



**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.

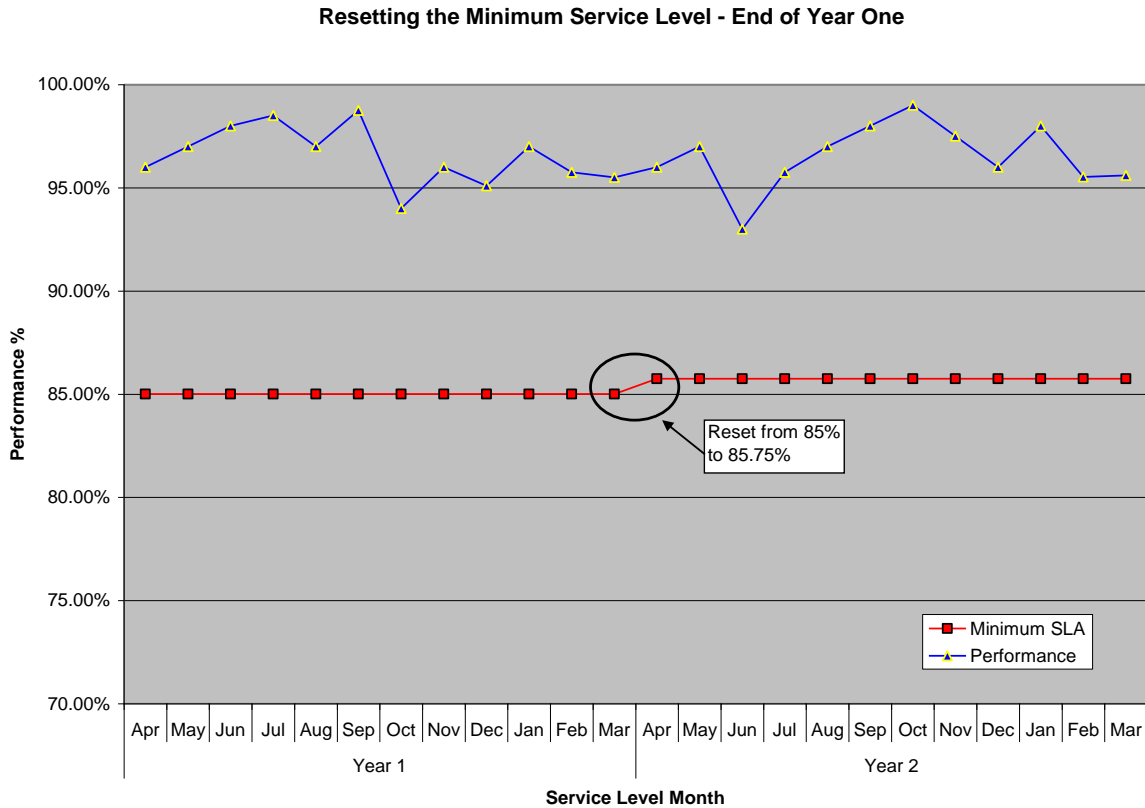
Attachment 3-D

Service Levels Outcome Examples

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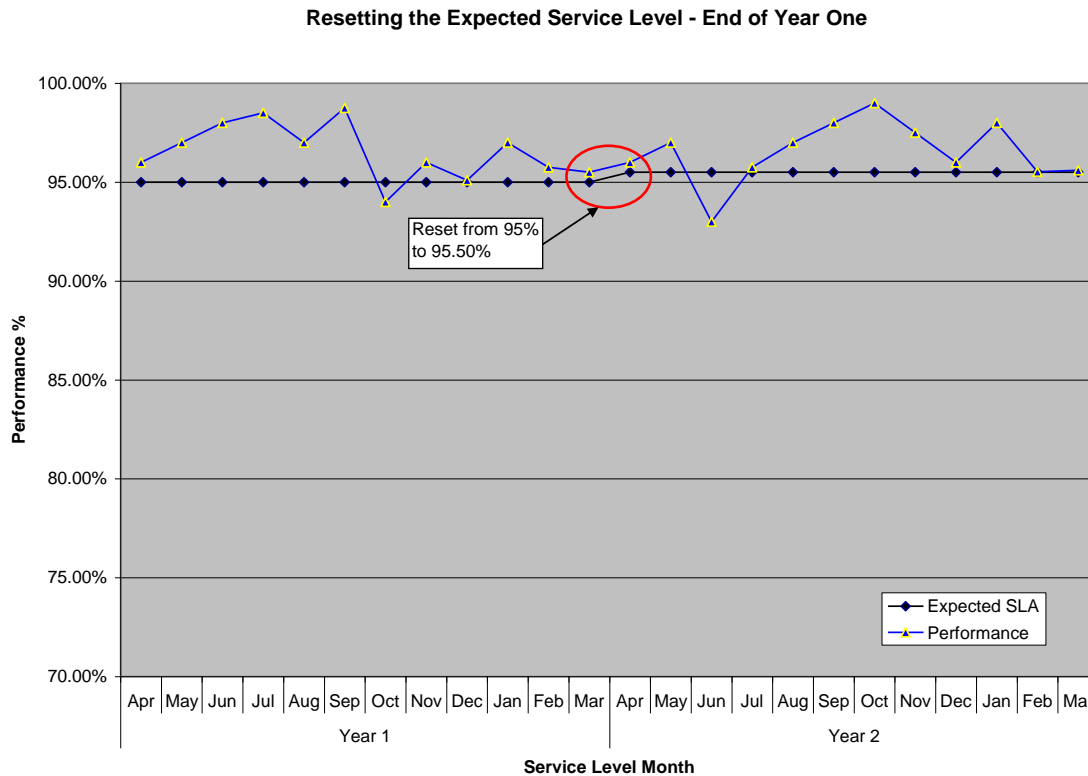
A.1 Example 1 (Resetting the Minimum Service Level)



