

State of Texas

Department of Information Resources



**Texas.gov 3.0 Procurement
Payment Services SCP**

Exhibit 3.7

Version 8.0

Deliverables and Checkpoints

RFO

DIR-ESS-TGOV-PMNT-254

CCR #	Amendment	Approval Date	Description
CCR-000288	N/A	5/10/2018	< Convert OPAG-1 to a Checkpoint Deliverable < Add OPAG-2 as a transition deliverable due 6/1/2018 < Correct GOV-01/CD-1.2 A due date to 5/8/2018 < Update Exhibit 3.7
CCR-000289	N/A	5/10/2018	< Correct GOV-01/CD-1.2 A due date to 5/8/2018 < Update Exhibit 3.7
CCR-000311	N/A	8/23/2018	< Revised due date SMM-02 CD-1.3a to 8/21/2018 < Update Exhibit 3.7
CCR-000316	N/A	9/20/2018	< Change due date of SMM-02 / CD-1.3b to 09/28/2018 < Update Exhibit 3.7
CCR-000356	N/A	9/13/2019	<Change due date of Service Management Manual Currency - Quarterly Report> <Change Annual Technology Plan and Roadmap acceptance criteria> Added dates to MGMW 1-4 MGMW-01: 07/18 MGMW-02: 08/12 MGMW-03: 08/23 MGMW-04: 09/16
CCR-000397	N/A	6/8/2020	<Revised due date of Deliverable ID RCD-CSI-2 to 7/1/2020
CCR-000415	N/A	8/31/2020	<Added DIR Shared Services Annual Review - AR-1
CCR-000431	N/A	9/29/2020	<Revised due date of ITFM-17 from 10/01/2020 to 12/01/2020 <Revised due date for AR-1 from 10/1/2020 to 10/15/2020

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 Definitions) 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 Service Level Matrix and Exhibit 3.3 Critical Deliverables .
Charges	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Exhibit 4.1 Pricing Structure .

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
GOV-03	plan checkpoint	Transition Readiness Plan Outline	Governance	Exhibit 3.3	The Successful Respondent shall provide an outline of the Transition Readiness Plan. The purpose and scope of the Transition Readiness Plan is to outline the plans and milestones for completing the transition of Services. Items to be addressed include, but are not limited to: 1. Billing process including detail for invoices; 2. Status of operating agreements between the Successful Respondent and MSI and SCPs; 3. Knowledge transfer programs; 4. Status of operations documentation; 5. Status of Projects or applications targeted for implementation at Commencement.	Publication of an outline reflecting billing process, operating agreement status, knowledge transfer programs, status of operations documentation, and status of projects.	DIR to provide: - Plan Design input - Review of and feedback on Plan outline - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan outline timeline	SCPs to provide: - Plan outline input participating in plan design sessions as appropriate, - Consultation on SCP operations, including identification of cross-SCP dependencies - Review of Plan outline as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Plan outline input participating in plan design sessions as appropriate, - Support for Plan outline development, including identification of cross-SCP and MSI dependencies - Review of Plan outline as appropriate - Early identification of Plan issues as appropriate	C	Thu 05/03/18		
MGMW-02	design	Review MGMW Payment Design	Payment	Transition Plan	Meeting to assist Texas.gov SCP in progressing toward delivery of MGMW including: • Standard Integration Developer Workshop (pending questions from SCP) • Merchant Configuration review • Testing and Certification preparation review	Record of attendance at MGMW Payment Design Meeting, through meeting minutes. Texas NIC to accept meeting minutes prepared by Texas.gov SCP.	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	Texas.gov SCP to provide: - Provide design input, lead design sessions as appropriate - Data rules as appropriate - Consultation on SCP operations - Early identification of Design issues - Confirm design of interfaces to and from SCP Systems in accordance with NIC interface specifications - Provide Questions for Developer workshop- - Prepare Meeting Minutes for acceptance by Payment SCP and DIR	C	Mon 08/12/19		
DPS OTC-01	approach	Confirm DPS OTC Payment Approach	Payment	Transition Plan	Meeting to assist Texas.gov SCP in preparing delivery approach, including: • Standard Integration method Q&A • Merchant Configuration • Common Payment Page Configuration (as required) • Testing and Certification processes • Continuity approach Q&A	Provision and review of materials and supporting documents necessary for the Texas.gov SCP to complete integrations between the DPS OTC and Payment Services, including: • Standard integration and configuration guides • Merchant Configuration guide • Testing and Certification process requirements and methods • TPE Continuity approach	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: - Approach and Workplan - Assigned contact for transition - Consultation on planned interfaces to and from SCP Systems - Continuity approach - Testing Approach	I	Fri 03/30/18		
DPS OTC-02	design	Review DPS OTC Payment Design	Payment	Transition Plan	Meeting to assist Texas.gov SCP in progressing toward delivery of DPS OTC including: • Standard Integration Developer Workshop (pending questions from SCP) • Merchant Configuration review • Testing and Certification preparation review	Record of attendance at OTC Payment Design Meeting, through meeting minutes. Texas NIC to accept meeting minutes prepared by Texas.gov SCP.	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	Texas.gov SCP to provide: - Provide design input, lead design sessions as appropriate - Data rules as appropriate - Consultation on SCP operations - Early identification of Design issues - Confirm design of interfaces to and from SCP Systems in accordance with NIC interface specifications - Provide Questions for Developer workshop- - Prepare Meeting Minutes for acceptance by Payment SCP and DIR	C	Mon 04/30/18		

