

Change Log

CCR	Amendment	Date	Description
XXX	N/A	05/15/2017	<ul style="list-style-type: none">• Removed “Currently Measured” in all sections as it’s not needed• Removed reference to AM and AD Services

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**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-B

SLA Definitions-Tools-Methodologies

May 15, 2017

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A.0 KEY MEASUREMENTS – MANAGED APPLICATION

This Section sets forth qualitative descriptions of the Key Measurements for the Managed Application Service Component. The numerical Minimum Service Levels, Expected Service Levels and commencement of obligations associated with such Key Measurements are set forth in Attachment 3-A.

A.1 RESERVED

A.2 RESERVED

A.3 RESERVED

A.4 RESERVED

A.5 RESERVED

A.6 RESERVED

A.7 RESERVED

A.8 Service Request Fulfillment – Managed Application

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Service Request Fulfillment – Managed Application	3-A	U2.2.2A	0
SERVICE LEVEL TYPE	Key Measurement		
SERVICE TYPE(S)	Rate Card Services		
METRIC DESCRIPTION	<p>The Service Level for “Service Request Fulfillment – Managed Application” measures the percentage of time Service Provider successfully completes “Service Requests” (which are defined as requests that do not require solution proposal development; examples of such requests include provisioning ID access, password resets, Service Catalog requests, etc.).</p> <p>Specific target timeframes are maintained in the SMM.</p>		
METRIC INCLUSIONS and DATA SOURCES	Service Requests shall be an agreed upon set of service requests as specified in the SMM.		
METRIC EXCLUSIONS	Service Requests related to data recoveries.		
HOURS OF MEASUREMENT	As maintained in SMM		
DAYS OF MEASUREMENT	As maintained in SMM		
MINIMUM SERVICE LEVEL	90.00%		
EXPECTED SERVICE LEVEL	95.00%		

<p>ALGORITHM</p>	<p>The Service Level calculation for “Service Request – Managed Application” is the total number of Service Requests that are resolved within the committed timeframes, divided by the total number of resolved Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Service Request is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until resolved.</p> <p>A low volume alternative calculation, set forth in <u>Attachment 3-A</u>, shall apply when the total volume of Service Requests falls within the volume (denominator) ranges specified in that Attachment.</p>
<p>COLLECTION PROCESS</p>	<p>Service Requests that do not require solution proposal development will be logged and tracked in the MSI ITSM System. Service Requests will be categorized and assigned to resolver teams who will work to fulfill the Service Request and progress the ticket through the service request management lifecycle.</p> <p>Service Request data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter service request tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<ul style="list-style-type: none"> • MSI ITSM • MSI ServiceFlow
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.</p>
<p>PERFORMANCE CATEGORY</p>	<p>Cross Functional</p>
<p>METRIC OWNER</p>	
<p>METRIC REPORTING</p>	<p><input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual</p>

A.9 Solution Proposal Delivery – Managed Application

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Solution Proposal Delivery – Managed Application	3-A	U2.2.3A	0
SERVICE LEVEL TYPE	Key Measurement		
SERVICE TYPE(S)	Rate Card Services		
METRIC DESCRIPTION	<p>The Service Level for “Solution Proposal Delivery – Managed Application” measures the percentage of time Service Provider delivers a viable proposal to Customers within the committed timeframes, in response to a solution request.</p> <p>Following receipt of requirements, the Service Provider shall deliver a proposal for each request within the timeframes as listed below:</p> <ul style="list-style-type: none"> ▪ Small within 11 Business Days ▪ Medium within 22 Business Days ▪ Large within 33 Business Days ▪ Very Large within 44 Business Days <p>When a proposal is delivered, it must include a committed timeframe for project implementation specified as Business Days from the time the project is assigned to the project pool to the implementation completion. This committed number of Business Days will be used in the “Solution Implementation” Service Level.</p> <p>Specific size criteria and guidelines shall be maintained in the SMM.</p>		
METRIC INCLUSIONS and DATA SOURCES	Each proposal submitted to Customers will be counted as a measurable event. If there are multiple proposals for one request due to requirements changes then subsequent iterations will be counted as another event. Each will count as an event and an opportunity to succeed or fail.		
METRIC EXCLUSIONS	Service Requests		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	90.00%		
EXPECTED SERVICE LEVEL	95.00%		

ALGORITHM	<p>The Service Level calculation for “Solution Proposal Delivery – Managed Application” is the total number of solution proposals that are delivered within the committed timeframes, divided by the total number of delivered proposals plus the total number of open proposals that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a solution proposal request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an open solution proposal request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until delivered; if it is delivered within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until delivered.</p>
COLLECTION PROCESS	<p>Solution proposal requests will be logged and tracked in the MSI ITSM System. Solution proposal requests will be categorized and assigned to teams who will work to deliver a proposal and progress the ticket through the service request management lifecycle.</p> <p>Solution proposal data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter service request tickets based on appropriate measurement criteria.</p>
REPORTING TOOLS	<ul style="list-style-type: none"> • MSI ITSM • MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	<p>Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.</p>
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

