plans**

### **Section 3.01 Recommendations**

- (a) Either DIR or Vendor may submit to the other Party a recommendation for changes or additions to Plans. Such recommendation will be in writing and will (i) specifically identify the portion or portions of the Plan to be changed, (ii) include the specific language to accomplish the proposed change, and (iii) identify the reasons for the proposal and anticipated improvements from the change or repercussions for failure to adopt the change. A copy of the recommendation will be provided to DIR and the Vendor.

### **Section 3.02 Review and Input**

- (a) DIR will determine whether input on the recommendation from any other governance body and/or Customer is appropriate, and will promptly circulate the recommendation to those identified. If DIR does request input from any other governance body and/or Customer, DIR will require any input to be provided in writing and submitted within a specified period of time, not to exceed 60 days from the date of the recommendation.
- (b) DIR and Vendor will each receive a copy of the written input from the other governance bodies and/or Customers, if applicable. The Party making the recommendation may propose adjustments to the recommendation to address any input of the other governance bodies and/or Customers.

### **Section 3.03 Approval**

- (a) If DIR and Vendor agree upon the recommendation, the Parties will execute a revision to the Plan, as applicable, which will be effective when signed by authorized representatives of both DIR and Vendor and the revised Plan will be posted in a location agreed to by Vendor and DIR.
- (b) An approved Plan revision resulting in a substantial change to TexasOnline 2.0 operations may trigger a Business Case Process and/or Budget Amendment Process.

### **Section 3.04 Appeal**

- (a) If the DIR and Vendor cannot agree on a recommendation, the recommendation may be submitted to the Executive Steering Committee for resolution.

## **Article IV. Documents Referenced in Exhibit G Plans**

### **Section 4.01 Attachments to Exhibit G**

- (a) Once accepted by DIR, the final version of the following attachments will be incorporated as part of *Exhibit G Plans*:

**Table 1: Exhibit G Plans Attachments**

Title	Description and Contents
<i>Attachment G-1 Program Management Plan</i>	The Program Management Plan describes the approach to program management of TexasOnline 2.0 and project management of all development Projects that are undertaken.
<i>Attachment G-2 Disentanglement Plan</i>	The Disentanglement Plan describes how the Vendor will assist DIR at the end of the Master Agreement in planning for an orderly exit strategy.
<i>Attachment G-3 Quality Management Plan</i>	The Quality Management Plan provides the framework for a comprehensive, continuous, and measurable quality assurance program.
<i>Attachment G-4 Change Management Plan</i>	This Change Management Plan provides a comprehensive strategy to manage change and control project scope with a formalized methodology, including how changes will be proposed, reviewed, tracked, and approved.
<i>Attachment G-5 Risk Management Plan</i>	The Risk Management Plan includes a comprehensive strategy and methodology for identifying, assessing, reporting, managing, and mitigating risk.
<i>Attachment G-6 Problem Management Plan</i>	The Problem Management Plan includes a comprehensive strategy and methodology for identifying, assessing, reporting, managing, and resolving problems.
<i>Attachment G-7 Integration Management Plan</i>	The Integration Management Plan documents the planned approach for how business activities will be coordinated and managed with DIR, Customers, other vendors, subcontractors, stakeholders, and users.
<i>Attachment G-8 Organization and Staffing Plan</i>	The Organization and Staffing Plan defines the human resources needed to deliver the desired TexasOnline 2.0 deliverables.
<i>Attachment G-9 Security Management Plan</i>	The Security Management Plan includes methods for resolving the following major security concerns for each component of the system: environmental security, physical site security, computer hardware security, computer software security, data access and storage, client/user security, telecommunications security, and network security.
<i>Attachment G-10 Technology Management Plan</i>	The Technology Management Plan documents the overarching objectives for the development of the architecture and standards that will ensure the delivery of quality, cost-effective solutions for TexasOnline 2.0 that reflect new and innovative technology developments.
<i>Attachment G-11 Portfolio Management Plan</i>	The Portfolio Management Plan documents the process for managing the Business Cases, evaluation, approval, development, testing, release, maintenance, and surveillance.
<i>Attachment G-12 Training Plan</i>	The Training Plan provides a comprehensive strategy to train Customers on the policies, procedures, and day-to-day operation of TexasOnline 2.0 Program.
<i>Attachment G-13 Help Desk Management Plan</i>	The Help Desk Management Plan provides a comprehensive strategy to manage help desk operations for responding to requests for support from Citizens, Businesses, and Customers on a 24 x7 x 365 basis.
<i>Attachment G-14 Disaster Recovery and Business Continuity Plan</i>	The Disaster Recovery and Business Continuity Plan provides the processes and procedures, including coordination with DCS, to provide for uninterrupted service delivery.