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
OPAG - 01	design	Operating Agreements	Operating Agreements	Exhibit 3.6 Operating Agreements Section 5	Successful Respondent will submit Operating Agreements to DIR	Submit .docx Operating Agreement that describes the: - Joint operation and governance of the delivery of the Services - Issue escalation and resolution procedures, timelines and contacts - interdependencies	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	MSI and 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	Mon 05/07/18		
OPAG-02	design	Operating Agreements	Operating Agreements	Exhibit 3.6 Operating Agreements Section 5	Successful Respondent will submit Operating Agreements to DIR	Submit .docx Operating Agreement that describes the: - Joint operation and governance of the delivery of the Services - Issue escalation and resolution procedures, timelines and contacts - interdependencies	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	MSI and 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 6/1/2018		Yes
SMM-01 / CD-1.3a	Implement	SMM Implementation - Phase I Complete	SMM	Exhibit 3.3	Phase I of Service Management Manual Delivery	Publication of required Phase I SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase I contents and structure • Detailed descriptions of policies, processes, and procedures are documented in the manual as appropriate. • Roles and responsibilities are defined for Payment SCP and DIR, other SCPS, 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: - 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 MSI to provide: - SMM container - SMM processes including review and loading procedures	M	4/09/18	Yes	
DR-1 / CD-1.4	implement	Evidence of Disaster Recovery Plan at Commencement	ITSCM	Exhibit 3.3	The Successful Respondent shall provide evidence, through the most current annual SOC2 Type 2 report, of the existence of a Disaster Recovery Plan and the successful testing of such plan at Commencement.	Provide evidence, through an annual SOC2 Type 2 report, of the Disaster Recovery Plan and successful testing of such plan.	DIR to provide: - n/a	SCPs to provide: - n/a	M	Tue 09/04/18	Yes	
GOV-01 / CD-1.2A	plan	Transition Plan Phase 1 Complete	Governance	Exhibit 3.3	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 Payment Services 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 - Any responsibilities to be performed or resources to be provided by DIR and DIR Customers - 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 - Proposed role/ responsibility matrix MSI to provide: - Proposed role/ responsibility matrix - API specifications for any tools that Payment Services SCP will be integrating with - Any existing policies and procedures	M	Tue 05/08/18	Yes	

