

State of Texas

Department of Information Resources



Exhibit 3.7

Deliverables and Checkpoints

Multi-sourcing Services Integrator

DIR-ESS-MSI-407

May 22, 2020

Change Log			
CCR/CN	Amendment	Date	Description
CCR-000285	N/A	3/29/2018	<ul style="list-style-type: none"> Updated OPAG-1 deliverable to be a checkpoint with revisions to description and acceptance criteria. Added a new OPAG-2 deliverable with a due date of 6/1/18 due to the complexity of the transition. Capgemini believes it would be more effective to continue design discussions so the Shared Services program is able to identify and understand the interdependencies between the MSI and SCPs prior to finalizing the OAs.
CCR-000297	N/A	5/14/2018	<ul style="list-style-type: none"> Revised the due date for CRM-03, CRM Design deliverable, Row 73, from 5/15/18 to 5/18/18
CCR-000303	N/A	6/25/2018	<ul style="list-style-type: none"> Date revisions are being requested for the build/design deliverables to allow for a schedule where assigned DIR review team members can participate in the demonstration sessions. The current schedule has multiple reviews due on the same date which will cause schedule conflicts and prevent key reviewers from attending all required sessions. Requested to update the due date for PRTL-08 (critical) from 6/29/18 to 7/13/18 as the portal content was previously aligned with the portal build (both were 6/29). Moving to 7/13 keeps these two materially aligned (content will be 7/13, build will be 7/16).
CCR-000305	N/A	7/19/2018	<ul style="list-style-type: none"> Updated acceptance criteria for transition deliverables plus a few revisions to due dates proposed. Added two new deliverables GOV-06 and GOV-07 on rows 316 and 317.
CCR-000307	N/A	8/1/2018	<ul style="list-style-type: none"> Updated acceptance criteria and due date for STR-05 and updated the due dates for SMM-02, SWR-04 and SWC-07.
CN-00743	N/A	8/30/2018	<p>Proposed revisions for 53 deliverables - overview below:</p> <ul style="list-style-type: none"> Updated the due dates for Annual IT Risk Summit and ITFM Implementation deliverables. Updated the due date, description and acceptance criteria for the 2018 financial forecast. Added two SMM quarterly deliverables and one MSI implementation deliverable that were inadvertently not included originally in 3.7 (rows 331-333). Added agreed upon two sets of DR deliverables and one set of Security deliverables (rows 318-330).
CCR-000327	N/A	12/7/2018	<ul style="list-style-type: none"> Updated due date for OUGR-14 - revised from 1/2/19 to 2/15/19
CCR-000336	N/A	1/28/2019	<ul style="list-style-type: none"> Updated due date for OUGR-14 from 2/15/19 to 3/29/19 Updated due date for RCD-DCR-1 from 2/1/19 to 4/15/19 Updated due date for ITFM-21 from 2/28/19 to 4/15/19
CCR-000339	N/A	2/26/2019	<ul style="list-style-type: none"> Removed header and footer from the Title Page Added 13 quarterly accessibility scan results deliverables from June 2019 to June 2022. Revised APM-12 / CD-1.12, APM deliverable's name, description, acceptance criteria and updated the due date from 3/1-4/1/19. Revised the due date for the Customer Satisfaction Survey-Results Report (RCD-CSS-1) from 3/1-3/15/19.

Change Log			
CCR/CN	Amendment	Date	Description
CCR-000354	5	8/6/2019	<ul style="list-style-type: none"> Revised the dates for the Cloud Management Module checkpoint and interim deliverables (CLM-01-CLM-05). Added CLM-07 (interim) and CLM-08 (payment) deliverables for the Cloud Management Module.
CCR-000359	N/A	9/23/2019	Revised the date for the Annual Security Plan, RCD-ASP-2, from 10/1/19 to 11/15/19. With DIR's prior approval, we are waiting for TCF assessment prior to finalizing the security plan.
CCR-000376	N/A	1/30/2020	<ul style="list-style-type: none"> With prior agreement from Jodie Erickson with DIR, Capgemini is requesting a revision to the due dates for the DCS Consolidation Report deliverables, RCD-DCR-2, RCD-DCR-3, RCD-DCR-4. DIR requested we revise the due date for the Customer Satisfaction Surveys - Results Report deliverable (RCD-CSS-2) from 3/2/20 to 3/31/20 as there are changes requested to be made to the deliverable content.
CCR-000XXX	N/A	5/22/2020	<ul style="list-style-type: none"> With prior agreement from DIR, Capgemini is requesting a revision to the due date for the Customer Satisfaction Improvement Plan deliverable (RCD-CSI-2), from 6/1/20 to 7/1/20, as answers to the survey results will not be provided to the MSI until June.

Overview

This document includes all Deliverables required throughout the RFO and Respondent response, including any and all Transition Milestone Deliverables with verifiable criteria for acceptance. The document also includes Checkpoints. Additional Checkpoints may be added through the transition, which will not be included in this document.

Definitions of Fields

Reference Number	Unique identifier
Type	Phase of development
Name	Name of the Deliverable or Checkpoint
Category	Name of a grouping of activities (e.g., Service Desk, Service Catalog, Security)
Source	Note the document and document section
Description	Description of the activities comprising the Deliverable or Checkpoint
Acceptance Criteria	Description of Acceptance Criteria (as defined in Exhibit 1.1) that will indicate completion of the milestone or Deliverable.
Expectations of DIR and DIR Customer	Description of the expectations of DIR and DIR Customers necessary for Respondent to complete the milestone or Checkpoint (e.g., resources, maintenance windows, facility access)
Interactions with other Service Providers	Description of the activities Respondent will coordinate with the other Service Providers for successful completion of the milestone or Checkpoint.
Checkpoint (C), Interim (I) or Major (M)	Indicate 'I' if an Interim Deliverable 'M' if a Major Deliverable "C" if a checkpoint - Checkpoints are to take place early in the development process to confirm objectives, plan, expectations and progress to date is on track to meet expectations. - Interim Deliverables are mid-process reviews for large, complicated Deliverables allowing confirmation of progress to-date is on track to meet expectations. - Major Deliverables are associated with large, complex initiatives.
Due Date (mm/dd/yy)	Date when the Deliverable or Checkpoint will be completed in mm/dd/yy format.
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in Exhibit 3.1 and Exhibit 3.3 .
Charges	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Exhibit 4.1 .

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SMM-01 / CD-1.03a	design	SMM Implementation - Phase I Complete	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Phase I of Service Management Manual Delivery	Publication of a .doc document describes how the SMM requirements will be satisfied: - Structure and hierarchy - Document templates - Descriptions of contents for SMM implementation phases 1-3 Publication of required Phase I SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase I contents and structure • Processes reflect the requirements of the Agreement • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for MSI and DIR, SCP, and/or DIR Customers as appropriate. • 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	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	M	Fri 03/02/18	Yes	
SVCAT-01	approach	Confirm the Service Catalog scope and structure	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Review the list of: - Service Catalog items, - Order guides and their content		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/09/18		
APM-01	approach	Initial APM Tool-Set-Up review	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Requirements session to review the initial Set-Up of APM along with visibility into current state of Applications and discussion of use cases to be included in the initial APM design		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/15/18		
OPIN-01	approach	Confirm Operational Intelligence Approach	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the overall approach to Operational Intelligence. Review of: - data sources/information needs - automation opportunities - reports, their expected function and content - audience for reporting - dashboard structure - report sprint plan - legacy report rationalization plan - Plan for KPIs and OMs		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/15/18		
CRM-01	approach	Confirm CRM Approach	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review CRM approach for: - process updates - ServiceNow functionality enhancements - Reporting		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Tue 03/20/18		
SEC-01	approach	Confirm IT Security Management Requirements	Security	04 - STX Transition and Transformation Plan.mpp	Meeting to review IT Security Management approach for: - Process updates - ServiceNow functionality - Archer Interfaces - Reporting		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Tue 03/20/18		
OUGR-01	approach	Confirm Communications, Outreach and Growth Approach	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Meeting to review: - campaign management - approach to Salesforce and ServiceNow design and integration - opportunity management		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Wed 03/21/18		
ACSS-01	approach	Confirm IT Access Management Scope	Access	04 - STX Transition and Transformation Plan.mpp	Meeting to review IT Access Management approach for the IT Access Management to include: - process - reports - roles and governance - ServiceNow configurations - SSO integrations		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/22/18		
AVL-01	approach	Availability Management Approach	Availability Management	04 - STX Transition and Transformation Plan.mpp	Review availability management approach, including measurements, reporting, and digital availability plan concepts		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/22/18		
CAPM-01	approach	Confirm Capacity Management Scope	Capacity Management	04 - STX Transition and Transformation Plan.mpp	Review capacity management approach, including measurements, reporting, and digital capacity plan concepts		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/22/18		
ITSCM-01	approach	Confirm ITSCM Scope	ITSCM	04 - STX Transition and Transformation Plan.mpp	Meeting to review: IT Service Continuity Management approach for the DR Exercise Reservation System to include: - process - reports - roles and governance - ServiceNow configurations Process and procedure changes. Billing and RU changes.		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/22/18		
ITRSK-01	approach	Confirm IT Risk Management Scope	Risk	04 - STX Transition and Transformation Plan.mpp	Meeting to review IT Risk Management approach for the IT Risk Management Register to include: - process - reports - roles and governance - ServiceNow configurations		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/22/18		
SWC-01	approach	Initial Software Compliance Design Approach	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Meeting to review the approach for set-up of ServiceNow application, Software License Governance and Data Migration to understand the approach for the Software Compliance implementation		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 03/26/18		

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SEC-02	design	Confirm Archer interface specifications	Security	04 - STX Transition and Transformation Plan.mpp	Meeting to review Archer IT Security Management approach for: - MSI to Archer interface design specifications	Review agreed .docx documented Archer IT Security Management interface design specifications: - Data - Frequency - Format - Method - Exception Processing	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Tue 03/27/18		
ITFM-01	approach	Confirm ITFM Requirements	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review ITFM approach for: - Process updates - ServiceNow functionality - Digital Fuel functionality - New Reporting		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 03/29/18		
GOV-01 / CD-1.02A	plan	Transition Plan Phase 1 Complete	Governance	12_MSI_Exhibit_3.3_Critical Deliverables	Sixty (60) days after Effective Date, the Successful Respondent shall provide DIR with an updated Transition Plan which will address all transition activities for DIR, DIR Customers, and SCPs in preparation for and including Commencement of Service.	Publication and agreement on Transition Plan as captured in a .docx document and .MPP documents that describe the intended approach to the delivery of the MSI Transition including: - Scope, schedule, deliverables, deliverable dates, activities, milestone relationships, work breakdown structure, resources, related dependencies and plan critical path for items in scope for Phase 1 - All activities for the Commencement of Services and the successful transfer of Service obligations from Incumbent - Any responsibilities to be performed or resources to be provided by DIR and Agencies - Any responsibilities to be performed or resources to be provided by another Third Party or SCP - DIR resource requirements, skill sets, and effort	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Thu 03/29/18	Yes	
SLM-01	approach	Confirm SLM Approach	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review overall approach for SLM design, build and implementation of Service Level Reports, Processes and Automations.		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/30/18		
SVCPPTF-01	approach	Confirm Service Portfolio Management Approach	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review Service Portfolio approach for: - process and procedure approach - ServiceNow functionality configuration approach - Reporting		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/30/18		
SRM-01	approach	SRM Approach Review with DIR	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the details of initial set-up of ServiceNow application to understand the base-line direction of the implementation for the following: - Request Management		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/30/18		
TOOLS-01	approach	Confirm Tools Approach	Tools	04 - STX Transition and Transformation Plan.mpp	Meeting to review overall Tools approach: - architecture diagrams - integrations - Interfaces (eg. Mulesoft) - data architecture - security models - data migrations		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/30/18		
TRN-01	approach	Confirm Training Approach	Training	04 - STX Transition and Transformation Plan.mpp	Meeting to review the training program approach including: - candidate training modules - training session types - training session calendar - training audience - training development process		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 03/30/18		
IPCR-01	design checkpoint	Core IPCR Tooling design with DIR	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Meeting to review the details of initial set-up of ServiceNow application to understand the base-line direction of the implementation for the following: - Incident Management - Problem Management - Change Management - Release Management		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 03/30/18		
OPAG - 1	design	Operating Agreements	Operating Agreements	Exhibit 3.6 Operating Agreements Section 5	Meeting to confirm the overall approach to Operating Agreements		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	C	Fri 03/30/18		
OPAG - 2	design	Operating Agreements	Operating Agreements	Exhibit 3.6 Operating Agreements Section 5	Successful Respondent will submit Operating Agreements to DIR	Operating Agreement documents agreed to by the MSI and SCPs that include: - Joint operation and governance of the delivery of the Services between MSI and SCPs - Issue escalation and resolution procedures, timelines and contacts - Documented interdependencies among MSI and SCPs	DIR to provide: - Contractual obligation for all SCPs to enter into an OA - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate - OA agreement	M	Fri 06/01/18		
APM-02	design checkpoint	APM Initial Design Review	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Requirements session to review APM Design for DCS Customers. Confirm that APM will meet the APM use cases for DCS Customers		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/02/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
GOV-02	plan	Transition Governance Plan Complete	Governance	04 - STX Transition and Transformation Plan.mpp	The Transition Program Governance Plan defines roles and responsibilities for Caggemini MSI, DIR and SCPs for each governance process including the Transition PMO. Meetings that must be conducted for solicitation of requirements will be identified in the Plan. The plan will address the project timeline and approach, as well as risks to plan completion and their associated mitigation strategies.	Publication and agreement on a Transition Program Governance Plan as captured in .docx document that describes the intended approach to the management of the MSI Transition including: - Roles and responsibilities for Caggemini, DIR and SCPs for each governance process including the Transition PMO - The timeline and approach for the plan is consistent with the proposed project timeline and approach - Meeting schedules, participants, and locations - key program management functions including program governance, program tools, change control, risk and issue management, communications, reporting, escalations, roles and responsibilities - templates for test plan and cutover approach	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	I	Mon 04/02/18		
EVNT-01	approach	Confirm Event Management Approach	Event Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review Event Management approach for: - process updates - ServiceNow functionality configurations - Reporting - Integrations		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/02/18		
PMO-01	approach	Confirm PPM Approach	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	meeting to confirm approach on PPM / RFS to include integration of Service Management information used for PPM, GET automations, and RFS / CET walk through		Named DIR Representative to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/02/18		
SVDSK-01	approach	Service Desk / Constituent Help Desk Approach including KT Planning	Service Desk	04 - STX Transition and Transformation Plan.mpp	Confirm approach for SD / HD implementation including: - Knowledge Transfer activities - Staffing - IVR adjustments - Virtual Agent - Live Chat - Process adjustments - CHD Data Requirements - Incident Management Configuration Dependencies		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/02/18		
STR-01	approach	Confirm approach for Service Strategy including: technology planning, reference architecture standards and standard products, refresh and technical currency management.	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review Service Portfolio approach for: - process updates - ServiceNow functionality configurations - Reporting - MSI Innovation and automation process		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/02/18		
PRTL-01	approach	Confirm Portal Approach	Portal	04 - STX Transition and Transformation Plan.mpp	Meeting to review the list of: - internal portal features and content required - external portal features and content required - security ramifications for the portal - content management concepts		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/02/18		
CLB-01	approach	Confirm Visual Task Board (VTB) Approach	Collaboration	04 - STX Transition and Transformation Plan.mpp	Meeting to review the list of: - identified collaboration areas - identified VTBS, e.g. incident, problem - identified internal sites and sub portals		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 04/09/18		
SLM-02	design checkpoint	Review design for Service Level Compliance Report	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for the Service Level Compliance Report.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 04/10/18		
OUGR-02	design checkpoint	Design review with DIR and updates	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Demonstrate through prototyping as appropriate to review design progress for: - Outreach and Growth - Salesforce		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 04/12/18		
ITFM-02	design checkpoint	ITFM Design Review	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Confirm ITFM Design is directionally correct		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 04/13/18		
SEC-03	design checkpoint	IT Security Management Design Review	Security	04 - STX Transition and Transformation Plan.mpp	Confirm IT Security Management Design is directionally correct (excluding Archer integrations)		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 04/13/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
PRTL-02	design checkpoint	Checkpoint design sessions for Public Portal	Portal	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR and SCPs to review the progress of work on public Portal		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/16/18		
TRN-02	design checkpoint	Training Program Design Checkpoint	Training	04 - STX Transition and Transformation Plan.mpp	Review of training program design including: - training system - training content inventory - training content currency - ongoing training - training plan/calendar - training process - training roles and governance - training curriculum and audience		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/16/18		
PMO-02	design checkpoint	CET design checkpoint	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Review PPM core configuration, CET prototype and confirm requirements, including automation		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 04/17/18		
IPCR-02	design checkpoint	New ServiceNow configurations progress review - #1	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of SMM development and configuration in ServiceNow, including a demo for functionality completed to date. Confirmation that the build is in line with Design for the following processes: - Incident Management - Problem Management - Change Management - Release Management		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Wed 04/18/18		
SACM-01	design (data)	Asset and Configuration Data Dictionary and Dashboards	SACM	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the planned incorporation of new or changed attributes for DCS, MAS and MSS SCPs as well as APM into the CMDB		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Wed 04/18/18		
SWR-01	approach	Initial Design for Software Renewals	Software Renewal	04 - STX Transition and Transformation Plan.mpp	Meeting to review the details of initial set-up of ServiceNow application (Contract Management and Migration strategy, Automations and Reporting) to understand the base-line direction of the implementation for Software Renewals		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Thu 04/19/18		
DQM-01	design checkpoint	DQM Design Review	Data Quality Management	04 - STX Transition and Transformation Plan.mpp	Meetings to review the key concepts of DQM. - Data architecture and data sources - Integration dependencies - Reporting layout principles		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 04/19/18		
PRTL-03	design checkpoint	Checkpoint design sessions for Private Portal	Portal	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR and SCPs to review the progress of work on private Portal		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 04/19/18		
CRM-02	design checkpoint	Conduct Prototype review	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Demo/mockup of proposed functionality		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 04/20/18		
SVCPTF-02	design checkpoint	Review build artifacts with DIR and SCPs - #1	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on Service Portfolio build. Demo of functionality and reporting completed to date.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 04/20/18		

