

State of Texas

Department of Information Resources



Texas.gov Services SCP

Exhibit 3.7

Deliverables and Checkpoints

Version 18.0

DIR-ESS-TGOV-SVCS-254

CCR #	Amendment	Approval Date	Description
CCR-000287	N/A	4/16/2018	< Convert OPAG-1 to a Checkpoint Deliverable < Add OPAG-2 as a transition deliverable due 6/1/2018 < Update Exhibit 3.7
CCR-000296	N/A	5/18/2018	< Delete -- TRAN-04, TRAN-08, and TRAN09 < Add -- TRAN-33, TRAN-34, TRAN-35, and TRAN-36 < Change of Content & Due Date -- TRAN-01, TRAN-02, TRAN-03, TRAN-06, TRAN-07, TRAN-12, and TRAN-14 < Change of Due Date -- TRAN-05, TRAN-11, TRAN-29, TRAN-30, GOV-03, and GOV-04/CD-1.1 < Change of Content -- TRAN-10, TRAN-13, TRAN-25, TRAN-26, TRAN-27, and TRAN-32
CCR-000299	N/A	5/31/2018	< change of Due Date -- OPAG-02; removed columns not in original document and resubmitted 6/7/18
CCR-000301	N/A	6/19/2018	< Change of Due Date -- MGMW-02 to 6/29/18
CCR-000304	N/A	7/10/2018	<Change Acceptance Criteria - TRAN-06, TRAN-07, TRAN-10
CCR-000306	N/A	7/26/2018	<Change Due Dates - MGMW 02-15
CCR-000308	N/A	8/15/2018	<Change Due Date - SMM 04
CCR-00334	Amendment 1	4/10/2019	<Remove MGMW Deliverables MGMW-08 through MGMW-15 as these deliverables are project deliverables and will be handled through the appropriate Request For Service (RFS) and Project Management Processes.
CCR-00343	N/A	4/26/2019	< Include one additional Initial Application Maintenance Services (AMS) Baseline report to be due on May 31, 2019.
CCR-000352	N/A	9/11/2019	<Change reference number for 'Initial Application Maintenance Services (AMS) Baseline' <Change Due Date - Accessibility Scan Results - Quarterly Report <Change Due Date - Security Assessment Remediation - RCD-SAR-01 <Change Due Date - Security Assessment Remediation - RCD-SAR-02 <Change Due Date - Security Assessment Remediation - RCD-SAR-03 <Removed - Security Assessment Remediation - RCD-SAR-04 <Removed - Service Management Manual Currency - Quarterly Report RCD-SMC-06 <Removed - Service Management Manual Currency - Quarterly Report RCD-SMC-10 <Removed - Service Management Manual Currency - Quarterly Report RCD-SMC-14 <Change Due Date - Service Management Manual Currency - Quarterly Report RCD-SMC-08 <Change Due Date - Service Management Manual Currency - Quarterly Report RCD-SMC-12 <Change Due Date - Service Management Manual Currency - Quarterly Report RCD-SMC-16
CCR-000360	N/A	10/23/2019	<Change Due Date - Annual SecurityPlan - RCD-ASP-02>
CCR-000361	N/A	10/23/2019	<Removed - Quarterly Status Update on Equipment and Software Refresh Plans - QRP-06 <Removed - Quarterly Status Update on Equipment and Software Refresh Plans - QRP-10 <Removed - Quarterly Status Update on Equipment and Software Refresh Plans - QRP-14
CCR-000378	N/A	4/16/2020	<Change Due Date - Annual SecurityPlan - RCD-SAR-01> <Change Due Date - Annual SecurityPlan - RCD-SAR-02> <Change Due Date - Annual SecurityPlan - RCD-SAR-03>
CCR-000399	N/A	6/9/2020	<Change Due Date - RCD-CSI-02>
CCR-000411	N/A	8/21/2020	<Added DIR Shared Services Annual Review - AR-01>
CCR-000426	N/A	9/18/2020	<Revised Due Date - Financial Forecast - ITFM-17>
CCR-000XXX	N/A	TBD	<Revised Due Date - Annual Review - AR-01>

Overview

This document includes all Deliverables required throughout the RFO and Respondent response, including any and all Transition Milestone Deliverables with verifiable criteria for acceptance. The document also includes Checkpoints. Additional Checkpoints may be added through the transition, which will not be included in this document.

Definitions of Fields

Reference Number	Unique identifier
Type	Phase of development
Name	Name of the Deliverable or Checkpoint
Category	Name of a grouping of activities (e.g., Service Desk, Service Catalog, Security)
Source	Note the document and document section

Expectations of DIR and DIR Customer	Description of the expectations of DIR and DIR Customers necessary for Respondent to complete the milestone or Checkpoint (e.g., resources, maintenance windows, facility access)
Interactions with other Service Providers	Description of the activities Respondent will coordinate with the other Service Providers for successful completion of the milestone or Checkpoint.
Checkpoint (C), Interim (I) or Major (M)	Indicate 'I' if an Interim Deliverable 'M' if a Major Deliverable "C" if a checkpoint - Checkpoints are to take place early in the development process to confirm objectives, plan, expectations and progress to date is on track to meet expectations. - Interim Deliverables are mid-process reviews for large, complicated Deliverables allowing confirmation of progress to-date is on track to meet expectations. - Major Deliverables are associated with large, complex initiatives.
Due Date (mm/dd/yy)	Date when the Deliverable or Checkpoint will be completed in mm/dd/yy format.
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in Exhibit 3.1 and Exhibit 3.3 .
Charges	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in Exhibit 4.1 .

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
AMSB-01 / CD-1.5	Report	Initial Application Maintenance Services (AMS) Baseline	IT Financial Mgmt.	Exhibit 3.3	Initial Application Maintenance Services (AMS) Baseline as defined in Exhibit 3.3	Publish in .xlsx the AMS hourly support baseline per Application ("AMS Baseline") as specified in Exhibit 4.0. including: - labor category of resources by skill level as defined in Exhibit 4.7 - allocation of AMS Fixed Fee to each Application	DIR to provide: - Review of the baseline	MSI to provide: - MSI systems setup to track and provide information on work activities by application (e.g., incidents, requests, problems, Cis, etc.)	M	Fri 01/11/19	Yes	
AMSB-01 / CD-1.6	Report	Initial Application Maintenance Services (AMS) Baseline	IT Financial Mgmt.	Exhibit 3.3	Initial Application Maintenance Services (AMS) Baseline as defined in Exhibit 3.3	Publish in .xlsx the AMS hourly support baseline per Application ("AMS Baseline") as specified in Exhibit 4.0. including: - labor category of resources by skill level as defined in Exhibit 4.7 - allocation of AMS Fixed Fee to each Application	DIR to provide: - Review of the baseline	MSI to provide: - MSI systems setup to track and provide information on work activities by application (e.g., incidents, requests, problems, Cis, etc.)	M	Fri 05/31/19	No	
DPSOTC-00	Implement	Weekly Checkpoint	DPS OTC	DPS OTC Work Order MPP	Weekly sprint review.		DIR to provide: Product Owner confirmation that the Sprint is on track and meeting sprint objectives.		C	Weekly, during OTC implementation		
DPSOTC-01	Final Demo	DPS OTC Release Candidate - Sprint 1	DPS OTC	DPS OTC Work Order MPP	Review the progress of development of DPS OTC Sprint #1. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Gap Analysis including map to Sprint Cycle User Stories - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DPS Representative to provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Rapid recommendations on approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate - Consultation on planned interfaces to and from DPS DLS Systems Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications as required in the WO, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	Tue 05/15/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
DPSOTC-02	Final Demo	DPS OTC Release Candidate - Sprint 2	DPS OTC	DPS OTC Work Order MPP	Review the progress of development of DPS OTC Sprint #2. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DPS Representative to provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Rapid recommendations on approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate - Consultation on planned interfaces to and from DPS DLS Systems Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications as required in the WO, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	Tue 06/19/18		Yes
DPSOTC-03	Final Demo	DPS OTC Release Candidate - Sprint 3	DPS OTC	DPS OTC Work Order MPP	Review the progress of development of DPS OTC Sprint #3. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DPS Representative to provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Rapid recommendations on approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate - Consultation on planned interfaces to and from DPS DLS Systems Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications as required in the WO, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	Tue 07/24/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
DPSOTC-04	Readiness	DPS OTC Release Readiness Sprint 4	DPS OTC	DPS OTC Work Order MPP	DPS OTC Release is complete and ready for implementation	Product Owner confirmation that the DPS OTC Release is complete and ready for implementation by meeting Acceptance Criteria for Release Readiness, including: - Integration Test Plan and Testing - Performance Test Plan and Testing - Security Test Plan and Testing - Production Certification complete - Cutover Plan - Application documentation and SMM Documents as appropriate	Named DPS Representative to provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Rapid recommendations on approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate - Consultation on planned interfaces to and from DPS DLS Systems Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications as required in the WO, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	Tue 08/21/18		Yes
DPSOTC-05	Implement	DPS OTC Implementation	DPS OTC	DPS OTC Work Order MPP	Implementation of all items associated with DPS OTC application per the approved requirements and User Stories.	Publication and agreement on DPS OTC application implementation as described in the Cutover Plan that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DPS Representative to provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Rapid recommendations on approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate - Consultation on planned interfaces to and from DPS DLS Systems Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications as required in the WO, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	M	Sat 09/01/18		

