



Public Cloud Manager

Appendix A Reports

Version 2.0

DIR-PCM-MSA-436

Overview

This Attachment contains a summary description of the format, content, and frequency of key reports required by DIR and DIR Customer.

| Column Name | Column Description |
|--|--|
| Contract Reference | MSA reference, if applicable |
| Report Category | Functional Category |
| Report Name | Name of report |
| Version 1.0 | Short description of the report and report content |
| Frequency | How often the report is distributed. |
| Recipient | DIR or DIR Customer for whom report is created. |
| Report Location | Where the report is published ; Portal, email etc... |
| Report Generator Tool | Tool from which the Service Provider creates the report |
| New or Existing Report | If the report is currently provided by the Incumbent (Existing) or being requested New |
| Report Data and Creation | Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report. |
| Report Start Date (if other than Commencement) | The starting date for each report after Commencement |

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Report Data and Creation
MSI publishes all reports. Column indicates who:
(C) creates report for publication, (D) provides data to MSI

| Contract Reference | Report Category | Report ID | Report Name | Description | Description Revisions | Milestone Deliverable Date (if other than Commencement) | Frequency | Recipient | Report Location | Report Generator Tool | MSI | PCM |
|--------------------|-----------------------------|-----------|---|---|-----------------------|---|-------------------|-------------------|-----------------|-----------------------|-----|-----|
| | Public Cloud Manager | | | | | | | | | | | |
| | | | Application Monitoring Report | All Applications associated with Exhibit 1 - service tier matrix Application monitoring and as identified by DCS Customer; other contents TBD. | | | Monthly | DIR, DCS Customer | STS Portal | | C | D |
| | | | Virtual Network Report | Diagrams of virtual network flows in the environment by customer. Provide Public Cloud virtual network reporting (e.g., VPC/VNET, "Subnet In Use", port mapping, Internet Usage). | | | Quarterly | DIR | STS Portal | | C | D |
| | | | Server Performance Standard Monitoring Point Report | Threshold exceeded reporting based on standard monitor's i.e. Server CPU utilization thresh hold exceeded trending by server...by DCS Customer, by DIR I/O wait (peak/average). | | | Monthly | DIR, DCS Customer | STS Portal | | C | D |
| | Backup | | | | | | | | | | | |
| | | | TxDCS S&F - All Backups 5 Weeks by Server-Client | By DCS Customer visual/graphical/graphical representation for success/failure of 5 weeks of backups. | | | Daily/On Demand | DIR, DCS Customer | STS Portal | | C | D |
| | | | TxDCS S&F Graphical - 5 Weeks | By DCS Customer visual/graphical representation for success/failure of 5 weeks of backups. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | | | TxDCS S&F Graphical - 60 Days | By DCS Customer visual/graphical representation for success/failure of 60 days of backups. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | | | TxDCS S&F Graphical - 7 Days | By DCS Customer visual/graphical representation for success/failure of 7 days of backups. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | | | TxDCS S&F Last Good Backup | By DCS Customer and by server list of last known good backup. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | | | TxDCS S&F Tabular Report - 7 Days | By DCS Customer tabular/excel report for success/failure of 7 days of backups. | | | Daily/On Demand | DIR, DCS Customer | STS Portal | | C | D |
| | | | Promoted Error Report (Filtered) | By DCS Customer; list of files that were skipped by backup process due to errors. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | | | DB Backup Schedule Report | By DCS Customer list of agencies Database backup schedule. | | | Monthly | DCS Customer | STS Portal | | C | D |
| | | | Schedules, Retention & Targets (SRT) Report | By DCS Customer list of agencies backup schedule with target information. | | | Monthly/On Demand | DCS Customer | STS Portal | | C | D |
| | | | Monthly Backup Report | By DCS Customer list of agencies backups that were performed for the month with SLA designation. May be part of the SLA roll-up. | | | Monthly | DIR, DCS Customer | STS Portal | | C | D |
| | | | Success Failure Graphical – Report Card | By DCS Customer visual/graphical representation for success/failure of 5 weeks of backups | | | Daily/On Demand | DIR, DCS Customer | STS Portal | | C | D |
| | | | Success Failure Tabular – Backup All Clients | By DCS Customer tabular/Excel report for success/failure of backups | | | Daily/On Demand | DIR, DCS Customer | STS Portal | | C | D |
| | | | Schedules, Retentions and Targets (SRT) | By DCS Customer list of agencies backup schedule with target information | | | Daily/On Demand | DIR, DCS Customer | STS Portal | | C | D |

