

State of Texas

Department of Information Resources



Texas.gov Services

Exhibit 3.4-A

Reports

DIR-ESS-TGOV-SVCS-254

Overview

This Exhibit contains a summary description of the format, content, and frequency of key reports required by DIR and Customer.

NOTE: The reports listed under the following Report Categories apply to all Service Components: Scorecard; Finance; CMDB/Software Reports; SLAs; and, Strategic.

Column Name	Column Description
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report ID	Identification title of the report, if applicable
Report Name	Name of report
Description	Short description of the report and report content
Milestone Deliverable Date (if other than Commencement)	The milestone deliverable date for each report
Frequency	How often the report is distributed.
Recipient	DIR or DIR Customer for whom report is created.
Report Location	Where the report is published (i.e., Portal, etc...)
Report Generator Tool	Tool from which the Service Provider creates the report
New or Existing Report	If the report is currently provided by the Existing or being requested New
Report Data and Creation	Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report.

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI publishes all reports. Column		
											MSI	Texas.gov Services	Texas.gov Payment
	Scorecard												
		DCS-OPS-SCD01	Monthly Service Provider Scorecard	Service Delivery Solution Group approved Customer Scorecard of Vendor's Performance.		Bi-Monthly	DIR, Customer	Web Portal	ServiceFlow	Modification of Existing	C,D	D	D
	DCS Customer Downloads												
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD01	Open items by DIR Shared Service Customer (e.g., Incidents, Requests, Problems and Changes)	For all open Incidents, Problems, Requests, Changes by DIR Shared Service Customer for all Service Components as applicable.		Daily	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD02	Resolved Incidents and Closed Changes	For all Resolved Incidents and Closed Changes by DIR Shared Service Customer for all Service Components as applicable.		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-DIRCD03	Application Monitoring Report	All Applications associated with Attachment 4-E Application monitoring and as identified by DIR Shared Service Customer; other contents TBD.		Monthly	DIR, Customer	Web Portal	SevOne and ServiceFlow	New	C,D	D	D
Ex 2.1 A.2.1.2		DCS-OPS-DIRCD04	Application Availability Report	Incidents of unavailability related to Texas.gov Services		Monthly	DIR, Customer	Web Portal	ServiceFlow	New	C,D	D	D
	CMDB / Asset Reports												
Exh 2.1 A.1.5.3		DCS-OPS-SACM01	CMDB Update Requests	Listing of all Configuration Items in CMDB that have an open Change Management ticket assigned to them.		Weekly	DIR, Customer	Web Portal	BMC Analytics	Existing	C,D	D	D
MSI 2.1 A.3.9.1		DCS-OPS-SACM02	Asset Change Activity Report	List of Configuration Items that have been Decommissioned, deleted and additions to CMDB.		Monthly	DIR, Customer	Web Portal	ServiceFlow	Modified of Existing	C,D	D	D
MSI 2.1/A.3.9.1		DCS-OPS-SACM04	Asset Inventory and Management	Produce periodic reports as necessary, and respond within designated timeframes to queries and requests concerning the inventory data or supporting information. At a minimum, such reports shall include: Exception reports on errors and corrections, by DIR Shared Service Customer; and Reports on the results of periodic audits and inventories.		As needed	DIR	Web Portal	BMC Analytics	Existing	C,D	D	D
		DCS-OPS-SACM05	CMDB Logical / Physical Inventory Reconciliation Report	Report of update and reconciliation of CMDB (after initial asset inventory and logical relationship mapping) to e-discovery data.		Weekly	DIR, Customer	Web Portal	BMC Analytics	New	C,D	D	D
			Asset inventory Summary Reports	Provide integrated Asset Inventory reports in a formats agreed with DIR at various aggregated levels by Customer, STC MSI and Third Party Vendor that, at a minimum, includes: Provides statistics, lists and charts illustrating the assets in the STC supported environment. Provides a summary with drill-down details of all assets. Provides DQM reconciliation summary and detail reports with the inputs, processing and outputs from the DQM reconciliation process Provides reports on Incidents, Problems and Changes by asset.		Weekly	DIR	Web Portal	TBD	Existing	C, D	D	D
	Capacity Reports												