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DR-01 / CD-1.4	Plan	Disaster Recovery and Business Continuity Plans	ITSCM	Exhibit 3.3	Updated Disaster Recovery Plans to reflect Respondent changes where appropriate	Publish DIR Customer-specific Disaster Recovery Plans, Application Recovery Guides (ARGs) and Technical Recovery Guides with updates reflecting changes implemented to the Services infrastructure prior to or during the performance of Transition Services, including: - Contact information updated by Commencement - Application Recovery Guides - Updated Disaster Recovery Plans - Updated Technical Recovery Guides - Gap analysis of the current Disaster Recovery Plans, Technical Recovery Guides, and Application Recovery Guides	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline Customers to provide: - Participate in gap analysis as appropriate	Infrastructure SCPs to provide: - Completed refresh move by July 1, 2018 - Participate in the review of the Disaster Recovery Plans and Technical Recovery Guides to ensure they align with the infrastructure operations. Incumbent Provider to provide: - Latest Disaster Recovery Plans - Latest Technical Recovery Guides - Latest Application Recovery Guides MSI to provide: - Access to existing Disaster Recovery Plans and Technical Recovery Guides - Review of the test plans and upcoming schedules.	M	Wed 10/31/18	Yes	
	Exhibit 3.3	Disaster Recovery Strategy Document as defined in Exhibit 3.3	Provide Disaster Recovery Strategy will include schedules, dependencies, cost estimates, business analysis and requirements for technology changes to support the Texas gov business requirements, as well as acquisition, support, and retirement of software and hardware. This strategy will consider all Tier 1, Tier 2 and Tier 3 applications and the various architecture platforms. Provide new disaster recovery plans, architectures, DRPs, TRGs, and ARGs and	DIR to provide: - Existing disaster recovery strategy and plans including those involving cloud platforms - Application Recovery Playbook(s) and Technology Recovery Playbook(s)				DCS SCP to provide: - Network and infrastructure technology architecture options for the disaster recovery strategy - Infrastructure and network recovery guidelines and playbook(s) including secure cloud connect Payment SCP to provide: - Payment services disaster recovery plan including service specifications describing disaster recovery processes - Payment services network and infrastructure technology architecture options for the disaster recovery strategy	M	Mon 09/02/19	Yes	
	Exhibit 3.6 Operating Agreements Section 5	Successful Respondent will submit Operating Agreements to DIR	Submit docx Operating Agreement that describes the: - Joint operation and governance of the delivery of the Services - Issue escalation and resolution procedures, timelines and contacts - interdependencies	DIR to provide: - Contractual obligation for all SCPs to enter into an OA - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - decision making and approval in support of Deliverable timeline				SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	C	Fri 03/30/18		

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OPAG-02	Design	Operating Agreements	Operating Agreements	Exhibit 3.6 Operating Agreements Section 5	Successful Respondent will submit Operating Agreements to DIR	Submit .docx Operating Agreement that describes the: - Joint operation and governance of the delivery of the Services - Issue escalation and resolution procedures, timelines and contacts - Interdependencies	DIR to provide: - Contractual obligation for all SCPS to enter into an OA - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - decision making and approval in support of Deliverable timeline	SCPs to provide: - Deliverable input, as appropriate - Consultation on SCP operations and data - Review of Deliverable Design and development as appropriate - Early identification of Deliverable issues as appropriate	M	Fri 06/15/18		
TRAN-01	Plan	Initial review of code	Transition	Transition MPP	Complete initial review of source code, and deployment scripts for all applications		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: A complete and compilable source code as was demonstrated in NIC Bitbucket, including: Mapping of code directory structure to Bitbucket projects and repositories Code dependencies (e.g., build scripts, libraries, and any external components) Mapping from code to applications (50 applications and 103 application instances)	C	Fri 05/04/18		
TRAN-36		Secondary review of code			Complete secondary review of source code, and deployment scripts for all applications.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: A complete and compilable source code as was demonstrated in NIC Bitbucket, including: -Mapping of code directory structure to Bitbucket projects and repositories -Code dependencies (e.g., build scripts, libraries, and any external components) -Mapping from code to applications (50 applications and 103 application instances)	C	Fri 06/01/18		
TRAN-33		Initial Review of Stage Environments			Complete review of non-production environments (stage environments) for all applications		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: -access to stage environment --Login credentials for each requested Deloitte resource --Documentation needed to connect to the environment Atos to provide: -- Ability to connect from remote location (VPN)	C	Fri 05/18/18		
TRAN-34		Initial Review of Dev and Test Environments			Complete review of non-production environments (dev and test environments) for all applications		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: -Read only access to dev and test environments --Login credentials for each requested Deloitte resource --Documentation needed to connect to the environment Atos to provide: -- Ability to connect from remote location (VPN)	C	Mon 07/02/18		
TRAN-02	Plan	Transition Wave Composition	Transition	Transition MPP	Deloitte to prepare wave composition (applications in the waves) for waves		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - SME to review and provide feedback on the wave structure and the applications linked to the waves	C	Fri 05/04/18		
TRAN-03	Plan	System Architecture Documentation	Transition	Transition MPP	Review of - System Design and architecture documentation for all applications - Functional Design documents related to all applications Validate and identify gaps with the confluence information.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: 1. Architecture diagrams for consolidated data center environments 2. Confluence Extract	C	Fri 05/11/18		

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ITFM-13	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Mon 10/01/18		
ITFM-14	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Mon 04/01/19		
ITFM-15	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Tue 10/01/19		
ITFM-16	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Mon 02/03/20		

