

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



**Texas.gov Services**

**Exhibit 3.2**

**Service Level Definitions**

**DIR-ESS-TGOV-SVCS-254**

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Change Log			
CCR/CN	Amendment	Date	Description
CN-00XXX	N/A		Updated sections: <ul style="list-style-type: none"> <li>• A.9, Algorithm language revisions</li> <li>• A.13, Solution Implementation metric exclusions, algorithm and collection process language revisions</li> <li>• B.2, Invoice Dispute 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</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U   Texas.gov Services
<b>METRIC DESCRIPTION</b>	<p>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. This Service Level only applies to Applications running in production environments.</p> <p>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.</p>
<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>	<p>Individual applications and services unavailable as a result of events in which the root cause is determined to be outside the control of the Service Provider, including but not limited to DCS outages, Customer work on systems or applications, or Force Majeure Events.</p> <p>Failures that do not result in any Application incurring Downtime.</p>
<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 the 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 Service Provider.</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 Texas.gov SCP.</p> <p>The Texas.gov 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 Application Availability – Tier 2

SERVICE LEVEL NAME	
<b>Application Availability – Tier 2</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	Yes
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U   Texas.gov Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level “Application Availability – Tier 2” measures the percentage of time Tier 2 Applications are Available to the end user during the applicable Measurement Window. This Service Level only applies to Applications running in production environments.</p> <p>If Downtime occurs for a Tier 2 Application, the Outage is counted against the Application, and the Application is considered unavailable for purposes of this Service Level.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Tier 2 Applications and related CIs supporting Tier 2 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>	<p>Individual applications and services unavailable as a result of events in which the root cause is determined to be outside the control of the Service Provider, including but not limited to DCS outages, Customer work on systems or applications, or Force Majeure Events.</p> <p>Failures that do not result in any Application incurring Downtime.</p>
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	99.90%

<b>EXPECTED SERVICE LEVEL</b>	99.95%
<b>ALGORITHM</b>	<p>The Service Level calculation for “Application Availability – Tier 2” 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 the 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 Service Provider.</p>
<b>COLLECTION PROCESS</b>	<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 Texas.gov SCP.</p> <p>The Texas.gov 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>
<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>• 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.3 Application Availability – Tier 3

SERVICE LEVEL NAME	
<b>Application Availability – Tier 3</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	Yes
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U   Texas.gov Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level “Application Availability – Tier 3” measures the percentage of time Tier 3 Applications are Available to the end user during the applicable Measurement Window. This Service Level only applies to Applications running in production environments.</p> <p>If Downtime occurs for a Tier 3 Application, the Outage is counted against the Application, and the Application is considered unavailable for purposes of this Service Level.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Tier 3 Applications and related CIs supporting Tier 3 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>	<p>Individual applications and services unavailable as a result of events in which the root cause is determined to be outside the control of the Service Provider, including but not limited to DCS outages, Customer work on systems or applications, or Force Majeure Events.</p> <p>Failures that do not result in any Application incurring Downtime.</p>
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	99.80%
<b>EXPECTED SERVICE LEVEL</b>	99.90%

<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “Application Availability – Tier 3” 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 the 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 Service Provider.</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 Texas.gov SCP.</p> <p>The Texas.gov 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.4 Corrective Actions

SERVICE LEVEL NAME	
<b>Corrective Actions</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R   Texas.gov Services
<b>METRIC DESCRIPTION</b>	The Service Level “Corrective Actions” measures the percentage of time Successful Respondent completes corrective actions within the committed timeframes. This Service Level only applies to production environments.
<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 Service Provider other than those for Service Level Improvement Plans. Corrective Actions solely owned by Third Parties, not the Service Provider.
<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%

<p><b>ALGORITHM</b></p>	<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>
<p><b>COLLECTION PROCESS</b></p>	<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>
<p><b>REPORTING TOOLS</b></p>	<p>Digital MSI Service Management system Digital MSI Service Level Management Reporting system</p>
<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>