											MSI publishes all reports. Column		
Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services	Texas.gov Payment
			Capacity Management Report	Publish regular Capacity Management reports to Customers, which at a minimum will include current/recent utilization (and trends) compared to normal utilization, Service Levels, and previously identified baselines. Produce monthly reports on the current usage of resources, trends and forecasts and exceptions, in a format agreed to by DIR, that at a minimum includes the following: enabling visibility into the overall service health performance and trends based on utilization, availability, and technology currency Visibility into capacity-related Incidents and Problems		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C, D	D	D
			Availability Management Report	Provide a monthly report in a format agreed upon with DIR that, at a minimum, includes the following: Compare performance and Availability statistics for each Application/environment with planned performance and Availability. Provide a list of all Outages by DIR Customer, linked to an Incident, including the date and time the Outage commenced, its duration, and the affected infrastructure and Applications. Provide trend analysis of the performance for each Application and Environment during the thirteen (13) most recent months Report on proposed preventative maintenance activities. Provide DIR with recommendations of preventative maintenance options. Provide regular reporting with respect to the following measures for all services and components for both current reporting period and trend over the prior twenty-four (24) months, and make available through the Portal: Number and impact of instances of unavailability. Mean time to restore. Mean time between Service/System Incidents. Mean time between failure. Cost and impact of unavailability. Provide regular reporting on the Availability of Service Management Systems (e.g. Incident Management, Request Management, Capacity Management) and the impact on Service Provider(s) ability to provide Services.		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
	Change Management												
MSI 2.1/A.1.4.5		DCS-OPS-CHG01	All Open Changes - DIR Shared Service Customer	Report all Open changes, high risk, past Due, three month look ahead. Includes at a minimum a breakdown of metrics by type, category, priority, effected service or system, and success/failure. Provide integrated CAB reports containing all changes (both digitally and traditionally managed) in a formats agreed with DIR that, at a minimum, includes: The status of all Changes active at the beginning of the week and all Changes raised during the week. The Changes to be implemented the following week. The Changes submitted for approval. Change Advisory Board method used for review and approval (e.g., digital CAB, traditional meeting) Provide statistical reporting on change activity to DIR as requested. Maintain a list of changes reclassified as standard and associated justification.		Daily/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Modification of Existing	C,D	D	D