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ITFM-17	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Tue 12/01/20		
ITFM-18	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Thu 04/01/21		
ITFM-19	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Fri 10/01/21		
ITFM-20	Report	Financial Forecast	IT Financial Mgmt.	Exhibit 4, Section 5	Semi-annual forecast of Successful Respondent Charges (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month, including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	DIR to provide: - Deliverable input - Review of Deliverable progress, as appropriate - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Deliverable timeline	MSI to provide: - An historical view of actual billed Services per month. An eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided. - Provide direction on the forecast methodology	M	Tue 02/01/22		
MGMW-00	Implement	Weekly Checkpoint	MGMW	MGMW Work Order MPP	Weekly sprint review.		DIR to provide: Product Owner confirmation that the Sprint is on track and meeting sprint objectives.		C	Weekly, during MGMW implementation		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
MGMW-01	Final Demo	MGMW Release 1 Candidate - Sprint 1	MGMW	MGMW Work Order MPP	Review the progress of development of MGMW Sprint #1. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	Tue 05/08/18		Yes
MGMW-02	Final Demo	MGMW Release 1 Candidate - Sprint 2	MGMW	MGMW Work Order MPP	Review the progress of development of MGMW Sprint #2. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	SAT 8/11/18		Yes
MGMW-03	Final Demo	MGMW Release 1 Candidate - Sprint 3	MGMW	MGMW Work Order MPP	Review the progress of development of MGMW Sprint #3. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	SAT 8/11/2018		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
MGMW-04	Readiness	MGMW Release 1 Readiness Sprint	MGMW	MGMW Work Order MPP	MGMW Release is complete and ready for implementation	Product Owner confirmation that the MGMW Release is complete and ready for implementation by meeting Acceptance Criteria for Release Readiness, including: - Integration Test Plan and Testing - Performance Test Plan and Testing - Security Test Plan and Testing - Production Certification complete - Cutover Plan - Application documentation and SMM Documents as appropriate	Named DIR Representative to perform the role of Product Owner and provide: - Release Readiness review and approval - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate DIR to approve the final cutover checklist. DIR to review and confirm the ongoing support plan.	MSI and SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	I	FRI 9/21/2018		Yes
MGMW-05	Implement	MGMW Release 1 Implementation	MGMW	MGMW Work Order MPP	Implementation of all items associated with MGMW application per the approved requirements and User Stories.	Publication and agreement on MGMW application implementation as described in the Cutover Plan that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness plan.	Named DIR Representative to participate in the reviews of the cutover activities including input on the risks and issues. DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	FRI 9/21/2018		
MGMW-06	Final Demo	MGMW Release 2 Candidate - Sprint 1	MGMW	MGMW Work Order MPP	Review the progress of development of MGMW Sprint #1. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	FRI 11/2/2018		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
MGMW-07	Final Demo	MGMW Release 2 Candidate - Sprint 2	MGMW	MGMW Work Order MPP	Review the progress of development of MGMW Sprint #2. Present progress of work, demo functionality of already built items.	Product Owner confirmation that the Sprint is complete and what has been implemented for the application meets the Acceptance Criteria for the Sprint, including: - Sprint Cycle User Stories - Sprint Plan - Sprint Backlog - Refined Product Backlog - Product demonstration and Sprint Completion Report	Named DIR Representative to perform the role of Product Owner and provide: - Approach Input and review - Review and agreement to Approach, User Stories and Workplan - Ensure SCP contacts are assigned - Ensure DIR Customer contacts are assigned as appropriate - Rapid decision making and approval of approach in support of the timeline - Ensure key stakeholders input is gathered and incorporated into the project as appropriate	SCPs to provide: - Provide SCP services as required and in accordance with the project plan - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions - Consultation on SCP Operations - Consultation on planned interfaces to and from SCP Systems Payment SCP: - Provide payment services - Provide payment interface specifications, implementation support including testing and production cutover plans - Input to Approach and Workplan - Review and agreement to Approach and Workplan - Assigned contact for SCP actions	I	FRI 12/14/2018		Yes
QRP-01	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Mon 10/15/18		
QRP-02	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Wed 01/02/19		
QRP-03	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Mon 04/15/19		
QRP-04	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Mon 07/15/19		
QRP-05	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Tue 10/15/19		

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QRP-07	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Wed 04/15/20		
QRP-08	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Wed 07/15/20		
QRP-09	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Thu 10/15/20		
QRP-11	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Thu 04/15/21		
QRP-12	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Thu 07/15/21		
QRP-13	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Fri 10/15/21		
QRP-15	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Fri 04/15/22		