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
GOV-04 / CD-1.1	plan	Transition Readiness Plan Complete	Governance	Exhibit 3.3	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. Items to be addressed include, but are not limited to: 1. Billing process including detail for invoices; 2. Status of operating agreements between the Successful Respondent and MSI and SCPs; 3. Knowledge transfer programs; 4. Status of operations documentation; 5. Projects or applications targeted for implementation at Commencement.	Publication and agreement on a Transition Readiness Plan (aka operational readiness plan) as captured in an .xlsx document, at the workstream level and reporting up to the MSI or DIR Transition Program, based on the previously agreed Transition Readiness Plan outline, that describes the state of readiness of the Payment services and constituting: - A published document used to track and demonstrate readiness for DIR to "go-live" for all Payment Services as described in Exhibits 2.1.1 Cross Functional SOW and Exhibit 2.1.2 Payment Services SOW, including at a minimum: a) Billing process including detail for invoices b) Status of operating agreements between MSI and SCPs c) Knowledge Transfer programs d) Status of operations documentation e) Access & connectivity to MSI systems f) Training for Payment support staff g) Cutover Checklists h) Roll back plan and associated decision criteria i) Projects or applications targeted for implementation at Commencement 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, including identification and status of cross-SCP dependencies - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Plan input participating in plan design sessions as appropriate, - Support for Plan development, including identification and status of cross-SCP and MSI dependencies - Review of Plan development as appropriate - Early identification of Plan issues as appropriate	M	Tue 07/03/18	Yes	
CROSS-01	design	Cross Functional Design Complete	Cross Functional	Transition Plan	Support the MSI and Texas.gov SCP in the design of cross functional services.	Proof of support (e.g., process and procedure sign-off, provide requisite configuration information such as resolver queues and resources) that cross functional design specifications are successfully captured by the MSI that describes the intended scope of design for for all Payment Services as described in Exhibits 2.1.1 Cross Functional SOW.	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	MSI to provide: - Leadership, implementation, documentation of cross functional processes Texas.gov SCP to provide: - Support to design cross functional processes	I	Mon 06/04/18		Yes
DPS OTC-03	test	DPS OTC Payment System Test	Payment	Transition Plan	NIC supports testing, answer questions, resolve payment services issues.	Publication and agreement that DPS OTC Payment system testing is complete, including: - Provide Payment Services interface testing specifications - Support testing activities for Payment Services - Develop Payment Services production cutover activities	DIR to delegate representatives to the testing as appropriate. DIR to review and approve the test report.	Texas.gov SCP to provide: - Test plan development, testing coordination and project management	I	Tue 07/24/18		Yes
ITFM-15	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 .xls document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Tue 10/01/19		

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
ITFM-16	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Mon 02/03/20		
ITFM-17	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Tue 12/01/20		
ITFM-18	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Thu 04/01/21		
ITFM-19	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Fri 10/01/21		
ITFM-20	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Tue 02/01/22		

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CROSS-02	test	Cross Functional Test Complete	Cross Functional	Transition Plan	Support the MSI and Texas.gov SCP in the testing of cross functional services.	Proof of support (e.g., participated in testing activities relative to Payment Services, testing of Payment Services event management to MSI interface) that cross functional testing is complete for all Payment Services as described in Exhibits 2.1.1 Cross Functional SOW.	DIR to provide: - test input - Review of test and test progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test timeline	MSI to provide: - Leadership, implementation, documentation of cross functional processes Texas.gov SCP to provide: - Support to design cross functional processes	I	Thu 08/02/18		Yes
RCD-ASR-1	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 12/03/18	Yes	
RCD-ASR-2	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Fri 03/01/19	Yes	
RCD-ASR-3	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Sat 06/01/19	Yes	
RCD-ASR-4	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Sun 09/01/19	Yes	
RCD-ASR-5	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Sun 12/01/19	Yes	
RCD-ASR-6	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Sun 03/01/20	Yes	
RCD-ASR-7	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 06/01/20	Yes	

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
RCD-ASR-8	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 09/01/20	Yes	
RCD-ASR-9	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 12/01/20	Yes	
RCD-ASR-10	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Mon 03/01/21	Yes	
RCD-ASR-11	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 06/01/21	Yes	
RCD-ASR-12	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Wed 09/01/21	Yes	
RCD-ASR-13	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Wed 12/01/21	Yes	
RCD-ASR-14	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Tue 03/01/22	Yes	
RCD-ASR-15	report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run on the template Hosted Payments Page and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions			M	Wed 06/01/22	Yes	

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
RCD-CSI-1	plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities. - Plans should be approved 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	Mon 06/03/19	Yes	
RCD-CSI-2	plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities. - Plans should be approved 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	
RCD-CSI-3	plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities. - Plans should be approved 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	Tue 06/01/21	Yes	
RCD-CSI-4	plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities. - Plans should be approved 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 06/01/22	Yes	
DRPT-1 / CD 2.4	plan	Evidence of Security and Disaster Recovery Plans & Testing	ITSCM	Exhibit 3.3	Annual Security and Disaster Recovery Plans and Schedule as defined in Exhibit 3.3	Provide evidence, through an annual SOC2 Type 2 report in accordance with Section 9.8 of the Agreement, of the existence of a Security Plan, and the existence and successful testing of the Disaster Recovery Plan	DIR to provide: - n/a	SCPs to provide: - n/a MSI to provide: - n/a	M	Sun 09/01/19	Yes	
DRPT-1 / CD 2.4	plan	Evidence of Security and Disaster Recovery Plans & Testing	ITSCM	Exhibit 3.3	Annual Security and Disaster Recovery Plans and Schedule as defined in Exhibit 3.3	Provide evidence, through an annual SOC2 Type 2 report in accordance with Section 9.8 of the Agreement, of the existence of a Security Plan, and the existence and successful testing of the Disaster Recovery Plan	DIR to provide: - n/a	SCPs to provide: - n/a MSI to provide: - n/a	M	Tue 09/01/20	Yes	
DRPT-1 / CD 2.4	plan	Evidence of Security and Disaster Recovery Plans & Testing	ITSCM	Exhibit 3.3	Annual Security and Disaster Recovery Plans and Schedule as defined in Exhibit 3.3	Provide evidence, through an annual SOC2 Type 2 report in accordance with Section 9.8 of the Agreement, of the existence of a Security Plan, and the existence and successful testing of the Disaster Recovery Plan	DIR to provide: - n/a	SCPs to provide: - n/a MSI to provide: - n/a	M	Wed 09/01/21	Yes	