											MSI publishes all reports. Column		
Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services	Texas.gov Payment
			Enterprise Change Reports	Report all Open changes, high risk, past Due, three month look ahead. Includes at a minimum a breakdown of metrics by type, category, priority, effected service or system, and success/failure. Provide integrated CAB reports containing all changes (both digitally and traditionally managed) in a formats agreed with DIR that, at a minimum, includes: The status of all Changes active at the beginning of the week and all Changes raised during the week. The Changes to be implemented the following week. The Changes submitted for approval. Change Advisory Board method used for review and approval (e.g., digital CAB, traditional meeting) Provide statistical reporting on change activity to DIR as requested. Maintain a list of changes reclassified as standard and associated justification.		Daily/ Monthly	DIR	Web Portal	ServiceFlow	New	C,D	D	D
	Disaster Recovery												
		DCS-OPS-DR01	Application DR Recovery Time Objective (RTO) and Recovery Priority	List of Applications for DR - by DIR and DCS Customer. Source of RTO data is the CMDB.		Monthly	DIR, Customer	Web Portal	BMC Analytics	Existing	C,D	D	D
		DCS-OPS-DR02	Equipment DR Priority	List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DCS Customer.		Monthly	DIR, Customer	Web Portal	BMC Analytics	Existing	C,D	D	D
Exh 2.1 A.2.4.4		DCS-OPS-DR03	DR Test Results	Results achieved, comparison of the results the to the measures and goals identified in respective plans. Plan and schedule to remedy any gaps revealed during testing.		As Requested	Customer	Web Portal	Word	Existing	C,D	D	D
		DCS-OPS-DR04	DR Test Schedule	List of all the DR tests scheduled.		Annual	DIR, Customer	Web Portal	Word	Existing	C,D	D	D
	Finance												
		DCS-OPS-FIN01	DIR Shared Service DIR Invoice	DIR Invoice.		Monthly	DIR, Finance	Email, Web Portal	ITFM	Existing	C,D	D	D
Exh 2.1 A.2.5.4		DCS-OPS-FIN02	Invoice Dispute Metrics	Invoice dispute statistics including dispute aging and log.		Bi-Weekly	DIR, Finance	Web Portal in a downloadable format	HAL	Existing	C,D	D	D
		DCS-OPS-FIN03	HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors.		Monthly	DIR, Finance and DIR HUB Coordinator	Web Portal in a downloadable format	Excel	Existing	C,D	D	D
		DCS-OPS-FIN04	Charges Forecast Report	Forecast of Charges trends and projected demand.		Semi-Annual	DIR, Finance	Web Portal in a downloadable format	Excel	Existing	C,D	D	D
		DCS-OPS-FIN05	Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details).		Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	Existing	C,D	D	D
		DCS-OPS-FIN06	Aged A/R Report	Aging receivables comparison between MSI/SCPs and DIR.		Monthly	DIR, Finance	TBD	TBD	Existing	C,D	D	D
		DCS-OPS-FIN07	CMDB Validation Reports	Auditing CMDB asset Status for critical/billable inventory fields and correlating date stamps.		Monthly	DIR, Finance	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-FIN08	Variable Charge Trend Reports	Shows growth/decline in Variable Charges over the past 18 months and how current volumes fit within the band.		Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	Existing	C,D	D	D
		DCS-OPS-FIN10	Service Level Credit and Earnback Report	Tracks all SLA credits invoiced at the DIR level and any prior period adjustments to credits in the appropriate month of service. Indicates whether and what portion of a credit in each SLA performance measure has lost earn back and what portion remains eligible for earn back.		Monthly	DIR, Finance	Web Portal	Excel	Modification of existing	C,D	D	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI publishes all reports. Column		
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		DCS-OPS-FIN13	Do Not Destroy (DND) Report	Listing of Do not Destroy tapes by DCS Customer, incident, tape type, start date and end date.		Quarterly	DIR, Finance	Web Portal	Excel	Existing	C,D		
			Texas.gov Financial Report	Financial reporting (includes # of transactions, dollars received, agency, application, instance, state/local dollars, online fees received) for both online and offline; and by ACH, cash and credit card.		Monthly	DIR, Customer	Web portal	TBD	New	C, D	D	D
	Incident												
MSI 2.1 A.1.2.2		DCS-OPS-INC01	Executive Operations Review Report	Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs.		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC02	Average Close Time Trend	Chart - Average Incident close time - 6 month view.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC03	Average Resolution Time Trend - Hardware	Chart- Average Resolution time for P1 & P2 Incidents HW Break/Fix - 6 month view. (Only applies to VIC hardware)		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC04	Average Resolution Time Trend - Non Hardware	Chart - Average Resolution time for Non HW P1 & P2 - 6 month view.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC05	Customer Closure Time	Chart - Incident Customer Closure Time for P1 & P2.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC06	Daily Status Report	Listing of all Open P1 & P2 Incident tickets.		Daily	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC07	Distribution of Resolution Time	Chart - Incident Distribution of Resolution Time for P1 & P2.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC08	Incident & Change Dashboard	Summary of Incident / Change tickets.		Daily	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC09	Incidents Caused by Changes	Summary of Incidents caused by Change requests.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-INC11	Incident Upgrade Report	Summary of Incident tickets where priority is upgraded.		Adhoc	DIR, Customer	Web Portal	BMC Analytics	Existing	C,D	D	D
		DCS-OPS-INC13	P3/P4 Remedy Incidents	Multiple charts detail P3 / P4 Incidents - age, type, resolution.		Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
Ex 2.3 A.5.3, A.6.1, A.7.2		DCS-OPS-INC15	Quarterly Integrity Restore Report	Quarterly restore from backup, status and ticket information. Report on the verification of backup restore function. Information updated weekly.		Daily / Quarterly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D