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| | CMDB / Software Reports | | | | | | | | | | | |
| | | | CMDB Update Requests | Listing of all Configuration Items in CMDB that have an open Change Management ticket assigned to them. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Asset Change Activity Report | List of Configuration Items that have been Decommissioned, deleted and additions to CMDB. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Asset Inventory and Management | Produce periodic reports as necessary, and respond within designated timeframes to queries and requests concerning the inventory data or supporting information. At a minimum, such reports shall | | | As needed | DIR | STS Portal | | C | D |
| | | | CMDB Logical / Physical Inventory Reconciliation Report | Report of update and reconciliation of CMDB (after initial asset inventory and logical relationship mapping) to e-discovery data. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Asset inventory Summary Reports | Provide integrated Asset Inventory reports in a formats agreed with DIR at various aggregated levels by Customer, MSI and Third Party Vendor that, at a minimum, includes: | | | Weekly | DIR | STS Portal | | C | D |
| | | | Software Installs and Upgrades Applied | Understand what changes have been made to H/W from a Software perspective. Provide a list of installs and upgrades that have been performed and the H/W those installs and | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Software License Compliance Position Reporting - DCS Customer | Enable Agencies to understand their Software License Compliance position by Manufacture and Software Product. Provide a multi-tier report that shows by agencies the number of software | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Software License Compliance Position Reporting - MSI and SCP | Report License Compliance of software owned by MSI and SCP. The report shows an ownership and compliance of a software product by license type count compared to the effective deployed/used | | | Quarterly | DIR, Customer | STS Portal | | C | D |
| | | | Unauthorized Software Report | Report on Equipment with the presence of any unauthorized or non-standard Software. Additional Clarification: Assist in ensuring that unauthorized software is not installed in the | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Software and Hardware Contracts by DCS Customer by Expiration | Assist DCS Customer in renewing Maintenance Contracts in a timely manner. Understand what Maintenance Contracts a DCS Customer has and how much time is remaining. List Maintenance | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Software & Hardware Maintenance/Support Agreements | Assist in ensuring that all in-scope Applications have Maintenance and Support agreements. Provide a list of in-scope Applications and the Maintenance and Support agreement associated with the CI. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | Capacity Reports | | | | | | | | | | | |
| | | | Capacity Management Report | Publish regular Capacity Management reports to Customers, which at a minimum will include current/recent utilization (and trends) compared to normal utilization, Service Levels, and previously identified baselines. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Availability Management Report | Provide a monthly report in a format agreed upon with DIR that, at a minimum, includes the following: | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Digital Capacity Plan | Current usage of resources, trends and forecasts and exceptions. Supports the on-going program of Capacity Management. | | | Annual | DIR, DCS Customer | STS Portal | | C | D |
| | Disaster Recovery | | | | | | | | | | | |
| | | | Public Cloud DR Recovery Time Objective (RTO) and Recovery Priority | List of PMD output for DR - by DIR and DCS Customer. Source of RTO data is the CMDB. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Equipment DR Priority | List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DCS Customer. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | DR Test Results | Results achieved, comparison of the results the to the measures and goals identified in respective plans. Plan and schedule to remedy any gaps revealed during testing. | | | As Requested | Customer | STS Portal | | C | D |
| | | | DR Test Schedule | List of all the DR tests scheduled. | | | Annual | DIR, Customer | STS Portal | | C | D |
| | | | Technical Recovery Guides | Status of updating, modifying or creation of Technical Recovery Guides. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | Security | | | | | | | | | | | |
| | | | Daily Managed Security Service Report | Daily security dashboard: scan results, OEM security/vulnerability announcements, previous 7-day window, open tasks/incidents, security tickets. | | | Daily | DIR | STS Portal | | C | D |
| | | | Monthly Security Incident Reports (SIRS) | List of Security Incidents and their status | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Monthly Security Status Review | Roll-up of multiple sources: Monthly Security Updates Monthly Application Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DFPS status report Monthly Documentation and Process status reports Monthly MSBC status reports (number of exceptions, number pending, DCS Customer issues with MSBC implementation (delays in implementation, DCS Customer failure to submit exceptions, etc.) Monthly Antivirus/Malware status report Monthly Security Reports information derived from ISS Security Services | | | Monthly | DIR | STS Portal | | C | D |
| | | | DCS Portal Access Review Report | List of who has access and last use of that access. | | | Bi-Annual | DIR, Customer | STS Portal | | C | D |
| | | | Semi-Annual Privileged ID Report | DCS Customer Privileged ID report; validating what is in Security Clearance Database to what is coming from each SCP. | | | Weekly | Customer | STS Portal | | C | D |
| | | | Monthly On-boarding/Off-boarding Report | Identify new personnel on-boarded and off-boarded personnel. | | | Monthly | DIR | STS Portal | | C | D |
| | | | Access Management Report | Report on all Access Requests and their status, access rights granted or removed, approver and dates of the request lifecycle. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Security Initiative Reports | Current status reports of any security initiatives. Criteria dependent on the initiative | | | Weekly | DIR | STS Portal | | C | D |