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
DRPT-1 / CD 2.4	plan	Evidence of Security and Disaster Recovery Plans & Testing	ITSCM	Exhibit 3.3	Annual Security and Disaster Recovery Plans and Schedule as defined in Exhibit 3.3	Provide evidence, through an annual SOC2 Type 2 report in accordance with Section 9.8 of the Agreement, of the existence of a Security Plan, and the existence and successful testing of the Disaster Recovery Plan	DIR to provide: - n/a	SCPs to provide: - n/a MSI to provide: - n/a	M	Wed 08/31/22	Yes	
RCD-SMC-1	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 12/03/18	Yes	
RCD-SMC-6	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Fri 03/01/19	Yes	
RCD-SMC-7	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 06/03/19	Yes	
RCD-SMC-8	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Tue 09/03/19	Yes	
RCD-SMC-9	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 12/02/19	Yes	

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
RCD-SMC-10	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 03/02/20	Yes	
RCD-SMC-11	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 06/01/20	Yes	
RCD-SMC-12	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Wed 09/02/20	Yes	
RCD-SMC-13	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Tue 12/01/20	Yes	
RCD-SMC-14	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Mon 03/01/21	Yes	

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
RCD-SMC-15	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Tue 06/01/21	Yes	
RCD-SMC-16	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	8/31/2021	Yes	
RCD-SMC-17	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Wed 12/01/21	Yes	
RCD-SMC-2	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Tue 03/01/22	Yes	
RCD-SMC-3	report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	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.	DIR to provide: - Agreement or input on proposed plan - Input on any updates made over the previous quarter	SCPs to participate in: - Input on updates made over the previous quarter that impact Payments SCP MSI to provide: - Input on updates made over the previous quarter that impact Payments SCP	M	Wed 06/01/22	Yes	

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
RCD-TPR-1	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for Payment Services as captured in a .docx document and ServiceNow PPM that includes: - Payment Services output from the Annual Technology Summit and Governance Processes - Payment Services 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. - Payment Services specification of the solutions, plans, and schedules for achieving Technology Evolution goals.	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 MSI to provide: - Information on the services environment through the MSI-provided CMDB, ITSM, and Business operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record the Technology Plan schedules and dependencies.	M	Mon 07/15/19	Yes	
RCD-TPR-2	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for Payment Services as captured in a .docx document and ServiceNow PPM that includes: - Payment Services output from the Annual Technology Summit and Governance Processes - Payment Services 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. - Payment Services specification of the solutions, plans, and schedules for achieving Technology Evolution goals.	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 MSI to provide: - Information on the services environment through the MSI-provided CMDB, ITSM, and Business operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record the Technology Plan schedules and dependencies.	M	Wed 07/15/20	Yes	
RCD-TPR-3	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for Payment Services as captured in a .docx document and ServiceNow PPM that includes: - Payment Services output from the Annual Technology Summit and Governance Processes - Payment Services 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. - Payment Services specification of the solutions, plans, and schedules for achieving Technology Evolution goals.	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 MSI to provide: - Information on the services environment through the MSI-provided CMDB, ITSM, and Business operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record the Technology Plan schedules and dependencies.	M	Thu 07/15/21	Yes	

