Exhibit 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 6-B
Service Management Manual

October 26, 2017

TABLE OF CONTENTS

1.0   INTRODUCTION

This document describes the general content and organization of the Service Management Manual (or the "Manual") that will be developed to support governance of the Agreement. It is intended that the structure of the Service Management Manual as a Deliverable from the Service Provider will require that the individual compliance requirements and business rules of each participating Customer are separately identified where applicable for each section or component part of the Service Management Manual.

The Service Management Manual is intended to be maintained and updated on a regular basis. Upon the Effective Date and at the key milestones identified, Service Provider will be required to complete significant additional detail to record the further development of the Service Management Manual to be applied in the performance of the Services by Service Provider. The milestones and the level of detail required will be detailed in **Attachment 3-C**, Critical Deliverables.

2.0   GENERAL CONTENT AND ORGANIZATION

The table below provides the general organization and content of the Service Management Manual. The format, style guides, and templates for the Manual are defined and facilitated by the Multi-sourcing Service Integrator (MSI) as approved by DIR, and the Service Provider must align its procedures and documentation with these formats, style guides, and templates. Although not intended to replicate the Agreement, the Service Management Manual should provide comprehensive documentation of the procedures that will be followed to implement and manage the Agreement and the overall relationship. Specific references to detailed text or requirements in the Agreement may be incorporated within the Service Management Manual.

For Managed Security Services, the Service Provider must align with the current DCS Program policies and procedures and in collaboration with the MSI must incorporate Service Provider specific procedures or content details into the existing Manual sections or in new sections addressing Service Provider Operational Procedures.

The responsibilities of the Service Provider and DIR should be clearly indicated within the document (including specific responsibilities by job title or function). The Service Management Manual will be used jointly by the Parties to assist with overall coordination and communication regarding the Agreement.

The Service Provider will provide finished content in three deliveries.

- **Delivery I will be due 14 days after the Effective Date.**

- **Delivery II will be due 90 days after the Effective Date.**

- **Delivery III will be 180 days after the Effective Date.**

Content	Due Date	Description
2.1 Purpose	Delivery II	The Service Provider should make any additions needed to align with the existing purpose section of the current Service Management Manual.
2.2 Organizational Overview		
1. Service Provider Management and Delivery Organization	Delivery I	Include organization charts, description of functions performed, contact information for Service Provider executive, management, and customer interface staff.
2. Key Contacts – Third Parties	Delivery I	A list of key Third Parties (maintenance providers, software providers, telecom carriers, etc.).
2.3 IT Service Management Procedures		The Service Provider must align with the current DCS Program policies and procedures, and in collaboration with the MSI must incorporate Service Provider specific procedures into the existing IT Service Management Procedures.
1. Service Desk	Delivery II	The facilities, associated technologies, and fully trained staff who respond to Calls, coordinate all Incident Management, Problem Management and Request Management activities, and act as a single point of contact for Authorized Users in regard to the Services.
2. Incident Management	Delivery II	The use of people, processes and technology with the primary goal to restore normal Service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best achievable levels of service quality and availability are maintained.
3. Problem Management	Delivery II	The process, software, techniques and procedures that aid in identification, tracking, communication, and resolution of Problems arising in Customer's IT Environment, and resolving those Problems arising from or related to the Services. The goal of Problem Management is to minimize the adverse impact of

Content	Due Date	Description
		Incidents and Problems on the business that are caused by errors within the IT environment, and to prevent recurrence of Incidents related to these errors. In order to achieve this goal, Problem Management seeks to get to the root cause of Incidents and then initiate actions to improve or correct the situation.
4. Change Management	Delivery II	The processes relating to planning and performing all changes in IT environment pertaining to the Services, including changes to individual components and coordination of changes across all components. The Change Management processes will support and include checkpoints to determine any potential or required Change Control Procedures and includes a process of controlling changes to the infrastructure or any aspect of Services, in a controlled manner, enabling approved changes with minimum disruption.
5. Configuration Management	Delivery II	The process of identifying and defining Configuration Items (CIs) in a system from which the Service Provider will manage and bill, recording and reporting the status of CIs, and verifying the completeness and correctness of the CIs.
6. Request Management and Fulfillment	Delivery II	The process responsible for managing the lifecycle of all Service Requests.
7. Availability Management	Delivery II	The process responsible for defining, analyzing, planning, measuring and improving all aspects of the Availability of Security services. Availability Management is responsible for ensuring that all IT Services, including Applications, Processes, tools, roles etc. are appropriate for the agreed Service Level targets for Availability.
8. Capacity Management	Delivery II	The process responsible for ensuring that the Capacity supporting Security Services is able to deliver agreed Service Level targets in a cost effective and timely manner. Capacity Management considers all Resources required to deliver the IT Service, and plans for short, medium and long term business requirements.