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SWC-02	design checkpoint	Initial Software Compliance Design Review	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Meeting to review the details of initial set-up of ServiceNow application, GET functionality, Software License Governance and Data Migration to understand the approach for the Software Compliance implementation		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 04/20/18		
APM-03	design checkpoint	ServiceNow APM configurations progress review - #1	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of development of APM. Present progress of work, demo functionality of already built items.		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/23/18		
SRM-02	design checkpoint	Process and Reporting Design Review	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review progress on the design for SRM including the following elements: - process needs - reporting needs - GET Configuration		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/23/18		
DQM-02	design	DQM Design	Data Quality Management	04 - STX Transition and Transformation Plan.mpp	Design for Data Quality Management service	Publication and agreement on Data Quality Management design specifications as captured in a .doc document that describes the intended scope of design for the Data Quality Management including: - Blazent Technical Architecture - Data architecture, data sources and data rules - Reports, layout, filtering, distribution - DQM operational governance - Integrations with MSI processes - UAT test plan	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 04/25/18		Yes
SVCAT-02	design	Confirm Service Catalog Core Configuration Design	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Meeting to review the - Service Catalog core configuration - Structure of Tasks, Requests and Requested Items - Approval guidelines - Entitlement guidelines and notifications	Publication and agreement on service catalog design specifications as captured in a .xlsx document that describes the intended scope of design for the service catalog including: - Service Catalog core configuration - Structure of Tasks, Requests and Requested Items - Approval guidelines - Entitlement guidelines and notifications	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 04/25/18		Yes
AVL-02	design	Availability Management Design	Availability Management	04 - STX Transition and Transformation Plan.mpp	Design for the transformed services associated with Availability Management	Publication and agreement on Availability design specifications as captured in a .xlsx document that describes the scope of design for Availability Management, including - Process and procedure changes - Measurements and reports - Digital availability plan mockup/prototype - Description of workflow and automation	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Thu 04/26/18		
CAPM-02	design	Capacity Management Design	Capacity Management	04 - STX Transition and Transformation Plan.mpp	Design for the transformed services associated with Capacity Management	Publication and agreement on Capacity design specifications as captured in a .xlsx document that describes the scope of design for Capacity Management, including - Process and procedure changes - Measurements and reports - Digital capacity plan mockup/prototype - Description of workflow and automation	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Thu 04/26/18		
OPIN-02	design checkpoint	Design review session, prototype reports presentation - #1	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence Demo of prototypes of: - Reports - Dashboards - reporting portal - legacy report rationalization plan		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/30/18		
OUGR-03	design checkpoint	Outreach and Growth Design	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Demonstrate through prototyping as appropriate to review design progress for: - Outreach and Growth - Salesforce		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/30/18		
TOOLS-02	design checkpoint	Review Tools Design with DIR	Tools	04 - STX Transition and Transformation Plan.mpp	Meeting to review progress of Tools design: - architecture diagrams - integrations - Interfaces (eg. Mulesoft) - data architecture - security models - data migrations		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 04/30/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
OUGR-04	plan checkpoint	Review New Customer Outreach & Implementation Plan	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Meeting to review structure, content and details of New Customer Outreach and Implementation Plan		Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	C	Tue 05/01/18		
ITSCM-02	build checkpoint	IT Service Continuity Management-Design and Build Review	ITSCM	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on ITSCM DR Exercise Reservation System design and build. Demo of functionality completed to date.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 05/01/18		
PRTL-05	design checkpoint	Public and Private Portal Design Checkpoint	Portal	04 - STX Transition and Transformation Plan.mpp	Design for the public and private Portal solutions.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 05/01/18		
TRN-03	Design	Training Program Design Complete	Training	04 - STX Transition and Transformation Plan.mpp	Training program design including Identification of curriculum.	Review and publication of the approved documents that specify the training program for MSI Services including: - training system - training content inventory - training content currency - ongoing training - training plan/calendar - training process - training roles and governance - training curriculum and audience. Communicate required training courses to audience.	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Tue 05/01/18		
IPCR-03	design checkpoint	New ServiceNow configurations progress review - #2	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Second meeting to review the progress of SMM development and configuration in ServiceNow, including a demo for functionality completed to date. Confirmation that the build is in line with Design for the following processes: - Incident Management - Problem Management - Change Management - Release Management		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Wed 05/02/18		
GOV-03	plan checkpoint	Transition Readiness Plan Outline	Governance	12_MSI_Exhibit_3.3_Critical Deliverables	The purpose and scope is to outline the plans and milestones for completing the transition of Services from the Incumbent MSI to the Successful Respondent. Items to be addressed include, but are not limited to: 1. Software license transfers status; 2. Lease transfers status; 3. Staff employment status; 4. Billing process including detail for invoices; 5. Status of operating agreements between the Successful Respondent and Service Component Providers (SCPs); 6. Knowledge transfer programs; 7. Status of operations documentation; and 8. Web portal status including service desk		DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	C	Thu 05/03/18		
ITFM-03	design	ITFM Design Complete	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design complete for the transformed services associated with ITFM	Publish design documents to confirm ITFM billing design, including: - Billing RU data source mapping - System architecture - Texas.gov / payment services financial reporting - Reporting mockups (market price, comparison, consolidation measurement reporting and optimization, chargeback, disputes). - CSP Integration Design - Account code maintenance design	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Fri 05/04/18		Yes
APM-04	design checkpoint	ServiceNow APM configurations progress review - #2	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of development of APM. Present progress of work, demo functionality of already built items.		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 05/08/18		
ACSS-02	design checkpoint	Confirm IT Access Management design	Access	04 - STX Transition and Transformation Plan.mpp	Meeting to review IT Access Management design for the IT Access Management to include: - process - reports - roles and governance - ServiceNow configurations - SSO integrations		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/10/18		
CLB-02	design	VTB Design Complete	Collaboration	04 - STX Transition and Transformation Plan.mpp	Design for the VTB Services.	Publication and agreement on VTB design specifications as captured in a .doc document that describes the intended scope of design for the VTB including: - VTB tools - VTB automations - VTB governance process and roles	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Thu 05/10/18		
SWC-03	design checkpoint	Software Compliance Build Checkpoint #1	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of process and procedure development and configuration in ServiceNow, including a demo for functionality completed to date. Confirmation that the build is in line with Design for the following functionality: - GET Tool - Process for Management of Compliance Recommendations - Compliance Operational Governance		DIR to provide: - Design input, with special focus on GET tool design and design of Process elements that involve DIR customers - Review of design and design progress - Resolution of issues - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/10/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SWR-02	design checkpoint	Software Renewals Management Build Checkpoint	Software Renewal	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of process and procedure development for Software Renewals and associated configuration in ServiceNow, including a demo for functionality completed to date. Confirmation that the build is in line with Design for the following functionality: -120 Day Report - GET Tool - CRQ Template to kick-start Renewals - Software Renewal Dashboards		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	Discuss the specifics of Software Renewal CRQ and provide feedback on new CRQ. Provide input into Software Renewal Dashboard design. SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/10/18		
APM-05	design (data)	ServiceNow APM Data Load Progress - #1	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of Data Loads and configuration improvements. Present progress of work, demo presence of information in the APM system for DCS Customers (application attributes, apps to server linkage, apps to contracts, and data classification).		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 05/14/18		
OPIN-03	design checkpoint	Design review session, prototype reports presentation - #2	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence Demo of prototypes of: - Reports - Dashboards - legacy report rationalization plan		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 05/14/18		
SLM-03	design checkpoint	Review design for SLM processes	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for Service Level Management processes.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 05/14/18		
CRM-03	design	CRM Design	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Design specifications for CRM	Publication and agreement on CRM design specifications as captured in a .doc document that describes the intended scope of design for CRM including: - Reporting and dashboard specifications and layouts - RAID log - Customer specific design - integrations and data requirements - Test plan - Cutover approach	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Fri 05/18/18		
OUGR-05	design checkpoint	Verification of branding identity	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Review the detailed Design of: - Branding identity		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 05/15/18		
SVDSK-02	build checkpoint	Review SD / HD Design and Build Progress	Service Desk	04 - STX Transition and Transformation Plan.mpp	Meeting to review IT SD and HD build progress to include: - Knowledge Transfer activities - Staffing - IVR adjustments - Virtual Agent - Live Chat - Process adjustments - CHD Data Requirements - Incident Management Configuration Dependencies		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 05/15/18		
SRM-03	build checkpoint	Interim build artifacts review	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on SRM and understand how it is aligning with the design. Demo of functionality completed to date.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 05/15/18		
SEC-04	design	IT Security Management Design Complete	Security	04 - STX Transition and Transformation Plan.mpp	Design for IT Security Management	Publication and agreement on a .doc document intended to detail the design and describes the how the system will satisfy the IT Security Management requirements. - Functional and operational scope - Reporting - system configurations - Archer integrations - Process revisions - Training Approach - Testing Approach	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Tue 05/15/18		
STR-02	design checkpoint	Review design for Service Strategy including: technology planning, reference architecture standards and standard products, refresh and technical currency management.	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design for the services associated with the Service Strategy Mgmt. including MSI Innovation and automation process.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 05/15/18		
SVCPPTF-03	design checkpoint	Review build artifacts with DIR and SCPs - #2	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on Service Portfolio build. Demo of functionality and reporting completed to date.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 05/15/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
DQM-03	build checkpoint	Interim DQM Artifacts Review	Data Quality Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on DQM build. Includes Process and Planned DQM Reports		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Wed 05/16/18		
ITFM-04	build checkpoint	Iterate ITFM Processes with DIR, SCP & Cap	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of work on ITFM process documentation. Review of workflows, process structure.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Thu 05/17/18		
SVCAT-03	design	Batch #1 Design	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Design specifications for service catalog items and service catalog initiated automation requirements, categorized as Batch #1.	Publication and agreement on service catalog design specifications as captured in a .xlsx document that describes the intended scope of design for the service catalog including: - short and long descriptions - entitlements - approvals - workflow and automation information - fulfillment tasks structure - assignment groups - catalogue graphics content	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 05/23/18		
SVCAT-04	design	Batch #2 Design	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Design specifications for service catalog items and service catalog initiated automation requirements, categorized as Batch #2.	Publication and agreement on service catalog design specifications as captured in a .xlsx document that describes the intended scope of design for the service catalog including: - short and long descriptions - entitlements - approvals - workflow and automation information - fulfillment tasks structure - assignment groups - catalogue graphics content	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 05/23/18		
EVNT-02	design	Event Management Design	Event Management	04 - STX Transition and Transformation Plan.mpp	Design for Event Management	Publication of a .doc document that describes how the system will satisfy the Event Management requirements: - Confirm process framework - Reporting - Governance - Event data source - System architecture - Integration requirements - ServiceNow automations - Test Plan - Cutover approach - SCP interdependencies - Confirm filtering	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Thu 05/24/18		
OPIN-04	design checkpoint	Design review session, prototype reports presentation - #3	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence Demo of prototypes of: - Reports - Dashboards - legacy report rationalization plan		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/24/18		
ITFM-05	build checkpoint	Review ITFM build progress	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of work on ITFM. Demo of functionality completed to date.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Thu 05/24/18		
SLM-04	design checkpoint	Review design for SLM Bundle 1 - changes to similar service levels	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for the set of Service Levels that are either identical or similar to existing Service Levels.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/24/18		
SRM-04	uat checkpoint	SRM UAT report Review	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Thu 05/24/18		
SLM-05	design checkpoint	Review design for SLM Bundle 2 - new service levels	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for the set of Service Levels that are new to the MSI ecosystem.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/24/18		
SWC-04	design checkpoint	Software Compliance Build Checkpoint #2	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of process and procedure development and configuration in ServiceNow, including a demo for functionality completed to date. Confirmation that the build is in line with Design for the following functionality: - Process for tracking down Software Entitlements		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to participate on OLA efforts. SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/24/18		
PMO-03	design checkpoint	PPM / RFS design reviews	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Prototype and Story Review for all PPM / RFS. To include integration of Service Management information used for PPM, GET automations, and end-to-end RFS / CET walk through		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Thu 05/31/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
PRTL-06 / CD-1.08	design	Review the Portal design with DIR, document feedback	Portal	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR and SCPs to review the progress of work on the Internal and External Portal	Demonstrate portal progress and publish agreed design specifications as captured in a .docx document that describes the intended scope of design for the SI Portal including: - Functional and operational scope - Graphical layout - Integration with other SI areas (for example Service Catalog) - Document types and required content - Audience and access/security model	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	M	Fri 06/01/18	Yes	Yes
TOOLS-03	design	Toolset Design	Tools	04 - STX Transition and Transformation Plan.mpp	Technical Design document that illustrates how the MSI Toolset Requirements will be met for the transformed services and those being transitioned	Publication and agreement on design specifications as captured in a .docx document (.docx) that describes the intended scope of design for the MSI toolset including the following: - toolset infrastructure components - toolset network connectivity for DIR and Caggemini SI project and support resources - toolset connectivity for end users, including DIR and SCPs - toolset access control and authentication scheme - toolset environment readiness to meet contractual milestones - toolset monitoring - toolset interface methodology (including Mulesoft) - toolset service continuity functionality Review planned operational process and procedure.	DIR CTO to review and approve Toolset design. DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCP designee to receive, review and contribute to toolset integration systems design, API, file upload, etc. SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Fri 06/01/18		Yes
SLM-06	design checkpoint	Review design for SLM Bundle 3 - interface based service levels	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for the set of Service Levels require system integration between SCP systems and Digital Fuel.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 06/01/18		
TRN-04	build checkpoint	Training Materials Review - #1	Training	04 - STX Transition and Transformation Plan.mpp	Meeting to review progress on the training program and examples of training content.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Fri 06/01/18		