Scenario:

- ✓ Service Level in place as of Effective Date
- ✓ Each Minimum Service Level will be reset by adding to the Minimum Service Level being adjusted a sum equal to five percent (5%) of the difference between one-hundred percent (100%) and the then-current Minimum Service Level.
- ✓ In this Scenario, the Minimum Service Level was eighty-five percent (85%) as of the Effective Date; five percent (5%) of the difference between one-hundred percent (100%) and eighty-five percent (85%) is equal to $15\% \times 5\% = 0.75\%$, therefore the Minimum Service Level is reset to 85.75%

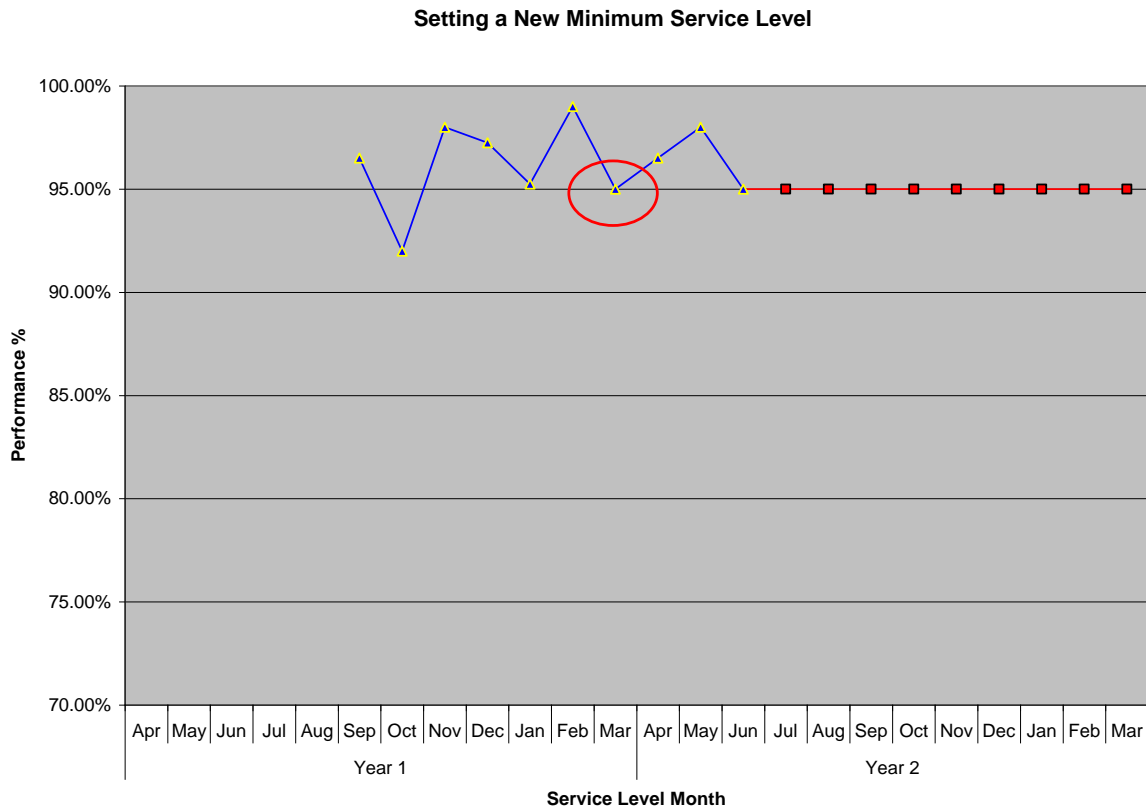
A.2 Example 2 (Resetting the Expected Service Level)



Scenario:

