

State of Texas

Department of Information Resources



Exhibit 3.1

Version 2.0

Service Level Matrix

**Texas.gov Payment Services
DIR-ESS-TGOV-PMNT-254**

CCR #	Amendment	Approval Date	Description
CCR-000TBD	N/A	TBD	<Tab 4 "Recurring Deliverables" cell C7: added language "or as such other time as mutually agreed to" for the Customer Satisfaction Improvement Plan

INTRODUCTION

This Exhibit 3.1 Service Level Matrix sets forth the following:

1. For Critical Service Levels: Exhibit 3.2 (Service Level Definitions):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level

- a cross-reference to Exhibit 3.2 (Service Level Definitions) where the qualitative description of the Critical Service Level can be found

2. For Key Service Levels: Exhibit 3.2 (Service Level Definitions):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;

- a cross-reference to Exhibit 3.2 (Service Level Definitions) where the qualitative description of the Key Measurement can be found

3. For One Time Deliverables: Exhibit 3.3 (Critical Deliverables):

- the timing regarding the commencement of obligations for each One Time Deliverable

- a cross-reference to Exhibit 3.3 (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found

4. For Recurring Deliverables: Exhibit 3.3 (Critical Deliverables):

- the timing regarding the commencement of obligations for each Recurring Deliverable

- a cross-reference to Exhibit 3.3 (Critical Deliverables) where the qualitative description of the Recurring Deliverable can be found

5. For Performance Analytics: Exhibit 3.4 (Performance Analytics):

- the timing regarding the commencement of obligations and the objectives for each KPI and Operational Measure

- a cross-reference to Exhibit 3.4 (Performance Analytics) where the qualitative description of the KPIs and Operational Measures can be found

Critical SLAs - Payment Services SCP

These Critical SLAs apply to the Payment Services SCP

At-Risk Percent	0.75%
Pool Percentage Available for Allocation	100%

Exhibit 3.2 Section Reference	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	Share Type	Continuous Improvement Application ⁽⁵⁾	Service Level Credit Percentage	% of Invoice	Low Volume Alternative Calculation (4)
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Availability										
Allocation of Pool Percentage:		50%								
A.1	Application Availability - Tier 1	0	99.99%	99.95%	Monthly	U	No	100.00%	0.375%	

Transactions										
Allocation of Pool Percentage:		50%								
A.2	Payment Transaction Accuracy Rate	0	99.999%	99.990%	Monthly	R	No	100.00%	0.375%	

Notes:

- 1 Number of Months after Commencement Date of services to Customers when the Service Provider is
- 2 ESL will have the same meaning as Expected Service Level.
- 3 MSL will have the same meaning as Minimum Service Level.
- 4 The SLA result will initially be calculated based upon the algorithm specified in **Exhibit 3.2 Service**
- 5 The SLA is subject to continuous improvement as set forth in **Exhibit 3.0**, unless noted as an exception, "No", in this continuous improvement application column.

Key SLAs - Texas.gov

Exhibit 3.2 Section Reference	Service Level Categories	Comm + mos ⁽¹⁾	Expected (ESL) ⁽²⁾	Minimum (MSL) ⁽³⁾	Measurement Window	Share Type	Continuous Improvement Application ⁽⁵⁾	Low Volume Alternative Calculation ⁽⁴⁾
Service Management								
B.1	Change Management Effectiveness	0	97.00%	94.00%	Monthly	R	Yes	
B.2	Invoice Dispute Resolution	0	95.00%	90.00%	Monthly	R	Yes	
B.3	Root Cause Analysis Delivery	0	98.00%	96.00%	Monthly	R	Yes	
Transactions								
B.4	Key Transaction Response Time	0	99.90%	99.50%	Monthly	U	Yes	
Incident and Problem								
B.5	Corrective Actions	0	95.00%	90.00%	Monthly	R	Yes	
B.6	Incident Resolution Time Level 2 and Level 3 - (Severity 1-4)	0	98.00%	96.50%	Monthly	R	Yes	
B.7	Chronic Incidents	24	Zero (0) Chronic Incidents	≤ One (1) Chronic Incident	Monthly	R	Yes	
B.8	Service Request Fulfillment	0	95.00%	90.00%	Monthly	R	Yes	
Operations								
B.9	Data Quality	3	98.50%	95.50%	Monthly	R	Yes	
Customer Experience								
B.10	Solution Proposal Delivery	0	96.00%	91.00%	Monthly	R	Yes	
B.11	Solution Implementation	0	96.00%	91.00%	Monthly	R	Yes	
<p>Notes:</p> <ol style="list-style-type: none"> Number of Months after Commencement Date of services to Customers when the Service Provider is responsible for Service Level performance. ESL will have the same meaning as Expected Service Level. MSL will have the same meaning as Minimum Service Level. The SLA result will initially be calculated based upon the algorithm specified in Exhibit 3.2. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in Exhibit 3.0. The SLA is subject to continuous improvement as set forth in Exhibit 3.0, unless noted as an exception, "No", in this continuous improvement application column. 								

One-Time Deliverables

<u>Exhibit 3.3</u> Section Reference	One-Time Deliverable Title	Final Due Date	Acceptance Review Period	Deliverable Credit	Frequency Credit Applies
1.1	Transition Readiness Plan	60 days prior to Commencement	30 days after final due date	\$10,000	Weekly
1.2	Transition Plan	60 days after Effective Date	30 days after final due date	\$10,000	Weekly
1.3	Service Management Manual (SMM)	Phase 1: 30 days after Effective Date Phase 2: 20 days prior to Commencement Phase 3: 60 days post Commencement	30 days after final due date	\$10,000	Monthly
1.4	Evidence of Disaster Recovery Plan at Commencement	Commencement	30 days after final due date	\$10,000	Monthly

Recurring Deliverables

<u>Exhibit 3.3</u> Section Reference	Recurring Deliverable Title	Final Due Date	Acceptance Review Period	Deliverable Credit	Frequency Credit Applies
2.1	Annual Technology Plan and Roadmap	July 15 annually	30 days after final due date	\$10,000	Monthly
2.2	Service Management Manual Currency - Quarterly Report	Quarterly	30 days after final due date	\$10,000	Monthly
2.3	Accessibility Scan Results	Quarterly	30 days after final due date	\$10,000	Monthly
2.4	Evidence of Security and Disaster Recovery Plans	Sept 1st annually	30 days after final due date	\$10,000	Monthly
2.5	Customer Satisfaction Improvement Plan	June 1st annually or as such other time as mutually agreed to	30 days after final due date	\$10,000	Monthly
2.6	CPA File Delivery - TP029	Daily	24 hours	\$2,000	Instance
2.7	CPA File Delivery - USAS Detail File	Daily as described in Exhibit 3.3	24 hours	\$2,000	Instance
2.8	CPA File Delivery - ACH File	Daily as described in Exhibit 3.3	24 hours	\$2,000	Instance

Performance Analytics - Texas.gov

Exhibit 3.4	Operational Measurements Description	Business Objectives	Commencement
1.1	Services Growth		
1.1.1	Growth in number of Customers		
1.1.2	Growth in Services volume		
1.1.3	Growth in number of discrete Services offered		
1.1.4	Growth in Service spend per Customer		
1.1.5	Growth in Service spend per Customer other than State Agencies		
1.2	Customer Satisfaction		
1.2.1	Percentage Customers satisfied - Executive Level		
1.2.2	Percentage Customers satisfied - Operational Level		
1.2.3	Monthly Customer Scorecard - Acceptable		
1.2.4	Monthly Customer Service Desk Survey		
1.2.5	Monthly Constituent portal survey		
1.2.6	Monthly Constituent application survey		
1.3	Service Quality		
1.3.1	Percentage of Service Levels meeting Expected Targets		
1.3.2	Percentage of automated processes		
1.3.3	Percentage of change in number of Major Incidents		
1.3.4	Service Request fulfillment in average number of Business Days		
1.4	Value		
1.4.1	Percentage of spend within market range		
1.4.2	Percentage of Service Requests self-provisioned through service catalog		
1.4.3	Monthly Customer Scorecard - Acceptable (same metric as 1.2.3)		
1.5	Security		
1.5.1	Percentage of change in number of Security Incidents		
1.6	PCI Attestation Report		
1.7	Number of Online Payment Transactions		
1.8	Total Revenue - Texas.gov		