OPIN-05	design	Operational Intelligence Design Complete	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Design for Operational Intelligence including KPIs and Oms	Demonstrate and publication of documents that describe: - Operational intelligence Report layouts - Functional, operational and audience scope for reports, dashboards and reporting portal - System configurations - Training design - Test Plan - Cut-over approach - legacy report rationalization specifications - FRDs for KPIs and OMs	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Mon 06/04/18		
IPCR-04	design	IPCR Design Complete	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Design for the transformed services associated with the IPC and Release workstream	Publication and agreement on Incident, Problem, Change and Release Management design specifications as captured in a .docx document that describes the intended scope of design for Incident, Problem, Change and Release Management including: - System architecture/topology - ITSM data model/tables - GET Tool Configuration - Major Incident Management Configuration - Dashboards - Automations - Digitization elements - Integration - Test plan - Data migration strategy	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Mon 06/04/18		Yes
SACM-02	design	CMDB Transformation Design Complete	SACM	04 - STX Transition and Transformation Plan.mpp	Design for the transformed services associated with SACM / CMDB workstream	Publication and agreement on SACM (asset inventory and management, configuration management) design specifications as captured in a .doc document that describes the intended scope of design for the SACM including: - System architecture - CI mapping and relationships - Data Dictionary - Process design [SACM and external] - Report design - CMDB Data Accuracy design that enables measurement of quality and accuracy in operational services, billing, planning and customer areas. - OLA Draft – Discovery data collection - GET Configuration - Replacement for Add-Update Template - Data load strategy (source to target mapping and new attribution) - Training design - Test plan	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	M	Mon 06/04/18		Yes
SRM-05	design	SRM Design Complete	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design for the transformed services associated with the SRM workstream	Publication and agreement on Service Request Management design specifications as captured in a .docx document that describes the intended scope of design for Service Request Management including: - GET Tool Configuration - Dashboards - Integration with Service Catalog team - Test Plan	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Mon 06/04/18		
SVCAT-05	design	Batch #3 Design	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Design specifications for service catalog items and service catalog initiated automation requirements, categorized as Batch #3.	Publication and agreement on service catalog design specifications as captured in a .xlsx document that describes the intended scope of design for the service catalog including: - short and long descriptions - entitlements - approvals - workflow and automation information - fulfillment tasks structure - assignment groups - catalogue graphics content	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 06/06/18		
SVCAT-06	design	Batch #4 Design	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Design specifications for service catalog items and service catalog initiated automation requirements, categorized as Batch #4.	Publication and agreement on service catalog design specifications as captured in a .xlsx document that describes the intended scope of design for the service catalog including: - short and long descriptions - entitlements - approvals - workflow and automation information - fulfillment tasks structure - assignment groups - catalogue graphics content	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 06/06/18		
SEC-05	build checkpoint	IT Security Management Design Review	Security	04 - STX Transition and Transformation Plan.mpp	Review progress of IT Security Management build according to project plan		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Thu 06/07/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
APM-06	design (data)	ServiceNow APM Data Load Progress - #2	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of Data Loads and configuration improvements. Present progress of work, demo presence of information in the APM system for DCS Customers (product model data).		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 06/12/18		
OPIN-06	build checkpoint	Reports reviews and feedback sessions - #1	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence. Review of reports completed to date. Demo of functionality.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 06/12/18		
SVCAT-07	build checkpoint	Review Service Catalog Batch #1 Build	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR to review the progress of development of Service Catalog. Present progress of work, demo functionality of already built items.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Wed 06/13/18		
SVCAT-08	build checkpoint	Review Service Catalog Batch #2 Build	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR to review the progress of development of Service Catalog. Present progress of work, demo functionality of already built items.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Wed 06/13/18		
SLM-07	design checkpoint	Review design for SL Exceptions	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review design for Service Level Exceptions Automation.		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Fri 06/15/18		
APM-07	design (data)	ServiceNow APM Data Load Progress - #3	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of Data Loads and configuration improvements. Present progress of work, demo presence of information in the APM system for DCS Customers (Project data and prior APM Pilot data).		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 06/19/18		
ITFM-07	build checkpoint	Review ITFM Configurations with DIR, SCP & MSI	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress of work on ITFM. Demo of functionality completed to date.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Thu 06/21/18		
CRM-04	build checkpoint	Build checkpoint	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Demonstrate CRM system and functionality progress		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Mon 06/25/18		
OPIN-07	build checkpoint	Reports reviews and feedback sessions - #2	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence. Review of reports completed to date. Demo of functionality.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 06/26/18		
TOOLS-04	test	Tools System Test report	Tools	04 - STX Transition and Transformation Plan.mpp	Meeting to review Tools System Test results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution	Publication and agreement on Tools system testing, captured in a document, that describes the outcome of the testing and proving the system is performing as expected: - Test scenarios used to test - Test results - List of defects and their resolution status (closed, open with target dates and workarounds)	DIR to delegate representatives to the testing as appropriate. DIR to review and approve the test report.	SCPs to participate in the test as appropriate. SCPs to enable integration portion of testing including data and interface activities as required.	M	Tue 06/26/18		
SVCAT-09	build checkpoint	Review Service Catalog Batch #3 Build	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR to review the progress of development of Service Catalog. Present progress of work, demo functionality of already built items.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Wed 06/27/18		
SVCAT-10	build checkpoint	Review Service Catalog Batch #4 Build	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Meeting with DIR to review the progress of development of Service Catalog. Present progress of work, demo functionality of already built items.		Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Wed 06/27/18		
SWC-05	design checkpoint	Software License Compliance Data Load Completion	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Results from the migration of Contract and Software data to ServiceNow		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Wed 06/27/18		
SWC-06	build (design)	Software Compliance Management Design and Build	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Design and build for the transformed services associated with the Software Compliance Management workstream.	Publication and agreement on Software Compliance Management design specifications as captured in a .docx document that describes the intended scope of design for Software Compliance Management including: - Data Dictionary for Contracts and Entitlements - Process Changes that reflect the transfer of responsibility from SCP to MSI - Process Changes that outline the touchpoints between MSI and DIR Customer, including Governance forum amendments - Process Changes that outline the method the MSI will employ to obtain entitlement information - GET Tool Configuration - Dashboards - Test plan - Data migration and synchronization strategy Review policy, process and procedures. List of remaining build items anticipated for testing	DIR to provide: - Design input with special focus on touchpoints with DIR Customers for Software Compliance Remediation, Software Compliance Operational Governance and Software Compliance Dashboards - Review of design and design progress - Resolution of issues - Assistance as necessary in the development of OLAs between MSI and SCPs - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive Service Content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Mon 07/09/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SWR-03	build (design)	Software Renewals Management Design and Build	Software Renewal	04 - STX Transition and Transformation Plan.mpp	Design and build for the transformed services associated with Software Renewal	Confirmation that what has been implemented for Process and tooling is aligned to the Design document. Publication and agreement on Software Compliance Management design specifications as captured in a .docx document that describes the scope of design for Software Renewal Management including: - ITSM data model - Process Changes that reflect the transfer of responsibility from SCP to MSI - 120 Day Report - Software Renewal automation for initiation of the process - GET Tool Configuration - Dashboards - Test plan - Data migration strategy List of remaining build items to be completed prior	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Mon 07/09/18		
PRTL-07	build	Public and Private Portal Build	Portal	04 - STX Transition and Transformation Plan.mpp	Demonstrate the final build of the public and private portal.	Demonstration of public and private portal functionality and publication of documents as described and agreed in the design documents, including: - Functional and operational scope - Graphical layout - Integration with other SI areas (for example Service Catalog) - Document types and required content - Audience and access/security model - Test plan - Cutover approach	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Mon 07/16/18		
PRTL-06 / CD-1.09	plan	Portal Content Management Plan	Portal	12_MSI_Exhibit_3.3_Critical_Deliverables	The Successful Respondent shall develop and maintain a detailed plan that specifies the Portal objectives and content update timing, editorial policies, style guides, and publishing requirements.	Publication and agreement on a Portal Content Mgmt Plan document for public and private portals, captured in .docx format, that details the ongoing process for ensuring portal currency: - Timing and frequency for providing content updates to both portals and stored documents - Editorial policies used for ensuring content quality and consistency - Styles guides to be used in content creation / updating - Process for publishing newly created or updated content	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 07/13/18	Yes	
TRN-05	build checkpoint	Training Materials Review - #2	Training	04 - STX Transition and Transformation Plan.mpp	Meeting to review progress on the training program and examples of training content.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Sun 07/01/18		
SLM-08	build (design)	SLM Design and Build Complete	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design and build for the transformed services associated with SLM.	1. A high level Service Level Mgmt. design document in .docx format capturing the guardrails of: - process overview - key process changes - test plan, supplemental to the enterprise test plan - system configurations - List of remaining build items to be completed prior to UAT 2. Data dictionary in the .xlsx format capturing the list of objects, fields and relationships along with their descriptions as provided for the Service Level Mgmt. in the ServiceNow system 3. A link to a list of user stories as recorded in DIR ServiceNow instance capturing: - functional interactions - data processing, workflows and automations - data integration and consistency rules - dashboards and reporting 4. A contract matrix in the .xlsx format capturing the Statement of Work mapping to the user stories and design artifacts for the Service Level Mgmt. 5. Minutes and artifacts from demonstration of developed functionality in the ServiceNow system, including but not limited to: - functional interactions - data processing and automations	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Thu 07/19/18		
ITFM-08	build	ITFM Build Complete	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review the completed work on ITFM.	1. Minutes and artifacts from demonstration of developed functionality in the ServiceNow system, including but not limited to: - functional interactions - data processing and automations - dashboards and reporting - Billing RU data source mapping - System architecture - Account code maintenance 2. Publication of document in the .docx format outlining key deviations from the approved design. 3. List of remaining build items to be completed prior to UAT.	Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Thu 07/19/18		
GOV-04 / CD-1.01	plan	Transition Readiness Plan Complete	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	The Successful Respondent shall complete a Transition Readiness Plan that must be submitted to DIR at least sixty (60) days prior to the Commencement Date. The purpose and scope is to outline the plans and milestones for completing the transition of Services from the Incumbent MSI to the Successful Respondent. Items to be addressed include, but are not limited to: 1. Software license transfers status; 2. Lease transfers status; 3. Staff employment status; 4. Billing process including detail for invoices; 5. Status of operating agreements between the Successful Respondent and Service Component Providers (SCPs); 6. Knowledge transfer programs; 7. Status of operations documentation; and 8. Web portal status including service desk functions.	Publication and agreement on a Transition Readiness Plan (aka operational readiness plan) as captured in an .xlsx document, at the workstream level and Enterprise level, based on the previously agreed Transition Readiness Plan outline, that describes the state of readiness of the MSI services and constituting: - A published document used to track and demonstrate readiness for DIR to "go-live" for all MSI Services as described in Exhibit 2.1 Multi-sourcing Services Integrator Statement of Work, including at a minimum: a) Software license transfer status b) Lease transfer status c) Personnel employment status d) Billing process including detail for invoices e) Status of operating agreements between MSI and SCPs f) Knowledge Transfer programs g) Status of operations documentation h) MSI systems i) Access & connectivity to MSI systems j) Training for MSI and Authorised Users k) Cutover Checklists l) Roll back plan and associated decision criteria m) Web portal status including service desk functions. Anticipated adjustments to the plan will be made prior to go -live (e.g. weekly during July and daily during August)	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Tue 07/03/18	Yes	
ACSS-03	build (design)	IT Access Management - Design and Build Review	Access	04 - STX Transition and Transformation Plan.mpp	Meeting to review the IT Access Management Design and Build. Demo of functionality completed to date.	1. A high level Access design document in .docx format capturing the guardrails of: - process overview - key process changes - test plan, supplemental to the enterprise test plan - SSO integrations - List of remaining build items to be completed prior to UAT 2. Data dictionary in the .xlsx format capturing the list of objects, fields and relationships along with their descriptions as provided for the Access in the ServiceNow system 3. A link to a list of user stories as recorded in DIR ServiceNow instance capturing: - functional interactions - data processing, measurements, workflows and automations - data integration and consistency rules - dashboards and reporting 4. A contract matrix in the .xlsx format capturing the Statement of Work mapping to the user stories and design artifacts for the Access 5. Minutes and artifacts from demonstration of developed functionality in the ServiceNow system, including but not limited to: - functional interactions - data processing and automations	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Wed 07/25/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
ITRSK-02	build (design)	IT Risk Management--Design and Build Review	Risk	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on IT Risk Management Risk Register build. Demo of functionality completed to date.	Demonstration of IT Risk Management functionality for the Risk Register including: - Process and procedure changes - Measurements and reports - Test plan - Cutover approach - Workflow and automation as appropriate	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Wed 07/11/18		
ITSCM-03	build (design)	IT Service Continuity Management--Design and Build Review	ITSCM	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on ITSCM DR Exercise Reservation System build. Demo of functionality completed to date.	Demonstration and publication of ITSCM functionality, including: - Process and procedure changes - Measurements (including billing) and reports - Test plan - Cutover approach - Workflow and automation as appropriate - ITSCM DR Exercise Reservation System	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Wed 07/11/18		
OUGR-06	build (design)	Outreach and Growth Design and Build	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Demonstrate completed build and publish design document for outreach and growth.	Demonstrate the completed build and publish design documents for: - branding standards (document) - campaign management (demonstrate) - Salesforce lead generation and opportunity management (demonstration) - Salesforce integrations (document) - Automations (demonstration) - Product development approach (document) - Cutover approach (document) - Test Plan (document) - Processes and procedures	Named DIR Representative to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Thu 07/12/18		
STR-03	build (design)	Service Strategy Management Design and Build	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design and build for Service Strategy including: technology planning, reference architecture standards and standard products, refresh and technical currency management, and MSI Innovation and automation process.	Publication and agreement on a .doc document intended to detail the design and describes the how the system will satisfy the Service Strategy Management requirements. - Functional and operational scope - Reporting - system configurations - Training design - Testing Planning - Cut-over Planning - MSI Innovation and automation process Review process and procedure documents	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Fri 07/13/18		
PMO-04	build (design)	PPM / RFS Design and build Complete	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Review the design and build for the services associated with the Project / Program Management & RFS workstream including CET	Demonstration of PPM/RFS functionality and publication and agreement on a .doc document intended to detail the Project / Program Management, RFS and CET Design, and describes how the system will satisfy the PPM/RFS requirements. - Functional and operational scope - Reporting - System configurations - Training design - Test Plan - Cut-over approach - CET Automation	Named DIR Representative to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Fri 07/13/18		Yes