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| | | | Intrusion Detection Report | Report on intrusion attempts and success/failure of prevention systems. Failures generate Incidents and Alerts generate Work Orders. | | | Daily | DIR, DCS Customer | STS Portal | | C | D |
| | Finance | | | | | | | | | | | |
| | | | DIR Shared Service DIR Invoice | DIR Invoice. | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | | | Invoice Dispute Metrics | Invoice dispute statistics including dispute aging and log. | | | Bi-Weekly | DIR, Finance | STS Portal | | C | D |
| | | | HUB Spend Report | Tracks spending by Service Provider with HUB-qualified subcontractors. | | | Monthly | DIR, Finance and DIR HUB Coordinator | STS Portal | | C | D |
| | | | Charges Forecast Report | Forecast of Charges trends and projected demand. | | | Semi-Annual | DIR, Finance | STS Portal | | C | D |
| | | | Invoice Detail Reports | Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details). | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | | | Aged A/R Report | Aging receivables comparison between MSI/SCPs and DIR. | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | | | CMDB Validation Reports | Auditing CMDB asset Status for critical/billable inventory fields and correlating date stamps. | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | | | Variable Charge Trend Reports | Shows growth/decline in Variable Charges over the past 18 months and how current volumes fit within the band. | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | | | Service Level Credit and Earnback Report | Tracks all SLA credits invoiced at the DIR level and any prior period adjustments to credits in the appropriate month of service. Indicates whether and what portion of a credit in each SLA performance measure has lost earn back and what portion remains eligible for earn back. | | | Monthly | DIR, Finance | STS Portal | | C | D |
| | Incident | | | | | | | | | | | |
| | | | Executive Operations Review Report | Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Average Close Time Trend | Chart - Average Incident close time - 6 month view. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Average Resolution Time Trend - Non Hardware | Chart - Average Resolution time for Non HW P1 & P2 - 6 month view. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Customer Closure Time | Chart - Incident Customer Closure Time for P1 & P2. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Daily Status Report | Listing of all Open P1 & P2 Incident tickets. | | | Daily | DIR, Customer | STS Portal | | C | D |
| | | | Distribution of Resolution Time | Chart - Incident Distribution of Resolution Time for P1 & P2. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Incident & Change Dashboard | Summary of Incident / Change tickets. | | | Daily | DIR, Customer | STS Portal | | C | D |
| | | | Incidents Caused by Changes | Summary of Incidents caused by Change requests. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Incident Upgrade Report | Summary of Incident tickets where priority is upgraded. | | | Adhoc | DIR, Customer | STS Portal | | C | D |
| | | | P3/P4 Remedy Incidents | Multiple charts detail P3 / P4 Incidents - age, type, resolution. | | | Daily / Weekly/ Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Monthly Incident Management Report | Key issues relating to Incident Management processes. Number of Incidents during the month, grouped by severity, service, agency, region, classification or other criteria as appropriate. List of Incidents, short description, reference number, and a shortcut to detailed description. Detailed description, including timing of activities. Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR and Customers, which include: The number of Incidents. Sources of the Incidents. Frequency regarding the types or categories of Incidents. The duration of open Incident (average and quantities by age). Number and percentage of Incidents Resolved upon first contact. Trending metrics in terms of MTTRS (mean time to restore service) by category, priority and by service or SLA. Number and percentage of SLA impacting Incidents. Number and percentage of Incidents (by category, priority, service and SLA) that were handled within the SLA targets. Number and percentage of Incidents (by category, priority, service and SLA) reopened. Number and percentage of Incidents (by category, priority, service and SLA) reoccurring. Number and percentage of Incidents that have resulted in the creation of problem records. Percentage (by category, type and priority) of Incidents that were resolved by use of an Incident Model; Number and percentage of Incidents escalated by organization, category, priority and Service. The association of Incidents by cause and resolution by Service Component. Other pertinent information regarding Incident Resolution, including Service Level measurement reporting. | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | Enterprise Event Management Report | Provides statistics, lists and charts illustrating the Events collected in the STC supported environment including the number of, source, destination and type of event. Provides reports on Incidents and Problems initiated by the Enterprise Event Management system with trends over the past 13 months. Number of events per CIs. Number of occasions when an event is collected and can't be matched with a CI Summary and details of events which resulted in an automated correction made to remediate errors. Statistical information about the number of, source, destination and type of event. | | | Weekly | DIR | STS Portal | | C | D |