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QRP-16	Plan	Quarterly Status Update on Equipment and Software Refresh Plans	Service Strategy Mgmt.	Exhibit 3.3	Quarterly Equipment and Software Refresh status provided to the MSI	Submit .doc or .xlsx Quarterly Refresh status for the Texas.gov services, including: - Showing completed refresh projects and equipment or software refreshed in the previous quarter and refresh projects planned for the current quarter - Refresh dependencies - Identifying uncompleted refresh projects from the previous quarters that will be added to the refresh activities for current and/or future quarters	DIR to provide: - Review of the status reports - Resolution of escalated issues as appropriate	SCPs to provide: - Status of infrastructure refresh activities - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Status processes and templates	I	Fri 07/15/22		
RCD-ARP-01	Plan	Annual Equipment, Software, and Portal Refresh Plan	Service Strategy Mgmt.	Exhibit 3.3	Annual publication of Annual Equipment and Software Refresh Plan as defined in Exhibit 3.3	Publication agreed Texas.gov Annual Equipment and Software Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) for the Texas.gov Services for the upcoming year. These plans include views at the enterprise and Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for Texas.gov Services. - A report identifying all refresh performed in the prior calendar year - Texas.gov Service portal refresh analysis, recommendations and plans including user experience for all Texas.gov applications	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Plan processes and templates - ServiceNow PPM structure and training to record Refresh Plan schedules and dependencies	M	Tue 01/15/19	Yes	
RCD-ARP-02	Plan	Annual Equipment, Software, and Portal Refresh Plan	Service Strategy Mgmt.	Exhibit 3.3	Annual publication of Annual Equipment and Software Refresh Plan as defined in Exhibit 3.3	Publication agreed Texas.gov Annual Equipment and Software Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) for the Texas.gov Services for the upcoming year. These plans include views at the enterprise and Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for Texas.gov Services. - A report identifying all refresh performed in the prior calendar year - Texas.gov Service portal refresh analysis, recommendations and plans including user experience for all Texas.gov applications	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Plan processes and templates - ServiceNow PPM structure and training to record Refresh Plan schedules and dependencies	M	Wed 01/15/20	Yes	
RCD-ARP-03	Plan	Annual Equipment, Software, and Portal Refresh Plan	Service Strategy Mgmt.	Exhibit 3.3	Annual publication of Annual Equipment and Software Refresh Plan as defined in Exhibit 3.3	Publication agreed Texas.gov Annual Equipment and Software Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) for the Texas.gov Services for the upcoming year. These plans include views at the enterprise and Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for Texas.gov Services. - A report identifying all refresh performed in the prior calendar year - Texas.gov Service portal refresh analysis, recommendations and plans including user experience for all Texas.gov applications	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Plan processes and templates - ServiceNow PPM structure and training to record Refresh Plan schedules and dependencies	M	Fri 01/15/21	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-ARP-04	Plan	Annual Equipment, Software, and Portal Refresh Plan	Service Strategy Mgmt.	Exhibit 3.3	Annual publication of Annual Equipment and Software Refresh Plan as defined in Exhibit 3.3	Publication agreed Texas.gov Annual Equipment and Software Refresh Plan captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) for the Texas.gov Services for the upcoming year. These plans include views at the enterprise and Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Technology Refresh goals (including software to n/n-1 levels) for Texas.gov Services. - A report identifying all refresh performed in the prior calendar year - Texas.gov Service portal refresh analysis, recommendations and plans including user experience for all Texas.gov applications	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Business-level Plan Design input - Participation plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Refresh Plan processes and templates - ServiceNow PPM structure and training to record Refresh Plan schedules and dependencies	M	Mon 01/17/22	Yes	
RCD-ASP-01	Plan	Annual Security Plan	Security	Exhibit 3.3	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the Texas.gov Services environment for the upcoming year, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for Texas.gov Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	Infrastructure SCPs to provide: - Consultation on SCP operations including infrastructure / parameter safeguards, host-level safeguards, and database-level safeguards SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - List of all COTS running in the environment including versions - Security Plan processes and templates - ServiceNow PPM structure and training to record Security Plan schedules and dependencies	M	Mon 10/01/18	Yes	
RCD-ASP-02	Plan	Annual Security Plan	Security	Exhibit 3.3	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the Texas.gov Services environment for the upcoming year, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for Texas.gov Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	Infrastructure SCPs to provide: - Consultation on SCP operations including infrastructure / parameter safeguards, host-level safeguards, and database-level safeguards SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - List of all COTS running in the environment including versions - Security Plan processes and templates - ServiceNow PPM structure and training to record Security Plan schedules and dependencies	M	Fri 11/15/2019	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-ASP-03	Plan	Annual Security Plan	Security	Exhibit 3.3	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the Texas.gov Services environment for the upcoming year, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for Texas.gov Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	Infrastructure SCPs to provide: - Consultation on SCP operations including infrastructure / perimeter safeguards, host-level safeguards, and database-level safeguards SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided C MDB, ITSM, and Business Operations reports - List of all COTS running in the environment including versions - Security Plan processes and templates - ServiceNow PPM structure and training to record Security Plan schedules and dependencies	M	Thu 10/01/20	Yes	
RCD-ASP-4	Plan	Annual Security Plan	Security	Exhibit 3.3	Annual publication of Annual Security Plan as defined in Exhibit 3.3 and described in Exhibit 2.1	Publication and agreement on the Annual Security Plan as described in Exhibit 2.1.1 and captured in a .docx document and draft ServiceNow PPM that includes: - Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the Texas.gov Services environment for the upcoming year, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts. - Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for Texas.gov Services. - Summary of performance vs. preceding Year Security Plan. - Summary of results from previous years security monitoring and measuring - Identify and recommend any changes in Security Scope, Policy, Roles, Responsibilities, Activities, or systems and tools. - Recommendations for investments and initiatives to improve the overall Security Program.	DIR to provide: - Business-level Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	Infrastructure SCPs to provide: - Consultation on SCP operations including infrastructure / perimeter safeguards, host-level safeguards, and database-level safeguards SCPs to provide: - Business-level Plan Design input participating in plan design sessions as appropriate - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided C MDB, ITSM, and Business Operations reports - List of all COTS running in the environment including versions - Security Plan processes and templates - ServiceNow PPM structure and training to record Security Plan schedules and dependencies	M	Fri 10/01/21	Yes	
RCD-ASR-01	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 12/03/18	Yes	
RCD-ASR-02	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Fri 03/01/19	Yes	
RCD-ASR-03	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 06/03/19	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-ASR-04	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 09/02/19	Yes	
RCD-ASR-05	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 12/02/19	Yes	
RCD-ASR-06	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 03/02/20	Yes	
RCD-ASR-07	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 06/01/20	Yes	
RCD-ASR-08	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Tue 09/01/20	Yes	
RCD-ASR-09	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Tue 12/01/20	Yes	
RCD-ASR-10	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Mon 03/01/21	Yes	
RCD-ASR-11	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Tue 06/01/21	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-ASR-12	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Wed 09/01/21	Yes	
RCD-ASR-13	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Wed 12/01/21	Yes	
RCD-ASR-14	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Tue 03/01/22	Yes	
RCD-ASR-15	Report	Accessibility Scan Results - Quarterly Report	SMM	Exhibit 3.3	Accessibility Scan Results - Quarterly as defined in Exhibit 3.3	Publication on the Accessibility Scan Results and remediating actions captured in a .docx document that includes: - Proof scans were run and results reported - Actions and remediation plans - Status update of closed and open findings and remediation actions - A forward-looking schedule for the planned Accessibility scans.	Customers are to provide: - acceptable window to allow the scans to run		M	Wed 06/01/22	Yes	
RCD-CSI-01	Plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Provide Texas.gov Services Customer Satisfaction improvement plan to the MSI, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities since the last report. - Plans should be approved by DIR	DIR to provide: - Plan input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan & action timeline	SCPs to provide: - Plan input as appropriate - Consultation on SCP operations - Review of Plan actions and timeline as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Survey results including analysis and Customer comments	M	Mon 06/03/19	Yes	
RCD-CSI-02	Plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Provide Texas.gov Services Customer Satisfaction improvement plan to the MSI, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities since the last report. - Plans should be approved by DIR	DIR to provide: - Plan input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan & action timeline	SCPs to provide: - Plan input as appropriate - Consultation on SCP operations - Review of Plan actions and timeline as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Survey results including analysis and Customer comments	M	07/01/2020 or as such other time mutually agreed	Yes	
RCD-CSI-03	Plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Provide Texas.gov Services Customer Satisfaction improvement plan to the MSI, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities since the last report. - Plans should be approved by DIR	DIR to provide: - Plan input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan & action timeline	SCPs to provide: - Plan input as appropriate - Consultation on SCP operations - Review of Plan actions and timeline as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Survey results including analysis and Customer comments	M	Tue 06/01/21	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-CSI-04	Plan	Customer Satisfaction Improvement Plan	Governance	Exhibit 3.3	Annual Customer Satisfaction Improvement Plan as defined in Exhibit 3.3	Publish Texas.gov Services Customer Satisfaction improvement plan to the MSI, including: - Action plans addressing assigned issues identified in the previous survey - Definitions of the issues being addressed, targeted improvement, timeline, owners, and solution approaches. - Update on previously assigned actions and activities since the last report. - Plans should be approved by DIR	DIR to provide: - Plan input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan & action timeline	SCPs to provide: - Plan input as appropriate - Consultation on SCP operations - Review of Plan actions and timeline as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Survey results including analysis and Customer comments	M	Wed 06/01/22	Yes	
RCD-DRP-01	Plan	Disaster Recovery Test Plan and Schedule	ITSCM	Exhibit 3.3	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish .doc/.xls document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per Customer not scheduled for testing - After approval, publish DR test plan and schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule.	DIR to provide: - Plan and testing input - Review of test plan - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test planning and schedule Customers to provide: - Participate in test planning activities	SCPs to provide: - Participate in the review of the Disaster Recovery Test Plans MSI to provide: - Lead the creation of test plans and scheduling with Customers - Provide existing Disaster Recovery Test Plans, schedules and templates - Review of the test plans and upcoming schedules.	M	Mon 06/03/19	Yes	
RCD-DRP-01.a	Plan	Disaster Recovery Test Plan and Schedule	ITSCM	Exhibit 3.3	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish .doc/.xls document(s) that describes the Annual Texas.gov Services Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications not scheduled for testing - After approval, provide the DR test plan and schedule to the MSI for publishing - A narrative evaluation of the previous years' testing against the Texas.gov DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule.	DIR to provide: - Plan and testing input - Review of test plan - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test planning and schedule Customers to provide: - Participate in test planning activities	SCPs to provide: - Participate in the review of the Disaster Recovery Test Plans MSI to provide: - Lead the creation of test plans and scheduling with Customers - Provide existing Disaster Recovery Test Plans, schedules and templates - Review of the test plans and upcoming schedules.	M	Wed 10/31/18	Yes	
RCD-DRP-02	Plan	Disaster Recovery Test Plan and Schedule	ITSCM	Exhibit 3.3	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish .doc/.xls document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per Customer not scheduled for testing - After approval, publish DR test plan and schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule.	DIR to provide: - Plan and testing input - Review of test plan - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test planning and schedule Customers to provide: - Participate in test planning activities	SCPs to provide: - Participate in the review of the Disaster Recovery Test Plans MSI to provide: - Lead the creation of test plans and scheduling with Customers - Provide existing Disaster Recovery Test Plans, schedules and templates - Review of the test plans and upcoming schedules.	M	Mon 06/01/20	Yes	
RCD-DRP-03	Plan	Disaster Recovery Test Plan and Schedule	ITSCM	Exhibit 3.3	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	Publish .doc/.xls document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per Customer not scheduled for testing - After approval, publish DR test plan and schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule.	DIR to provide: - Plan and testing input - Review of test plan - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test planning and schedule Customers to provide: - Participate in test planning activities	SCPs to provide: - Participate in the review of the Disaster Recovery Test Plans MSI to provide: - Lead the creation of test plans and scheduling with Customers - Provide existing Disaster Recovery Test Plans, schedules and templates - Review of the test plans and upcoming schedules.	M	Tue 06/01/21	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-DRP-04	Plan	Disaster Recovery Test Plan and Schedule	ITSCM	Exhibit 3.3	Annual Disaster Recovery Test Plan and Schedule as defined in Exhibit 3.3	<p>Publish .doc/.xls document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including:</p> <ul style="list-style-type: none"> - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per Customer not scheduled for testing - After approval, publish DR test plan and schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule. 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Plan and testing input - Review of test plan - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test planning and schedule <p>Customers to provide:</p> <ul style="list-style-type: none"> - Participate in test planning activities 	<p>SCPs to provide:</p> <ul style="list-style-type: none"> - Participate in the review of the Disaster Recovery Test Plans <p>MSI to provide:</p> <ul style="list-style-type: none"> - Lead the creation of test plans and scheduling with Customers - Provide existing Disaster Recovery Test Plans, schedules and templates - Review of the test plans and upcoming schedules. 	M	Wed 06/01/22	Yes	
RCD-MAP-02	Plan	Texas.gov Marketing/Advertising Plan & Analytics checkpoint	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3 checkpoint to review analytics and how results line up with plan		<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review of analytics against previous six months of marketing and advertising activities 		C	Fri 03/29/19		
RCD-MAP-01	Plan	Texas.gov Marketing/Advertising Plan & Analytics	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3	<p>Publication of agreed Texas.gov Marketing/Advertising Plan captured in a .docx/.PPT document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> - Analytics Report showing prior year accomplishments including what worked and what didn't work - Outline of proposed activities for the coming year regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc. - Improvement plan for the coming year - Presentation to communicate previous years' accomplishments, improvements and plans for the coming year. 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review and approval of plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media 	<p>MSI to provide:</p> <ul style="list-style-type: none"> - Accounting of previous years media purchases 	M	Mon 09/30/19	Yes	
RCD-MAP-04	Plan	Texas.gov Marketing/Advertising Plan & Analytics checkpoint	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3 checkpoint to review analytics and how results line up with plan		<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review of analytics against previous six months of marketing and advertising activities 		C	Mon 03/30/20		
RCD-MAP-03	Plan	Texas.gov Marketing/Advertising Plan & Analytics	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3	<p>Publication of agreed Texas.gov Marketing/Advertising Plan captured in a .docx/.PPT document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> - Analytics Report showing prior year accomplishments including what worked and what didn't work - Outline of proposed activities for the coming year regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc. - Improvement plan for the coming year - Presentation to communicate previous years' accomplishments, improvements and plans for the coming year. 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review and approval of plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media 	<p>MSI to provide:</p> <ul style="list-style-type: none"> - Accounting of previous years media purchases 	M	Wed 09/30/20	Yes	
RCD-MAP-06	Plan	Texas.gov Marketing/Advertising Plan & Analytics checkpoint	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3 checkpoint to review analytics and how results line up with plan		<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review of analytics against previous six months of marketing and advertising activities 		C	Tue 03/30/21		
RCD-MAP-05	Plan	Texas.gov Marketing/Advertising Plan & Analytics	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3	<p>Publication of agreed Texas.gov Marketing/Advertising Plan captured in a .docx/.PPT document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> - Analytics Report showing prior year accomplishments including what worked and what didn't work - Outline of proposed activities for the coming year regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc. - Improvement plan for the coming year - Presentation to communicate previous years' accomplishments, improvements and plans for the coming year. 	<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review and approval of plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media 	<p>MSI to provide:</p> <ul style="list-style-type: none"> - Accounting of previous years media purchases 	M	Thu 09/30/21	Yes	
RCD-MAP-08	Plan	Texas.gov Marketing/Advertising Plan & Analytics checkpoint	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3 checkpoint to review analytics and how results line up with plan		<p>DIR to provide:</p> <ul style="list-style-type: none"> - Review of analytics against previous six months of marketing and advertising activities 		C	Wed 03/30/22		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-MAP-07	Plan	Texas.gov Marketing/Advertising Plan & Analytics	Outreach and Growth	Exhibit 3.3	Texas.gov Marketing/Advertising Plan & Analytics as defined in Exhibit 3.3	Publication of agreed Texas.gov Marketing/Advertising Plan captured in a docx/.PPT document and ServiceNow PPM that includes: - Analytics Report showing prior year accomplishments including what worked and what didn't work - Outline of proposed activities for the coming year regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc. - Improvement plan for the coming year - Presentation to communicate previous years' accomplishments, improvements and plans for the coming year.	DIR to provide: - Review and approval of plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - Accounting of previous years media purchases	M	Fri 09/30/22	Yes	
RCD-SAR-01	Report	Security Assessment Remediation	Security	Exhibit 3.3	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate Texas.gov related risks as identified in the annual MSI-led risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2020 six months after assessment	Yes	
RCD-SAR-02	Report	Security Assessment Remediation	Security	Exhibit 3.3	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate Texas.gov related risks as identified in the annual MSI-led risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2021 six months after assessment	Yes	
RCD-SAR-03	Report	Security Assessment Remediation	Security	Exhibit 3.3	Annual Security Assessment Remediation as defined in Exhibit 3.3	Track and remediate Texas.gov related risks as identified in the annual MSI-led risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including: - Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements - Report on agreed remediation actions and status of all actions (resolved and open) - Provide documented results of remediated items - provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.	DIR to provide: - Assessment Remediation Design input - Review of Assessment Remediation design and progress - Review of the Assessment Remediation development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Assessment Remediation Design & development timeline	SCPs to provide: - Assessment Remediation Design input participating in Assessment Remediation design sessions as appropriate - Consultation on SCP operations - Review of Assessment Remediation Design and development as appropriate - Early identification of Assessment Remediation issues as appropriate	M	2022 six months after assessment	Yes	
RCD-SMC-01	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 12/03/18	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-SMC-02	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 03/01/22	Yes	
RCD-SMC-03	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Wed 06/01/22	Yes	
RCD-SMC-06	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Fri 03/01/19	Yes	
RCD-SMC-07	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 06/03/19	Yes	
RCD-SMC-08	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 09/03/19	Yes	
RCD-SMC-09	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 12/02/19	Yes	
RCD-SMC-10	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 03/02/20	Yes	

