



**Attachment to Managed Application Services  
Service Component Provider  
Master Services Agreement  
DIR Contract No. DIR-MAS-SCP-RCR-001**

Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Allied Consultants, Inc.**

**Attachment 13-A  
Description of Reports**

September 26, 2018

## Change Log

| CCR/CN  | Amendment | Date      | Description  |
|---------|-----------|-----------|--|
| CCR 256 | N/A       | 8/25/2017 | <p>STC-OPS-PROJ07, Warranty Services: This report is not applicable to Rate Card Services</p> <p>STC-OPS-STGC10, Innovation Plan: This report is not applicable to Rate Card Services</p> <p>Updates made to align with new MSI contract. Changes include additions, deletions, and changes to reports.</p> <p>Added:</p> <ul style="list-style-type: none"> <li>-Monthly Incident Management Report</li> <li>-Enterprise Event Management Report</li> <li>-Pool and Rate Card Report</li> <li>-RCA Report</li> <li>-Problem Management Report</li> <li>-Asset Inventory Summary Report</li> <li>-Capacity Management Report</li> <li>-Digital Availability Plan</li> <li>-All Open Changes - at Customer and Enterprise Levels</li> <li>-Key Performance Indicators</li> <li>-Operating Measurements</li> <li>-Monthly Security Status Review</li> <li>-Monthly On-boarding/Off-boarding Report</li> <li>-Access Management Report</li> <li>-Security Initiative Reports</li> <li>-DIR Board Report</li> <li>-Monthly Operations Statistics Dashboard - DCS, MAS, MSS, Texas.gov</li> </ul> <p>Removed:</p> <ul style="list-style-type: none"> <li>-DR Test Results report removed</li> <li>-RU Forecast Report removed</li> <li>-Individual Monthly Reports for Key Measures</li> <li>-Various reports and data required to validate SLAs</li> </ul> <p>Revised:</p> <ul style="list-style-type: none"> <li>Description of Monthly Service Provider Scorecard</li> </ul> |
|         | N/A       | 26-Sep-18 | Description of STC-OPS-SLA01   |

## Overview

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

| Column Name                                    | Column Description   |
|--|--|
| Contract Reference                             | MSA reference, if applicable   |
| Report Category                                | Functional Category  |
| Report Name                                    | Name of report   |
| Description                                    | Short description of the report and report content   |
| Frequency                                      | How often the report is distributed.   |
| Recipient                                      | DIR or STC Customer for whom report is created.  |
| Report Location                                | Where the report is published ; Portal, email etc...   |
| Report Generator Tool                          | Tool from which the Service Provider creates the report  |
| New or Existing Report                         | If the report is currently provided by the Existing or being requested New   |
| Report Data and Creation                       | Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report. |
| Report Start Date (if other than Commencement) | The starting date for each report after Effective Date.  |

Report Data and Creation  
 Column indicates who:  
 (C) creates report for publication, (D) provides data to MSI  
 The MSI publishes all reports including but not limited to reports  
 considered Operational Reports, reports required by SMMS, reports with  
 approved Stories and reports required in MSI and SCP Contract  
 documents. DIR in its sole discretion may approve reports be published by  
 another party.

