



**Attachment to Managed Security Services  
Service Component Provider  
Master Services Agreement  
DIR Contract No. DIR-MSS-SCP-001**

Between

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

*and*

**AT&T Corp.**

**Attachment 3-A  
Service Level Matrix**

**May 26, 2020**



## INTRODUCTION

The Key Measurements included in this Attachment 3-A and referenced below represent all of the Service Levels for all Managed Security Services (MSS) service areas.

**This Attachment 3-A to Exhibit 3, Service Levels, sets forth the following:**

**1. For Critical Service Levels (per Attachment 3-B, Service Level Definitions-Tools-Methodologies):**

- 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

**2. For Key Measurements (per Attachment 3-B, Service Level Definitions-Tools-Methodologies):**

- 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

**3. One Time Deliverables (per Attachment 3-C, Critical Deliverables):**

- one time deliverables list

**4. Recurring Deliverables (per Attachment 3-C, Critical Deliverables):**

- recurring deliverables list

**Critical Service Level Matrix - Managed Security Services - Security Monitoring & Device Management**

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

ServiceArea(s)									Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Endpoint Management Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services									

ServiceArea(s)									Ref	Cross-Functional	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice	
Endpoint Management Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services										
Allocation of Pool Percentage:											30%							
X	X	X	X	X	X	X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%	
X	X	X	X	X	X	X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%	
X	X	X	X	X	X	X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.60%	
X	X	X	X	X	X	X	X	X	1.1.14	Report Delivery	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%	
Checksum ->																100.00%		

ServiceArea(s)									Ref	Service Management	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice	
Endpoint Management Services	IDS/IPS	HIPS	Firewalls	Web Application Firewalls	SIEM	Threat Research	MDS/MPS	SOC Services										
Allocation of Pool Percentage:											70%							
X	X	X	X	X	X	X	X	X	1.1.16	Implement New Filters/Signatures	0	98.00%	95.00%	Monthly	CSL	15.00%	1.05%	
X	X	X	X	X	X	X	X	X	1.1.17	Resolution Time - Sev 1 Managed Device Platinum Tier	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%	
X	X	X	X	X	X	X	X	X	1.1.18	Resolution Time - Sev 1 Managed Device Gold Tier	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%	
X	X	X	X	X	X	X	X	X	1.1.19	Managed Device Availability - Platinum Tier Availability	0	99.99%	99.99%	Monthly	CSL	14.00%	0.98%	
X	X	X	X	X	X	X	X	X	1.1.20	Managed Device Availability - Gold Tier Availability	0	99.80%	99.00%	Monthly	CSL	14.00%	0.98%	
X	X	X	X	X	X	X	X	X	1.1.21	Patch Compliance - Managed Device	0	98.00%	95.00%	Monthly	CSL	15.00%	1.05%	
X	X	X	X	X	X	X	X	X	1.1.23	Managed Device Outage Notification	0	98.00%	95.00%	Monthly	CSL	14.00%	0.98%	
Checksum ->																100.00%		

**Notes:**

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

**Critical Service Level Matrix - Managed Security Services - Incident Response**

<b>At-Risk Amount</b>	<b>10%</b>
<b>Pool Percentage Available for Allocation</b>	<b>100%</b>

ServiceArea(s)			Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
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Incident Management	Digital Forensics	Response Preparedness	Ref	Cross-Functional		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Allocation of Pool Percentage:					<b>30%</b>						
X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.60%
X	X	X	1.1.14	Report Delivery	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%
Checksum ->										100.00%	

Incident Management	Digital Forensics	Response Preparedness	Ref	Service Management		Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Allocation of Pool Percentage:					<b>70%</b>						
X	X		1.1.26	Time to Deliver Staff (qualified and screened) Remotely	0	98.00%	95.00%	Monthly	CSL	65.00%	4.55%
X	X		1.1.27	Time to Deliver Staff (qualified and screened) Onsite	0	98.00%	95.00%	Monthly	CSL	35.00%	2.45%
Checksum ->										100.00%	