SVCPPTF-04	build (design)	Service Portfolio Management Design and Build Complete	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design and build for the services associated with Service Portfolio Mgmt.	Demonstration and publication of Service Portfolio Management functionality including: - Functional and operational scope - Reporting - System configurations - Training design - Test Plan - Cut-over approach - configuration and processes for new service, new customer and new SCP Review process and procedure documents	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Fri 07/13/18		
SVDSK-03	build (design)	SD / HD Design and Build	Service Desk	04 - STX Transition and Transformation Plan.mpp	Confirm Service Desk Build is complete.	1. A high level Service Desk design document in .docx format capturing the guardrails of: - process overview - key process changes - test plan, supplemental to the enterprise test plan - IVR configuration - List of remaining build items to be completed prior to UAT - Data Migration including HD provider to MSI systems integration, or systems data 2. Data dictionary in the .xlsx format capturing the list of objects, fields and relationships along with their descriptions as provided for the Service Desk in the ServiceNow system 3. A link to a list of user stories as recorded in DIR ServiceNow instance capturing: - functional interactions - data processing, workflows and automations - data integration and consistency rules - dashboards and reporting 4. A contract matrix in the .xlsx format capturing the Statement of Work mapping to the user stories and design artifacts for the Service Desk 5. Minutes and artifacts from demonstration of developed functionality in the ServiceNow system, including but not limited to: - functional interactions	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Fri 07/20/18		
AVL-03	build	Availability Management Build Review	Availability Management	04 - STX Transition and Transformation Plan.mpp	Demonstrate the final Availability Management build to DIR	Demonstration of Availability Management functionality as described and agreed in the design documents including: - Process and procedure changes - Measurements and reports - Digital availability plan - Test plan - Cutover approach - Workflow and automation as appropriate	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Mon 07/09/18		
CAPM-03	build	Capacity Management--Build Review	Capacity Management	04 - STX Transition and Transformation Plan.mpp	Demonstrate the final Capacity Management build to DIR	Demonstration of Capacity Management functionality as described and agreed in the design documents including: - Process and procedure changes - Measurements and reports - Digital capacity plan - Test plan - Cutover approach - Workflow and automation as appropriate	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Mon 07/09/18		
CRM-05	build	Build Complete	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Demonstrate the CRM build to DIR	Demonstration of CRM functionality as described and agreed in the design documents. Publication and agreement on a CRM design specification as captured in a .PPTX document that describes the intended scope of design including: - Reporting and dashboard specifications and layouts - RAID log - Customer specific design - integrations and data requirements - Test plan - Cutover approach Review process and procedures	Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Tue 07/17/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SEC-06	build	IT Security Management Build	Security	04 - STX Transition and Transformation Plan.mpp	Review the build for the services associated with IT Security Management	Minutes and artifacts from demonstration of developed functionality in the ServiceNow system, including but not limited to: - functional interactions - data processing and automations - dashboards and reporting - permissions model - System configurations - Archer Interfaces - training design Publication of design delta in the .docx format. List of remaining build items to be completed prior to UAT.	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Wed 07/25/18		
SVCAT-11	build	SC Build Review	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Demonstrate the final Service Catalog design to DIR	Demonstration of Service Catalogue functionality as described and agreed in the design documents. Publication and agreement on a Service Catalog design specification as captured in a .PPTX document that describes the intended scope of design for the Service Catalog including: - Service Catalog Core configuration diagram - Security model for Service Catalog - Attached list of all Service Catalog items design - Service Catalog report names, layouts and filtering - Service Catalog technical dependencies	Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Mon 07/16/18		
EVNT-03	build checkpoint	Review and update the build artifacts and test schedule with DIR	Event Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on Event Management build. Demo of functionality and reporting completed to date.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Mon 07/09/18		
APM-08	design (data)	ServiceNow APM Data Load Progress - #4	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Review the progress of Data Loads and configuration improvements. Present progress of work, demo presence of information in the APM system for DCS Customers (Validation of data loads).		Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline - Named DIR Representative to delegate representatives to the UAT as appropriate.	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design issues - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 07/10/18		
OPIN-08	build checkpoint	Reports reviews and feedback sessions - #3	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Meeting to confirm the progress of work on Operational Intelligence. Review of reports completed to date. Demo of functionality.		DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	C	Tue 07/10/18		
SLM-09	uat checkpoint	Communicate Test Results - Service Level Compliance Report	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Fri 07/13/18		
SVCPTF-05	uat checkpoint	Submit Service Portfolio UAT report	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT progress for new services and new customers. - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Fri 07/13/18		
STR-04	uat checkpoint	Service Strategy UAT readout	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Fri 07/13/18		
SWC-07	uat	UAT Complete - Software Compliance	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Review completed UAT results showing test scripts, conditions and expected versus actual results for Software Compliance	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Publish relevant SMMs	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	I	Fri 07/13/18		
SWR-04	uat	UAT Complete for Software Renewals	Software Renewal	04 - STX Transition and Transformation Plan.mpp	Review completed UAT results showing test scripts, conditions and expected versus actual results for Software Renewal	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Publish relevant SMMs	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	I	Fri 07/13/18		
OPIN-09	build	Review completed operational intelligence build	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Confirm operational intelligence build is complete.	Demonstration of operational intelligence functionality and publication and agreement on a .doc document intended to detail and describe the how the system will satisfy the Operational Intelligence requirements including: - reports, dashboards and reporting portal - Processes and Procedures - System configurations including KPIs and OMs - Automation and Integrations - Training approach - Test Plan - Cut-over approach	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Tue 07/17/18		
ITFM-09	uat checkpoint	ITFM UAT Check Point	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Meeting to review current UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Wed 07/18/18		
TRN-06	Implement	Training Development Complete	Training	04 - STX Transition and Transformation Plan.mpp	Development of training courses complete per the approved training design.	Demonstration of available training: - course loaded on training platform - audience loaded in training platform with assigned courses - demonstration of training platform working functionality including the delivery of content and training of reporting Documentation (.docx) detailing the training platform and the inventory of courses to include the following information: - Functional and operational scope (training delivery and administration) - Ownership - Document types and required content - Audience and access/security	DIR to review and approve training artifacts. DIR to provide validation and review of assigned DIR training curriculum by role Providing commitment to have all DIR Resources trained per the training plan	SCPs to participate in: - Acknowledgement of communications regarding of the structure and content of the training artifacts. - Validation and review of assigned SCP training curriculum by role - Providing commitment to have all SCP resources trained per the training plan	M	Tue 07/24/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
DQM-04	uat checkpoint	DQM UAT report Review	Data Quality Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Wed 07/25/18		
SACM-03	uat checkpoint	Submit SACM UAT Report	SACM	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Wed 07/25/18		
PMO-05	uat checkpoint	Submit Programs, Projects and Request for Service UAT report	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution		Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required.	C	Fri 07/27/18		
SLM-10 / CD-1.06	uat	Service Level Measurement Tools	Service Level Mgmt.	12_MSI_Exhibit_3.3_Critical Deliverables	The Successful Respondent shall complete a list of those Service Level Measurement and monitoring tools that will be used to measure and report SCP and Successful Respondent's performance of the Services at a level of detail sufficient, as determined by DIR, to verify compliance with those Service Levels described in Exhibit 3.2 Service Level Definitions and requirements in Exhibit 2.1 Multi-sourcing Services Integrator Statement of Work as of the Commencement Date. The list shall include documentation demonstrating how each measurement was tested and validated. The Successful Respondent shall develop, complete, and provide the list to DIR at least twenty (20) days prior to the Commencement Date, along with documentation of the tools and processes associated with the Service Level measurement functions.	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Publish relevant SMMs Document that includes measurement and monitoring tools, Summary of Test Scripts, results and statistics.	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	M	Fri 08/10/18	Yes	
SACM-04 / CD-1.07	build	CMDB and Data Quality Management Automation	SACM	12_MSI_Exhibit_3.3_Critical Deliverables	The Successful Respondent shall operationalize the tools and processes necessary to meet the CMDB and Data Quality Management requirements in Exhibit 2.1 Multi-sourcing Services Integrator Statement of Work. This deliverable shall include the results of the automated CMDB population and reconciliation, demonstrating accurate data has been populated to enable accurate operational services, reporting and financial invoices.	Publication of a .doc document that describe how the asset management solution satisfies requirements for CMDB quality including the following: - Results of the automated CMDB population - Results of reconciliation activities during the CMDB population - Results that show how accuracy can be demonstrated per the Data Quality Design. - Demonstrate accurate data has been populated to enable accurate operational services, reporting and financial invoices.	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build. DIR to delegate its representatives to the UAT as appropriate.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline. SCPs to participate in the UAT. SCPs to enable integration portion of UAT testing including data and interface activities as required	M	Tue 07/31/18	Yes	
OUGR-07	uat	Submit Outreach & Growth UAT report	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Meeting to review Outreach and Growth UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution and resolution plan	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
COM-01	build	Submit Communications processes	Communications	04 - STX Transition and Transformation Plan.mpp	Meeting to review Communications processes and procedures	Confirmation that processes and procedures are complete. - publish relevant SMM documents	DIR to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Thu 08/02/18		
ITFM-10	uat	ITFM Processes & UAT Complete	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Revised processes docs to align with UAT changes. Documented UAT results showing test scripts, conditions and expected versus actual results for ITFM	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM and algorithms published Production of sample customer and enterprise invoices with open defects or action items to close prior to invoice production	Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
ACSS-04	uat	IT Access Management UAT	Access	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results for IT Access Management: - Test Cases, - Test Case Results - List of identified defects that were resolved - List of identified defects without resolution	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
APM-09	uat	APM Build & UAT Complete	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	APM Tool, Processes and documented UAT results showing test scripts, conditions and expected versus actual results for APM	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Wed 08/15/18		
AVL-04	uat	Availability Management UAT	Availability Management	04 - STX Transition and Transformation Plan.mpp	Documented UAT results showing test scripts, conditions and expected versus actual results for Availability Management	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
CAPM-04	uat	Capacity Management UAT	Capacity Management	04 - STX Transition and Transformation Plan.mpp	Documented UAT results showing test scripts, conditions and expected versus actual results for Capacity Management	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
CRM-06	uat	Submit CRM UAT Report	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
EVNT-04	uat	EM Processes & UAT Complete	Event Management	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for EM	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
IPCR-05	uat	IPCR Processes & UAT Complete	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for IPCR	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
ITSCM-04	uat	IT Service Continuity Management UAT	ITSCM	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results for DR Exercise Reservation System: - Test Cases, - Test Case Results - List of identified defects that were resolved - List of identified defects without resolution	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
OPIN-10	uat	Operational Intelligence Processes & UAT Complete	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for Operational Intelligence including KPIs and OMs	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
PRTL-09	uat	Portal UAT Complete	Portal	04 - STX Transition and Transformation Plan.mpp	Documented UAT results showing test scripts, conditions and expected versus actual results for the public and private Portals	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
PMO-06	uat	PPM / RFS Processes & UAT Complete	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for Project / Program Management & RFS	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
ITRSK-03	uat	IT Risk Management UAT	Risk	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results for IT Risk Register: - Test Cases, - Test Case Results - List of identified defects that were resolved - List of identified defects without resolution	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
SACM-05	uat	CMDB Processes & UAT Complete	SACM	04 - STX Transition and Transformation Plan.mpp	SACM automation, revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for the SACM (asset inventory and management, configuration management)	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios, including links to DQM and the CMDB data load, and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
SEC-07	uat	IT Security Management Processes & UAT Complete	Security	04 - STX Transition and Transformation Plan.mpp	Documented UAT results showing test scripts, conditions and expected versus actual results for IT Security Management	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
SVCAT-12	UAT	SC UAT	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Documented UAT results showing test scripts, conditions and expected versus actual results for the Service Catalog	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	Named DIR Representative to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SVDSK-04	uat	IT HD/SD UAT Complete. KT Execution Complete	Service Desk	04 - STX Transition and Transformation Plan.mpp	Processes and documented UAT Results for SD/HD. Knowledge Transfer activities have been executed for all on-boarded SD/HD personnel	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published 4. A document in .docx format with Knowledge Acquisition Plan execution and completion report 5. Agent Training Plan	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
SVCPTE-06	uat	Service Portfolio Management Processes & UAT Complete	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for Service Portfolio Management	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios, including data presentation combinations, and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Thu 08/02/18		
SRM-06	uat	SRM Processes & UAT Complete	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for the SRM workstream	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
STR-05	uat	Service Strategy Management Processes & UAT	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Revised processes and documented UAT results showing test scripts, conditions and expected versus actual results for the Service Strategy Management workstream including the MSI Innovation Program	1. A document in .docx format with the summary of executed user acceptance tests, including: - list of testers - list of test scenarios and results - list of defects 2. A link to DIR ServiceNow instance leading to a list of all defects identified during the UAT including: - test scenario in which defect was identified - defect summary - defect status (resolved/ deferred) - mitigation plans and workarounds 3. Relevant SMM published 4. Publication of document in the .docx format outlining key deviations from the approved design. 5. List of design changes requested by DIR and incorporated in the build during the UAT process.	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/10/18		
SMM-02 / CD-1.03b	uat	SMM Implementation - Phase II Complete	SMM	12_MSI_Exhibit_3.3_Critical Deliverables	Phase II of Service Management Manual Delivery	Publication of a .doc document that details the processes support the SMM requirements: - Roles and responsibilities - Inputs and outputs - Navvia tool in place with Service Management SMMs loaded - Published UAT results confirm SMM is performing as expected, in accordance with the SMM requirements, and contains the expected content Publication of required Phase II SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase II contents and structure • Processes reflect the requirements of the Agreement • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for MSI, SCPs, DIR, and/or DIR Customers as appropriate. • 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	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	M	Tue 08/21/18	Yes	