Title	Description and Contents
<i>Attachment G-15 Communication Plan</i>	The Communication Plan provides a comprehensive strategy to communicate to internal and external stakeholders and includes a description of communication types and methods and tasks, deliverables, and milestones.

**Section 4.02 Exhibit G Associated Plans and Timelines**

(a) The following plans and timelines are associated with *Exhibit G Plans*:

**Table 2: Exhibit G Plans Associated Plans and Timelines**

Title	Initial Draft Due	Final Draft Due	Updates
<i>Attachment G-1 Program Management Plan</i>	Submitted with the Offer.	Fifteen (15) days after Master Agreement Effective Date	Annually, by July 1, or as requested by DIR.
<i>Attachment G-2 Disentanglement Plan</i>	Submitted with the Offer.	Thirty (30) days after Master Agreement Effective Date.	Annually, by August 1, or as requested by DIR.
<i>Attachment G-3 Quality Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval sixty (60) days after Master Agreement Effective Date.	December 1, 2009	Annually, by December 1, or as requested by DIR.
<i>Attachment G-4 Change Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval thirty (30) days after Master Agreement Effective Date.	October 1, 2009	Annually, by October 1, or as requested by DIR.
<i>Attachment G-5 Risk Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval thirty (30) days after Master Agreement Effective Date.	Sixty (60) days after Master Agreement Effective Date.	Annually, by September 1, or as requested by DIR.
<i>Attachment G-6 Problem Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval thirty (30) days after Master Agreement Effective Date.	Sixty (60) days after Master Agreement Effective Date.	Annually, by September 1, or as requested by DIR.
<i>Attachment G-7 Integration Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval sixty (60) days after Master Agreement Effective Date.	February 1, 2010	Annually, by February 1, or as requested by DIR.

Title	Initial Draft Due	Final Draft Due	Updates
<i>Attachment G-8 Organization and Staffing Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval fifteen (15) days after Master Agreement Effective Date.	Forty-five (45) days after Master Agreement Effective Date.	Annually, by August 1, or as requested by DIR.
<i>Attachment G-9 Security Management Plan</i>	Initial draft of this plan submitted with the Offer.	Sixty (60) days after Master Agreement Effective Date.	Annually, by August 1, or as requested by DIR.
<i>Attachment G-10 Technology Management Plan</i>	Initial draft submitted with the Offer.	February 1, 2010	An updated Technology Management Plan must be submitted to DIR for approval annually.
<i>Attachment G-11 Portfolio Management Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval thirty (30) days after Master Agreement Effective Date.	October 1, 2009	Annually, by October 1, or as requested by DIR.
<i>Attachment G-12 Training Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval sixty (60) days after Master Agreement Effective Date.	December 1, 2009	Annually, by December 1, or as requested by DIR.
<i>Attachment G-13 Help Desk Management Plan</i>	Thirty (30) days after Master Agreement Effective Date.	Sixty (60) days after Master Agreement Effective Date.	Annually, by September 1, or as requested by DIR.
<i>Attachment G-14 Disaster Recovery and Business Continuity Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval thirty (30) days after Master Agreement Effective Date.	Sixty (60) days after Master Agreement Effective Date.	Annually, by October 1, or as requested by DIR.
<i>Attachment G-15 Communication Plan</i>	Approach for developing this plan submitted with the Offer. Initial draft submitted to DIR for approval sixty (60) days after Master Agreement Effective Date.	December 1, 2009	Annually, by December 1, or as requested by DIR.

**Section 4.03 Other Referenced Documents in Exhibit G**

(a) The following documents have been referenced in *Exhibit G Plans*:

**Table 3: Other Referenced Documents**

Title	Description and Contents
<i>Attachment H-1 Policies and Procedures Manual</i>	The <i>TexasOnline 2.0 Policies and Procedures Manual (PPM)</i> attachment provides a detailed description of the TexasOnline 2.0 governance structure. The PPM defines the following:

<b>Title</b>	<b>Description and Contents</b>
	<ul style="list-style-type: none"><li>• DIR roles and responsibilities</li><li>• Vendor roles and responsibilities</li><li>• Function, authority, responsibility, membership, reports, and meeting frequency of all governance committees and teams</li><li>• Governance policies</li><li>• Governance processes</li></ul>