

**State of Texas**  
**Department of Information Resources**



**Exhibit 3.2**

**Service Level Definitions**

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

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Change Log			
CCR/CN	Amendment	Date	Description
CN-	N/A		<p>Updated sections:</p> <ul style="list-style-type: none"> <li>• B.2, Invoice Dispute algorithm and collection process language revisions</li> <li>• B.4, Key Transaction Response Time service level type, collection process, and reporting tools language revisions</li> <li>• B.5, Corrective Actions service level type language revision</li> <li>• B.6, Incident Resolution Time – Level 2 &amp; Level 3 (Severity 1 - 4) service level type language revision</li> <li>• B.7, Chronic Incidents service level type language revision</li> <li>• B.8, Service Request Fulfillment service level type language revision</li> <li>• B.9, Data Quality service level type language revision</li> <li>• B.10, Solution Proposal Delivery service level type language revision</li> <li>• B.11, Solution Implementation service level type, metric exclusions, algorithm, and collection process language revisions</li> </ul>

## A.0 CRITICAL SERVICE LEVELS

This Section sets forth qualitative descriptions of the Critical Service Levels. The numerical Minimum Service Levels, Expected Service Levels and commencement of obligations associated with such Critical Service Levels are set forth in **Exhibit 3.1** (Service Level Matrix).

### A.1 Application Availability – Tier 1

SERVICE LEVEL NAME	
<b>Application Availability – Tier 1 (Payment Services)</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U   Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level “Application Availability – Tier 1” measures the percentage of time Tier 1 Applications are Available to the end user during the applicable Measurement Window. If Downtime occurs for a Tier 1 Application, the Outage is counted against the Application, and the Application is considered unavailable for purposes of this Service Level.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Tier 1 Applications and related CIs supporting Tier 1 Applications are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Applications will be maintained in the SMM.
<b>METRIC EXCLUSIONS</b>	Individual applications and services unavailable as a result of events in which the root cause is determined to be outside the control of the Successful Respondent, including but not limited to DCS outages, Customer work on systems or applications.  Failures that do not result in any Application incurring Downtime.
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	99.95%
<b>EXPECTED SERVICE LEVEL</b>	99.99%

<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “Application Availability – Tier 1” is (a) the total number of available hours during the measurement window, minus (b) the total number of unscheduled downtime divided by (c) available hours during the measurement window, with the result expressed as a percentage to two decimal places.</p> <p>Available hours = the total number of hours in a month (24 hours x number of days in the month) for each service.</p> <p>Unscheduled Downtime = the total number of available hours (to the quarter hour) in which a service is not available for reasons outside of metric exclusions and solely due to the fault of the Successful Respondent.</p>
<p><b>COLLECTION PROCESS</b></p>	<p>If an outage event occurs it will be identified by the responsible Service Component Provider (SCP) event monitoring system or by a user initiated incident, and tracked to resolution via an incident ticket in the MSI Incident ticketing system. The MSI will assign incident tickets to the appropriate Payment Services SCP.</p> <p>The Payment Services SCP will improve the Incident ticket quality, including unavailability records and accurate Start Time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available.</p> <p>For reporting purposes, required data elements will be collected from each of the data sources. For example:</p> <ul style="list-style-type: none"> <li>MSI ITSM - incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration</li> <li>MSI CMDB - application instances and related CIs supporting impacted application</li> <li>Service Management Manual - maintenance schedules, hours of operation</li> </ul> <p>Collected data will be sourced by the MSI’s SLA tracking application for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.</p>
<p><b>REPORTING TOOLS</b></p>	<p>As described in the process above, the following tools will be utilized:</p> <ul style="list-style-type: none"> <li>• SCP event monitoring system</li> <li>• Digital MSI Service Management System</li> <li>• Digital MSI Service Level Management Reporting System</li> <li>• Service Management Manual</li> </ul>

<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Availability
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