Content	Due Date	Description
9. Service Level Management (SLM)	Delivery II	The process responsible for negotiating SLAs, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, and Underpinning Contracts, are appropriate for the agreed Service Level targets. SLM monitors and reports on Service Levels, facilitates Service Delivery Failure actions with the appropriate Governance Committee and holds regular Customer reviews.
11. IT Service Continuity Management (ITSCM)	Delivery II	The process responsible for managing risks that could seriously impact IT Services. ITSCM ensures that the IT Service Provider can always provide minimum agreed Service Levels, by reducing the risk to an acceptable level and Planning for the recovery of IT Services. ITSCM should be designed to support Business Continuity Management.
10. IT Financial Management	Delivery II	The process responsible for managing the Budgeting, Accounting, Invoicing and Chargeback requirements (see Section 2.4 for details).
11. Information Security Management	Delivery II	The process that ensures the confidentiality, integrity and availability of an organization's applications, assets, information, data, and IT Services. Information Security Management usually has a wider scope than the Service Provider.
12. Project Management and Support	Delivery II	Project Management and Support will align projects to DIR requirements and deliver projects from request through end-to-end solutioning including turnover to the Customer and validation that project requirements were met in terms of timing, quality, and cost.
13. Service Catalog	Delivery II	A database or structured Document with information about select Services, including those available for Deployment. The Service Catalog is published to Customers, and is used to support the request and delivery of select Services. The Service Catalog may include information about Deliverables, prices, contact points, ordering and request processes.

Content	Due Date	Description
2.4 Financial Management Procedures		The Service Provider must align with the current DCS Program policies and procedures, and in collaboration with the MSI must incorporate Service Provider specific procedures into the existing Financial Management Procedures in the Manual.
1. Invoicing	Delivery II	The Service Provider should describe procedures for invoicing (and verification of invoice by DIR). The content should include procedures for calculating Resource Unit volumes for pricing (per Service Component, as applicable), invoicing of Projects, etc. The content should include procedures regarding disputed invoice amounts.
2. Chargeback	Delivery II	The Service Provider should describe procedures for charge back of costs related to the Services and the overall Agreement to Customers (to include responsibilities and support by both the Service Provider and DIR).
3. Budgeting	Delivery II	The Service Provider should describe how it would assist DIR with the annual budgeting cycle. Process should include estimation of Resource Unit volumes (by Service Component and Customer as appropriate), potential Projects, review cycle, etc. The content should include the responsibilities of Service Provider, DIR, and Customers.
4. Forecasting	Delivery II	The Service Provider should describe procedures for forecasting cost versus budget.
5. Procurement	Delivery II	The Service Provider should describe procedures for procurement Services (where Service Provider performs procurement on behalf of DIR, as applicable). The content should include responsibilities and process for both DIR staff and Service Provider.

Content	Due Date	Description
6. Service Level Credits and Earnback	Delivery II	The Service Provider should describe procedures for calculating Service Level Credits on invoices and Earnback calculations.
2.5 Contract Management Procedures		The Service Provider must align with the current DCS Program policies and procedures, and in collaboration with the MSI must incorporate Service Provider specific procedures into the existing Contract Management Procedures in the Manual.
1. Contract Change Control	Delivery II	The Service Provider should describe procedures regarding changes to the Agreement, including changes to any Exhibit or Attachment. Content should include procedures to classify services as a New Service, and resulting process to change the Agreement (including pricing). Content should include notification period and process, authority levels, and escalation procedures for changes to the Agreement.
2. Reporting	Delivery II	The Service Provider should describe procedures and activities regarding key standard Reports and requests for ad hoc reports from DIR and Customers.
3. New Service Levels	Delivery II	The Service Provider should describe procedures for determining new Service Levels (based on continuous improvement and/or DIR request).
4. Auditing	Delivery II	The Service Provider should describe procedures for operational and/or financial audits (as required by State of Texas auditing and/or regulatory agencies). The Service Provider should describe notification process and procedures to resolve audit findings.
5. Service Provider Key Personnel and Subcontractors	Delivery I	The Service Provider should describe procedures for DIR approval regarding replacement or removal of Service Provider Key Personnel and major Subcontractors to Service Provider.
6. Dispute Resolution	Delivery II	The Service Provider should describe procedures regarding formal dispute resolution process used to