APM-10	design	APM Design Complete	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Design specifications for Application Portfolio Management for DCS Customers	1. A high level Application Portfolio Mgmt. design document in .docx format capturing the guardrails of: - process overview - key process changes - test plan, supplemental to the enterprise test plan - APM Scoring Framework - APM Assessments - APM Roadmap Framework - Application Costing Mechanism 2. Data dictionary in the .xlsx format capturing the list of objects, fields and relationships along with their descriptions as provided for the Application Portfolio Mgmt. in the ServiceNow system 3. A link to a list of user stories as recorded in DIR ServiceNow instance capturing: - functional interactions - data processing, workflows and automations - data integration and consistency rules - dashboards and reporting 4. A contract matrix in the .xlsx format capturing the Statement of Work mapping to the user stories and design artifacts for the Application Portfolio Mgmt.	Named DIR Representative to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Fri 08/10/18		
ACSS-05	Implement	IT Access Management Implementation	Access	04 - STX Transition and Transformation Plan.mpp	Cutover checklist completed and support documentation complete.	Publication and agreement on IT Access Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
APM-11	Implement	APM Implementation Complete	Application Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with APM service per the approved design document.	Publication and agreement on APM implementation as described in Cutover activities captured in a .xlsx document that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
AVL-05	Implement	Availability Management Implementation	Availability Management	04 - STX Transition and Transformation Plan.mpp	Cutover checklist completed and support documentation complete.	Publication and agreement on Availability Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
CAPM-05	Implement	Capacity Management Implementation	Capacity Management	04 - STX Transition and Transformation Plan.mpp	Cutover checklist completed and support documentation complete.	Publication and agreement on Capacity Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
OUGR-08 / CD-1.04	plan	New Customer Outreach & Implementation Plan	Outreach and Growth	12_MSI_Exhibit_3.3_Critical Deliverables	The Successful Respondent shall provide a detailed New Customer Outreach and Implementation Plan that documents how new DIR Customers will be supported from the initial marketing phase through integration into the existing Services. The Plan should describe how the Successful Respondent will support outreach and business development activities, including communications, financial planning and cost estimates, and SCP solution design support. Such plan should include a strategy for sharing infrastructure and transition costs with all DIR Customers equally. The Plan should leverage and describe the role of the Successful Respondent Service Portfolio team and include a strategy for automating the onboarding of the New DIR Customer to accelerate the speed to value.	MSI will achieve the New Customer Outreach and Implementation Plan deliverable including: - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 08/31/18	Yes	
CLB-03	Implement	Implementation VTB Services	Collaboration	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on a VTB implementation as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
CRM-07	Implement	Implement CRM	Customer Relationship Management	04 - STX Transition and Transformation Plan.mpp	Implementation of items associated with the service per the approved design document.	Publication and agreement on CRM implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan, to include final SMM documents.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
DQM-05	Implement	DQM Implementation Complete	Data Quality Management	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Agreement on DQM implementation as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
EVNT-05	Implement	Event Management Implementation	Event Management	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the service per the approved design document.	Publication and agreement on Event Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
IPCR-06	Implement	IPCR Implementation Complete	Incident, Problem, Change and Release	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on Incident, Problem, Change, Release (IPCR) implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
ITRSK-04	Implement	IT Risk Management Implementation	Risk	04 - STX Transition and Transformation Plan.mpp	Implementation of IT Risk management	Publication and agreement on IT Risk Management implementation as described in Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
ITSCM-05	Implement	IT Service Continuity Management Implementation	ITSCM	04 - STX Transition and Transformation Plan.mpp	Cutover checklist completed and support documentation complete.	Publication and agreement on ITSCM and DR Exercise Reservation System Management implementation as described in Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
OPIN-11	Implement	Operational Intelligence Implementation Complete	Operational Intelligence	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on a Operational Intelligence implementation including KPIs and OMs as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
OUGR-09	Implement	Outreach and Growth Implementation Complete	Outreach and Growth	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with Outreach and Growth.	Publication and agreement on a outreach and growth implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
PMO-07	Implement	PPM / RFS Implementation Complete	Project and Program Management	04 - STX Transition and Transformation Plan.mpp	Implementation of items associated with the Project / Program Management & RFS (including CET) workflow per the approved design document.	Publication and agreement on PPM/RFS (and CET) implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
PRTL-10	Implement	Portal Implementation Complete	Portal	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on a Public and Private Portal implementation as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SACM-06	Implement	CMDB Transition Complete	SACM	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transition process or service per the approved design document	Agreement on SACM implementation as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SEC-08	Implement	IT Security Management Implementation Complete	Security	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on IT Security Management implementation as described in a Cutover Checklist captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SLM-11	Implement	SLM Implementation Complete	Service Level Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on Service Level Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SRM-07	Implement	SRM Implementation Complete	Service Request Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on Service Request Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
STR-06	Implement	Service Strategy Implementation	Service Strategy Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed Service Strategy Management process and service per the approved design document.	Publication and agreement on a Service Strategy Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan, to include final SMM documents including the MSI Innovation and automation process.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SVCAT-13	Implement	SC Implementation	Service Catalog	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on a Service Catalog implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SVCPTF-07 / CD-1.05	plan	New Services: Development Process and Plan	Service Portfolio Mgmt.	12_MSI_Exhibit_3.3_Critical Deliverables	The Successful Respondent shall provide a detailed New Services: Development Process and Plan that documents how New Services provided by the Successful Respondent and SCP(s) will be identified, evaluated, priced, and integrated into the existing Services. Such Plan should leverage and describe the role of the Successful Respondent's Service Portfolio team and include a strategy for automating the onboarding of the New Service to accelerate the speed to value. The Plan must also address the Successful Respondent's support of the Texas.gov business case development process.	Published .doc document that details the plan and processes intended to be used for developing, automating, and introducing new services to the DIR Shared Services program, including: - Final UAT results including open defects with mitigation plans and workarounds - Relevant SMM documentation Publish SMM documents that details the plan and process used to support the development of Texas.gov business cases including: - processes - procedures - work instructions - Texas.gov business case template	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 08/31/18	Yes	
SVCPTF-08	Implement	Service Portfolio Management Implementation Complete	Service Portfolio Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the service per the approved design document.	Publication and agreement on Service Portfolio Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SVDSK-05	Implement	Constituent Help Desk Implementation with Live Chat	Service Desk	04 - STX Transition and Transformation Plan.mpp	Implementation of Constituent HelpDesk including Turn over services from NIC to Caggemini and deployment of Live Chat on Texas.gov	Constituent HelpDesk is fully operational and able to support all in scope service lines including Live Chat. Publication and agreement on Constituent HelpDesk including Live Chat implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SVDSK-06	Implement	Service Desk Implementation	Service Desk	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the IT Service Desk and the Virtual Assistant per the approved design document.	IT Service Desk is fully operational and able to support all in scope service lines including Virtual Assistant. Publication and agreement on Service Desk implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SWC-08	Implement	Software Compliance Management Implementation	Software Compliance	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Publication and agreement on Software Compliance implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan, to include final SMM documents.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
SWR-05	Implement	Software Renewals Management Implementation	Software Renewal	04 - STX Transition and Transformation Plan.mpp	Implementation of all software license renewal items associated with the transformed process or service per the approved design document.	Publication and agreement on Software Renewal implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes
TOOLS-05	Implement	Toolset Implementation	Tools	04 - STX Transition and Transformation Plan.mpp	Migration of Toolset to production	Publication and agreement on a MSI Toolset implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan. -Publish relevant SMM documents	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/31/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
ITFM-11	Implement	ITFM Implementation Complete	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the transformed process or service per the approved design document.	Cutover checklist completed and support documentation complete. - Actual Production of ITFM Reports and Invoices will be delivered at Commencement +1. - Publish relevant algorithm documents - Delivery of final customer and enterprise mock invoices	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Wed 09/26/18		Yes
GOV-05 / CD-1.02b	plan	Transition Plan Phase 2 Complete	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	No later than thirty (30) days after Commencement Date, the Successful Respondent shall provide DIR with Phase 2 of the Plan, that will address all remaining transition activities for DIR, DIR Customers, and SCPs that will result in the completion of Transition no later than six (6) months from Commencement Date.	Publication and agreement on Transition Plan as captured in a .docx document that describes the intended approach to the delivery of the MSI Transition including: - Scope, schedule, deliverables, deliverable dates, activities, milestone relationships, work breakdown structure, resources, and plan critical path for items in scope for Phase 2 - All activities for the Commencement of Services - Any responsibilities to be performed or resources to be provided by DIR and Agencies - Any responsibilities to be performed or resources to be provided by another Third Party or SCP - DIR resource requirements, skill sets, and effort	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 10/01/18	Yes	
RCD-ASP-1	plan	Annual Security Plan	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services and industry best practices correlated to the annual security plan roadmap for the DIR Shared Services environment for the upcoming year including Consolidated Data Center and MSI facilities as applicable, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for DIR Shared Services and MSI Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 10/01/18	Yes	
ITFM-13	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast update that includes current RFS Projects to support the budgeting process.	Submit .xlsx document with current RFS project work in the pipeline by vendor/business line with ROM or Proposal Cost Estimates, where available.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Tue 09/04/18		
RCD-DAR-1	report	DIR Shared Services Annual Review	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DIR Shared Services Annual Review as defined in Exhibit 3.3	Publish .docx document that describes the output of an annual assessment and recommendations on each DIR Shared Services, including the following topics: - Actual service volumes against the forecasted monthly volumes for the previous year, and forecast the service volumes for the next year. - Examination of whether the Charges are consistent with DIR's forecasts and industry norms - Quality of the performance and delivery of the Services - Whether the MSI or SCPs have delivered cost saving or efficiency enhancing proposals - The level and currency of the technologies and processes employed - The operations and technology strategy and direction - Whether the MSI and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA) - Action Plan for Suggested Improvements to Successful Respondent's Service	DIR to provide: - Annual Review Design input - Review of Annual Review design and progress - Review of the Annual Review development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Annual Review Design & development timeline	SCPs to provide: - Annual Review Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Annual Review Design and development as appropriate - Early identification of Annual Review issues as appropriate	M	Mon 10/15/18	Yes	
ITRSK-05	report	Annual IT Risk Assessment	Risk	MSI_Exhibit_2.1_Statement_of_Work_Section_4.8	Produce a Shared Services combined annual risk assessment based on actual and anticipated risks to the IT Services that are recorded in the service risk register.	Publish documents including: - Risk Register listing prevention plan, treatment plan, management approaches, risk ratings, owners, source, description and strategies for each identified and tracked Enterprise risk, threat and vulnerability - Prioritization of risks - Meeting minutes and presentation from the annual Risk Summit	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Mon 12/17/18		
ARP-1	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Mon 10/15/18		
ITFM-06	build	Create Market Price Comparison mapping	IT Financial Mgmt.	04 - STX Transition and Transformation Plan.mpp	Create Market Price Comparison for RU with available market comparisons	Review Market Price Comparison mapping for applicable RUs showing SCP RU maps to 3rd party market data; document and follow up on outstanding action items	Named DIR Representative to contribute to the review of the Build. DIR to make rapid decisions in support of the Build.	SCPs to contribute to the review of the Build. SCPs to develop and test interfaces to and from SCP systems in accordance with MSI interface and data specifications to meet Build timeline.	I	Thu 11/01/18		
SMM-03 / CD-1.03c	Implement	SMM Implementation - Phase III Complete	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Phase III of Service Management Manual Delivery	Publication of a .doc document with: - the summary of the Phase III scope - the hyperlinks to SMM artifacts in the SMM repository - the screenshots from SMM repository on how to navigate and to find the SMM artifacts Publication of required Phase III SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase III content and structure • Processes reflect the requirements of the Agreement • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for MSI and DIR, SCP, and/or DIR Customers as appropriate. • 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	DIR to provide: - SMM Design input - Review of design and design progress - Review of the development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of SMM Design & development timeline	SCPs to provide: - Input participating in design sessions as appropriate - Consultation on SCP operations - Review of SMM Design - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet SMM Design timelines - Review of the SMM development as appropriate	M	Thu 11/01/18	Yes	
RCD-SMC-1	report	Service Management Manual Currency - Quarterly Report	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 12/03/18	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
STR-06.5	plan	First year MSI Technology Innovation and Automations Plan	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	This deliverable will document the innovation improvements that are to be delivered to DIR during the 12 months post Commencement.	Documentation of agreed innovation improvements and expected outcomes to be delivered by the MSI 12 months post Commencement including objectives and target benefits.	DIR to provide: - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Tue 01/01/19		
OUGR-14	Build	Outreach and Growth video	Outreach and Growth	CAP_DIR_RFO_Technical_Solution_Revised_Response_2_Section_2.6	Production of one video for existing/potential customers that showcases the DIR Shared Services Program powered by the Digital MSI	Produce and provide mutually agreed video describing DIR Shared Services and Digital MSI implementation.	DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Decision making and approval of approach in support of the timeline	SCPs to provide: - Input for ideas - Assigned contacts as needed for participation in video	M	Fri 03/29/19		
RCD-ARP-1	plan	Annual Technology Refresh Plan	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Technology Refresh Plan as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the DIR Shared Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for DIR Shared Services and MSI Services. - A report identifying all refresh performed in the	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Tue 01/15/19	Yes	
RCD-OUGR-10	plan	Customer Outreach Plan	Outreach and Growth	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Outreach Plan as defined in Exhibit 3.3	Publish .docx document that describes how the MSI will achieve the Annual Customer Outreach and Implementation Plan deliverable including: - Output from the Annual Outreach and Growth ASE. - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Tue 01/15/19	Yes	
RCD-DCR-1	report	DCS Consolidation Report Update	IT Financial Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DCS Consolidation Report Update as defined in Exhibit 3.3	Use the established methodology to analyze the data from previous Fiscal Year and prepare analysis and report on cost analysis for the DCS program. This includes documenting all data sources and preparing iterations, as needed, for DIR's review. - Analyze data and prepare findings using established and approved Consolidation Report methodology. Document process used to compile and validate data. - Write initial draft of the Consolidation Report and provide financial model for DIR's review and approval. - Prepare final Consolidation Report for DIR's publication.	DIR to provide: - Consolidation Report Design input - Review of Consolidation Report design and progress - Review of the Consolidation Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Consolidation Report Design & development timeline	SCPs to provide: - Consolidation Report Design input participating in Consolidation Report design sessions as appropriate - Consultation on SCP operations - Review of Consolidation Report Design and development as appropriate - Early identification of Consolidation Report issues as appropriate	M	Mon 04/15/19	Yes	