											MSI publishes all reports. Column		
Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services	Texas.gov Payment
			Monthly Incident Management Report	Key issues relating to Incident Management processes. Number of Incidents during the month, grouped by severity, service, agency, region, classification or other criteria as appropriate. List of Incidents, short description, reference number, and a shortcut to detailed description. Detailed description, including timing of activities. Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR and Customers, which include: The number of Incidents. Sources of the Incidents. Frequency regarding the types or categories of Incidents. The duration of open Incident (average and quantities by age). Number and percentage of Incidents Resolved upon first contact. Trending metrics in terms of MTTRS (mean time to restore service) by category, priority and by service or SLA. Number and percentage of SLA impacting Incidents. Number and percentage of Incidents (by category, priority, service and SLA) that were handled within the SLA targets. Number and percentage of Incidents (by category, priority, service and SLA) reopened. Number and percentage of Incidents (by category, priority, service and SLA) reoccurring. Number and percentage of Incidents that have resulted in the creation of problem records. Percentage (by category, type and priority) of Incidents that were resolved by use of an Incident Model; Number and percentage of Incidents escalated by organization, category, priority and Service.		Monthly	DIR, Customer	Web portal	TBD	Existing	C, D	D	D
			Enterprise Event Management Report	Provides statistics, lists and charts illustrating the Events collected in the STC supported environment including the number of, source, destination and type of event. Provides reports on Incidents and Problems initiated by the Enterprise Event Management system with trends over the past 13 months. Number of events per CIs. Number of occasions when an event is collected and can't be matched with a CI Summary and details of events which resulted in an automated correction made to remediate errors. Statistical information about the number of, source, destination and type of event.		Weekly	DIR	Web Portal	TBD	New Report	C, D	D	D
	Projects												
Exh 2.1 A.1.6.2 MSI 2.1/A.1.4.3		DCS-OPS-PROJ01	Project and Procurement Status	Master Project and Procurement list. Status of all solution requests - includes custom and commodity procurements, catalog requests, RFNS. Includes status of all server builds and focus list priorities. Includes status of solution requests assigned to standard resources and project pool resources.		Weekly	DIR, Customer	Web Portal	Clarity	Existing	C,D	D	D

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI publishes all reports. Column		
											MSI	Texas.gov Services	Texas.gov Payment
MSI 2.1 A.3.8.1		DCS-OPS-SOFTW01	Software Installs and Upgrades Applied	Understand what changes have been made to H/W from a Software perspective. Provide a list of installs and upgrades that have been performed and the H/W those installs and upgrades were made upon.		Monthly	DIR, Customer	Web Portal	ServiceFlow	New	C,D	D	D
MSI 2.1		DCS-OPS-SOFTW02	Software License Compliance Position Reporting - DCS Customer	Enable Agencies to understand their Software License Compliance position by Manufacture and Software Product. Provide a multi-tier report that shows by agencies the number of software products they have installed in their environment based on what is compliant and non-compliant.		Monthly	DIR, Customer	Web Portal	ServiceFlow	New Report	C,D	D	D
		DCS-OPS-SOFTW03	Software License Compliance Position Reporting - MSI and SCP	Report License Compliance of software owned by MSI and SCP. The report shows an ownership and compliance of a software product by license type count compared to the effective deployed/used by Server Instance.		Quarterly	DIR, Customer	Web Portal	ServiceFlow	New Report	C,D	D	D
Exh 2.1 A.3.9.2		DCS-OPS-SOFTW04	Unauthorized Software Report	2.3. Report on Equipment with the presence of any unauthorized or non-standard Software. Additional Clarification: Assist in ensuring that unauthorized software is not installed in the environment. Also, provide information about equipment that does not have the current set of standard software installed.		Monthly	DIR, Customer	Web Portal	ServiceFlow	N	C,D	D	D
	Contract Management												
MSI Exh 2.1 A.3.3.3		DCS-OPS-CONTR01	Software and Hardware Contracts by DCS Customer by Expiration	Assist DCS Customer in renewing Maintenance Contracts in a timely manner. Understand what Maintenance Contracts a DCS Customer has and how much time is remaining. List Maintenance Contracts for which the Maintenance renewal date has past.		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-CONTR02	Software & Hardware Maintenance/Support Agreements	Assist in ensuring that all Servers have Maintenance and Support agreements and that we do not have Maintenance and Support agreements for Servers that are no longer in use. Provide a list of Servers and the Maintenance and Support agreement associated with the server. For each Maintenance and Support agreement show the expiration date.		Monthly	DIR, Customer	Web Portal	ServiceFlow	New Report	C,D	D	D
	Service Requests												
MSI 2.1/A.1.7.1		DCS-OPS-REQ01	Monthly Service Request Report	Progress toward fulfillment and status of all Service Requests, committed fulfillment times, anticipated completion times and status, ownership and activities toward fulfillment and changes in service request status throughout the service request lifecycle. see section MSI 2.1 A.1.7.3		Monthly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-REQ02	P3/P4 User Requests	Chart of P3 & P4 open request tickets.		Weekly	DIR, Customer	Web Portal	ServiceFlow	Existing	C,D	D	D
Exh 2.1 A.1.6.2		DCS-OPS-REQ03	Service Request Report	Show weekly demand snapshot and monthly trends of: Resource hours as listed in Clarity, Server count with the categories of (Physical, Virtual, Existing brought into DIR Shared Service Scope, Upgrade only, ADC/SDC/LDC), Time to Solution, Time to Implement and Backlog of Pre Solution, Solution, Implementation.		Weekly	DIR, Customer	Web Portal	Clarity	Existing	C,D	D	D
	Risk												
Exh 2.1, A.2.6, 7.7.1		DCS-OPS-RISK01	Risk Mgmt Meeting Status Reports	Conduct regularly scheduled Risk Management meetings. Document and publish meetings status reports to all relevant stakeholders, including DIR, other Service Component Provider(s) and authorized Third Party Vendors.		Annually	DIR	Web Portal	Excel	Existing	C,D	D	D