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RCD-SMC-11	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 06/01/20	Yes	
RCD-SMC-12	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Wed 09/02/20	Yes	
RCD-SMC-13	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 12/01/20	Yes	
RCD-SMC-14	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Mon 03/01/21	Yes	
RCD-SMC-15	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 06/01/21	Yes	
RCD-SMC-16	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Tue 08/31/21	Yes	
RCD-SMC-17	Report	Service Management Manual Currency - Quarterly Report	SMM	Exhibit 3.3	Quarterly Service Management Manual Currency - Quarterly Report as defined in Exhibit 3.3	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area) with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	DIR to participate in the reviews of the cutover activities DIR to approve the cutover checklist completion. DIR to approve the final version of the supporting documentation.	SCPs to participate in: - Development and review of Production Readiness cutover checklists as appropriate - Performance of actions on the Production Readiness cutover checklist - Providing input on risks and issues - Contribution to the supporting documentation.	M	Wed 12/01/21	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
RCD-TPR-01	Plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for the Texas.gov services as captured in a .docx document and ServiceNow PPM that includes: - Texas.gov services output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes into the Texas.gov Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for Texas.gov Services	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record Technology Plan schedules and dependencies	M	Mon 07/15/19	Yes	
RCD-TPR-02	Plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for the Texas.gov services as captured in a .docx document and ServiceNow PPM that includes: - Texas.gov services output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes into the Texas.gov Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for Texas.gov Services	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record Technology Plan schedules and dependencies	M	Wed 07/15/20	Yes	
RCD-TPR-03	Plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for the Texas.gov services as captured in a .docx document and ServiceNow PPM that includes: - Texas.gov services output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes into the Texas.gov Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for Texas.gov Services	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record Technology Plan schedules and dependencies	M	Thu 07/15/21	Yes	
RCD-TPR-04	Plan	Annual Technology Plan and Roadmap	Service Strategy Mgmt.	Exhibit 3.3	Annual Technology Plan and Roadmap as defined in Exhibit 3.3	Publication and agreement on the Annual Technology Plan and Roadmap for the Texas.gov services as captured in a .docx document and ServiceNow PPM that includes: - Texas.gov services output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes into the Texas.gov Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for Texas.gov Services	DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline - Capture and make Customer demand available in the MSI CRM system	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Information on the services environment through MSI-provided CMDB, ITSM, and Business Operations reports - Technology Plan processes and templates - ServiceNow PPM structure and training to record Technology Plan schedules and dependencies	M	Fri 07/15/22	Yes	
SA-MAP-00	Plan	Initial Texas.gov Marketing/Advertising Plan	Service Strategy Mgmt.	Transition MPP	Initial Texas.gov Marketing/Advertising Plan to enable DIR to support marketing activities prior to the first Semi-Annual plan	Publication of Initial Texas.gov Marketing/Advertising Plan status captured in a .docx or .PPT document that includes: - Outline of proposed activities for the coming period regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc.	DIR to provide: - Review and approval of status and upcoming period plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - n/a	I	Mon 10/01/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
SA-MAP-01	Plan	Semi-Annual Texas.gov Marketing/Advertising Plan	Service Strategy Mgmt.	Exhibit 3.3	Semi-Annual Texas.gov Marketing/Advertising Plan	Publication of agreed Texas.gov Marketing/Advertising Plan status captured in a .docx or .PPT document that includes: - Report showing prior period accomplishments - Outline of proposed activities for the coming period regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc.	DIR to provide: - Review and approval of status and upcoming period plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - Accounting of previous period media purchases	I	Fri 03/29/19		
SA-MAP-02	Plan	Semi-Annual Texas.gov Marketing/Advertising Plan	Service Strategy Mgmt.	Exhibit 3.3	Semi-Annual Texas.gov Marketing/Advertising Plan	Publication of agreed Texas.gov Marketing/Advertising Plan status captured in a .docx or .PPT document that includes: - Report showing prior period accomplishments - Outline of proposed activities for the coming period regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc.	DIR to provide: - Review and approval of status and upcoming period plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - Accounting of previous period media purchases	I	Tue 03/31/20		
SA-MAP-03	Plan	Semi-Annual Texas.gov Marketing/Advertising Plan	Service Strategy Mgmt.	Exhibit 3.3	Semi-Annual Texas.gov Marketing/Advertising Plan	Publication of agreed Texas.gov Marketing/Advertising Plan status captured in a .docx or .PPT document that includes: - Report showing prior period accomplishments - Outline of proposed activities for the coming period regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc.	DIR to provide: - Review and approval of status and upcoming period plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - Accounting of previous period media purchases	I	Wed 03/31/21		
SA-MAP-04	Plan	Semi-Annual Texas.gov Marketing/Advertising Plan	Service Strategy Mgmt.	Exhibit 3.3	Semi-Annual Texas.gov Marketing/Advertising Plan	Publication of agreed Texas.gov Marketing/Advertising Plan status captured in a .docx or .PPT document that includes: - Report showing prior period accomplishments - Outline of proposed activities for the coming period regarding constituents, addressing proposed usage of media, recommended media purchases, conferences, press releases, etc.	DIR to provide: - Review and approval of status and upcoming period plan including media purchase schedule and budget - Communication and direction to the MSI to purchase media	MSI to provide: - Accounting of previous period media purchases	I	Thu 03/31/22		
TRAN-05	Execute	Transition Security Architecture and data flow	Transition	Transition MPP	Review existing system security plan and document system safeguards Obtain disaster recovery procedures associated with the application including ARGs and TRGs Review and document the state and federal standards that the solution requires to meet Review the current vulnerability assessment report and document open vulnerabilities Review and document the high level Personally Identifiable Information (PII) handled by the application Review and document application data flow (data sharing)		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide - Security plan and disaster recovery plan to Deloitte resources - Details on system safeguards and compliance requirements to Deloitte resources - Vulnerability assessment report and corrective action plan - Details on data handled by applications, privacy safeguards and data flow mapping	C	Fri 05/11/18		
SMM-02 / CD-1.3a	Design	SMM Implementation - Phase I Complete	SMM	Exhibit 3.3	Phase I of Service Management Manual Delivery	Publication of required Phase I SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase I contents and structure • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for Texas.gov SCP and DIR, other SCPs, and/or DIR Customers as appropriate. • Dependencies and relationships are documented. • Risks associated with procedures are identified and mitigation strategies documented for each risk. • The policies and procedures are consistent with the proposed project approach	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	SCPs to provide: - Design input participating in design sessions as appropriate - Descriptive service content as appropriate - Data rules as appropriate - Consultation on SCP operations - Review of Design - Early identification of Design issues MSI to provide: - SMM container - SMM processes including review and loading procedures	M	Mon 04/09/18	Yes	