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| | Change Management | | | | | | | | | | | |
| | | | All Open Changes-at Customer and Enterprise Levels | Report all Open changes, high risk, past Due, three month look ahead. Includes at a minimum a breakdown of metrics by type, category, priority, effected service or system, and success/failure. Provide integrated CAB reports containing all changes (both digitally and traditionally managed) in a format agreed with DIR that, at a minimum, includes: The status of all Changes active at the beginning of the week and all Changes raised during the week. The Changes to be implemented the following week. The Changes submitted for approval. Change Advisory Board method used for review and approval (e.g., digital CAB, traditional meeting) Provide statistical reporting on change activity to DIR as requested. Maintain a list of changes reclassified as standard and associated justification. This report will offer filtered visibility to allow a Customer-specific view or an Enterprise view based on organizational role. | | | Daily/Monthly | DIR | STS Portal | | C | D |
| | Projects | | | | | | | | | | | |
| | | | Project and Procurement Status | Master Project and Procurement list. Status of all solution requests - includes custom and commodity procurements, catalog requests, RFS. Includes status of all projects. Includes status of solution requests (Demands) assigned to standard resources, project bench resources, adn staff augmentation resources. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Open Projects Status Report | Status report will include, at a minimum, the following: (a) any milestones achieved; (b) any variances to the schedule set forth in the applicable Service Proposal; (c) if the Project is behind schedule, a recovery plan that describes the actions that Service Provider will undertake in order to return to such schedule; (d) Deliverables and other Work Product that have been created, developed, and/or completed, in whole or in part, pursuant to the Service Proposal or otherwise as part of the Project and the status of each such Deliverable and other Work Product; (e) variances, if any, to the specifications of the Project; (f) any charges incurred to date, including hardware, software, labor and any other charges associated with the performance of the Project and execution of the Service Proposal, to the extent that such charges are relevant to STC Customer's payment obligations; (g) an identification of any potential known or reasonably anticipated risks regarding the Project (such as potential disruptions to STC Customer operations), and the actions that would need to be taken in order to mitigate and/or eliminate such risks; and (h) any relevant issues identified by either Party since the previous report. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Enterprise Projects | Master Project and Procurement list for Enterprise projects. Status of all solution requests - includes custom and commodity procurements, catalog requests, RFS. Includes status of all server builds and focus list priorities. Includes status of solution requests assigned to standard resources and project pool resources. | | | Weekly | DIR | STS Portal | | C | D |
| | RCA | | | | | | | | | | | |
| | | | RCA Report | Summary RCA Tracking Report. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Problem Management Report | Percentage and number of Problems in total and grouped by category, priority, severity, status, DCS Customer, system/component, region, classification or other criteria as appropriate. Report to include: Statistics on total numbers of Problems. Logged (by requestor, site, category, summary, detail) Outstanding (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, aging timeframe) Completed (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, resolution timeframe, within target timeframe, outside of target timeframe). Repeat Problems. SLA Performance. Problem trends and analysis. The percentage and number of Problems and Corrective Actions in total and grouped by category, priority, severity, status, Customer, system/component, region, classification or other criteria as appropriate. Information regarding Major Problem Reviews, including all details set out above. Information regarding Problem analyses and RCAs conducted in the previous period. Problem trend analysis findings. Information regarding new Known Error records and/or workarounds added to the Known Error Database / Knowledge Database (including number, category, priority, etc.). Details on the use and utility of the Known Error Database / Knowledge Database. Details regarding open Problem / Known Error, including identification number, description, status, date/time of record open, status description, etc. Results of reviews of Incidents to identify recurring Incidents and associated Problems. Tracking information as to escalations, contacts, follow-ups and commitments. Tracking information as to requests from DIR and Customers' to initiate Problem Management. Any issues relating to the Problem Management process, such as any information that may improve or facilitate a better Problem Management process, including decisions to be made by DIR and Service Provider. | | | Monthly | DIR, Customer | STS Portal | | C | D |