											MSI publishes all reports. Column		
Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	Texas.gov Services	Texas.gov Payment
	<u>SLAs</u>												
MSI Exhibit 3		DCS-OPS-SLA01	Individual Monthly Reports for Critical Service Levels	Enterprise compliance reporting for Critical Service Levels		Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D
MSI Exhibit 3		DCS-OPS-SLA02	Individual Monthly Reports for Key Service Levels	Enterprise compliance reporting for Key Service Levels		Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D
MSI Exhibit 3		DCS-OPS-SLA03	Various reports and data required to validate SLAs	Detailed element data to validate SLA.		Monthly	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D
MSI Exhibit 3		DCS-OPS-SLA04	Monthly SLA Report by DIR Shared Services Customer	Customer-level compliance reporting for Critical Service Levels and Key Service Levels		Monthly	DIR	Web Portal	ServiceFlow	New	C,D	D	D
	<u>Security</u>												
		DCS-OPS-SEC01	Daily Managed Security Service Report	Daily security dashboard: scan results, OEM security/vulnerability announcements, previous 7-day window, open tasks/incidents, security tickets.		Daily	DIR	Web Portal	ServiceFlow	Existing	C,D	D	D
		DCS-OPS-SEC02	Monthly Security Incident Reports (SIRS)	List of Security Incidents and their status		Monthly	DIR, Customer	Web Portal	ServiceFow	Existing	C,D	D	D
MSI 2.1/A.2.6.1 MSI 2.1/A.2.6.2 MSI 2.1/A.2.6.4 MSI 2.1/A.2.6.5 MSI 2.1/A.2.6.6		DCS-OPS-SEC03	Monthly Security Status Review	Roll-up of multiple sources: Monthly Security Updates Monthly Mainframe Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DFPS status report Monthly Documentation and Process status reports (PPM updates, ISeC updates, etc.) Monthly ISeC status reports (number of exceptions, number pending, DCSCustomer issues with ISeC implementation (delays in implementation, DCS Customer failure to submit exceptions, etc.) Monthly Antivirus/Malware status report Monthly Security Reports information derived from ISS Security Services		Monthly	DIR	Web Portal	Web Portal	Existing	C,D	D	D
		DCS-OPS-SEC05	DCS Portal Access Review Report	List of who has access and last use of that access.		Bi-Annual	DIR, Customer	Web Portal	Excel	Existing	C,D	D	D
		DCS-OPS-SEC06	Semi-Annual Privileged ID Report	DCS Customer Privileged ID report; validating what is in Security Clearance Database to what is coming from each SCP.		Weekly	Customer	Web Portal	BMC Analytics	Existing	C,D	D	D
		DCS-OPS-SEC09	Monthly On-boarding/Off-boarding Report	Identify new personnel on-boarded and off-boarded personnel.		Monthly	DIR	Web Portal	ServiceFlow	New	C,D	D	D
			Access Management Report	Report on all Access Requests and their status, access rights granted or removed, approver and dates of the request lifecycle.		Weekly	DIR, Customer	Web Portal	ServiceFlow		C, D	D	D
			Security Initiative Reports	Current status reports of any security initiatives. Criteria dependent on the initiative		Weekly	DIR	Web Portal	TBD		C, D	D	D
	<u>Post Transition</u>												