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
RCD-TPR-4	plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for Payment Services as captured in a .docx document and ServiceNow PPM that includes: - Payment Services output from the Annual Technology Summit and Governance Processes - Payment Services 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. - Payment Services specification of the solutions, plans, and schedules for achieving Technology Evolution goals.	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 MSI to provide: - Information on the services environment through the MSI-provided CMDB, ITSM, and Business operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record the Technology Plan schedules and dependencies.	M	Fri 07/15/22	Yes	
SMM-02 / CD-1.3b	Implement	SMM Implementation - Phase II Complete	SMM	Exhibit 3.3	Phase II of Service Management Manual Delivery	Publication of required Phase II SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase I contents and structure • Detailed descriptions of policies, processes, and procedures are documented in the manual as appropriate. • Roles and responsibilities are defined for Payment SCP and DIR, other SCPs, 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: - 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 MSI to provide: - SMM container - SMM processes including review and loading procedures	M	09/28/2018	Yes	
CROSS-03	implement	Cross Functional Implementation Complete	Cross Functional	Transition Plan	Support the MSI and Texas.gov SCP in the implementation of cross functional services.	Publication and agreement on cross functional implementation as described in the Cutover activities .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness Plan for all Payment Services as described in Exhibits 2.1.1 Cross Functional SOW.	DIR to provide: - Implementation input - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of implementation timeline	MSI to provide: - Leadership, implementation, documentation of cross functional processes Texas.gov SCP to provide: - Support to design cross functional processes	M	Fri 08/31/18		Yes
DPS OTC-04	Implement	DPS OTC Payment Implementation	Payment	Transition Plan	Support for migration of DPS OTC to production, including activities to verify OTC payment service setup is complete in payment processing system.	Implementation of tasks/steps assigned to Payment Services SCP, as described in the cutover activities .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	Sat 09/01/18		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, Privacy or Confidentiality	Submit a document which adheres to the requirements in the Agreement for SOC 2 reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes a description of Successful Respondent's policies, procedures, controls and systems related to the provision of Payment services - addresses the 12-month period agreed by the parties in advance - addresses the agreed to Trust Services Principles			M	Sun 09/01/19		

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
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 adheres to the requirements in the Agreement for SOC 2 reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes a description of Successful Respondent's policies, procedures, controls and systems related to the provision of Payment services - addresses the 12-month period agreed by the parties in advance - addresses the agreed to Trust Services Principles			M	Tue 09/01/20		
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	Submit a document which adheres to the requirements in the Agreement for SOC 2 reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes a description of Successful Respondent's policies, procedures, controls and systems related to the provision of Payment services - addresses the 12-month period agreed by the parties in advance - addresses the agreed to Trust Services Principles			M	Wed 09/01/21		
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 adheres to the requirements in the Agreement for SOC 2 reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes a description of Successful Respondent's policies, procedures, controls and systems related to the provision of Payment services - addresses the 12-month period agreed by the parties in advance - addresses the agreed to Trust Services Principles			M	Wed 08/31/22		
FD-01	plan	Draft Plan to upgrade to New Merchant Processor, First Data	Payment	Transition Plan	Draft of plan to change all Texas.gov Payment Services from current WorldPay to a new merchant processor, First Data	Submit a draft document that: - Defines approach for Merchant Processor upgrade as agreed with TCPA and DIR - Identifies all impacted Texas.gov Payment Services and entities - Defines proposed schedule for upgrade of Payment Services, including milestones for establishing merchant accounts, plan for testing with TCPA, and plan for services to convert by month - Identifies impacted parties (agencies, cities, counties, etc.) and the roles and responsibilities for all participants in the upgrade	DIR: - Review and provide feedback on draft plan.		C	Sat 09/15/18		
ITFM-13	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Mon 10/01/18		

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
FD-03	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: - Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Fri 11/30/18		
FD-04	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: - Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Mon 12/31/18		
FD-05	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Thu 01/31/19		
FD-06	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Thu 02/28/19		
FD-07	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: - Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Sun 03/31/19		
FD-08	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: - Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Tue 04/30/19		