### A.5 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>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R   Texas.gov 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 Service Provider Resolves Level 2 and Level 3 (Severity Level 1-4) Incidents assigned by the MSI Help Desk within the applicable timeframes. This Service Level only applies to production environments.</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>• Tier 1 Applications ≤ 1 hour</li> <li>• Tier 2 Applications ≤ 2 hours</li> <li>• <u>Tier 3 Applications &lt; 4 hours</u></li> </ul> <p><u>Severity 2 Incidents:</u></p> <ul style="list-style-type: none"> <li>• Tier 1 Applications ≤ 2 hours</li> <li>• Tier 2 Applications ≤ 4 hours</li> <li>• <u>Tier 3 Applications &lt; 6 hours</u></li> </ul> <p><u>Severity 3: Tier 1, 2, and 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: Tier 1, 2, and 3</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 Service Provider, including but not limited to DCS outages, Customer work on systems or applications, or Force Majeure Events. Security Incidents will follow the Security Incident Management process as defined in the SMM and may be eligible for an SLA exception or as otherwise mutually agreed upon.
<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>	<p>Digital MSI Service Management system</p> <p>Digital MSI Service Level Management Reporting system</p> <ul style="list-style-type: none"> <li>•</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

### A.6 Chronic Incidents

SERVICE LEVEL NAME	
<b>Chronic Incidents</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R      Texas.gov Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level “Chronic Incidents” measures the number of times when the same Application, System, device, circuit, or a configuration item causes a Severity 1 or Severity 2 Incident within a Measurement Period under similar circumstances, reason or cause. It is evident that the resolution of such Incident has not been effective. This Service Level only applies to production environments.</p> <p>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. This Service Level only applies to production environments.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	N/A
<b>METRIC EXCLUSIONS</b>	<p>Incidents where Root Cause Analysis has not been performed and Corrective Actions have not been implemented.</p> <p>Configuration Items that do not experience any Incident for the same circumstance, reason or cause in the current Measurement Window</p>
<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>	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
<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

### A.7 Service Request Fulfillment

SERVICE LEVEL NAME	
<b>Service Request Fulfillment</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R Texas.gov Services

<b>METRIC DESCRIPTION</b>	The Service Level “Service Request Fulfillment” measures the percentage of time Service Provider 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. Specific target timeframes are maintained in the SMM. This Service Level only applies to production environments.
<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%
<b>ALGORITHM</b>	<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>
<b>COLLECTION PROCESS</b>	<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.</p> <p>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>

<b>REPORTING TOOLS</b>	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
<b>RAW DATA STORAGE (ARCHIVES)</b>	Data used to calculate the SLA results for reporting will be stored in the Digital MSI Service Level Management Reporting system 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 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

### A.8 Application Development Projects Delivered to Budget

SERVICE LEVEL NAME	
<b>Application Development Projects Delivered to Budget (Project Estimation)</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	Yes
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U Texas.gov Services
<b>METRIC DESCRIPTION</b>	The Service Level “Application Development Projects Delivered to Budget” measures the percentage of time projects are completed on-budget. On-budget project completion is defined as projects that are completed within a final cost not greater than one hundred and ten percent (110%) of the original estimated cost (or as modified to reflect changes agreed to in writing by Customer).
<b>METRIC INCLUSIONS and DATA SOURCES</b>	N/A
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	24 hours
<b>DAYS OF MEASUREMENT</b>	365 (366)
<b>MINIMUM SERVICE LEVEL</b>	90.00%
<b>EXPECTED SERVICE LEVEL</b>	95.00%

<b>ALGORITHM</b>	The Service Level calculation for “Project Estimation” is the total number of projects completed on-budget, divided by the total number of projects completed during the Measurement Window, with the result expressed as a percentage.
<b>COLLECTION PROCESS</b>	Estimated and actual project data will be maintained in the Digital MSI Service Management system. The total number of projects completed on-budget and the total number of projects completed will be entered into Service Flow by the SCP. Service Flow will calculate the result based on Web Form data. Supporting documentation containing the details of the project data will be attached to the Web Form.
<b>REPORTING TOOLS</b>	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
<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>	Application Development
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### A.9 Application Development Project Milestone Completion

SERVICE LEVEL NAME	
<b>Application Development Project Milestone Completion</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	Yes
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U Texas.gov Services