Content	Due Date	Description
		comply with **Section 19.1**, Informal Dispute Resolution, of the Master Services Agreement.
2.6 Relationship Management Procedures		The Service Provider must align with the current DCS Program policies and procedures, and in collaboration with the MSI must incorporate Service Provider specific procedures into the existing Relationship Management Procedures in the Manual.
1. Customer Satisfaction Surveys	Delivery II	The Service Provider should describe the process to be used for conducting customer satisfaction surveys. Content should include procedures regarding action items and attempts to resolve customer issues.
2. Customers	Delivery II	The Service Provider should describe procedures and responsibilities regarding the relationship between DIR, Customers and the Service Provider. Content should include procedures regarding communication and coordination regarding work requests, Service delivery issues, budgeting and financial issues, etc.
3. Authorized Users	Delivery II	The Service Provider should describe procedures and responsibilities regarding responding to Authorized Users (including listing of Authorized Users) problems, requests, and questions.
4. Third Party Vendors	Delivery II	Service Provider to describe procedures for relationship regarding Third Party Vendors which may provide services, Equipment, and/or Software that are ancillary to (or support) the overall delivery of Services. Procedures and coordination with key Third Party Vendors should be documented.

Content	Due Date	Description
2.7 Service Provider Operational Procedures		
5. Operating Level Agreements (OLA)	Delivery II	OLAs are internal "back-to-back" agreements that define how two different Service Component Providers will work together to support the delivery of defined IT Services to DIR and DIR Customers. The OLAs will define how Service Component Providers will work together to meet the Service Requirements documented in SOWs and Service Level Requirements documented in formal SLAs for the DCS initiative. The OLAs are a set of operational processes that supplements the IT Service Management section of the Service Management Manual providing the second level detail required for individual Service Components to interoperate. Simply stated, the OLA "bolts" multiple Service Components together operationally.
1. Managed Security Services Operational Procedures (by Service Component, as applicable) 1.1. Security Monitoring & Device Management Policies Processes Procedures Work Instructions 1.2. Incident Response Policies Processes Procedures Work Instructions 1.3. Risk and Compliance Policies	**Delivery I:** A Detailed Outline Due **Delivery II:** Functions, Policies and Procedures Due **Delivery III:** Work Instructions Due	The Service Provider should describe the activities that the Service Provider proposes to undertake in order to provide the Services, including those directions, supervision, monitoring, staffing, reporting, Planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services similar to the Services. Included in the Procedures sections will be Service Responsibilities matrices (SRMs) which map functional service areas that potentially overlap Service Provider responsibility and State responsibility required to deliver business solutions to the Customers (e.g. a RACI). Delivery 1 should include the recommended table of contents for each Service Provider function and the proposed subsequent delivery phases (Delivery 2 or 3).

Content	Due Date	Description
Processes Procedures Work Instructions		
2.8 Customer Operations Manuals		The Service Provider must align with the current DCS Program policies and procedures, and in collaboration with the MSI must incorporate Service Provider specific procedures into the existing Customer Operations Manual section.
1. Individual Customer Operations Manual	**Delivery II:** Functions, Policies and Procedures Due **Delivery III:** Work Instructions Due	The Service Management Manual will also contain specific sections dedicated to operational procedures for Services provided to individual Customers (each a "**Customer Operations Manual**"). Each Customer Operations Manual will address unique operational requirements of the respective Customer, including operational areas such as the following: • Data safeguarding, use and release restrictions • Data security policies • Disaster Recovery requirements • Notification levels and procedures (e.g. problems and initial Severity Level procedures)