

**State of Texas
Department of Information Resources**



Texas.gov Services

**Exhibit 3.4
Performance Analytics**

DIR-ESS-TGOV-SVCS-254

Table of Contents

1. OPERATING MEASUREMENTS	3
1.1. SERVICES GROWTH	3
1.2. CUSTOMER SATISFACTION	4
1.3. SERVICE QUALITY	4
1.4. VALUE	5
1.5. SECURITY	5
1.6. NUMBER OF APPLICATIONS AVAILABLE THROUGH THE TEXAS.GOV PORTAL	6
1.7. NUMBER OF OFFLINE TRANSACTIONS.....	6
1.8. TOTAL REVENUE – TEXAS.GOV	6
2. OPERATIONAL REPORTS.....	6

1. OPERATING MEASUREMENTS

This Section sets forth qualitative descriptions of the Operating Measurements (OMs). The business objectives and commencement of obligations associated with such Operating Measurements are set forth in **Exhibit 3.1 Service Level Matrix** and shall be documented and updated in the Service Management Manual.

The MSI and the Successful Respondent will acknowledge and agree that the MSI will assist and coordinate the delivery of Services to DIR and Customers. Similarly, the MSI will report the Operating Measures defined below based on information collected by the MSI through the MSI provided systems and processes as defined in the Service Management Manual (SMM) and through data provided by the Successful Respondent to the MSI for reporting purposes.

1.1. Services Growth

These Operational Measurements align with the Enterprise Shared Services Growth KPI. The calculation for this metric includes five (5) different OMs.

1. Growth in number of Customers: The calculation for this metric is the increase in number of Customers for a given Measurement Window, divided by the number of Customers at the end of the previous Measurement Window, with the result expressed as a percentage.
2. Growth in Services volume:
 - The calculation for this metric is the change in total volume of Application Instances in production for a given Measurement Window, divided by the total Application Instances in production for the previous Measurement Window, expressed as a percentage. Volumes normalized to account for anomalies or unusual one-time events.
 - The calculation for this metric is the change in total Constituents enrolled in the My Government My Way Service for a given Measurement Window, divided by the total Constituents enrolled in the My Government My Way Service, for the previous Measurement Window, expressed as a percentage.
 - The calculation for this metric is the change in total Transactions (Revenue/Non-Revenue) for a given Measurement Window, divided by the total Transactions (Revenue/Non-Revenue) for the previous Measurement Window, expressed as a percentage.
3. Growth in number of discrete Services offered: The calculation for this metric is the increase in the number of discrete Application Services representing unique, production-ready Application Services offered at the end of a given Measurement Window, divided by the total number of discrete Applications offered at the end of the previous Measurement Window, expressed as a percentage.
4. Growth in Service spend per Customer: The calculation for this metric is the change in the average Services spend per Customer divided by the average Service spend per Customer from the previous Measurement Window, expressed as a

percentage.

5. Growth in Service spend per Customer other than State Agencies: The calculation for this metric is the change in the total spend of Non-State Agency Customers divided by the total spend of Non-State Agency Customers from the previous Measurement Window, expressed as a percentage.

1.2. Customer Satisfaction

These Operational Measurements align with the Enterprise Customer Satisfaction KPI and includes six (6) different OMs.

1. Percentage Customers “Satisfied” – Executive Level: The calculation for this metric is the number of Texas.gov Customers at the Executive Level who respond to the standard administered satisfaction survey with a score associated with “Satisfied” or higher, divided by the total number of Customers at the Executive Level who responded to the survey for the same Measurement Window.
2. Percentage Customers “Satisfied” – Operational Level: The calculation for this metric is the number of Texas.gov Customers at the Operational Level who respond to the standard administered satisfaction survey with a score associated with “Satisfied” or higher, divided by the total number of Customers at the Operational Level who responded to the survey for the same Measurement Window.
3. Monthly Customer Scorecard – Acceptable: The calculation for this metric is the change in the number of customer responses that resulted in a rating of Acceptable or higher over total number of customer responses, expressed as a percentage, from the previous Measurement Window.
4. Monthly Customer Service Desk Survey: The calculation for this metric is the change in the number of customer responses that resulted in a rating of Acceptable or higher over the total number of customer service desk survey responses, expressed as a percentage, from the previous Measurement Window.
5. Monthly constituent portal survey: The calculation for this metric is the change in the number of constituent responses that resulted in a rating of Agree or higher, over the total number of constituent responses, expressed as a percentage, from the previous Measurement Window.
6. Monthly constituent application survey: The calculation for this metric is the change in the number of constituent responses that resulted in a rating of Agree or higher, over the total number of constituent responses, expressed as a percentage, from the previous Measurement Window.

1.3. Service Quality

These Operational Measurements align with the Enterprise Service Quality KPI and includes six (6) different OMs.

1. Percentage of service levels meeting Expected Targets: The calculation for this metric is the number of Service Levels that achieve their Expected Target or better for a given Measurement Window, divided by the total number of Service Levels in effect during that same Measurement Window.