<b>METRIC DESCRIPTION</b>	<p>The Service Level “Milestone Completion” measures the percentage of time critical project milestones are completed on-time.</p> <p>On-time critical project milestone completion is defined as critical project milestones that are completed on or before the originally estimated date (or as modified to reflect changes agreed to in writing by Customer).</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Critical Project Milestones
<b>METRIC EXCLUSIONS</b>	N/A
<b>HOURS OF MEASUREMENT</b>	24 hours
<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 “Project Estimation” is the total number of critical project milestones completed on-time, divided by the total number of critical project milestones completed, with the result expressed as a percentage.</p> <p>Critical project milestones will be reported in the Measurement Window that the final Critical Milestone is completed.</p>
<b>COLLECTION PROCESS</b>	<p>Project data, including critical milestones, will be maintained by the SCP in the Digital MSI Service Management System.</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>
<b>REPORTING TOOLS</b>	<p>Digital MSI Service Management system</p> <p>Digital MSI Service Level Management Reporting system</p> <ul style="list-style-type: none"> <li>•</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>	Application Development

<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### A.10 Data Quality

SERVICE LEVEL NAME	
<b>Data Quality</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R Texas.gov 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>	Definitions for purposes of this Service Level: <b>“Key processes”</b> mean those processes that are foundational to the delivery of services (e.g., Major Incident Management, Refresh), as defined in the SMM. <b>“Critical attributes”</b> 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. <b>“Business rules”</b> mean the set of checks that will be performed to on an attribute to determine quality, as defined in the SMM.
<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. 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 as defined in the SMM.</p>
<b>REPORTING TOOLS</b>	<p>Digital MSI Service Level Management Reporting system</p> <ul style="list-style-type: none"> <li>•</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>	Operations
<b>METRIC OWNER</b>	
<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

### A.11 License and Maintenance Renewal Timeliness

SERVICE LEVEL NAME	
License and Maintenance Renewal Timeliness	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R      Texas.gov Services

<p><b>METRIC DESCRIPTION</b></p>	<p>The Service Level for “License and Maintenance Renewal Timeliness – Managed Application” measures the timeliness of all software license and hardware maintenance renewals and installs as appropriate managed by Service Provider.</p> <p>Expirations for software license and hardware maintenance are maintained in the Digital MSI Service Management system.</p>
<p><b>METRIC INCLUSIONS and DATA SOURCES</b></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>99.20%</p>
<p><b>ALGORITHM</b></p>	<p>The Service Level calculation for “License and Maintenance Renewal Timeliness – Managed Application” is the total number of license or maintenance renewals processed and installed as appropriate prior to their expiration divided by the total number of license or maintenance agreements scheduled to expire within the Measurement Window.</p> <p>For months in which the total volume of license renewals is low, such that missing three (3) renewals would result in a miss of a Minimum Service Level target or missing two (2) renewals would result in a miss of an Expected Service Level target, the following will apply:</p> <ol style="list-style-type: none"> <li>1. If the Service Provider misses three (3) renewals, then the performance for this Service Level shall be deemed to equal the Minimum Service Level target (e.g., reported as 98%).</li> <li>2. If the Service Provider misses two (2) or less renewals, then the performance for this Service Level shall be deemed to equal the Expected Service Level target (e.g., reported as 99%).</li> <li>3. If the Service Provider misses four (4) or more renewals, then the standard calculation applies.</li> </ol>

<p><b>COLLECTION PROCESS</b></p>	<p>Service Provider will provide current proof of entitlements, license renewal dates, and maintenance renewal dates to the MSI. Data will be maintained in the MSI Contract Management Module. A License and Maintenance Renewal Report will compare renewals that are due in the Measurement Window against those that met or failed the target renewal date.</p> <p>Software and hardware renewals and software installations as appropriate will be logged and tracked in the MSI ITSM system. Service Provider will receive a Service Request to renew from the MSI ITSM system.</p> <p>When appropriate a Change Request will be issued to install software. Software renewal installations will be categorized and assigned to resolver teams who will work to fulfill the request.</p> <p>Software and hardware renewal data will be uploaded to the Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate</p>
<p><b>REPORTING TOOLS</b></p>	<p>Digital MSI Service Management system</p> <ul style="list-style-type: none"> <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 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 Service Level Management Reporting system upon request by DIR.</p>
<p><b>PERFORMANCE CATEGORY</b></p>	<p>Operations</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>

### A.12 Solution Proposal Delivery

SERVICE LEVEL NAME	
<b>Solution Proposal Delivery</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No

<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R	Texas.gov Services
<b>METRIC DESCRIPTION</b>	<p>The Service Level for “Solution Proposal Delivery” measures the percentage of time Service Provider 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 Service Provider 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>	
<b>METRIC INCLUSIONS and DATA SOURCES</b>	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.	
<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>	91.00%	
<b>EXPECTED SERVICE LEVEL</b>	96.00%	

<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 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>	<p>Digital MSI Service Management system</p> <ul style="list-style-type: none"> <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 authorized users via inherent 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>

### A.13 Solution Implementation

SERVICE LEVEL NAME	
<b>Solution Implementation</b>	
<b>SERVICE LEVEL TYPE</b>	Critical Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	R Texas.gov Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Solution Implementation” measures the percentage of time Service Provider 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>

<p><b>COLLECTION PROCESS</b></p>	<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>
<p><b>REPORTING TOOLS</b></p>	<p>Digital MSI Service Management system Digital MSI Service Level Management Reporting system</p>
<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.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 Texas.gov Services
<b>METRIC DESCRIPTION</b>	The Service Level for “Change Management Effectiveness” measures the percentage of time Service Provider successfully implements Changes to Services. This Service Level only applies to production environments.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Includes all Texas.gov Service Component Changes. 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 Service Provider divided by the number of changes implemented by Service Provider, 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>	<p>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.</p> <p>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.</p>
<b>REPORTING TOOLS</b>	<p>Digital MSI Service Management system</p> <ul style="list-style-type: none"> <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>	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.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      Texas.gov 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%
<b>ALGORITHM</b>	<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 resolved 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 resolved; if it is resolved 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 resolved.</li> </ul>
<b>COLLECTION PROCESS</b>	<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>
<b>REPORTING TOOLS</b>	<p>Digital MSI Service Management system</p> <p>Digital MSI Service Level Management Reporting system</p>
<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>	Service Management
<b>METRIC OWNER</b>	

<b>METRIC REPORTING</b>	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual
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### 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      Texas.gov Services
<b>METRIC DESCRIPTION</b>	The Service Level “Root Cause Analysis Delivery” measures the percentage of time Service Component Provider delivers to DIR/Texas.gov 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. This Service Level only applies to production environments.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	<p>The RCA is documented and tracked within the Problem Management process, and upon completion, is presented by the Service Provider Problem Management Team to the affected Customer and DIR for review and approval.</p> <p>Service Provider 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.</p>
<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>	<p>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.</p> <p>If the Service Provider 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.</p>

<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>	<p>Digital MSI Service Management system</p> <ul style="list-style-type: none"> <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>	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 Response Time of Application

SERVICE LEVEL NAME	
<b>Response Time of Application</b>	
<b>SERVICE LEVEL TYPE</b>	Key Service Level
<b>CURRENTLY MEASURED</b>	No
<b>SHARE TYPE and APPLICABLE SERVICE COMPONENTS</b>	U      Texas.gov Services

<b>METRIC DESCRIPTION</b>	<p>The Service Level “Response Time of the Application” measures the percentage of time the supported applications provide appropriate response times. This Service Level only applies to production environments.</p> <p>Response times, measurement frequency, and associated test page identifiers for each supported application will be maintained in the SMM (for example, an application home page may be a representative test page).</p> <p>Material changes to test pages shall result in re-establishment of the applicable response time.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	All accesses to the application by DIR, Customers, Service Provider personnel, and any third party Authorized Users.
<b>METRIC EXCLUSIONS</b>	Events determined to be outside the control of the Service Provider, including but not limited to DCS outages, Customer work on systems or applications, or Force Majeure Events.
<b>HOURS OF MEASUREMENT</b>	24
<b>DAYS OF MEASUREMENT</b>	365(366)
<b>MINIMUM SERVICE LEVEL</b>	98.00%
<b>EXPECTED SERVICE LEVEL</b>	98.20%
<b>ALGORITHM</b>	The Service Level calculation for “Response Time of Application” is the total number of page load time responses received for the supported applications that meet the required response times divided by the total number of page load time response requests issued for the supported applications during the Measurement Window, with the result expressed as a percentage.
<b>COLLECTION PROCESS</b>	The automatic web monitoring tools will be configured to collect Response Time data for associated test page identifiers, as well as end-to-end Response times. The tools will provide a Response Time report on a daily, weekly and monthly basis. The data from these reports will be fed to MSI tool on a regular basis.
<b>REPORTING TOOLS</b>	Appdynamics, Splunk, Nagios, Cloudwatch, SevOne
<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