ITFM-21	plan	Billing Measurement Risk Assessment and Roadmap	IT Financial Mgmt.	Exhibit 2.1	Billing Measurement Risk Assessment and Roadmap as defined in Exhibit 2.1	Publication and agreement on the Billing Measurement Risk Assessment and Roadmap as captured in a .docx document and that includes: - Risk assessment for all billing feeds based on spend, relative complexity of billing methodology, prior audit findings, difficulty for Customers to validate, and other relevant input from DIR - Documentation of the review process and findings of the other assurance work (SCPs and MSI) to determine what level of reliance can be placed on work already being done - Roadmap that provides priority order of billing feeds to be reviewed, high-level review process documentation, and level of effort (number of hours and duration) to conduct reviews by RU	DIR to provide: - Assessment and Roadmap Design input - Review of plan design and progress - Review of the plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of plan design & development timeline	SCPs to provide: - Plan design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of plan design and development as appropriate - Early identification of plan issues as appropriate	M	Mon 04/15/19		
RCD-AVR-1	report	Annual Vulnerability Report	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Vulnerability Report as defined in Exhibit 3.3	Publication and agreement on the Annual Vulnerability Report captured in a .docx/.xlsx document(s) that includes: - List of Service Providers (SCPs and MSI) required to run vulnerability scans - Proof scans were run and vulnerabilities were reported to the associated SCP, and DIR Customer(s) - Proof scans were provided by the SCP or MSI directly to the DIR Governance, Risk and Compliance (GRC) tool - A status update of closed and open identified vulnerabilities and risk mitigation actions - A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.	DIR to provide: - Vulnerability Report Design input - Review of Vulnerability Report design and progress - Review of the Vulnerability Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Vulnerability Report Design & development timeline	SCPs to provide: - Vulnerability Report Design input participating in Vulnerability Report design sessions as appropriate - Consultation on SCP operations - Review of Vulnerability Report Design and development as appropriate - Early identification of Vulnerability Report issues as appropriate	M	Fri 03/01/19	Yes	
RCD-CSS-1	report	Customer Satisfaction Surveys - Results Report	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Surveys - Results Report as defined in Exhibit 3.3	Publication of the annual Customer Satisfaction Surveys as required in Exhibit 3.5 Customer Satisfaction section 3.1 Overall Customer Satisfaction Survey	DIR to approve the final version of the supporting documentation.	N/A	M	Fri 03/15/19	Yes	
APM-12 / CD-1.12	Implement	APM Release 1.0	Application Portfolio Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	The Successful Respondent shall work with DIR to assist in the completion of an Application Portfolio of DCS Customers and applications agreed to by DIR and Capgemini.	Online demonstration of the Application Portfolio Management (APM) system for the DCS Customers selected by DIR showing the following: - the applications under management within that Agency as confirmed by that Agency - the connection between the applications, its software components and Infrastructure, - the applications' current Projects, - the applications' completed Roadmap, - a high level view of the cost to operate applications where the cost has been provided by the Agency, - application scoring including operational scoring and assessment scoring for capability, fit and risk as provided by the Agency - linkage of applications to at least one business capability where the business capability has been provided by the Agency.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	Input on information about Software Components under their management which are utilized by Agencies	M	Mon 04/01/19	Yes	
ITFM-12 / CD-1.11	Implement	Forecasting Automation	IT Financial Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	The Successful Respondent shall operationalize the tools and processes necessary to meet the forecasting reporting requirements in Exhibit 2.1 Multi-sourcing Services Integrator Statement of Work. This deliverable shall include ITFM forecasting reports, automated feeds from the ServiceNow CET to ITFM, forecast uploads into ITFM, and forecast process updates.	Documentation and demonstration of Forecast Reporting automation functionality, processes and reports, as required to support the semi-annual Forecast process, including: - Approach summary - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 03/01/19	Yes	
RCD-SMC-6	report	Service Management Manual Currency - Quarterly Report	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 03/01/19	Yes	
ITFM-14	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Mon 04/01/19		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
ARP-2	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Mon 04/15/19		
RCD-DRP-1	plan	Disaster Recovery Test Plan and Schedule	ITSCM	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of DR Class (RTO/RPO) for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per customer not scheduled for testing - Publish DR exercise schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 06/03/19	Yes	
ASR-01	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 06/03/19		
RCD-CSI-1	plan	Customer Satisfaction Improvement Plan	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing issues identified in the previous survey across all DIR Shared Services, Service Providers and survey groups. - Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches. - Previously agreed SCP actions and activities. - Plans should be approved by DIR - Previous plan to have been reported against by the MSI monthly or such other time as required by	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 06/03/19	Yes	
RCD-SMC-7	report	Service Management Manual Currency - Quarterly Report	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 06/03/19	Yes	
RCD-TPR-1	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 07/15/19	Yes	
ARP-3	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Mon 07/15/19		
TOOLS-06	Implement	Splunk Implementation	Tools	04 - STX Transition and Transformation Plan.mpp	Implementation of the Splunk Platform that is ready for use by the MSI	Publication and agreement on Implementation Package as captured in a document (docx) that outlines: - Splunk Design - SMM that describes the usage of Splunk - Test scenarios used to test Splunk functionality and associated test results Demonstration of the Splunk tool utilizing an unstructured data set	none	SCPs to provide unstructured data for testing purposes	M	Fri 08/30/19		Yes
STR-07 / CD-1.10	Implement	First year MSI Technology Innovation and Automations Implementation	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	This deliverable will document the innovation improvements that were delivered to DIR during the 12 months post Commencement. This will include an inventory of the agreed innovation deliverables that were established in the First year MSI Technology Innovation and Automations deliverable and implemented in the environment.	Documentation and demonstration of innovation improvements as necessary to communicate and demonstrate completion of agreed innovations, including: - Approach summaries - Approved automation Design specifications - Published UAT results that confirm the systems and processes are performing according to the Design documents - Updated SMM documents as appropriate - Completed implementation plans and final statuses including outstanding issues, risks and mitigations - Actual or perceived benefits resulting from the implementations - Lessons learned, future enhancements, and actions to improve future implementations	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 09/02/19	Yes	
ASR-02	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 09/03/19		
RCD-SMC-8	report	Service Management Manual Currency - Quarterly Report	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway - An analysis of opportunities for improvement for the next year	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 09/03/19	Yes	
RCD-ASP-2	plan	Annual Security Plan	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services and industry best practices correlated to the annual security plan roadmap for the DIR Shared Services environment for the upcoming year including Consolidated Data Center and MSI facilities as applicable, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for DIR Shared Services and MSI Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 11/15/19	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
ITFM-15	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: - data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Tue 10/01/19		
RCD-DAR-2	report	DIR Shared Services Annual Review	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DIR Shared Services Annual Review as defined in Exhibit 3.3	Publish .docx document that describes the output of an annual assessment and recommendations on each DIR Shared Services, including the following topics: - Actual service volumes against the forecasted monthly volumes for the previous year, and forecast the service volumes for the next year. - Examination of whether the Charges are consistent with DIR's forecasts and industry norms - Quality of the performance and delivery of the Services - Whether the MSI or SCPs have delivered cost saving or efficiency enhancing proposals - The level and currency of the technologies and processes employed - The operations and technology strategy and direction - Whether the MSI and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA.) - Action Plan for Suggested Improvements to Successful Respondent's Service	DIR to provide: - Annual Review Design input - Review of Annual Review design and progress - Review of the Annual Review development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Annual Review Design & development timeline	SCPs to provide: - Annual Review Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Annual Review Design and development as appropriate - Early identification of Annual Review issues as appropriate	M	Tue 10/15/19	Yes	
ITRSK-06	report	Annual IT Risk Assessment	Risk	MSI_Exhibit_2.1_Statement_of_Work_Section_4.8	Produce a Shared Services combined annual risk assessment based on actual and anticipated risks to the IT Services that are recorded in the service risk register.	Publish documents including: - Risk Register listing prevention plan, treatment plan, management approaches, risk ratings, owners, source, description and strategies for each identified and tracked Enterprise risk, threat and vulnerability - Prioritization of risks - Meeting minutes and presentation from the annual Risk Summit	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Tue 10/15/19		
ARP-4	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Tue 10/15/19		
ASR-03	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 12/02/19		
RCD-SMC-9	report	Service Management Manual Currency - Quarterly Report	SMM	12_MSI_Exhibit_3.3_Critical_Deliverables	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter. - A review of any SMM documentation mitigations underway	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 12/02/19	Yes	
SOC2 - 1	report	SOC 2	Audit	MSA Section 9.8 Audit Rights (i) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, or Confidentiality	Submit a document which: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Tue 12/31/19		
RCD-ARP-2	plan	Annual Technology Refresh Plan	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Technology Refresh Plan as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the DIR Shared Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for DIR Shared Services and MSI Services. - A report identifying all refresh performed in the	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 01/15/20	Yes	
RCD-OUGR-11	plan	Customer Outreach Plan	Outreach and Growth	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Outreach Plan as defined in Exhibit 3.3	Publish .docx document that describes how the MSI will achieve the Annual Customer Outreach and Implementation Plan deliverable including: - Output from the Annual Outreach and Growth ASE. - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 01/15/20	Yes	
RCD-DCR-2	report	DCS Consolidation Report Update	IT Financial Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DCS Consolidation Report Update as defined in Exhibit 3.3	Use the established methodology to analyze the data from previous Fiscal Year and prepare analysis and report on cost analysis for the DCS program. This includes documenting all data sources and preparing iterations, as needed, for DIR's review. - Analyze data and prepare findings using established and approved Consolidation Report methodology. Document process used to compile and validate data. - Write initial draft of the Consolidation Report and provide final model for DIR's review and approval. - Prepare final Consolidation Report for DIR's publication.	DIR to provide: - Consolidation Report Design input - Review of Consolidation Report design and progress - Review of the Consolidation Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Consolidation Report Design & development timeline	SCPs to provide: - Consolidation Report Design input participating in Consolidation Report design sessions as appropriate - Consultation on SCP operations - Review of Consolidation Report Design and development as appropriate - Early identification of Consolidation Report issues as appropriate	M	Mon 03/16/20	Yes	
ITFM-16	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: - data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Mon 02/03/20		
ASR-04	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 03/02/20		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-AVR-2	report	Annual Vulnerability Report	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Vulnerability Report as defined in Exhibit 3.3	Publication and agreement on the Annual Vulnerability Report captured in a .docx/.xlsx document(s) that includes: - List of Service Providers (SCPs and MSI) required to run vulnerability scans - Proof scans were run and vulnerabilities were reported to the associated SCP, and DIR Customer(s) - Proof scans were provided by the SCP or MSI directly to the DIR Governance, Risk and Compliance (GRC) tool - A status update of closed and open identified vulnerabilities and risk mitigation actions - A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.	DIR to provide: - Vulnerability Report Design input - Review of Vulnerability Report design and progress - Review of the Vulnerability Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Vulnerability Report Design & development timeline	SCPs to provide: - Vulnerability Report Design input participating in Vulnerability Report design sessions as appropriate - Consultation on SCP operations - Review of Vulnerability Report Design and development as appropriate - Early identification of Vulnerability Report issues as appropriate	M	Mon 03/02/20	Yes	
RCD-CSS-2	report	Customer Satisfaction Surveys - Results Report	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Surveys - Results Report as defined in Exhibit 3.3	Publication of the annual Customer Satisfaction Surveys as required in Exhibit 3.5 Customer Satisfaction section 3.1 Overall Customer Satisfaction Survey.	DIR to approve the final version of the supporting documentation.	N/A	M	Tue 03/31/20	Yes	
CLM-01	approach	Confirm Cloud Management Approach	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review Cloud Management approach for: - process - ServiceNow functionality - Reporting - CSP Integrations - Service Catalog Integration - Billing Integration - Event Management Integration - RACI		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Mon 06/15/20		
EEM-01	approach	Confirm Event Management Approach	Enterprise Event Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review Enterprise Event Management approach for: - process updates - ServiceNow functionality configurations - Reporting - Integrations		DIR to provide: - Approach Input and Review - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline	SCPs to provide: - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for transition/transformation - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems	C	Fri 04/03/20		
ARP-5	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Wed 04/15/20		
CLM-02	design checkpoint	Review and update the process and reporting design for Cloud Management	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review Cloud Management for - process design, roles and governance - Integrations - Use Cases		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Tue 06/30/20		
EEM-02	design checkpoint	Review and update the build artifacts with DIR	Enterprise Event Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review the progress on Enterprise Event Management design		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Mon 05/11/20		
CLM-03	design checkpoint	Review and update the technical design for Cloud Management	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review Cloud Management technical implementation approach: - architecture review - integrations - technical dependencies - RACI		DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	C	Wed 07/15/20		
ASR-05	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediation actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 06/01/20		
RCD-DRP-2	plan	Disaster Recovery Test Plan and Schedule	ITSCM	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of DR Class (RTO/RPO) for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per customer not scheduled for testing - Publish DR exercise schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 06/01/20	Yes	
RCD-CSI-2	plan	Customer Satisfaction Improvement Plan	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing issues identified in the previous survey across all DIR Shared Services, Service Providers and survey groups - Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches. - Previously agreed SCP actions and activities. - Plans should be approved by DIR - Previous plan to have been reported against by the MSI monthly or such other time as required by DIR	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 07/01/20	Yes	
CLM-04	build (design)	Cloud Management Design and build	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Design for Cloud Management service	Demonstration of Cloud Management functionality. Publication of a .doc document that describes how the system will satisfy the Cloud Management requirements: - Process framework - Reporting - Governance - Event data Integrations - System architecture - SCP Integration - ServiceNow automations - Test Plan - Cutover approach - SCP interdependencies - Provisioning - RACI	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Fri 07/31/20		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
EEM-03	design	Event Management Design	Enterprise Event Management	04 - STX Transition and Transformation Plan.mpp	Design for Enterprise Event Management	Publication of a .doc document that describes how the system will satisfy the Enterprise Event Management requirements: - Process framework - Reporting - Governance - Event data sources - System architecture - Integration requirements - ServiceNow automations - Test Plan - Cutover approach - SCP interdependencies - Filtering and correlation guidelines	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines	I	Wed 07/01/20		
RCD-TPR-2	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 07/15/20	Yes	
ARP-6	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Wed 07/15/20		
CLM-05	uat	Cloud Management UAT	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution	Confirmation that what has been implemented for Cloud Management Process and tooling is aligned to the Design document. Deliverable reviewed shall include: Test scenarios that cover the key Cloud Management Use Cases processes/procedures/work instructions Published UAT results that confirm the system is performing as per UAT test scenarios and in accordance with the Cloud Management Design documents and open defects as documented in the Transition Readiness Plan -Final UAT results including open defects with mitigation plans and workarounds	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 08/14/20		