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
FD-09	report	Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Monthly report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report. - Identifies any services not migrated by target date and reason for delay.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	C	Fri 05/31/19		
FD-02	plan	Plan to upgrade to New Merchant Processor, First Data	Payment	Transition Plan	Agreed upon plan to change all Texas.gov Payment Services from current WorldPay to a new merchant processor, First Data	Publish a document that: - Defines approach for Merchant Processor upgrade as agreed with TCPA and DIR - Identifies all impacted Texas.gov Payment Services and entities - Defines proposed schedule for upgrade of Payment Services, including milestones for establishing merchant accounts, plan for testing with TCPA, and plan of services to convert by month - Identifies impacted parties (agencies, cities, counties, etc.) and the roles and responsibilities for all participants in the upgrade	DIR: - Participate in meetings/discussions with TCPA to reach agreement on approach, schedule, etc. - Review and provide feedback on plan. - Resolution of escalated issues as appropriate TCPA: - Participate in meetings/discussions to reach agreement on approach, schedule, etc. - Review and provide feedback on plan.	Texas.gov Services SCP: - Review and provide feedback on plan MSI: - Review and provide feedback on plan	M	Mon 10/15/18		
MGMW-01	approach	Confirm MGMW Payment Approach	Payment	Transition Plan	Meeting to assist Texas.gov SCP in preparing delivery approach, including: • Standard Integration method Q&A • Merchant Configuration • Gov2Go Pay Configuration (as required) • Testing and Certification processes • Continuity approach Q&A	Provision and review of materials and supporting documents necessary for the Texas.gov SCP to complete integrations between the MGMW and Payment Services, including: • Standard integration and configuration guides • Merchant Configuration guide • Testing and Certification process requirements and methods • Gov2Go Pay Continuity approach	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: - Approach and Workplan - Assigned contact for transition - Consultation on planned interfaces to and from SCP Systems - Continuity approach - Testing Approach	I	Thur 7/18/2019		
MGMW-03	test	MGMW Payment System Test	Payment	Transition Plan	NIC supports testing, answer questions, resolve Payment Services issues.	Publication and agreement that MGMW Payment system testing is complete, including: - Provide Payment Services interface testing specifications - Support testing activities for Payment Services - Develop Payment Services production cutover activities	DIR to delegate representatives to the testing as appropriate. DIR to review and approve the test report.	Texas.gov SCP to provide: - Test plan development, testing coordination and project management	I	Fri 08/23/19		
SMM-03 / CD-1.3c	Implement	SMM Implementation - Phase III Complete	SMM	Exhibit 3.3	Phase III of Service Management Manual Delivery	Publication of required Phase III SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase I contents and structure • Detailed descriptions of policies, processes, and procedures are documented in the manual as appropriate. • Roles and responsibilities are defined for Payment SCP and DIR, other SCPs, 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: - 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 MSI to provide: - SMM container - SMM processes including review and loading procedures	M	10/31/18	Yes	

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
ITFM-14	report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 6	Semi-annual forecast of Successful Respondent Charges and usage trends (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent 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 Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, and New 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	MSI to provide: - input on new services, or modifications to existing services, that could impact charges and usage trends for Payments Services	M	Mon 04/01/19		
FD-10	report	Final Monthly Report of Payment Services upgraded to First Data	Payment	Transition Plan	Final report detailing the services, by entity, upgraded from WorldPay to First Data.	Submit a spreadsheet (.xlsx document) that: - Details all payment services to be migrated, by entity, and the status for each (not started, in progress, complete, etc.) - Identifies services converted since last monthly report.	DIR to provide: - Resolution of escalated issues as appropriate TCPA: - Support for upgrade of services DIR Customers: - Support for upgrade of services	Texas.gov Services SCP: - Receive notification of and support testing for upgrades to Texas.gov Services MSI: - Communicate any new issues with migrating or migrated services to Payment Services SCP	M	Sun 06/30/19		
MGMW-04	Implement	MGMW Payment Implementation	Payment	Transition Plan	Support for migration of MGMW to production, including activities to verify Payment Service setup is complete in payment processing system.	Implementation of tasks/steps assigned to Payment Services SCP, as described in the cutover activities .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	Mon 09/16/19		
AR-1	Report	DIR Shared Services Annual Review	Governance		Complete an Annual Review for each Texas.gov Payment Service in October of each calendar year.	The Annual Review shall contain the actual service volumes against the forecasted monthly volumes for the previous year, and forecasted service volumes for the next year. In addition, the review shall contain: (i) whether the Charges are consistent with DIR's forecasts and industry norms; (ii) the quality of the performance and delivery of the Services; (iii) whether the Successful Respondent or SCPs have delivered cost saving or efficiency enhancing proposals; (iv) the level and currency of the technologies and processes employed; (v) the operations and technology strategy and direction; (vi) whether the Successful Respondent 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), and (vii) such other things as DIR may reasonably require.	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	SCP to provide to MSI: - 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 MSI to compile SCP input and publish Annual Review	M	Annually on October 15th		

Desc	Date	20 Days Prior	60 Days Prior	30 Days After	60 Days After	90 Days After
Commencement Date	9/1/2018	8/12/2018	7/3/2018	10/1/2018	10/31/2018	11/30/2018
Effective Date	3/14/2018	2/17/2018	1/8/2018	4/8/2018	5/8/2018	6/7/2018