## A.2 Payment Transaction Accuracy Rate

SERVICE LEVEL NAME	
<b>Payment Transaction Accuracy Rate</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	Partially
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R   Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level “Payment Transaction Accuracy” measures the percentage of transactions that do not require reconciliation.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Transaction Accuracy will be monitored and measured for all payment transactions, including ACH and credit card.
<b>METRIC EXCLUSIONS</b>	Events in which the root cause is determined to be outside the control of the Successful Respondent, including but not limited to DCS outages, Customer work on systems or applications.
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	99.99%
<b>EXPECTED SERVICE LEVEL</b>	99.999%

<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “Payment Transaction Accuracy” is calculated, for a given measurement window, as (a) total number of transactions for the Measurement Window less the transactions that cause reconciliation issues divided by (b) the total number of transactions processed with the result expressed as a percentage to four (4) decimal places.</p> <p>Transactions that cause reconciliation problems include the following:</p> <ol style="list-style-type: none"> <li>1. Transactions missing detail,</li> <li>2. Duplicate Transactions,</li> <li>3. Reported Transactions not matching transactions processed through credit card processor, and</li> <li>4. All other transactions that cause reconciliation problems for agencies.</li> </ol>
<p><b>COLLECTION PROCESS</b></p>	<p>TP029 File, USAS Detail File and ACH File</p> <p>Texas NIC will use and enhance an already proven, full-featured File Quality and Delivery Framework to analyze and monitor the creation and delivery of the TP029 File, USAS Detail File, and ACH File on a daily basis.</p> <p>If a Payment Transaction Accuracy SLA failure event occurs, it will be identified by Texas NIC’s File Quality and Delivery Framework or by a user-initiated incident. The event will be tracked to resolution via an incident ticket in the MSI Incident ticketing system. The MSI will assign incident tickets to Texas NIC.</p> <p>Texas NIC will provide timely and substantive updates, including Payment Transaction Accuracy SLA records and specific transaction impact analysis via root cause analysis and the use of error detail reporting from Texas NIC’s File Quality and Delivery Framework.</p> <p>Texas NIC will identify and resolve any issues with application and payment service transactions by making adjustments to source transaction systems, databases, and related data files, as required. We will follow all production support processes to insure that proper controls are enforced.</p> <p>For reporting purposes, required data elements will be collected from each of the data sources. For example:</p> <ul style="list-style-type: none"> <li>• SCP event monitoring system – when events are detected via this system</li> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system Service Management Manual – maintenance schedules and hours of operation</li> </ul> <p>Collected data will be sourced by the MSI’s SLA tracking application for the purposes of aggregating, calculating, measuring, and reporting SLA results. In addition, manual input will be considered for the purposes of supplementing collected data where necessary.</p>

<b>REPORTING TOOLS</b>	As described in the process above, the following tools will be utilized: <ul style="list-style-type: none"> <li>• SCP event monitoring system</li> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Transactions
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

## B.0 KEY MEASUREMENTS

This Section sets forth qualitative descriptions of the Key Service Levels. The numerical Minimum Service Levels, Expected Service Levels and commencement of obligations associated with such Key Service Levels are set forth in Exhibit 3.1 (Service Level Matrix).

### B.1 Change Management Effectiveness

SERVICE LEVEL NAME	
<b>Change Management Effectiveness</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Change Management Effectiveness” measures the percentage of time Successful Respondent successfully implements Changes to Services.

<b>METRIC INCLUSIONS and DATA SOURCES</b>	Includes all Payment Service Component Changes, as applicable to Successful Respondent’s scope of work. Changes are not successfully implemented if they: (i) do not comply with the Change Management procedures (including the Change Control Process), the SMM and, except as specified in clause (iii) to this sentence, any associated project plan, (ii) cause either a Severity 1 Incident or Severity 2 Incident, (iii) exceeded the change window, (iv) are backed out, or (v) partial success of change is backed out or unsuccessful.
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	94.00%
<b>EXPECTED SERVICE LEVEL</b>	97.00%
<b>ALGORITHM</b>	The Service Level calculation for “Change Management Effectiveness” is the number of changes that are successfully implemented by Successful Respondent divided by the number of changes implemented by Successful Respondent, with the result expressed as a percentage. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.
<b>COLLECTION PROCESS</b>	Changes will be logged and tracked in the Digital MSI Service Management system. Changes will be documented, categorized, and assigned to implementer teams who will work to plan, review, obtain approvals, and progress the change through the Change Management lifecycle. Change data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Service Management
<b>METRIC OWNER</b>	