| Contract Reference | Report Category  | Report ID      | Report Name                        | Description  | Frequency | Recipient                            | Report Location                     | Report Generator Tool | Existing or New Report   | MSI | Rate Card Services |
|--------------------|------------------|----------------|------------------------------------|--|-----------|--------------------------------------|-------------------------------------|-----------------------|--------------------------|-----|--------------------|
|                    | <b>Scorecard</b> |                |                                    |  |           |                                      |                                     |                       |                          |     |                    |
|                    |                  | STC-OPS-SCD01  | Monthly Service Provider Scorecard | Service Delivery Solution Group approved Customer Scorecard of Vendor's Performance.   | Monthly   | DIR, STC Customer                    | Web Portal                          | ServiceNow            | Modification of Existing | C,D | D                  |
|                    | <b>Finance</b>   |                |                                    |  |           |                                      |                                     |                       |                          |     |                    |
|                    |                  | STC-OPS-FIN01  | DIR Shared Service Invoice         | DIR Invoice.   | Monthly   | DIR, Finance                         | Email, Web Portal                   | ITFM                  | Existing                 | C,D | D                  |
|                    |                  | STC-OPS-FIN03  | HUB Spend Report                   | Tracks spending by Service Provider with HUB-qualified subcontractors.   | Monthly   | DIR, Finance and DIR HUB Coordinator | Web Portal in a downloadable format | Excel                 | Existing                 | C,D | D                  |
|                    |                  | STC-OPS-FIN05  | Invoice Detail Reports             | Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details).  | Monthly   | DIR, Finance                         | Web Portal in a downloadable format | ITFM                  | Existing                 | C,D | D                  |
|                    | <b>Incident</b>  |                |                                    |  |           |                                      |                                     |                       |                          |     |                    |
|                    |                  |                | Monthly Incident Management Report | Key issues relating to Incident Management processes. Number of Incidents during the month, grouped by severity, service, agency, region, classification or other criteria as appropriate. List of Incidents, short description, reference number, and a shortcut to detailed description. Detailed description, including timing of activities. Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR and Customers, which include:<br>The number of Incidents.<br>Sources of the Incidents.<br>Frequency regarding the types or categories of Incidents.<br>The duration of open Incident (average and quantities by age).<br>Number and percentage of Incidents Resolved upon first contact.<br>Trending metrics in terms of MTTRS (mean time to restore service) by category, priority and by service or SLA.<br>Number and percentage of SLA impacting Incidents.<br>Number and percentage of Incidents (by category, priority, service and SLA) that were handled within the SLA targets.<br>Number and percentage of Incidents (by category, priority, service and SLA) reopened.<br>Number and percentage of Incidents (by category, priority, service and SLA) reoccurring.<br>Number and percentage of Incidents that have resulted in the creation of problem records.<br>Percentage (by category, type and priority) of Incidents that were resolved by use of an Incident Model;<br>Number and percentage of Incidents escalated by organization, category, priority and Service.<br>The association of Incidents by cause and resolution by Service Component.<br>Other pertinent information regarding Incident Resolution, including Service Level measurement reporting. | Monthly   | DIR, Customer                        | Web portal                          | ServiceNow            | New                      | C,D | D                  |
|                    |                  |                | Enterprise Event Management Report | Provides statistics, lists and charts illustrating the Events collected in the STC supported environment including the number of, source, destination and type of event.<br>Provides reports on Incidents and Problems initiated by the Enterprise Event Management system with trends over the past 13 months.<br>Number of events per CIs.<br>Number of occasions when an event is collected and can't be matched with a CI<br>Summary and details of events which resulted in an automated correction made to remediate errors.<br>Statistical information about the number of, source, destination and type of event.  | Weekly    | DIR                                  | Web portal                          | ServiceNow            | New                      | C,D | D                  |
|                    | <b>Projects</b>  |                |                                    |  |           |                                      |                                     |                       |                          |     |                    |
| Exh 2.7            |                  | STC-OPS-PROJ05 | Open Projects Status Report        | Status report will include, at a minimum, the following: (a) any milestones achieved; (b) any variances to the schedule set forth in the applicable Service Proposal; (c) if the Project is behind schedule, a recovery plan that describes the actions that Service Provider will undertake in order to return to such schedule; (d) Deliverables and other Work Product that have been created, developed, and/or completed, in whole or in part, pursuant to the Service Proposal or otherwise as part of the Project and the status of each such Deliverable and other Work Product; (e) variances, if any, to the specifications of the Project; (f) any charges incurred to date, including hardware, software, labor and any other charges associated with the performance of the Project and execution of the Service Proposal, to the extent that such charges are relevant to STC Customer's payment obligations; (g) an identification of any potential known or reasonably anticipated risks regarding the Project (such as potential disruptions to STC Customer operations), and the actions that would need to be taken in order to mitigate and/or eliminate such risks; and (h) any relevant issues identified by either Party since the previous report.   | Weekly    | DIR, STC Customer                    | Web Portal                          | ServiceNow            | Existing                 | C,D | D                  |
| Exh 2.7            |                  | STC-OPS-PROJ06 | Texas Project Delivery Framework   | Measurement and reporting mechanisms for large projects, as defined by the Texas Project Delivery Framework  | As Needed | DIR, STC Customer                    | Web Portal                          | Excel, Word           |                          |     | C,D                |