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| | Service Requests | | | | | | | | | | | |
| | | | Monthly Service Request Report | Progress toward fulfillment and status of all Service Requests, committed fulfillment times, anticipated completion times and status, ownership and activities toward fulfillment and changes in service request status throughout the service request lifecycle | | | Monthly | DIR, Customer | STS Portal | | C | D |
| | | | P3/P4 User Requests | Chart of P3 & P4 open request tickets. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | | | Service Request Report | Show weekly demand snapshot and monthly trends of: Resource hours as listed in Service Now, Time to Solution, Time to Implement and Backlog of Pre Solution, Solution, Implementation. | | | Weekly | DIR, Customer | STS Portal | | C | D |
| | Risk | | | | | | | | | | | |
| | | | Risk Mgmt Meeting Status Reports | Conduct regularly scheduled Risk Management meetings. Document and publish meetings status reports to all relevant stakeholders, including DIR, other Service Component Provider(s) and authorized Third Party Vendors. | | | Annually | DIR | STS Portal | | C | D |
| | SLAs | | | | | | | | | | | |
| | | | Individual Monthly Reports for Critical Service Levels | Enterprise compliance reporting for Critical Service Levels | | | Monthly | DIR | STS Portal | | C | D |
| | | | Individual Monthly Reports for Key Service Levels | Enterprise compliance reporting for Key Service Levels | | | Monthly | DIR | STS Portal | | C | D |
| | | | Various reports and data required to validate SLAs | Detailed element data to validate SLA. | | | Monthly | DIR | STS Portal | | C | D |
| | | | Monthly SLA Report by DIR Shared Services Customer | Customer-level compliance reporting for Critical Service Levels and Key Service Levels | | | Monthly | DIR | STS Portal | | C | D |
| | Other | | | | | | | | | | | |
| | | | Service Management Manual Status Updates and Review | List of the current SMM sections in review and updated. | | | Monthly | DIR | STS Portal | | C | D |
| | | | Customer Satisfaction Survey Report | External Survey that is completed annually. | | | Annual | DIR | STS Portal | | C | D |
| | | | Customer Satisfaction Improvement Plan | Improvement Plan created in response to Customer Satisfaction Survey, with monthly reports on progress toward plan | | | Quarterly | DIR | STS Portal | | C | D |
| | | | Service Desk Management Reporting | Key issues relating to Service Desk processes, improvements, script development. Status as to Service Desk staffing, training, and authorization. Integration activities and issues with other Service Desks belonging to DIR, DCS Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR, to at least include: Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise; Number of calls abandoned, average call duration, average time to answer, average time to abandon; Number and percentage of Contacts resolved; Other pertinent information regarding Service Desk operation and performance. | | | Monthly | DIR | STS Portal | | C | D |
| | | | Action Plan for Suggested Improvements to Successful Respondent's Service | Report on Progress and improvements made. | | | Quarterly | DIR | STS Portal | | C | D |
| | | | Operations Documentation | Report the assessment of operations documentation findings to DIR and DCS Customers on a regular basis, and where it is determined that documentation is inaccurate (e.g. erroneous or out of date), correct and replace such documentation. | | | As needed | DIR, Customer | STS Portal | | C | D |
| | | | Training for Successful Respondent Personnel | Report on the effectiveness of such training and the metrics associated with each staff that received training. | | | Annual | DIR | STS Portal | | C | D |
| | Executive & Leadership | | | | | | | | | | | |
| | | | DIR Board Report | Executive level Report on metrics and statistics for all Shared Services Programs - DCS, MSS, MAS, Texas.gov | | | Quarterly, As Needed | DIR | STS Portal | | C | D |
| | | | Monthly Operations Statistics Dashboard - DCS, MAS, MSS, Texas.gov | Dashboard report showing operational statistics for Shared Services Programs. Report to include, but not limited to, SLA results, Scorecard results, HW currency, SW currency and forecast, Operational statistics. | | | Monthly | DIR | STS Portal | | C | D |