<b>METRIC REPORTING</b>	<input checked="checked" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual
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## B.2 Invoice Dispute Resolution

SERVICE LEVEL NAME	
<b>Invoice Dispute Resolution</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Invoice Dispute Resolution” measures the percentage of invoice disputes that are resolved within twenty (20) Business Days.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	N/A
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	8:00 AM – 5:00 PM
<b>DAYS OF MEASUREMENT</b>	Business Days
<b>MINIMUM SERVICE LEVEL</b>	90.00%
<b>EXPECTED SERVICE LEVEL</b>	95.00%

<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “Invoice Dispute Resolution” is the total number of invoice disputes that are resolved within twenty (20) Business Days of create date in the Digital MSI Service Management system, divided by the total number of completed invoice disputes plus the total number of open invoice disputes that have exceeded twenty (20) Business Days, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> <li>(a) if an invoice dispute is initiated within the current Measurement Window, but the twenty Business Days extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such dispute is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</li> <li>(b) an open invoice dispute that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until completed.</li> </ul>
<p><b>COLLECTION PROCESS</b></p>	<p>Invoice Disputes will be logged in ITFM and tracked in the Digital MSI Service Management system as an Invoice Dispute. Invoice Dispute requests will be categorized and assigned to teams who will work to research and resolve the dispute, and progress the request through the Invoice Dispute lifecycle.</p> <p>Invoice Dispute data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<p><b>REPORTING TOOLS</b></p>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<p><b>RAW DATA STORAGE (ARCHIVES)</b></p>	<p>Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.</p>
<p><b>PERFORMANCE CATEGORY</b></p>	<p>Service Management</p>
<p><b>METRIC OWNER</b></p>	
<p><b>METRIC REPORTING</b></p>	<p><input checked="" type="checkbox"/> Monthly  <input type="checkbox"/> Quarterly  <input type="checkbox"/> Semi Annual</p>

### B.3 Root Cause Analysis Delivery

SERVICE LEVEL NAME	
<b>Root Cause Analysis Delivery</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R                      Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level “Root Cause Analysis Delivery” measures the percentage of time Service Component Provider delivers to DIR Customer, via email, a Root Cause Analysis (RCA) within (i) ten (10) Business Days from service restoration (for Severity 1), (ii) ten (10) Business Days from request, or (iii) ten (10) Business Days from Service Level Improvement Plan initiation, or (iv) otherwise as agreed upon by DIR.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	The RCA is documented and tracked within the Problem Management process, and upon completion, is presented by the Successful Respondent Problem Management Team to the affected Customer and DIR for review and approval.  Successful Respondent will provide Root Cause Analyses on the most business-critical events, as maintained in the SMM, and as reasonably requested by DIR Customers for all other Incidents.
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	8:00 AM – 5:00 PM
<b>DAYS OF MEASUREMENT</b>	Business Days
<b>MINIMUM SERVICE LEVEL</b>	96.00%
<b>EXPECTED SERVICE LEVEL</b>	98.00%
<b>ALGORITHM</b>	The Service Level calculation for “Root Cause Analysis Delivery – Enterprise” is the total number of Root Cause Analyses that are delivered to DIR Customer within the required timeframe, divided by the total number of Root Cause Analyses delivered to DIR Customer during the applicable Measurement Window, with the result expressed as a percentage.  If the Successful Respondent misses one (1) delivery of an RCA, then the performance for this Service Level shall either be calculated using the standard algorithm, or deemed to equal the Minimum Service Level target (e.g., reported at 96%), whichever is higher.