**Notes:**

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

**Critical Service Level Matrix - Managed Security Services - Risk & Compliance**

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

Service Area(s)							Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	DIR's (SPECTRIM) System for local government entities									

Service Area(s)							Ref	Cross-Functional	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	DIR's (SPECTRIM) System for local government entities									
Allocation of Pool Percentage: <b>30%</b>															
X	X	X	X	X	X	X	1.1.11	Solution Proposal Delivery	0	98.00%	95.00%	Monthly	CSL	28.00%	0.84%
X	X	X	X	X	X	X	1.1.12	Solution Implementation	0	98.00%	95.00%	Monthly	CSL	28.00%	0.60%
X	X	X	X	X	X	X	1.1.13	Invoice Dispute Resolution	0	96.00%	93.00%	Monthly	CSL	20.00%	0.72%
X	X	X	X	X	X	X	1.1.14	Reporting Timeliness	0	98.00%	95.00%	Monthly	CSL	24.00%	0.72%
Checksum ->														100.00%	

Service Area(s)							Ref	Service Management	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	DIR's (SPECTRIM) System for local government entities									
Allocation of Pool Percentage: <b>70%</b>															
X	X	X	X	X	X		1.1.28	Notification of Critical /High Risk Vulnerabilities to Customer	0	98.00%	95.00%	Monthly	CSL	100.00%	7.00%
Checksum ->														100.00%	

Service Area(s)							Ref	Availability	Comm + mos <sup>(1)</sup>	Expected	Minimum	Measurement Window	SLA Type	Allocation	% of Invoice
Penetration Testing	Risk Assessment	Cloud Compliance	Vulnerability Scanning	Web Application Scanning	Web Site & Mobile Device WAVS and Pen Test	DIR's (SPECTRIM) System for local government entities									
Allocation of Pool Percentage: <b>70%</b>															
						X	1.1.29	Application Availability - Tier 1	0	99.50%	99.00%	Monthly	CSL	100.00%	7.00%
Checksum ->														100.00%	

**Notes:**  
 (1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default

## Key Measurement Matrix - Managed Security Services

Service Component			Ref	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	SLA Type
Security Monitoring & Device Management	Incident Response	Risk and Compliance							

Security Monitoring & Device Management	Incident Response	Risk and Compliance	Ref	Incident and Problem	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	SLA Type
X	X	X		Root Cause Analysis Delivery	0	98.00%	96.00%	Monthly	KM
X	X	X		Corrective Actions	0	98.00%	95.00%	Monthly	KM
X	X	X		Resolution Time - Sev 1/2/3/4	0	98.00%	95.00%	Monthly	KM

Security Monitoring & Device Management	Incident Response	Risk and Compliance	Ref	Cross Functional	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	SLA Type
X	X	X		Service Request Fulfillment	0	95.00%	90.00%	Monthly	KM
X	X	X		Change Management Effectiveness	0	96.00%	93.00%	Monthly	KM

**Notes:**

- (1) Number of Months after Commencement Date 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.

### One-Time Deliverables

						An "x" indicates the Service Component a One-Time 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	Security Monitoring and Device Management Services	Incident Response Services	Risk and Compliance Services
A.1	Day 1 Readiness Plan	January 25, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery I	January 12, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery II	January 31, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.2	Service Management Manual- Delivery III	June 29, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.3	New Customer Integration Plan	January 31, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.4	Technology Plan	January 31, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.5	Outreach and Growth Plan	January 31, 2018	30 days after final due date	\$10,000	monthly	X	X	X
A.6	Operating Level Agreements - Final	February 15, 2018	45 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

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	Security Monitoring & Device Management Services	Incident Response Services	Risk and Compliance Services
B.1	Technology Plan and Roadmap	Annually	30 days after final due date	\$10,000	monthly	X	X	X
B.2	Annual Equipment and Software Refresh Plan	Annually January 15th	30 days after final due date	\$10,000	monthly	X	X	X
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	Three (3) months after completion of Annual Customer Satisfaction Survey, or as such other time as mutually agreed to	30 days after final due date	\$10,000	monthly	X	X	X
B.5	Outreach and Growth Plan	Annually	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