



**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 3-A  
SERVICE LEVEL MATRIX**

**Contract Change Log**

CCR	Date	Description
XXXX	05/15/2017	*Updated the due dates on the one time deliverables and recurring deliverables tabs. *Updated the date on the Title Page tab. *Added a contract change log tab.

## INTRODUCTION

The Key Measurements included in this [Attachment 3-A](#) and referenced below represent all of the Service Levels for all Managed Application Services (MAS) service areas.

### **This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:**

#### **1. For Key Measurements (Attachment 3-B):**

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

**Key Measurement Matrix - Managed Application Services**

Service Type(s)			Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	SLA Type
Application Maintenance Services	Application Development Services	Rate Card Services							

Low Volume Alternative Calculation <sup>(4)</sup>	Volume (Denominator) 1-9	Volume (Denominator) 10-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
---	--------------------------	----------------------------	----------------------------	-----------------------------

			1.1	Availability					
X	N/A	N/A	U1.1.12	Application Availability - Tier 1	0	99.95%	99.90%	Monthly	KM
X	N/A	N/A	U1.1.13	Application Availability - Tier 2	0	99.90%	99.80%	Monthly	KM
X	N/A	N/A	U1.1.14	Application Availability - Tier 3	0	99.85%	99.75%	Monthly	KM

No				
No				
No				

			2.1	Incident and Problem					
X	N/A	N/A	U2.1.1A	Root Cause Analysis Delivery - Managed Application	0	98.00%	96.00%	Monthly	KM
X	N/A	N/A	U2.1.2A	Corrective Actions - Managed Application	0	95.00%	90.00%	Monthly	KM
X	N/A	N/A	U2.1.3A	Resolution Time - Sev 1/2/3/4 - Managed Application	0	97.50%	96.00%	Monthly	KM

Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B	Attachment 3-B
No				
Yes	1 miss=ESL 2 miss=MSL	1 miss=ESL 2 miss=MSL	1-2 miss=ESL 3-4 miss=MSL	1-2 miss=ESL 3-4 miss=MSL

			2.2	Cross Functional					
X	X	N/A	U2.2.1A	Change Management Effectiveness - Managed Application	0	96.00%	93.00%	Monthly	KM
X	X	X	U2.2.2A	Service Request Fulfillment - Managed Application	0	95.00%	90.00%	Monthly	KM
X	X	X	U2.2.3A	Solution Proposal Delivery - Managed Application	0	95.00%	90.00%	Monthly	KM
X	X	X	U2.2.4A	Solution Implementation - Managed Application	0	95.00%	90.00%	Monthly	KM
X	N/A	N/A	U2.2.5A	License and Maintenance Renewal Timeliness - Managed Application	0	99.00%	98.00%	Monthly	KM
X	X	X	U2.2.6A	Invoice Dispute Resolution - Managed Application	0	95.00%	90.00%	Monthly	KM
X	N/A	N/A	U2.2.7A	Response Time of the Application	0	98.20%	98.00%	Monthly	KM
N/A	X	N/A	U2.2.8A	Project Estimation	0	95.00%	90.00%	Monthly	KM
N/A	X	N/A	U2.2.9A	Milestone Completion	0	95.00%	90.00%	Monthly	KM

Yes	N/A	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
Yes	1 miss=ESL 2 miss=MSL	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
No				
No				
Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B	Attachment 3-B
Yes	1 miss=ESL 2 miss=MSL	1 miss=ESL 2 miss=MSL	1-3 miss=ESL 4-6 miss=MSL	1-5 miss=ESL 6-10 miss=MSL
No				
No				
No				

**Notes:**

- (1) Number of Months after Commencement Date of services to Customers when the Service Provider is responsible for Service Level performance.
- (2) ESL will have the same meaning as Expected Service Level.
- (3) MSL will have the same meaning as Minimum Service Level.
- (4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

### One-Time Deliverables

An "x" indicates the Service Component a Recurring Deliverable will apply to<sup>(2)</sup>

Attachment 3-C Section Reference	One-Time Deliverable Description	Final Due Date <sup>(1)</sup>	Acceptance Review Period	Deliverable (\$s) <sup>(2)</sup>	Frequency Credit Applies	Application Development	Application Maintenance	Rate Card Resources
A.1	Day 1 Readiness Plan	30 days after effective date	30 days after final due date	\$10,000	monthly	x	x	x
A.2	Service Management Manual I	30 days after acceptance of the New Customer Integration Plan	30 days after final due date	\$10,000	monthly	x	x	x
A.3	Service Management Manual II	90 days after first signed Solution Order for first Customer	30 days after final due date	\$10,000	monthly	x	x	x
A.4	Service Management Manual III	180 days after first signed Solution Order for first Customer	30 days after final due date	\$10,000	monthly	x	x	x
A.5	New Customer Integration Plan	60 days after approval of the Day 1 Readiness Plan	30 days after final due date	\$10,000	monthly	x	x	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

**Recurring Deliverables**

An "x" indicates the Service Component a Recurring Deliverable will apply to<sup>(2)</sup>

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date <sup>(1)</sup>	Acceptance Review Period	Deliverable (\$s) <sup>(2)</sup>	Frequency Credit Applies	Application Development	Application Maintenance	Rate Card Resources
B.1	Annual Technology Plan and Roadmap	Annually July 15th	30 days after final due date	\$10,000	monthly	x	x	x
B.2	<Reserved>					x	x	N/A
B.3	Service Management Manual Currency	Quarterly	30 days after final due date	\$10,000	monthly	x	x	x
B.4	Customer Satisfaction Improvement Plan	In accordance with <u>Attachment 14</u>	30 days after final due date	\$10,000	monthly	x	x	x
B.5	<Reserved>					N/A	x	N/A
B.6	<Reserved>					x	x	N/A

Notes:  
 (1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due  
 (2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component