EEM-04	uat	Submit Enterprise Event Management System/UAT report	Enterprise Event Management	04 - STX Transition and Transformation Plan.mpp	Meeting to review EEM System/UAT results: - Test Cases, - Test Cases Results - List of identified defects that were resolved - List of identified defects without resolution	Confirmation that what has been implemented for Process and tooling is aligned to the Design document. Deliverable reviewed shall include: Publication of .docx process documents that support the EEM design: Test scenarios that cover the key Service Request processes/procedures/work instructions Published UAT results that confirm the system is performing as per UAT test scenarios and in accordance with the Service Request Design documents and open defects as documented in the Transition Readiness Plan -Final UAT results including open defects with mitigation plans and workarounds - Publish relevant SMMs	DIR to delegate representatives to the UAT as appropriate. DIR to review and approve the final process documentation. DIR to review and approve the UAT report.	SCPs to contribute in the revisions of the process documentation. SCPs to participate in the UAT as appropriate SCPs to enable integration portion of UAT testing including data and interface activities as required	I	Fri 07/31/20		
CLM-06	implement	Cloud Management Implementation	Cloud Management	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the service per the approved design document.	Publication and agreement on Enterprise Cloud Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/28/20		Yes
EEM-05	Implement	Event Management Implementation	Enterprise Event Management	04 - STX Transition and Transformation Plan.mpp	Implementation of all items associated with the service per the approved design document.	Publication and agreement on Enterprise Event Management implementation as described in a Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 08/28/20		Yes
ASR-06	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediation actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Wed 09/02/20		
RCD-ASP-3	plan	Annual Security Plan	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services and industry best practices correlated to the annual security plan roadmap for the DIR Shared Services environment for the upcoming year including Consolidated Data Center and MSI facilities as applicable, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for DIR Shared Services and MSI Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Thu 10/01/20	Yes	
ITFM-17	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Thu 10/01/20		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-DAR-3	report	DIR Shared Services Annual Review	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DIR Shared Services Annual Review as defined in Exhibit 3.3	Publish .docx document that describes the output of an annual assessment and recommendations on each DIR Shared Services, including the following topics: - Actual service volumes against the forecasted monthly volumes for the previous year, and forecast the service volumes for the next year. - Examination of whether the Charges are consistent with DIR's forecasts and industry norms - Quality of the performance and delivery of the Services - Whether the MSI or SCPs have delivered cost saving or efficiency enhancing proposals - The level and currency of the technologies and processes employed - The operations and technology strategy and direction - Whether the MSI and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA.) - Action Plan for Suggested Improvements to Successful Respondent's Service	DIR to provide: - Annual Review Design input - Review of Annual Review design and progress - Review of the Annual Review development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Annual Review Design & development timeline	SCPs to provide: - Annual Review Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Annual Review Design and development as appropriate - Early identification of Annual Review issues as appropriate	M	Thu 10/15/20	Yes	
ITRSK-07	report	Annual IT Risk Assessment	Risk	MSI_Exhibit_2.1_Statement_of_Work_Section_4.8	Produce a Shared Services combined annual risk assessment based on actual and anticipated risks to the IT Services that are recorded in the service risk register.	Publish documents including: - Risk Register listing prevention plan, treatment plan, management approaches, risk ratings, owners, source, description and strategies for each identified and tracked Enterprise risk, threat and vulnerability - Prioritization of risks - Meeting minutes and presentation from the annual Risk Summit	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Thu 10/15/20		
ARP-7	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Thu 10/15/20		
ASR-07	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 12/01/20		
SOC2 - 2	report	SOC 2	Audit	MSA Section 9.8 Audit Rights (i) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, or Confidentiality	Submit a document which: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Thu 12/31/20		
RCD-ARP-3	plan	Annual Technology Refresh Plan	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Technology Refresh Plan as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the DIR Shared Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for DIR Shared Services and MSI Services. - A report identifying all refresh performed in the	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 01/15/21	Yes	
RCD-OUGR-12	plan	Customer Outreach Plan	Outreach and Growth	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Outreach Plan as defined in Exhibit 3.3	Publish .docx document that describes how the MSI will achieve the Annual Customer Outreach and Implementation Plan deliverable including: - Output from the Annual Outreach and Growth ASE - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 01/15/21	Yes	
RCD-DCR-3	report	DCS Consolidation Report Update	IT Financial Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DCS Consolidation Report Update as defined in Exhibit 3.3	Use the established methodology to analyze the data from previous Fiscal Year and prepare analysis and report on cost analysis for the DCS program. This includes documenting all data sources and preparing iterations, as needed, for DIR's review. - Analyze data and prepare findings using established and approved Consolidation Report methodology. Document process used to compile and validate data. - Write initial draft of the Consolidation Report and provide financial model for DIR's review and approval. - Prepare final Consolidation Report for DIR's publication.	DIR to provide: - Consolidation Report Design input - Review of Consolidation Report design and progress - Review of the Consolidation Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Consolidation Report Design & development timeline	SCPs to provide: - Consolidation Report Design input participating in Consolidation Report design sessions as appropriate - Consultation on SCP operations - Review of Consolidation Report Design and development as appropriate - Early identification of Consolidation Report issues as appropriate	M	Mon 03/15/21	Yes	
ASR-08	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 03/01/21		
RCD-AVR-3	report	Annual Vulnerability Report	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Vulnerability Report as defined in Exhibit 3.3	Publication and agreement on the Annual Vulnerability Report captured in a .docx/.xlsx document(s) that includes: - List of Service Providers (SCPs and MSI) required to run vulnerability scans - Proof scans were run and vulnerabilities were reported to the associated SCP, and DIR Customer(s) - Proof scans were provided by the SCP or MSI directly to the DIR Governance, Risk and Compliance (GRC) tool - A status update of closed and open identified vulnerabilities and risk mitigation actions - A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.	DIR to provide: - Vulnerability Report Design input - Review of Vulnerability Report design and progress - Review of the Vulnerability Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Vulnerability Report Design & development timeline	SCPs to provide: - Vulnerability Report Design input participating in Vulnerability Report design sessions as appropriate - Consultation on SCP operations - Review of Vulnerability Report Design and development as appropriate - Early identification of Vulnerability Report issues as appropriate	M	Mon 03/01/21	Yes	
RCD-CSS-3	report	Customer Satisfaction Surveys - Results Report	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Surveys - Results Report as defined in Exhibit 3.3	Publication of the annual Customer Satisfaction Surveys as required in Exhibit 3.5 Customer Satisfaction section 3.1 Overall Customer Satisfaction Survey	DIR to approve the final version of the supporting documentation.	N/A	M	Mon 03/01/21	Yes	
ITFM-18	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Thu 04/01/21		
ARP-8	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Thu 04/15/21		
ASR-09	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 06/01/21		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-DRP-3	plan	Disaster Recovery Test Plan and Schedule	ITSCM	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	<p>Publish document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including:</p> <ul style="list-style-type: none"> - New schedule developed for the upcoming year inclusive of DR Class (RTO/RPO) for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per customer not scheduled for testing - Publish DR exercise schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate 	M	Tue 06/01/21	Yes	
RCD-CSI-3	plan	Customer Satisfaction Improvement Plan	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	<p>Publication of the Customer Satisfaction improvement plan, including:</p> <ul style="list-style-type: none"> - Action plans addressing issues identified in the previous survey across all DIR Shared Services, Service Providers and survey groups - Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches - Previously agreed SCP actions and activities - Plans should be approved by DIR - Previous plan to have been reported against by the MSI monthly or such other time as required by 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate 	M	Tue 06/01/21	Yes	
RCD-TPR-3	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	<p>Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate 	M	Thu 07/15/21	Yes	
ARP-9	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	<p>Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels:</p> <ul style="list-style-type: none"> - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate 	M	Thu 07/15/21		
ASR-10	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	<p>Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes:</p> <ul style="list-style-type: none"> - Actions and remediation plans - Status update of closed and open findings and remediation actions 			M	Wed 09/01/21		
RCD-ASP-4	plan	Annual Security Plan	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	<p>Publication and agreement on the Annual Security Plan as described in Exhibit 2.1 and captured in a .docx document and draft ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> - Draft schedules, dependencies, and recommendations that address security improvements, including new services and industry best practices correlated to the annual security plan roadmap for the DIR Shared Services environment for the upcoming year including Consolidated Data Center and MSI facilities as applicable, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for DIR Shared Services and MSI Services - Summary of performance vs. preceding Year Security Plan - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools - Recommendations for investments and initiatives to improve the overall Security Program 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Business-level Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate 	M	Fri 10/01/21	Yes	
ITFM-19	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	<p>Submit .xlsx document with:</p> <ul style="list-style-type: none"> - data, methodology, charges and volume views, rate data and calculations <p>Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.</p>	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline 	<p>SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.</p>	M	Fri 10/01/21		
RCD-DAR-3	report	DIR Shared Services Annual Review	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DIR Shared Services Annual Review as defined in Exhibit 3.3	<p>Publish .docx document that describes the output of an annual assessment and recommendations on each DIR Shared Services, including the following topics:</p> <ul style="list-style-type: none"> - Actual service volumes against the forecasted monthly volumes for the previous year, and forecast the service volumes for the next year. - Examination of whether the Charges are consistent with DIR's forecasts and industry norms - Quality of the performance and delivery of the Services - Whether the MSI or SCPs have delivered cost saving or efficiency enhancing proposals - The level and currency of the technologies and processes employed - The operations and technology strategy and direction - Whether the MSI and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA.) - Action Plan for Suggested Improvements to Successful Respondent's Service 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Annual Review Design input - Review of Annual Review design and progress - Review of the Annual Review development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Annual Review Design & development timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Annual Review Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Annual Review Design and development as appropriate - Early identification of Annual Review issues as appropriate 	M	Fri 10/15/21	Yes	
ITRSK-08	report	Annual IT Risk Assessment	Risk	MSI_Exhibit_2.1_Statement_of_Work_Section_4.8	Produce a Shared Services combined annual risk assessment based on actual and anticipated risks to the IT Services that are recorded in the service risk register.	<p>Publish documents including:</p> <ul style="list-style-type: none"> - Risk Register listing prevention plan, treatment plan, management approaches, risk ratings, owners, source, description and strategies for each identified and tracked Enterprise risk, threat and vulnerability - Prioritization of risks - Meeting minutes and presentation from the annual Risk Summit 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate 	M	Fri 10/15/21		
ARP-10	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	<p>Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels:</p> <ul style="list-style-type: none"> - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate 	M	Fri 10/15/21		
ASR-11	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement_of_Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	<p>Publication of the Accessibility Scan Results and remediating actions captured in a .xlsx document that includes:</p> <ul style="list-style-type: none"> - Actions and remediation plans - Status update of closed and open findings and remediation actions 			M	Wed 12/01/21		
SOC2 - 3	report	SOC 2	Audit	MSA Section 9.8 Audit Rights (i) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, or Confidentiality	<p>Submit a document which:</p> <ul style="list-style-type: none"> - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing 			M	Fri 12/31/21		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-ARP-4	plan	Annual Technology Refresh Plan	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Technology Refresh Plan as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the DIR Shared Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for DIR Shared Services and MSI Services. - A report identifying all refresh performed in the	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 01/17/22	Yes	
RCD-OUGR-13	plan	Customer Outreach Plan	Outreach and Growth	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Outreach Plan as defined in Exhibit 3.3	Publish .docx document that describes how the MSI will achieve the Annual Customer Outreach and Implementation Plan deliverable including: - Output from the Annual Outreach and Growth ASE. - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Named DIR Representative to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Mon 01/17/22	Yes	
RCD-DCR-4	report	DCS Consolidation Report Update	IT Financial Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual DCS Consolidation Report Update as defined in Exhibit 3.3	Use the established methodology to analyze the data from previous Fiscal Year and prepare analysis and report on cost analysis for the DCS program. This includes documenting all data sources and preparing iterations, as needed, for DIR's review. - Analyze data and prepare findings using established and approved Consolidation Report methodology. Document process used to compile and validate data. - Write initial draft of the Consolidation Report and provide financial model for DIR's review and approval. - Prepare final Consolidation Report for DIR's publication.	DIR to provide: - Consolidation Report Design input - Review of Consolidation Report design and progress - Review of the Consolidation Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Consolidation Report Design & development timeline	SCPs to provide: - Consolidation Report Design input participating in Consolidation Report design sessions as appropriate - Consultation on SCP operations - Review of Consolidation Report Design and development as appropriate - Early identification of Consolidation Report issues as appropriate	M	Tue 03/15/22	Yes	
ITFM-20	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide information for Refresh, Triage, Consolidation, Technology Planning, Capacity Planning, Transition and Transformation, HSC, SSC, new procurements and renewals, Exadata, O365, Optional Services, New Services, Co-Location Services, New-Special Projects (rate card-pool hours), New Print and Mail Services and DIR costs associated with the listed programs. Imported into the Forecasting Model in Microsoft Access database.	M	Tue 02/01/22		
ASR-12	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediation actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 03/01/22		
RCD-AVR-4	report	Annual Vulnerability Report	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual publication of Annual Vulnerability Report as defined in Exhibit 3.3	Publication and agreement on the Annual Vulnerability Report captured in a .docx.xlsx document(s) that includes: - List of Service Providers (SCPs and MSI) required to run vulnerability scans - Proof scans were run and vulnerabilities were reported to the associated SCP, and DIR Customer(s) - Proof scans were provided by the SCP or MSI directly to the DIR Governance, Risk and Compliance (GRC) tool - A status update of closed and open identified vulnerabilities and risk mitigation actions - A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.	DIR to provide: - Vulnerability Report Design input - Review of Vulnerability Report design and progress - Review of the Vulnerability Report development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Vulnerability Report Design & development timeline	SCPs to provide: - Vulnerability Report Design input participating in Vulnerability Report design sessions as appropriate - Consultation on SCP operations - Review of Vulnerability Report Design and development as appropriate - Early identification of Vulnerability Report issues as appropriate	M	Tue 03/01/22	Yes	
RCD-CSS-4	report	Customer Satisfaction Surveys - Results Report	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Surveys - Results Report as defined in Exhibit 3.3	Publication of the annual Customer Satisfaction Surveys as required in Exhibit 3.5 Customer Satisfaction section 3.1 Overall Customer Satisfaction Survey	DIR to approve the final version of the supporting documentation.	N/A	M	Tue 03/01/22	Yes	
ARP-11	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Fri 04/15/22		
ASR-13	report	Accessibility Scan Results - Quarterly Report	SMM	MSI_Exhibit_2.1_Statement of Work	Accessibility Scan Results - Quarterly as defined in Exhibit 2.1	Publication of the Accessibility Scan Results and remediation actions captured in a .xlsx document that includes: - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Wed 06/01/22		