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI publishes all reports. Column		
											MSI	Texas.gov Services	Texas.gov Payment
		DCS-OPS-OTHR07	Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, actions identified and tracked.		Monthly	DIR	Email	Excel, PowerPoint	New	C,D	D	D
MSI 2.1/A.1.1.13		DCS-OPS-OTHR12	Action Plan for Suggested Improvements to Successful Respondent's Service	Report on Progress and improvements made.		Quarterly	DIR	Web Portal	TBD	Existing	C,D	D	D
MSI 2.1/A.4.3		DCS-OPS-OTHR08	Operations Documentation	Report the assessment of operations documentation findings to DIR and DCS Customers on a regular basis, and where it is determined that documentation is inaccurate (e.g. erroneous or out of date), correct and replace such documentation.		As needed	DIR, Customer	Web Portal	Excel	Existing	C,D	D	D
MSI 2.1/A.4.6.3		DCS-OPS-OTHR10	Training for Successful Respondent Personnel	Report on the effectiveness of such training and the metrics associated with each staff that received training.		Annual	DIR	Web Portal	Excel, PowerPoint	New	C,D	D	D
	Executive & Leadership												
			DIR Board Report	Executive level Report on metrics and statistics for all Shared Services Programs - DCS, MSS, MAS, Texas.gov		Quarterly, As Needed	DIR	Email	PowerPoint	Existing	C,D	D	D
			Monthly Operations Statistics Dashboard - DCS, MAS, MSS, Texas.gov	Dashboard report showing operational statistics for Shared Services Programs. Report to include, but not limited to, SLA results, Scorecard results, HW currency, SW currency and forecast, Operational statistics.		Monthly	DIR	Email	PowerPoint	New	C,D	D	D
	Texas.gov												
			Accessibility Scan Results	Monthly report showing the results of scans for compliance with DIR's accessibility standards		Monthly	DIR	Web Portal	TBD	New	C, D	D	D
			Marketing analytics report	include hosted portals metrics, constituent satisfaction survey results, constituent facing marketing analytics and trends, social media reporting, etc)		Monthly	DIR	Web Portal	TBD	New	C, D	D	D
			Constituent Help Desk Management Reporting	Key issues relating to Help Desk processes, improvements, script development. Status as to Help Desk staffing, training, and authorization. Integration activities and issues with other Help Desks belonging to DIR, Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR, to at least include: Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise; Number of calls abandoned, average call duration, average time to answer, average time to abandon; Number and percentage of Contacts resolved; Other pertinent information regarding Help Desk operation and performance.		Monthly	DIR	Web Portal	Word, Power Point, ServiceFlow	New	C,D	D	D
			Application Productivity	Measure and report to DIR the initial level of productivity for all Texas.gov Services. Show productivity trends over time across the Contract term. Report measures shall include the level of effort (FTE), elapsed time, and output size (units of work). Report shall be correlated with quality measures (for example: projects delivered on time and on budget, error rates, etc.).			DIR	Web Portal	TBD	New	C, D	D	