2. Percentage of automated processes: The calculation for this metric is the number of in-scope processes which are wholly or substantially automated, divided by the total number of in-scope processes, expressed as a percentage. The Service Management Manual will serve as a reference for identifying the number of processes.
3. Percentage of change in number of Major Incidents: The calculation for this metric is the net change in the number of Major Incidents within a given Measurement Window, divided by the number of Major Incidents at the start of that Measurement Window, expressed as a percentage.
4. Service request fulfillment in average number of Business Days: The calculation for this metric is the average number of Business Days from the creation of a Customer Service Request to the point the Request is completed, expressed in number of Business Days.
5. Percentage of software at or above n-2: The calculation for this metric is the number of software assets in the CMDB that are at n-2 or higher for a given Measurement Window divided by the total number of software assets in the CMDB during that same Measurement Window, expressed as a percentage.
6. Percentage of hardware less than five (5) years old: The calculation for this metric is the number of hardware assets in the CMDB that are less than five (5) years old for a given Measurement Window divided by the total number of hardware assets in the CMDB during that same Measurement Window, expressed as a percentage.

1.4. Value

These Operational Measurements align with the Enterprise Value KPI and includes three (3) different OMs.

1. Percentage of spend within market range: The calculation for this metric is the sum of all Texas.gov spend within five percent of their respective comparable market range for that service, divided by the total of all spend, expressed as a percentage.
2. Percentage of service requests self-provisioned through service catalog: The calculation for this metric is the number of Texas.gov Services Requests procured through an automated process via the Service Catalog divided by the number of Service Requests procured via the Service Catalog for that Measurement Window, expressed as a percentage.
3. Monthly Customer Scorecard – Acceptable: The calculation for this metric is the change in the number of customer responses that resulted in a rating of Acceptable or higher over total number of customer responses, expressed as a percentage, from the previous Measurement Window.

1.5. Security

These Operational Measurements align with the Enterprise Security KPI and includes three (3) different OMs.

1. Change in Risk based on vulnerability scan measures: The calculation for this metric is the net change in vulnerability scan result risk by comparing the following

formula for the current Measurement Window to that of the previous Measurement Window.

- i. (Multiplier of critical x defects) + (Multiplier of high x defects) + (Multiplier of medium x defects) + (Multiplier of low x defects)
2. License and Maintenance renewal timeliness: This metric is reported monthly as a Critical Service Level in accordance with **Exhibit 3.1 Service Level Matrix**.
3. Percentage of Software that is supported: The purpose of this software currency measure is to monitor the overall quality and security of the Services offered by measuring the extent of all software that is supported by the manufacturer. The calculation for “Percentage of Software that is Supported” is the number of software assets in the CMDB that are at supported over the total number of software assets in the CMDB, expressed as a percentage.

1.6. Number of Applications Available Through the Texas.gov Portal

The purpose of this measure is to track the number of Active Texas.gov Portal Applications.

The calculation for “Number of Applications Available Through the Texas.gov Portal” is, for a given month, the total number of Active Texas.gov Portal Applications, with the result expressed as a whole number.

1.7. Number of Offline Transactions

The purpose of this measure is to track the total number of Offline Transactions (i.e., cash transactions) by application and Customer occurring through the Texas.gov Applications.

The calculation for “Number of Offline Transactions” is, for a given month, the total number of Transactions, with the result expressed as a whole number.

1.8. Total Revenue – Texas.gov

The purpose of this measure is to track the Total Revenue dollars generated from the Texas.gov Program.

The calculation for “Total Revenue – Texas.gov” is, for a given month, the total number of Revenue Dollars generated through Texas.gov Services, with the result expressed as currency with two decimal places. Total Revenue report should designate dollars by type of transaction, to include, but not limited to, Credit Card, ACH, and Offline transactions. Transactions should be further broken down by Customer, application, and application instance where applicable.

2. OPERATIONAL REPORTS

The Successful Respondent’s responsibilities include at a minimum:

- 1) Providing all Reports currently being provided by the Incumbent Service Provider, including:

- a. Those Reports listed in **Exhibit 3.4-A Reports**, including those reports contemplated in **Exhibit 3.4-A**, but not in production;
 - b. According to the format, content, and frequency as noted in **Exhibit 3.4-A**.
 - c. In compliance with report specifications identified in a formal reports development process (e.g., requirements, development, test, acceptance, production ready) to be completed for each designated Report prior to the Commencement Date.
- 2) Providing ad hoc reports as requested by DIR in compliance with processes outlined in the Service Management Manual.
 - a. Where practical provide the capability for DIR and DIR Customers to request Reports based on standard data provided via the Portal.
 - b. Provide capability for DIR or DIR Customer to generate ad hoc reports via the reporting tool.
 - 3) Delivering all Reports requested within other documents that are referenced as requirements in other Exhibits.
 - a. In compliance with report specifications identified in a formal reports development process (e.g., requirements, development, test, acceptance, production ready) to be completed for each designated Report prior to Commencement Date.
 - 4) Modifying the format, content, and frequency of any Report as requested by DIR during the Term, subject to Change Management procedures.
 - 5) At a minimum, provide all Reports via the Portal through a real-time web-accessible reporting dashboard.
 - 6) Provide access statistics for Reports presented via the Portal at the request of DIR.
 - 7) Providing soft or hard copies of Reports as requested by DIR.