- ✓ Service Level in place as of Effective Date
- ✓ On the anniversary of the Effective Date the Expected Service Level will be reset to the average of the four (4) highest reported actual results at or above the Expected Service Levels achieved during the previous year (e.g. Year 1)
- ✓ In no event shall any single increase in an Expected Service Level exceed ten percent (10%) of the difference between one-hundred percent (100%) and the then-current Expected Service Level.
- ✓ The average of the four (4) highest reported actual results was 98.063%
- ✓ In this Scenario, the Expected Service Level was ninety-five percent (95%) as of the Effective Date; ten percent (10%) of the difference between one-hundred percent (100%) and ninety-five percent (95%) is equal to $5\% \times 10\% = 0.50\%$, therefore the highest Expected Service Level reset is 95.50%
- ✓ Since the average of the four (4) highest reported annual results is greater than 95.50%, the Expected Service Level is reset to 95.50%

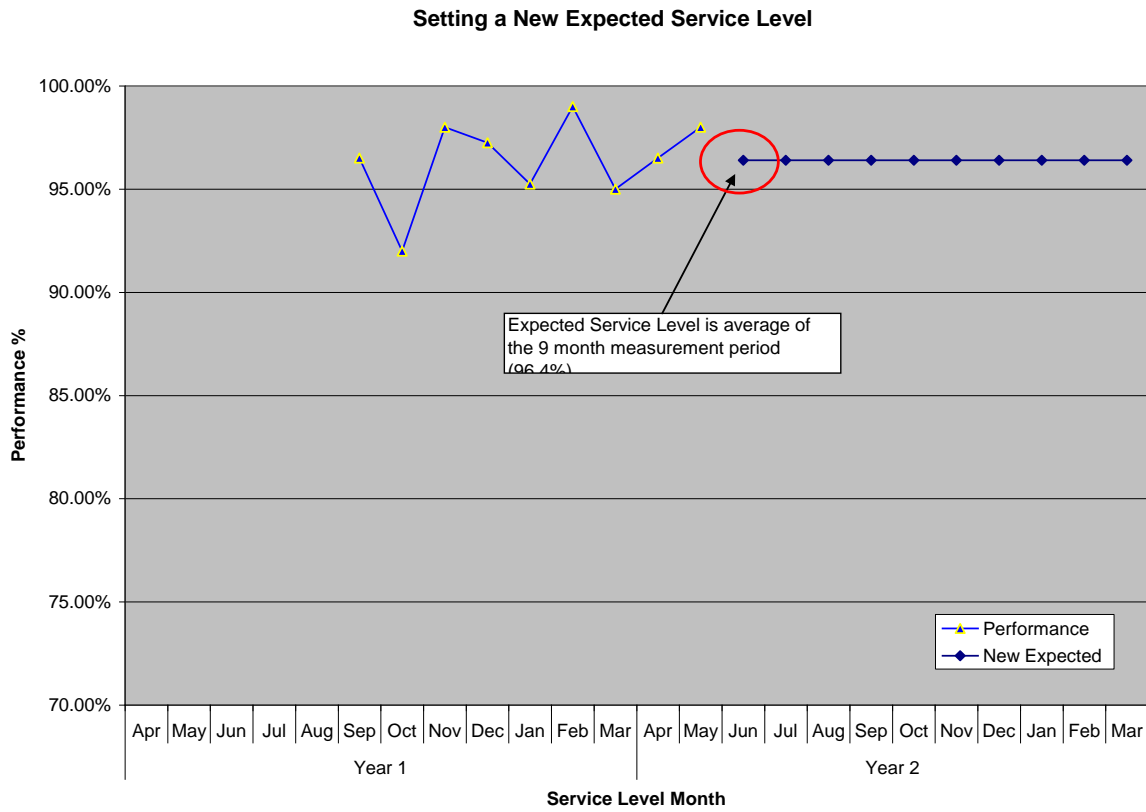
A.3 Example 3 (Setting a New Minimum Service Level)



Scenario:

- ✓ In this case there was no existing measurement
- ✓ An agreement was reached on the measurement methodology and verifiable measurements were recorded for (9) months
- ✓ The Minimum Service Level is the lowest measurement in the period unless that measurement is more than one (1) standard deviation below the next lowest measurement (0.210). In this case the lowest measurement (92%) is greater than one standard deviation (0.212) from the next lowest measurement; therefore the minimum becomes the second lowest measurement (95%)
- ✓ The Service Level would be added to the Critical Service Levels or Key Measurements in June of Year 2

A.4 Example 4 (Setting a New Expected Service Level)



Scenario:

- ✓ In this case there was no existing measurement
- ✓ An agreement was reached on the measurement methodology and verifiable measurements were recorded for (9) months
- ✓ The Expected Service Level is defined as the average of service measurements for the Nine-Month Measurement Window; therefore the average of 96.40% is established as the Expected Service Level
- ✓ The Service Level would be added to the Critical Service Levels or Key Measurements in June of Year 2