<b>COLLECTION PROCESS</b>	<p>Problem investigations for Root Cause Analyses will be logged and tracked in the Digital MSI Service Management system. Problems will be categorized and assigned to teams who will analyze the Problem, perform and document the root cause analysis. The Problem record will be completed and progressed through the Problem Management lifecycle.</p> <p>Problem data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Service Management
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### B.4 Key Transaction Response Time

SERVICE LEVEL NAME	
<b>Key Transaction Response Time</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U   Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level “Key Transaction Response Time” measures the average response time for key transactions defined in the SMM.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Whether initiated through TPE Direct, CCP or Gov2Go Pay, Key Transaction Response Time will be monitored and measured for all key transactions, including ACH and credit card payment transactions, starting at the point the transaction is initiated by an end-user submitting payment or when a third-party invokes the TPE-direct API, and concluding with the status of that transaction being displayed back to the end-user or provided to a third-party end-point.

<b>METRIC EXCLUSIONS</b>	Events in which the root cause is determined to be outside the control of the Successful Respondent, including but not limited to DCS outages, Customer work on systems or applications.
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	99.50%
<b>EXPECTED SERVICE LEVEL</b>	99.90%
<b>ALGORITHM</b>	The Service Level calculation for “Key Transaction Response Time” is calculated, for a given measurement window, as (a) total number of transactions processed during the Measurement Window less that were less than 5,000ms divided by (b) the total number of transactions processed with the result expressed as a percentage to two (2) decimal places.
<b>COLLECTION PROCESS</b>	<p>The real-time payment transactions that are measured have the following attributes: USAS detail, authorization and capture in real time, and CVV mismatch processing.</p> <p>The production interface for making payments is instrumented to record the time of each payment request and response. The delta between these times will be used to monitor the performance of payment transactions.</p> <p>Successful Respondent will monitor and report Payment Transaction Response Time metrics based on the data collected via the integrated application instrumentation integrated into the TPE® payment processing solution. Successful Respondent will provide “Payment Transaction Response Time” metrics to the MSI ITSM.</p> <p>Final collection process will be defined prior to Commencement.</p>
<b>REPORTING TOOLS</b>	<p>As described in the process above, the following tools will be utilized:</p> <ul style="list-style-type: none"> <li>• MSI ITSM</li> <li>• MSI SLA Tracking and Reporting tool</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the SLA results for reporting will be stored in the MSI’s SLA reporting application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via MSI’s tool upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Transactions
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

## B.5 Corrective Actions

SERVICE LEVEL NAME	
<b>Corrective Actions</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R   Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level “Corrective Actions” measures the percentage of time Successful Respondent completes corrective actions within the committed timeframes.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Corrective Actions associated with all Service Component Provider Problem Tickets.
<b>METRIC EXCLUSIONS</b>	Corrective Actions internal to Successful Respondent other than those for Service Level Improvement Plans. Corrective Actions solely owned by Third Parties, not the Successful Respondent
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	90.00%
<b>EXPECTED SERVICE LEVEL</b>	95.00%
<b>ALGORITHM</b>	<p>The Service Level calculation for “Corrective Actions” is the total number of Corrective Actions that are completed within the required timeframe, divided by the total number of Corrective Actions completed plus the total number of Corrective Actions that have passed the committed timeframe, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a Corrective Action is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Corrective Action is actually closed in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation).</p> <p>(b) an open Corrective Action that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until closed; if it is closed within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until closed.</p>

<b>COLLECTION PROCESS</b>	<p>Corrective Actions will be logged and tracked in the Digital MSI Service Management system. Corrective Actions will be assigned to teams who will implement the Corrective Actions. The Corrective Actions will be progressed through the Problem Management lifecycle.</p> <p>Problem data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	<p>Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.</p>
<b>PERFORMANCE CATEGORY</b>	Incident and Problem
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### B.6 Incident Resolution Time – Level 2 & Level 3 (Severity 1 - 4)