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-12	Plan	Monitoring - Gap Analysis for Monitoring Capabilities (Approach)	Transition	Transition MPP	Complete gap analysis for monitoring capabilities between the existing capabilities and the new SLA requirements		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Configuration monitoring tools MSI to provide: - Approach for Event Management Atos to provide: - Overview of monitoring capabilities for the new DCS environments. - Meetings to confirm understanding and discuss gap analysis.	C	Fri 07/13/18		
SOC2-01	Report	SOC 2	Audit	MSA Section 9.8 Audit Rights (hhh) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)	Submit a document which adheres to the requirements in the Agreement for SOC 2 Reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Tue 12/31/19		
SOC2-02	Report	SOC 2	Audit	MSA Section 9.8 Audit Rights (hhh) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)	Submit a document which adheres to the requirements in the Agreement for SOC 2 Reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Thu 12/31/20		
SOC2-03	Report	SOC 2	Audit	MSA Section 9.8 Audit Rights (hhh) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)	Submit a document which adheres to the requirements in the Agreement for SOC 2 Reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Fri 12/31/21		
SOC2-04	Report	SOC 2	Audit	MSA Section 9.8 Audit Rights (hhh) SOC 2 Reports	SOC 2 Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)	Submit a document which adheres to the requirements in the Agreement for SOC 2 Reports, including: - is prepared by a recognized accounting firm qualified to perform such audits - includes Successful Respondent's policies, procedures, controls and systems - addresses the 12-month period agreed by the parties in advance - addresses all agreed DIR-requested changes to scope and timing			M	Wed 08/31/22		
TRAN-29	Plan	Tools - Design Complete	Transition	Transition MPP	Complete the approach to Texas.gov support tools (e.g., BitBucket, Nagios) needed to support the legacy Texas.gov applications.		DIR to provide: - Input on tool design - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Review of proposed design and feedback for those tools that require coordination (e.g., Maven, Ant) or handover (e.g., LoadRunner, Nagios, AppDynamics) Atos to provide: - Review of proposed design and feedback for those tools that require coordination or support from DCS (e.g., Maven, Ant, LoadRunner, Nagios, AppDynamics)	C	Fri 06/15/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
GOV-03	Plan (checkpoint)	Transition Readiness Plan Outline Review	Governance	Exhibit 3.3	The purpose and scope is to outline the plans and milestones for completing the transition of Services from the Incumbent Texas.gov SCP to the Successful Respondent. Items to be addressed include, but are not limited to: 1. Software license transfers status; 2. Lease transfers status; 3. Staff employment status; 4. Billing process including detail for invoices; 5. Status of operating agreements between the Successful Respondent and the MSI and applicable SCPs; 6. Knowledge transfer programs; 7. Status of operations documentation; 8. Projects and legacy applications targeted for implementation or support at Commencement.		DIR to provide: - Plan Design input - Review of Plan design and progress - Review of the Plan development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Plan Design & development timeline	SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Transition Readiness Plan template	C	Thu 05/10/18		
TRAN-06	Execute	Transition Wave 1	Transition	Transition MPP	Confirmation that exit criteria from current wave have been satisfied and finalization of plan for next wave	Provide the following: - Confirmation that for each application in the wave, the Deloitte team has been able to: -- Extract the current code from the repository -- Compile and build the application from the code - Compile Application Understanding Document (AUD) for the applications in the wave. The AUD will consist of: an overview of the application based on the application support binders provided by NIC and information obtained from customer meetings. The AUDs will be maintained as a series of pages in Confluence or MS Word documents. - Revised wave schedule (if necessary)	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide for current wave: minimum of 10 hours of developer Q&A across the waves. Dedicated NIC Support team of 6 people (1 Java, 1 .Net, 1 DBA, 1 QA, 2 DevOps) starting May 1 through 8/31 to help us build and test the applications on developer desktops and in the new DCS environments	I	Fri 07/06/18		
TRAN-30	Execute	Tools - Build/Test Complete	Transition	Transition MPP	Complete the buildout and test of the Texas.gov support tools (e.g., BitBucket, Nagios) needed to support the legacy Texas.gov applications.		DIR to provide: - Input on tool buildout and test - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: Alos to provide: - Support to install components on DCS hardware	C	Mon 07/16/18		
GOV-01 / CD-1.2A	Plan	Transition Plan Phase 1 Complete	Transition	Exhibit 3.3	Sixty (60) days after Effective Date, the Successful Respondent shall provide DIR with an updated Transition Plan which will address all transition activities for DIR, DIR Customers, and SCPs in preparation for and including Commencement of Service.	Publication and agreement on Transition Plan as captured in a .docx or .pptx document and .MPP documents that describe the intended approach to the delivery of the Texas.gov Transition including: - Scope, schedule, deliverables, deliverable dates, activities, milestone relationships, work breakdown structure, resources, related dependencies and plan critical path for items in scope for Phase 1 - All activities for the Commencement of Services and the successful transfer of Service obligations from Incumbent - Any responsibilities to be performed or resources to be provided by DIR and DIR Customers - Any responsibilities to be performed or resources to be provided by another Third Party or SCP - DIR resource requirements, skill sets, and effort	- Provide requested information to aid in the creation of the comprehensive knowledge transition plan	MSI and SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - MSI Phase 1 implementation plan	M	Tue 05/08/18	Yes	Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-13	Execute	Monitoring - Plan Complete	Transition	Transition MPP	Complete plan alongside MSI, Atos, and NIC for monitoring, to include: - Initial meeting with Caggemini to understand options for integration of AppDynamics with ServiceNow and to understand what is feasible for them in their timeline - Second MSI-led meeting with NIC, Atos, and Deloitte to understand what is measured today and how we will measure for new SLAs in the future		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Review of proposed design and feedback MSI to provide: - MSI design - Review of proposed Design	C	Thu 05/24/18		
TRAN-07	Execute	Transition Wave 2	Transition	Transition MPP	Confirmation that exit criteria from current wave have been satisfied and finalization of plan for next wave	Provide the following: - Confirmation that for each application in the wave, the Deloitte team has been able to: -- Extract the current code from the repository -- Compile and build the application from the code - Compile Application Understanding Document (AUD) for the applications in the wave. The AUD will consist of: an overview of the application based on the application support binders provided by NIC and information obtained from customer meetings. The AUDs will be maintained as a series of pages in Confluence or MS Word documents. - Revised wave schedule (if necessary)	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide for current wave: minimum of 10 hours of developer Q&A across the waves. Dedicated NIC Support team of 6 people (1 Java, 1 .Net, 1 DBA, 1 QA, 2 DevOps) starting May 1 through 8/31 to help us build and test the applications on developer desktops and in the new DCS environments	I	Fri 07/27/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-16	Plan	USAS Updates - Review Approach and Requirements	Transition	Transition MPP	Confirm that approach for implementing accounting updates for USAS code changes in application and data stores has been determined and that requirements have been identified.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Definition of approach to make changes to applications and data stores - Requirements documentation	C	Fri 06/01/18		
TRAN-20	Plan	Cross Functional Design Complete	Transition	Transition MPP	Support the MSI in the design of cross functional services.	Evidence of support to the MSI (e.g. Deloitte sign-off of MSI-provided processes and procedures) that cross functional design specifications are successfully captured by the MSI to describe the intended scope of design for Texas.gov Services as described in Exhibits 2.1.1 Cross Functional SOW.	DIR to provide: - Design input - Review of design and design progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Design timeline	MSI to provide: - Leadership, implementation, documentation of cross functional processes Payment Services SCP to provide: - Support to design cross functional processes	I	Mon 06/04/18		
TRAN-24	Execute	VIC - Review of Standard Operating Procedures with MSI and Parsons	Transition	Transition MPP	Parsons will revise their current Standard Operating Procedure/Standard Application Process (SOP/SAP) to the VIC requirements		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - All documentation and standard operating procedures from the current operating environment MSI to provide: - Discussion and interaction with the Parson's team to confirm operations approach	C	Mon 06/04/18		
GOV-04 / CD-1.1	Plan	Transition Readiness Plan Complete	Governance	Exhibit 3.3	The Successful Respondent shall complete a Transition Readiness Plan that must be submitted to DIR at least sixty (60) days prior to the Commencement Date. The purpose and scope is to outline the plans and milestones for completing the transition of Services from the Incumbent Texas.gov SCP to the Successful Respondent. Items to be addressed include, but are not limited to: 1. Software license transfers status; 2. Lease transfers status; 3. Staff employment status; 4. Billing process including detail for invoices; 5. Status of operating agreements between the Successful Respondent and MSI and SCPs; 6. Knowledge transfer programs; 7. Status of operations documentation; 8. Projects and legacy applications targeted for implementation or support at Commencement.	Publication and agreement on a Transition Readiness Plan (aka operational readiness plan) as captured in an .xlsx document, at the workstream level and reporting up to the MSI or DIR Transition Program, based on the previously agreed Transition Readiness Plan outline, that describes the state of readiness of the Texas.gov services and constituting: - A published document used to track and demonstrate readiness for DIR to "go-live" for all Texas.gov Services as described in Exhibits 2.1.1 Cross Functional SOW and Exhibit 2.1.3 Texas.gov SOW, including at a minimum: a) Software license transfer status b) Lease transfer status c) Personnel employment status d) Billing process including detail for invoices e) Status of operating agreements between MSI and SCPs f) Knowledge Transfer programs g) Status of operations documentation h) Texas.gov systems i) Access & connectivity to MSI systems j) Training for Texas.gov support staff k) Cutover Checklists l) Roll back plan and associated decision criteria m) Projects or applications targeted for implementation at Commencement Anticipated adjustments to the plan will be made prior to go-live (e.g. weekly during July and daily during August)	• SME availability, SCP to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - Transition Readiness Plan template	M	Tue 07/31/18	Yes		
TRAN-14	Execute	Monitoring - Build Complete	Transition	Transition MPP	Complete buildout of monitoring capabilities for legacy applications in test and production.	-Event Monitoring buildout is complete for Texas.gov Services	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Access to applications to implement monitoring in test and prod during reverse shadow sessions. - Firewall connectivity for monitoring Also to provide: - AppDynamics installation on host - Firewall connectivity to enable monitoring	I	Fri 08/17/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-27	Execute	VIC - Turnover Inventory - Phase 1	Transition	Transition MPP	Transfer of the bulk of service inventory to Parsons while leaving enough inventory with the existing service provider to maintain service requirements.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Bulk of VIC field units - Image of the units	C	Fri 07/13/18		
TRAN-35		VIC - Equipment Procurement			Deloitte will procure, configure and test VIC equipment in advance of providing services on 9/1/2018.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Production image of the VIC unit. - Confirmation of correct imaging on one of the units.	C	Fri 08/17/18		
TRAN-32	Execute	Code Freeze for all enhancements and SEV 4 incidents	Transition	Transition MPP	Code freeze for application enhancements and SEV 4 incidents, with the following exceptions: - USAS changes to support new business model		DIR to provide - Approval for code freeze - Communication to customers regarding the freeze - Governance processes to control which changes are accepted during the freeze	NIC to provide: - Freeze for code changes from deployment in production, except to resolve SEV 1, 2, and 3 incidents, to fix defects related to UAT testing of the USAS enhancement, and those changes identified for reverse shadowing activities - Support for the code freeze review process	C	Tue 07/31/18		
TRAN-17	Plan	USAS Updates - Review Test Cases	Transition	Transition MPP	Confirm that test cases for USAS Code changes have been updated		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Updated test cases and test data	C	Wed 08/01/18		
TRAN-21	Execute	Cross Functional Test Complete	Transition	Transition MPP	Support the MSI in the testing of cross functional services. Completion of Deloitte's testing of the MSI toolset: - MSI's toolset (ServiceNow and Digital Fuel) Cross Functional processes and toolset implementation for Service Management, Business Management, and Operations Management capabilities - MSI toolset (Salesforce and ServiceNow) Marketplace functions process and toolset implementation - MSI Toolset (ServiceNow) Agile Management and Integrated Project Management capabilities process and toolset implementation	Evidence of support to the MSI (e.g., Deloitte sign-off of MSI-provided processes and procedures) that cross functional design specifications are successfully captured by the MSI to describe the intended scope of design for Texas.gov Services as described in Exhibits 2.1.1 Cross Functional SOW.	DIR to provide: - Test input - Review of test and test progress - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of test timeline	MSI to provide: - Leadership, implementation, documentation of cross functional processes - Dashboards and reports in the toolset to support these functions - Integrations to support these functions in the toolset - Training on the toolset - Access to the toolset for Deloitte team members Payment Services SCP to provide: - Support to design cross functional processes	I	Thu 08/02/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-25	Execute	VIC - Integration of ServiceNow with Parson's Ticketing System	Transition	Transition MPP	Evaluate the ability of the MSI ServiceNow tool to meet Parson's needs. If the MSI configuration of ServiceNow does not fully meet these needs, Deloitte and Parsons work with the MSI to integrate Parson's existing system with the MSI service.	Evidence that Deloitte / Parson's buildout is complete for Texas.gov VIC Services and integrated to the MSI's ticketing system.	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	MSI to provide: - Overview of available capabilities for Parson's team - Integration capabilities for Parson's ESC system - Integration specifications and support to integrate to the Parson's ticketing system NIC to provide: - Training to the MSI service desk staff for first call resolution	I	Thu 08/02/18		
TRAN-26	Execute	VIC - Integration of the MSI call center with escalation to Parsons	Transition	Transition MPP	Confirm handoffs between MSI and Parson's team for call center escalation. The MSI SCP will provide call center and help desk services. If escalation is needed, the MSI call center will log a ticket in ServiceNow for Parsons. Parsons will coordinate communications with the MSI to provide support.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	MSI to provide: - Overview of call center escalation plans to Parson's	C	Thu 08/02/18		
SMM-04 / CD-1.3b	Implement	SMM Implementation - Phase II Complete	SMM	Exhibit 3.3	Phase II of Service Management Manual Delivery	Publication of required Phase II SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase II contents and structure • Processes reflect the requirements of the Agreement • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for Texas.gov SCP and DIR, other SCPs, and/or DIR Customers as appropriate. • Dependencies and relationships are documented. • Risks associated with procedures are identified and mitigation strategies documented for each risk. • The policies and procedures are consistent with the proposed project approach	DIR to review and approve the final process documentation.	SCP's to contribute in the revisions of the process documentation. MSI to provide: - SMM container - SMM processes including review and loading procedures	M	Mon 08/20/18	Yes	Yes
TRAN-11	Execute	Turnover of production admin keys	Transition	Transition MPP	Confirm NIC production credentials and production key transfers to Deloitte and Alos.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Confirmation that administrative and system-level credentials have been provided for all applications. Alos to provide: - Confirmation that credentials have been received	C	Wed 08/01/18		
TRAN-18	Execute	USAS Updates - Review Implemented Code and Test results	Transition	Transition MPP	Confirm that USAS Code changes have been implemented in non-production environments in both application code and at the data store layer. Confirm that NIC testing has been completed on these changes. Confirm that documentation has been updated.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide by 8/1/2018: - Confirmation and evidence that code has been committed to source code repository - Confirmation and evidence that new USAS codes have been entered to data stores - Confirmation that NIC has performed functional, accessibility, integration, and performance testing. This includes 3-day testing with the comptroller and testing with customer agencies. - Updated steady state operational information (e.g., runbooks) to the transition team)	C	Mon 08/20/18		
TRAN-10	Execute	Transition Wave-3 (Production Support)	Transition	Transition MPP	Confirmation that exit criteria from current wave have been satisfied -in production has been completed.	Provide the following: - Confirmation that the Deloitte team has been able to: -- Monitor the applications in production -- Perform incident and problem management in production (based on available work requests) -- Perform USAS code deployments in STAGE -- Perform production deployments of all applications - Updated Application Understanding Document (AUD) for applications as necessary. The AUDs will be maintained as a series of pages in Confluence or MS Word documents. - Confirmation that exit criteria from current wave have been satisfied in production has been completed. - Deploy the application in a test environment (dev, test, or stage) - preferably a new environment - Configure the application - Test the application to validate functionality (e.g., smoke test)	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide for current wave: - Production access for all applications - Primary Production support responsibility	M	Fri 08/31/18		Yes