A.10 Solution Implementation – Managed Application

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Solution Implementation – Managed Application	3-A	U2.2.4A	0
SERVICE LEVEL TYPE	Key Measurement		
SERVICE TYPE(S)	Rate Card Services		
METRIC DESCRIPTION	The Service Level for “Solution Implementation – Managed Application” measures the percentage of time Service Provider successfully implements a Solution Request within the committed timeframe. All phases of the Solution implementation process from DIR assignment of the project to the project pool through successful implementation (which requires Customer acceptance) into production are included in this measure.		
METRIC INCLUSIONS and DATA SOURCES	The committed timeframe is that timeframe specified in the proposal (as further described in the “Solution Proposal Delivery” Service Level) or otherwise as agreed by the requester.		
METRIC EXCLUSIONS	Service Requests		
HOURS OF MEASUREMENT	N/A		
DAYS OF MEASUREMENT	N/A		
MINIMUM SERVICE LEVEL	90.00%		
EXPECTED SERVICE LEVEL	95.00%		

ALGORITHM	<p>The Service Level calculation for “Solution Implementation – Managed Application” is the total number of projects that are successfully implemented within the committed timeframes, divided by the total number of projects implemented plus the total number of projects that have passed the committed timeframe, with the result expressed as a percentage.</p> <p>Projects will be reported in the Measurement Window in which the associated Change ticket is closed, allowing sufficient time to determine if the project was successful.</p> <p>For purposes of clarity, note the following:</p> <p>(a) if a project is assigned within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such project is actually implemented in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation)</p> <p>(b) an uncompleted project is also carried forward into subsequent Measurement Windows as a breach until implemented; if it is implemented within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until implemented.</p>
COLLECTION PROCESS	<p>When a solution proposal is approved a Change ticket of type Project will be created by the MSI Program Manager in the MSI ITSM system. Final sign-off documents will be attached by the SCP when the project is accepted as complete. Upon completion of the post implementation review the MSI Program Manager will close the Change ticket.</p> <p>Solution implementation data will be uploaded from ITSM to ServiceFlow on a daily basis. ServiceFlow will filter change tickets based on appropriate measurement criteria.</p>
REPORTING TOOLS	<ul style="list-style-type: none"> • MSI ITSM • MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	<p>Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.</p>
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

A.11 RESERVED

A.12 Invoice Dispute Resolution – Managed Application

SERVICE LEVEL NAME	EXHIBIT NUMBER	SECTION REFERENCE	START DATE
Invoice Dispute Resolution – Managed Application	3-A	U2.2.6A	0
SERVICE LEVEL TYPE	Key Measurement		
SERVICE TYPE(S)	Rate Card Services		
METRIC DESCRIPTION	The Service Level for “Invoice Dispute Resolution – Managed Application” measures the percentage of invoice disputes that are resolved within twenty (20) Business Days.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	90.00%		
EXPECTED SERVICE LEVEL	95.00%		
ALGORITHM	<p>The Service Level calculation for “Invoice Dispute Resolution – Managed Application” is the total number of invoice disputes that are resolved within twenty (20) Business Days of submission, divided by the total number of resolved invoice disputes plus the total number of open invoice disputes that have exceeded twenty (20) Business Days, with the result expressed as a percentage.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> (a) if an invoice dispute is initiated within the current Measurement Window, but the twenty Business Days extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such dispute is actually resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation) (b) an open invoice dispute that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until resolved; if it is resolved within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until resolved. <p>A low volume alternative calculation, set forth in <u>Attachment 3-A</u>, shall apply when the total volume of invoice disputes falls within the volume (denominator) ranges specified in that Attachment.</p>		

COLLECTION PROCESS	<p>Invoice disputes will be logged and tracked in the MSI ITSM System. Invoice Disputes will be categorized and assigned to resolver teams who will work to research and resolve the dispute, and progress the ticket through the service request management lifecycle.</p> <p>Invoice Dispute data will be uploaded to ServiceFlow on a daily basis. ServiceFlow will filter the service request tickets based on appropriate measurement criteria.</p>
REPORTING TOOLS	<ul style="list-style-type: none"> • MSI ITSM • MSI ServiceFlow
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the ServiceFlow application database, which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data is archived and can be made available via ServiceFlow upon request by DIR.
PERFORMANCE CATEGORY	Cross Functional
METRIC OWNER	
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

A.13 RESERVED

A.14 RESERVED

A.15 RESERVED