SERVICE LEVEL NAME	
<b>Incident Resolution Time – Level 2 &amp; Level 3 (Severity 1 - 4)</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level for “Incident Resolution Time – Level 2 &amp; 3 (Severity 1-4)” measures the percentage of time Successful Respondent Resolves Level 2 and Level 3 (Severity Level 1-4) Incidents assigned by the MSI Help Desk within the applicable timeframes.</p> <p>If an Incident is escalated to a higher Severity Level, then the Resolution Time clock restarts upon escalation to the higher Severity Level. Upon escalation, a new ticket will be created and the original ticket will be cancelled. The cancelled ticket will be related to the new ticket.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	<p>Includes all Severity 1 - 4 Service Component Incidents. The applicable resolution timeframes are listed below.</p> <p><u>Severity 1 Incidents:</u></p> <ul style="list-style-type: none"> <li>• ≤ 4 hours</li> </ul> <p><u>Severity 2 Incidents:</u></p> <ul style="list-style-type: none"> <li>• ≤ 6 hours</li> </ul> <p><u>Severity 3</u></p> <ul style="list-style-type: none"> <li>• The Incident shall be Resolved within 3780 minutes (i.e. 63 hours or 7 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days.</li> </ul> <p><u>Severity 4</u></p> <ul style="list-style-type: none"> <li>• The Incident shall be Resolved within 4860 minutes (i.e. 81 hours or 9 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days.</li> </ul>
<b>METRIC EXCLUSIONS</b>	Events determined to be outside the control of the Successful Respondent, including but not limited to DCS outages, Customer work on systems or applications.
<b>HOURS OF MEASUREMENT</b>	24 hours
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	96.50%

<b>EXPECTED SERVICE LEVEL</b>	98.00%
<b>ALGORITHM</b>	<p>The Service Level calculation for “Incident Resolution Time – Level 1 &amp; 2 (Severity 1-4)” is the total number of Level 2 and Level 3 (Severity 1-4) Incidents assigned by the MSI help desk for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an open Incident that has exceeded the relevant resolution timeframe is also carried forward into subsequent Measurement Windows as a breach until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window’s calculation until Resolved.</p>
<b>COLLECTION PROCESS</b>	<p>Incident tickets will be logged in the Digital MSI Service Management system. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle.</p> <p>Incident data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Incident and Problem
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

## B.7 Chronic Incidents

SERVICE LEVEL NAME	
<b>Chronic Incidents</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Chronic Incidents” measures the number of times the same Configuration Item experiences an Incident due to the same circumstance, reason or cause.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	N/A
<b>METRIC EXCLUSIONS</b>	Events determined to be outside the control of the Successful Respondent, including but not limited to DCS outages, Customer work on systems or applications. Incidents where Root Cause Analysis has not been performed and Corrective Actions have not been implemented.  Configuration Items that do not experience any Incident for the same circumstance, reason or cause in the current Measurement Window.
<b>HOURS OF MEASUREMENT</b>	24x7
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	One (1) Chronic Incident
<b>EXPECTED SERVICE LEVEL</b>	Zero (0) Chronic Incidents
<b>ALGORITHM</b>	The Service Level calculation for “Chronic Enterprise Incidents” is the total number of Configuration Items that cause more than three Incidents, inclusive of the Incident(s) that triggered the RCA, due to the same circumstance, reason or cause, within three rolling Measurement Windows.
<b>COLLECTION PROCESS</b>	The number of Configuration Items that had three or more Incidents inclusive of the Incident(s) that triggered the RCA, within three rolling Measurement Windows due to the same circumstance, reason or cause will be entered into the Digital MSI Service Level Management Reporting system via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.