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
TRAN-19	Execute	USAS Updates - Release Readiness (functional, performance, and integration testing)	Transition	Transition MPP	Deloitte to validate the modified applications, including functional, performance, accessibility, and integration testing.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Support for SME availability to address issues found in testing and release readiness	C	Fri 08/31/18		
TRAN-22	Execute	Cross Functional Implementation Complete	Transition	Transition MPP	Support the MSI in the implementation of cross functional services.	Publication and agreement on cross functional implementation as described in the Cutover activities .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness Plan for Texas.gov Services as described in Exhibits 2.1.1 Cross Functional SOW.	DIR to provide: - Implementation input - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of implementation timeline	MSI to provide: - Support for SME availability, implementation, documentation of cross functional processes Payment Services SCP to provide: - Support to implementation of cross functional processes	M	Fri 08/31/18		Yes
TRAN-31	Execute	Tools - Implementation Complete	Transition	Transition MPP	Operational date of the Texas.gov support tools (e.g., BitBucket, Nagios) needed to support the legacy Texas.gov applications.	Tools are live and operational.	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Turnover of tool instance, as requested Alos to provide: - Execution of scripts to perform configuratons as requested	I	Fri 08/31/18		
TRAN-15	Plan	Monitoring - Implementation of new monitoring for existing apps in ServiceNow	Transition	Transition MPP	Commence monitoring of production environments for SLA purposes	Publication and agreement on Event Management implementation as described in the Cutover activities .xlsx document, that describes the completed status of the outcome of agreed cutover activities as documented in the Transition Readiness Plan.	DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	MSI to provide: - Coordination of ServiceNow implementation - Leadership, implementation, documentation of cross functional processes Payment Services SCP to provide: - Support to implementation of cross functional processes	M	Sat 09/01/18		Yes
TRAN-28	Execute	VIC - Turnover Inventory - Phase 2	Transition	Transition MPP	Transfer of remaining inventory to Parsons		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	NIC to provide: - Remaining VIC field units	C	Fri 09/28/18		
GOV-05 / CD-1.2b	Plan	Transition Plan Phase 2 Complete	Transition	Exhibit 3.3	No later than thirty (30) days after Commencement Date, the Successful Respondent shall provide DIR with Phase 2 of the Plan, that will address all remaining transition activities for DIR, DIR Customers, and SCPs that will result in the completion of Transition no later than six (6) months from Commencement Date.	Publication and agreement on Transition Plan as captured in a .docx document that describes the intended approach to the delivery of the Texas.gov Transition including: - Scope, schedule, deliverables, deliverable dates, activities, milestone relationships, work breakdown structure, resources, and plan critical path for items in scope for Phase 2 - All activities for the Commencement of Services - Any responsibilities to be performed or resources to be provided by DIR and Agencies - Any responsibilities to be performed or resources to be provided by another Third Party or SCP - DIR resource requirements, skill sets, and effort	- Provide access to technology assets and tools, people participation, available process documentation	MSI and SCPs to provide: - Plan Design input participating in plan design sessions as appropriate - Consultation on operations - Review of Plan Design and development as appropriate - Early identification of Plan issues as appropriate MSI to provide: - MSI Phase 2 implementation plan	M	Mon 10/01/18	Yes	
SMM-05 / CD-1.3c	Implement	SMM Implementation - Phase III Complete	SMM	Exhibit 3.3	Phase III of Service Management Manual Delivery	Publication of required Phase III SMM sections as defined in Exhibit 1.3 • SMM content aligned with SMM Phase III contents and structure • Processes reflect the requirements of the Agreement • Detailed descriptions of policies, processes, and procedures are documented in the manual. • Roles and responsibilities are defined for Texas.gov SCP and DIR, other SCPs, and/or DIR Customers as appropriate. • Dependencies and relationships are documented. • Risks associated with procedures are identified and mitigation strategies documented for each risk. • The policies and procedures are consistent with the proposed project approach	DIR to provide: - SMM Design input - Review of design and design progress - Review of the development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of SMM Design & development timeline	SCPs to provide: - Input participating in design sessions as appropriate - Consultation on SCP operations - Design, development, and testing of interfaces to and from SCP Systems in accordance with MSI interface and data specifications to meet SMM Design timelines - Review of the SMM development as appropriate MSI to provide: - SMM container - SMM processes including review and loading procedures	M	Wed 10/31/18	Yes	
TRAN-23	Execute	MSI Toolset JIRA/Jama data load	Transition	Transition MPP	Provide data to MSI from Deloitte toolset (JIRA and Jama) for import to MSI toolset. This is to support ongoing work on MGMW and OTC.		DIR to provide: - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Transition timeline	MSI to provide: - Load of agile data (sprints, user stories, comments, attachments, etc.) from JIRA and Jama to ServiceNow	C	Mon 12/31/18		