RCD-DRP-4	plan	Disaster Recovery Test Plan and Schedule	ITSCM	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of DR Class (RTO/RPO) for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per customer not scheduled for testing - Publish DR exercise schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 06/01/22	Yes	
RCD-CSI-4	plan	Customer Satisfaction Improvement Plan	Governance	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction Improvement plan, including: - Action plans addressing issues identified in the previous survey across all DIR Shared Services, Service Providers and survey groups - Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches. - Previously agreed SCP actions and activities. - Plans should be approved by DIR - Previous plan to have been reported against by the MSI monthly or such other time as required by	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Wed 06/01/22	Yes	
RCD-TPR-4	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate	M	Fri 07/15/22	Yes	
ARP-12	report	Quarterly Asset Refresh Report	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Asset Refresh Report	Submit .xlsx Quarterly Refresh Update at the enterprise and DIR Customer levels: - Showing completed refresh projects and assets refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Fri 07/15/22		
SOC2 - 4	report	SOC 2	Audit	MSA Section 9.8 Audit Rights (i) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, or Confidentiality	Submit a document which: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Wed 08/31/22		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-SAR-1	report	Security Assessment Remediation	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate risks as identified in the annual DCS risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - Provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2019, 6 mos after assessment	Yes	
RCD-SAR-2	report	Security Assessment Remediation	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate risks as identified in the annual DCS risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - Provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2020, 6 mos after assessment	Yes	
RCD-SAR-3	report	Security Assessment Remediation	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate risks as identified in the annual DCS risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - Provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2021, 6 mos after assessment	Yes	
RCD-SAR-4	report	Security Assessment Remediation	Security	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate risks as identified in the annual DCS risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - Provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2022, 6 mos after assessment	Yes	
RCD-MTI-1	Implement	Annual Implementation of MSI Technology Improvements	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Implementation of MSI Technology Improvements as defined in Exhibit 3.3	Publication of .docx describing the completed Annual Implementation of MSI Technology Improvements. The document will include, at a minimum: - List of the improvements implemented this period - List of documented agreements and decisions regarding the planned improvements from the Technology plan - Completed implementation plans and final status including outstanding issues, risks and mitigations - Actual or perceived benefits resulting from the implementations - Lessons learned and actions to improve future implementations	DIR to participate in the reviews of the implementation activities including input on the risks and issues.	SCPs to participate in: - Development and review of Production Readiness implementation checklists as appropriate - Performance of actions on the Production Readiness implementation checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Annually (2020), 12 months after the Acceptance of the MSI Innovation Improvements Plan	Yes	
RCD-MTI-2	Implement	Annual Implementation of MSI Technology Improvements	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Implementation of MSI Technology Improvements as defined in Exhibit 3.3	Publication of .docx describing the completed Annual Implementation of MSI Technology Improvements. The document will include, at a minimum: - List of the improvements implemented this period - List of documented agreements and decisions regarding the planned improvements from the Technology plan - Completed implementation plans and final status including outstanding issues, risks and mitigations - Actual or perceived benefits resulting from the implementations - Lessons learned and actions to improve future implementations	DIR to participate in the reviews of the implementation activities including input on the risks and issues.	SCPs to participate in: - Development and review of Production Readiness implementation checklists as appropriate - Performance of actions on the Production Readiness implementation checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Annually (2021), 12 months after the Acceptance of the MSI Innovation Improvements Plan	Yes	
GOV-06	UAT	Enterprise Test Plan	Governance		Enterprise Test Plan addressing the overall approach to the UAT including: overall test management process, test management tools, test reports, test scenarios and test participants.	1. A publication of a document in .docx format addressing - test management process along with relevant RACI - defect management process along with relevant RACI - enhancement management process along with relevant RACI - test scenarios per tested MSI function 2. A link to DIR ServiceNow instance leading to the list of test scenarios, test cases and test steps 3. A link to DIR ServiceNow instance leading to the list of defects, their criticality, their status, originating test scenario and user who identified it 4. A link to DIR ServiceNow instance leading to the UAT dashboard presenting test progression per work stream, number of defects per work stream, their criticality and status			I	Fri 07/20/18		
GOV-07	Implement	Enterprise Cutover Plan	Governance		Enterprise Cutover Plan addressing the overall approach to the cutover including: readiness assessment, data migration, early life support organization, issue identification, reporting and resolution strategy.	1. A publication of a document in .docx format addressing - readiness checklist and assessment methodology - detail data migration plan - early life support organization setup - early life support processes (issue reporting, triaging and resolution) - early life support reporting 2. A link to DIR ServiceNow instance leading to the early life support dashboard			I	Tue 07/31/18		
SEC-ISC-01	Report	Information security controls update	Security	Exh 2.1, 3.3.3.11.5	The Service Provider will maintain the MSBC document and update as required by the Service Provider and/or DIR, with a re-issue at least every 12 months. DIR approval is required for all updates, changes, modifications, and re-issues.	Deliver to DIR: Changes to existing controls and confirmation of existing control compliance analysis are communicated. Plan is delivered in an Excel format consisting of the National Institute of Standards and Technology (NIST) controls with state and federal regulatory requirements mapped to include the technical specifications by server platform.			M	Thu 08/01/19		
SEC-ISC-02	Report	Information security controls update	Security	Exh 2.1, 3.3.3.11.5	The Service Provider will maintain the MSBC document and update as required by the Service Provider and/or DIR, with a re-issue at least every 12 months. DIR approval is required for all updates, changes, modifications, and re-issues.	Deliver to DIR: Changes to existing controls and confirmation of existing control compliance analysis are communicated. Plan is delivered in an Excel format consisting of the National Institute of Standards and Technology (NIST) controls with state and federal regulatory requirements mapped to include the technical specifications by server platform.			M	Mon 08/03/20		
SEC-ISC-03	Report	Information security controls update	Security	Exh 2.1, 3.3.3.11.5	The Service Provider will maintain the MSBC document and update as required by the Service Provider and/or DIR, with a re-issue at least every 12 months. DIR approval is required for all updates, changes, modifications, and re-issues.	Deliver to DIR: Changes to existing controls and confirmation of existing control compliance analysis are communicated. Plan is delivered in an Excel format consisting of the National Institute of Standards and Technology (NIST) controls with state and federal regulatory requirements mapped to include the technical specifications by server platform.			M	Mon 08/02/21		
SEC-ISC-04	Report	Information security controls update	Security	Exh 2.1, 3.3.3.11.5	The Service Provider will maintain the MSBC document and update as required by the Service Provider and/or DIR, with a re-issue at least every 12 months. DIR approval is required for all updates, changes, modifications, and re-issues.	Deliver to DIR: Changes to existing controls and confirmation of existing control compliance analysis are communicated. Plan is delivered in an Excel format consisting of the National Institute of Standards and Technology (NIST) controls with state and federal regulatory requirements mapped to include the technical specifications by server platform.			M	Mon 08/01/22		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Timebound Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
ITSCM-DRPU-01	Report	ITSCM - Annual DR Plan Update	ITSCM	Exhibit 2.3, 2.2.4	Customer-specific DR Plans shall be updated at least once annually to reflect all changes implemented over the course of Service Provider's performance of the Services.	Deliver to DIR: - On an annual basis provide a DR Plan update tracker outlining changes to the Customer-specific DR Plans as a result of a DR exercise and/or requested by DIR, Customers and Service Providers. - On an annual basis provide a DR Plan update tracker outlining changes to the TRGs/ARGs made during that year as a result of a DR exercise and change to an application or environment. - Each DR Plan reviewed and updated to reflect current information - DR Plan Updates as Requested by Customers - DCS Enterprise DR Program Updates made as necessary - DCS Technical Updates such as TRGs/ARGs made as necessary - Updates to Xerox Print/Mail DR Plan - Publish DR Plans with updates in the mutually agreed upon tool - Updated DR Plan posted to DIR STS Portal - Notification Sent to Customers			M	Tue 10/01/19		
ITSCM-DRPU-02	Report	ITSCM - Annual DR Plan Update	ITSCM	Exhibit 2.3, 2.2.4	Customer-specific DR Plans shall be updated at least once annually to reflect all changes implemented over the course of Service Provider's performance of the Services.	Deliver to DIR: - On an annual basis provide a DR Plan update tracker outlining changes to the Customer-specific DR Plans as a result of a DR exercise and/or requested by DIR, Customers and Service Providers. - On an annual basis provide a DR Plan update tracker outlining changes to the TRGs/ARGs made during that year as a result of a DR exercise and change to an application or environment. - Each DR Plan reviewed and updated to reflect current information - DR Plan Updates as Requested by Customers - DCS Enterprise DR Program Updates made as necessary - DCS Technical Updates such as TRGs/ARGs made as necessary - Updates to Xerox Print/Mail DR Plan - Publish DR Plans with updates in the mutually agreed upon tool - Updated DR Plan posted to DIR STS Portal - Notification Sent to Customers			M	Thu 10/01/20		
ITSCM-DRPU-03	Report	ITSCM - Annual DR Plan Update	ITSCM	Exhibit 2.3, 2.2.4	Customer-specific DR Plans shall be updated at least once annually to reflect all changes implemented over the course of Service Provider's performance of the Services.	Deliver to DIR: - On an annual basis provide a DR Plan update tracker outlining changes to the Customer-specific DR Plans as a result of a DR exercise and/or requested by DIR, Customers and Service Providers. - On an annual basis provide a DR Plan update tracker outlining changes to the TRGs/ARGs made during that year as a result of a DR exercise and change to an application or environment. - Each DR Plan reviewed and updated to reflect current information - DR Plan Updates as Requested by Customers - DCS Enterprise DR Program Updates made as necessary - DCS Technical Updates such as TRGs/ARGs made as necessary - Updates to Xerox Print/Mail DR Plan - Publish DR Plans with updates in the mutually agreed upon tool - Updated DR Plan posted to DIR STS Portal - Notification Sent to Customers			M	Fri 10/01/21		
ITSCM-DRPU-04	Report	ITSCM - Annual DR Plan Update	ITSCM	Exhibit 2.3, 2.2.4	Customer-specific DR Plans shall be updated at least once annually to reflect all changes implemented over the course of Service Provider's performance of the Services.	Deliver to DIR: - On an annual basis provide a DR Plan update tracker outlining changes to the Customer-specific DR Plans as a result of a DR exercise and/or requested by DIR, Customers and Service Providers. - On an annual basis provide a DR Plan update tracker outlining changes to the TRGs/ARGs made during that year as a result of a DR exercise and change to an application or environment. - Each DR Plan reviewed and updated to reflect current information - DR Plan Updates as Requested by Customers - DCS Enterprise DR Program Updates made as necessary - DCS Technical Updates such as TRGs/ARGs made as necessary - Updates to Xerox Print/Mail DR Plan - Publish DR Plans with updates in the mutually agreed upon tool - Updated DR Plan posted to DIR STS Portal - Notification Sent to Customers			M	Mon 08/15/22		
ITSCM-P1M-01	Report	ITSCM - evaluation of annual test of Class P, Class 1, Class M	ITSCM	Exhibit 2.3, 2.4.2	For all Applications designated as having Class P, Class 1 and Class M RTOs, Service Provider shall perform annual DR tests, except where directed otherwise by DIR and/or DIR Customers.	Deliver to DIR: • A copy of the executed test schedule for the prior fiscal year. • A list by customer of all eligible Class P, Class 1, Class M applications, the date each application was scheduled for DR testing as selected by the customer, the date each application was tested and the type of test received each year (cumulative to show the use of DR exercise over time to increase the maturity of the Enterprise DR preparedness). • Include information on how to access the Disaster Recovery Exercise Results in ServiceNow			M	Thu 11/01/18		
ITSCM-P1M-02	Report	ITSCM - evaluation of annual test of Class P, Class 1, Class M	ITSCM	Exhibit 2.3, 2.4.2	For all Applications designated as having Class P, Class 1 and Class M RTOs, Service Provider shall perform annual DR tests, except where directed otherwise by DIR and/or DIR Customers.	Deliver to DIR: • A copy of the executed test schedule for the prior fiscal year. • A list by customer of all eligible Class P, Class 1, Class M applications, the date each application was scheduled for DR testing as selected by the customer, the date each application was tested and the type of test received each year (cumulative to show the use of DR exercise over time to increase the maturity of the Enterprise DR preparedness). • Include information on how to access the Disaster Recovery Exercise Results in ServiceNow			M	Fri 11/01/19		
ITSCM-P1M-03	Report	ITSCM - evaluation of annual test of Class P, Class 1, Class M	ITSCM	Exhibit 2.3, 2.4.2	For all Applications designated as having Class P, Class 1 and Class M RTOs, Service Provider shall perform annual DR tests, except where directed otherwise by DIR and/or DIR Customers.	Deliver to DIR: • A copy of the executed test schedule for the prior fiscal year. • A list by customer of all eligible Class P, Class 1, Class M applications, the date each application was scheduled for DR testing as selected by the customer, the date each application was tested and the type of test received each year (cumulative to show the use of DR exercise over time to increase the maturity of the Enterprise DR preparedness). • Include information on how to access the Disaster Recovery Exercise Results in ServiceNow			M	Mon 08/17/20		
ITSCM-P1M-04	Report	ITSCM - evaluation of annual test of Class P, Class 1, Class M	ITSCM	Exhibit 2.3, 2.4.2	For all Applications designated as having Class P, Class 1 and Class M RTOs, Service Provider shall perform annual DR tests, except where directed otherwise by DIR and/or DIR Customers.	Deliver to DIR: • A copy of the executed test schedule for the prior fiscal year. • A list by customer of all eligible Class P, Class 1, Class M applications, the date each application was scheduled for DR testing as selected by the customer, the date each application was tested and the type of test received each year (cumulative to show the use of DR exercise over time to increase the maturity of the Enterprise DR preparedness). • Include information on how to access the Disaster Recovery Exercise Results in ServiceNow			M	Mon 11/01/21		
ITSCM-P1M-05	Report	ITSCM - evaluation of annual test of Class P, Class 1, Class M	ITSCM	Exhibit 2.3, 2.4.2	For all Applications designated as having Class P, Class 1 and Class M RTOs, Service Provider shall perform annual DR tests, except where directed otherwise by DIR and/or DIR Customers.	Deliver to DIR: • A copy of the executed test schedule for the prior fiscal year. • A list by customer of all eligible Class P, Class 1, Class M applications, the date each application was scheduled for DR testing as selected by the customer, the date each application was tested and the type of test received each year (cumulative to show the use of DR exercise over time to increase the maturity of the Enterprise DR preparedness). • Include information on how to access the Disaster Recovery Exercise Results in ServiceNow			M	Mon 08/15/22		
RCD-MTI-3	Implement	Annual Implementation of MSI Technology Improvements	Service Strategy Mgmt.	12_MSI_Exhibit_3.3_Critical_Deliverables	Annual Implementation of MSI Technology Improvements as defined in Exhibit 3.3	Publication of .docx describing the completed Annual Implementation of MSI Technology Improvements. The document will include, at a minimum: - List of the improvements implemented this period - List of documented agreements and decisions regarding the planned improvements from the Technology plan - Completed implementation plans and final status including outstanding issues, risks and mitigations - Actual or perceived benefits resulting from the implementations - Lessons learned and actions to improve future implementations	DIR to participate in the reviews of the implementation activities including input on the risks and issues.	SCPs to participate in: - Development and review of Production Readiness implementation checklists as appropriate - Performance of actions on the Production Readiness implementation checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Annually (2022), 12 months after the Acceptance of the MSI Innovation Improvements Plan	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
CLM-07	build (design)	Cloud Management for CMDB and Billing Design and Build	Cloud Management	MSI_Exhibit_2.1_Statement of Work	Design for Cloud Management Module for CMDB and Billing	Demonstration of in-scope Cloud Management functionality for CMDB and Billing	DIR to provide: - Design input - Review of design and design progress - Review of the Build - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design & Build timeline	SCPs to provide: - Access to Cloud Accounts for discovery - Agreement to meet tagging requirements as specified by MSI - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet Design timelines - Review of the Build	I	Mon 09/30/19		
CLM-08	implement	Cloud Management for CMDB and Billing Implementation	Cloud Management	MSI_Exhibit_2.1_Statement of Work	Implementation for Cloud Management Module for CMDB and Billing per design document	Publication and agreement on Cloud Management implementation for CMDB and Billing as described in the Cloud Cutover activities captured in a .xlsx document, that describes the completed status of the outcome of agreed cutover activities. Publication of a .doc document that describes how the system will satisfy the Cloud Management for CMDB and Billing requirements: - Process Adjustments - Reporting Adjustments - Governance - High Level System architecture - SCP Integration - Any supplemental ServiceNow automations - Test Plan - Cutover approach - SCP interdependencies - RACI	DIR to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 10/21/19		Yes