<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Incident and Problem
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### B.8 Service Request Fulfillment

SERVICE LEVEL NAME	
<b>Service Request Fulfillment</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level “Service Request Fulfillment” measures the percentage of time Successful Respondent successfully completes Service Requests on schedule. Service Requests, which are defined as requests that do not require solution proposal development, include such requests as provisioning ID access, password resets, Service Catalog requests, etc.</p> <p>Specific target timeframes are maintained in the SMM.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Service Requests shall be an agreed upon set of service requests as specified in the SMM.
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	As maintained in SMM.
<b>DAYS OF MEASUREMENT</b>	As maintained in SMM.
<b>MINIMUM SERVICE LEVEL</b>	90.00%
<b>EXPECTED SERVICE LEVEL</b>	95.00%

<p><b>ALGORITHM</b></p>	<p>The Service Level for “Service Request Fulfillment” is, for a given Measurement Period, the total number of Service Requests that are completed within the committed timeframes, divided by the total number of Service Requests scheduled for completion during such Measurement Period as well as all uncompleted Service Requests scheduled to be completed in a prior Measurement Period, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Service Request is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until resolved.</p>
<p><b>COLLECTION PROCESS</b></p>	<p>Service Requests that do not require solution proposal development will be logged and tracked in the Digital MSI Service Management System. Service Requests will be categorized and assigned to resolver teams who will work to fulfill the Service Request and progress the ticket through the service request management lifecycle. Service Request data will be uploaded to MSI Reporting tool on a daily basis. MSI Tool will filter service request tickets based on appropriate measurement criteria.</p>
<p><b>REPORTING TOOLS</b></p>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<p><b>RAW DATA STORAGE (ARCHIVES)</b></p>	<p>Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.</p>
<p><b>PERFORMANCE CATEGORY</b></p>	<p>Incident and Problem</p>
<p><b>METRIC OWNER</b></p>	
<p><b>METRIC REPORTING</b></p>	<p><input checked="" type="checkbox"/> Monthly  <input type="checkbox"/> Quarterly  <input type="checkbox"/> Semi Annual</p>

## B.9 Data Quality

SERVICE LEVEL NAME	
<b>Data Quality</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Data Quality” measures the percentage of critical attributes for key processes that meet the data quality standard. The key processes, associated critical attributes and business rules will be maintained in the SMM.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	<p>Definitions for purposes of this Service Level:</p> <p>“Key processes” mean those processes that are foundational to the delivery of services (e.g., Major Incident Management, Refresh), as defined in the SMM.</p> <p>“Critical attributes” mean the attributes associated with the Configuration Items for which quality data is necessary to successfully operate the key processes (e.g. operating system, operating system version), as defined in the SMM.</p> <p>“Business rules” mean the set of checks that will be performed to on an attribute to determine quality, as defined in the SMM.</p>
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	N/A
<b>DAYS OF MEASUREMENT</b>	N/A
<b>MINIMUM SERVICE LEVEL</b>	95.50%
<b>EXPECTED SERVICE LEVEL</b>	98.50%
<b>ALGORITHM</b>	The Service Level calculation for “Data Quality” is the total number of attributes that meet data quality standards for the CIs measured during the applicable Measurement Window, divided by the total number of attributes for the CIs measured during the applicable Measurement Window, with the result expressed as a percentage.

<b>COLLECTION PROCESS</b>	<p>The initial set of key process areas included in the measurement are: Major Incident Management, Software License Compliance, Software License Renewal, Technology Refresh, Security Information Management, and Financial Management, in each case, as applicable for Successful Respondent’s scope of work. Key processes will be confirmed at the beginning of transition. Critical attributes and applicable business rules used to measure data quality will be assessed and agreed on during transition.</p> <p>Data quality business rules will be run against the selected attributes on a regular basis within the Measurement Window. Data quality output will be loaded into the Digital MSI Service Level Reporting system on a regular basis within the Measurement Window, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
<b>PERFORMANCE CATEGORY</b>	Operations
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### B.10 Solution Proposal Delivery

SERVICE LEVEL NAME	
<b>Solution Proposal Delivery</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services