Reference Number	Type	Name	Category	Source	Description	Acceptance Criteria (Specific, Measurable, Time bounded Outcomes)	Expectations of DIR and DIR Customer	Interactions with other Service Providers	Checkpoint (C), Interim (I) or Major (M)	Due Date (mm/dd/yy)	Critical Deliverable	Charges
AR-01	Report	DIR Shared Services Annual Review	Governance		Complete an Annual Review for each Texas.gov Service in October of each calendar year.	The Annual Review shall contain the actual service volumes against the forecasted monthly volumes for the previous year, and forecasted service volumes for the next year. In addition, the review shall contain: (i) whether the Charges are consistent with DIR's forecasts and industry norms; (ii) the quality of the performance and delivery of the Services; (iii) whether the Successful Respondent or SCPs have delivered cost saving or efficiency enhancing proposals; (iv) the level and currency of the technologies and processes employed; (v) the operations and technology strategy and direction; (vi) whether the Successful Respondent and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA), and (vii) such other things as DIR may reasonably require.	DIR to provide: - Annual Review Design input - Review of Annual Review design and progress - Review of the Annual Review development - Resolution of escalated issues as appropriate - Rapid decision making and approval in support of Annual Review Design & development timeline	SCP to provide to MSI: - Annual Review Design input participating in plan design sessions as appropriate - Consultation on SCP operations - Review of Annual Review Design and development as appropriate - Early identification of Annual Review issues as appropriate MSI to compile SCP input and publish Annual Review	M	Annually on October 15th	No	

Desc	Date	20 Days Prior	60 Days Prior	30 Days After	60 Days After	90 Days After
Commencement Date	09/01/18	08/12/18	07/03/18	10/01/18	10/31/18	11/30/18
Effective Date	03/09/18	02/17/18	01/08/18	04/08/18	05/08/18	06/07/18