<p><b>METRIC DESCRIPTION</b></p>	<p>The Service Level for “Solution Proposal Delivery” measures the percentage of time Successful Respondent delivers a viable proposal to Customers within the committed timeframes, in response to a solution request.</p> <p>Requests are worked in the approved prioritization order of the DIR Customers. Following validation of requirements by Successful Respondent, the Successful Respondent shall deliver a proposal for each request within the timeframes as listed below:</p> <ul style="list-style-type: none"> <li>• Small – within 11 Business Days</li> <li>• Medium – within 22 Business Days</li> <li>• Large – within 33 Business Days</li> <li>• Very Large – within 44 Business Days</li> </ul> <p>When a proposal is delivered, it must include a committed timeframe for project implementation specified as Business Days from the time the project is assigned to the project pool to the implementation completion. This committed number of Business Days will be used in the “Solution Implementation” Service Level.</p> <p>Specific size criteria and guidelines shall be maintained in the SMM.</p>
<p><b>METRIC INCLUSIONS and DATA SOURCES</b></p>	<p>Each proposal submitted to Customers will be counted as a measurable event. If there are multiple proposals for one request due to requirements changes then subsequent iterations will be counted as another event. Each will count as an event and an opportunity to succeed or fail.</p>
<p><b>METRIC EXCLUSIONS</b></p>	<p>N/A</p>
<p><b>HOURS OF MEASUREMENT</b></p>	<p>24</p>
<p><b>DAYS OF MEASUREMENT</b></p>	<p>365(366)</p>
<p><b>MINIMUM SERVICE LEVEL</b></p>	<p>91.00%</p>
<p><b>EXPECTED SERVICE LEVEL</b></p>	<p>96.00%</p>

<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “Solution Proposal Delivery” is the total number of solution proposals that are delivered within the committed timeframes, divided by the total number of delivered proposals plus the total number of open proposals that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a solution proposal request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an open solution proposal request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until delivered; if it is delivered within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until delivered.</p>
<p><b>COLLECTION PROCESS</b></p>	<p>Solution proposal requests will be logged and tracked in the Digital MSI Service Management System as a Service Request. Solution proposal requests will be categorized and assigned to teams who will work to deliver a proposal and progress the ticket through the service Request Management lifecycle.</p> <p>Solution proposal data will be uploaded to Digital MSI Service Management system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<p><b>REPORTING TOOLS</b></p>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<p><b>RAW DATA STORAGE (ARCHIVES)</b></p>	<p>Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.</p>
<p><b>PERFORMANCE CATEGORY</b></p>	<p>Customer Experience</p>
<p><b>METRIC OWNER</b></p>	
<p><b>METRIC REPORTING</b></p>	<p><input checked="" type="checkbox"/> Monthly  <input type="checkbox"/> Quarterly  <input type="checkbox"/> Semi Annual</p>

## B.11 Solution Implementation

SERVICE LEVEL NAME	
<b>Solution Implementation</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Payment Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Solution Implementation” measures the percentage of time Successful Respondent successfully implements a Solution Request within the committed timeframe. All phases of the Solution implementation process are included in this measure.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	The committed timeframe is that timeframe specified in the proposal (as further described in the “Solution Implementation” Service Level) or otherwise as agreed by the requester.
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	91.00%
<b>EXPECTED SERVICE LEVEL</b>	96.00%
<b>ALGORITHM</b>	<p>The Service Level calculation for “Solution Implementation” is the total number of projects that are successfully implemented within the committed timeframes, divided by the total number of projects implemented plus the total number of projects that have passed the committed timeframe, with the result expressed as a percentage.</p> <p>Projects will be reported in the Measurement Window in which the associated Project (PPM) ticket is closed, allowing sufficient time to determine if the project was successful.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a project is assigned within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such project is actually implemented in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an uncompleted project is also carried forward into subsequent Measurement Windows as a breach until implemented; if it is implemented within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until implemented.</p>

<b>COLLECTION PROCESS</b>	<p>When the solution proposal is approved, a Project (PPM) record will be created. Final sign-off approvals will be tracked in the Digital MSI Service Management system. Upon completion of the post implementation review, the MSI Program Manager will close the Project (PPM).</p> <p>Solution implementation data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	<ul style="list-style-type: none"> <li>• Digital MSI Service Management system</li> <li>• Digital MSI Service Level Management Reporting system</li> </ul>
<b>RAW DATA STORAGE (ARCHIVES)</b>	<p>Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.</p>
<b>PERFORMANCE CATEGORY</b>	Customer Experience
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual