

**State of Texas**

**Department of Information Resources**



**Attachment 1.2**

**Service Level Matrix**

**DCS Security Operations Services**

**DIR-SECOPS-MSA-434**

# INTRODUCTION

**This Attachment 1.2 Service Level Matrix sets forth the following:**

**1. For Critical Service Levels: Attachment 1.3 (Service Level Definitions and Performance Analytics):**

- the numeric measurements for Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Attachment 1.3 (Service Level Definitions and Performance Analytics) where the qualitative description of the Critical Service Level can be found

**2. For Key Service Levels: Attachment 1.3 (Service Level Definitions and Performance Analytics):**

- the numeric measurements for Service Levels;
- a cross-reference to Attachment 1.3 (Service Level Definitions and Performance Analytics) where the qualitative description of the Key Service Levels can be found

**3. For One Time Critical Deliverables: Attachment 1.1 (Deliverables):**

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Attachment 1.1 (Deliverables) where the qualitative description of the One Time Deliverable can be found

**4. For Recurring Critical Deliverables: Attachment 1.1 (Deliverables):**

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Attachment 1.1 (Deliverables) where the qualitative description of the Recurring Deliverable can be found

**5. For Key Performance Indicators: Attachment 1.3 ( Service Level Definitions and Performance Analytics):**

- the timing regarding the commencement of obligations and the objectives for each KPI

**6. For Operating Measurements: Attachment 1.3 (Service Level Definitions and Performance Analytics):**

- the timing regarding the commencement of obligations and the objectives for each Operating Measurement.
- a cross-reference to Attachment 1.3 (Service Level Definitions and Performance Analytics) where the qualitative description of the KPIs and Operating Measurements can be found

## Change Log

CCR/CN	Amendment	Date	Description
CCR 383	N/A	3/31/2020	Date revisions, title clarifications and administrative changes for One-time deliverables
CCR XXX	N/A	9/4/2020	"Recurring Del" tab: added language for Financial Forecast “, or as other such time as mutually agreed to.” to update Due Date for Financial Forecast, Deliverable ID# FF-SECOPS-001, from 10/1/2020 to 12/1/2020, to align with revised due date for the MSI Contract parent deliverable to allow for additional data to be incorporated due to the Next Generation DCS contracts commencing on September 1, 2020.

## Critical Service Level Matrix - Security Operations Services

At-Risk Percent		10%			
Pool Percentage Available for Allocation		200%			
<b>Attachment 1.3</b> Section Reference	Service Level Categories	Comm + mos <sup>(1)</sup>	Minimum Service Level (MSL) <sup>(2) (3)</sup>	Service Level Credit Percentage	% of Invoice
<b>Allocation of Pool Percentage:</b>		<b>100%</b>			
1.1	Resolution Time-Sev 1 - 4	0	98.00%	40.00%	4.0%
1.2	Time to Initiate Security Incident Response Team (SIRT) Bridge	0	95.00%	40.00%	4.0%
1.3	Service Availability	0	99.95%	40.00%	4.0%
1.4	Chronic Incidents: Root Cause Analysis, Corrective Actions and Recidivist Rate	0	99.00%	20.00%	2.0%
1.5	Service Request Fulfillment	0	96.00%	20.00%	2.0%
1.6	Solution Implementation	0	97.00%	20.00%	2.0%
1.7	Solution Proposal Delivery Timeliness	0	97.00%	20.00%	2.0%

200.00%      18.00%

**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

(2) MSL will have the same meaning as Minimum Service Level.

(3) The SLA result will initially be calculated based upon the algorithm specified in the Definitions attachment. If the result is less than the Minimum Service Level target, then the performance for this Service Level shall be reported as set forth in **Exhibit 1**.

## Key Service Level Matrix - Security Operations Services

<u>Attachment 1.3</u> Section Reference	Service Level Categories	Comm + mos <sup>(1)</sup>	Minimum Service Level (SL) <sup>(2) (3)</sup>
2.1	Data Quality	0	98.00%
2.2	Security Incident Communication	0	96.00%
2.3	Security Event Identification - Time to Respond	3	98.00%
2.4	Timely Security Vulnerability Disposition	3	95.00%
2.5	Change Management Effectiveness	0	98.00%
2.6	License and Maintenance Renewal Timeliness	0	99.50%
2.7	Invoice Dispute Resolution	0	97.00%
2.8	Patch Compliance	0	98.00%

**Notes:**

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance.

(2) MSL will have the same meaning as Minimum Service Level.

(3) The SLA result will initially be calculated based upon the algorithm specified in the Definitions attachment. If the result is less than the Minimum Service Level target, then the performance for this Service Level shall be reported as set forth in Exhibit 1.

## One Time Critical Deliverables - - Security Operations Services

<u>Attachment 1.1</u> Section Reference	One Time Critical Deliverable Title	Final Due Date	Deliverable Credit	Frequency Credit Applies
1.1	Transition Project Plan	Thirty-five (35) days after Effective Date	\$15,000	Weekly
1.2	Operational Readiness Assessment	Thirty (30) Days prior to Commencement	\$15,000	Weekly
1.3.1	Service Management Manual (SMM) Phase I	Thirty-five (35) days after Effective Date	\$10,000	Monthly
1.3.2	Service Management Manual (SMM) Phase II	Ten (10) Days prior to Commencement	\$10,000	Monthly
1.3.3	Service Management Manual (SMM) Phase III	Sixty (60) days after Commencement	\$10,000	Monthly
1.4	Master Security Baseline Configuration (MSBC) Standards	One-Hundred Eighty (180) days after Commencement	\$10,000	Monthly
1.5	Vulnerability Management Program Design	June 1, 2020	\$10,000	Monthly
1.6	Security Incident Management Design	June 1, 2020	\$10,000	Monthly
1.7	Advanced Malware Protection Standards	June 1, 2020	\$10,000	Monthly
1.8	Publish CASB Standards and SMM	June 1, 2020	\$10,000	Monthly
1.90	Phase 2 Project Plan Complete	Thirty (30) Days prior to Commencement	N/A	N/A
1.10	CyberArk Handover from Atos	Commencement Date	\$10,000	Monthly
1.11	SIEM Phase 1 Service Implementation	Commencement Date	\$10,000	Monthly
1.12	Phase 1 Transition Milestones complete	Twenty (20) Days post Commencement	\$10,000	Monthly
1.13	Service Automation Approach and Phase 2 Plan	Ninety (90) Days post Commencement	\$10,000	Monthly
1.14	PAM Phase 2 Service Implementation	1/15/21	\$10,000	Monthly
1.15	Phase 2 Transition Milestones complete	1/15/21	\$10,000	Monthly

## Recurring Critical Deliverables - Security Operations Services

<u>Attachment 1.1</u> Section Reference	Recurring Deliverable Title	Final Due Date	Deliverable Credit	Frequency Credit Applies
2.1	Annual Technology Plan and Roadmap	July 15th annually	\$15,000	Monthly
2.2	Annual Technology Refresh Plan	January 15th annually	\$10,000	Monthly
2.3	Annual Security Plan	October 1st annually	\$10,000	Monthly
2.4	Security Assessment Remediation Plan & Schedule	May 1st Annually	\$10,000	Monthly
2.5	Annual Vulnerability Report	March 1st annually	\$10,000	Monthly
2.6	Service Management Manual Currency - Quarterly Report	Quarterly	\$10,000	Monthly
2.7	Annual Customer Satisfaction Improvement Plan	June 1st annually	\$10,000	Monthly
2.8	Customer Outreach Plan	January 15th annually	\$15,000	Monthly
2.9	Disaster Recovery Test Plan and Schedule	June 1st annually	\$10,000	Monthly

## Recurring Critical Deliverables - Security Operations Services

<u>Attachment 1.1</u> Section Reference	Recurring Deliverable Title	Final Due Date	Deliverable Credit	Frequency Credit Applies
2.10	Financial Forecast	Semi-annually on April 1st and October 1st, or as other such time as mutually agreed to.	\$10,000	Monthly
2.11	Quarterly Asset Refresh Report	Quarterly	\$10,000	Monthly
2.12	Annual CyberSecurity Assessment	Annual	\$10,000	Monthly
2.13	Annual SOC 2, Type II, Report	Annual	N/A	N/A
2.14	Master Security Baseline Configuration (MSBC)	August 1st annually	N/A	N/A
2.15	Quarterly Tech Plan and Roadmap	Quarterly	N/A	N/A
2.16	Annual Automation Plan	July 15th Annually	N/A	N/A
2.17	Semi-Annual Automation Plan	Feb 15th Annually	N/A	N/A
2.18	Evergreen Staffing Results	Feb 15th Annually	N/A	N/A

## Performance Analytics

<b><u>Attachment 1.3</u> Section Reference</b>	<b>Key Performance Indicator Description</b>	<b>Commencement</b>
3.1	Shared Services Growth	Commencement Date
3.2	Customer Satisfaction	Commencement Date
3.3	Service Quality	Commencement Date
3.4	Value	Commencement Date
3.5	Security	Commencement Date

## Performance Analytics

<b><u>Attachment 1.3</u></b> Section Reference	<b>Operating Measurements Description</b>	<b>Commencement + Mos</b>
4.1	<b>Quality: Percentage of Change in number of Major Incidents</b>	0
4.2	<b>Value: Percentage of Customers satisfied with service offerings</b>	0
4.3	<b>Problem: Time to Review and Deliver RCA</b>	0
4.4	<b>Asset: Assets Updated by eDiscovery</b>	0
4.5	<b>Asset: Asset Attributes Updated Electronically</b>	0
4.6	<b>Invoicing: Invoice Delivered On-time</b>	0
4.7	<b>Invoicing: Time to Assign Invoice Dispute</b>	0
4.8	<b>Devices Reporting via Electronic Management Tool</b>	0
4.9	<b>Growth: Number of customers</b>	0
4.10	<b>Growth: Shared services volume</b>	0
4.11	<b>Growth: Number of services offered</b>	0
4.12	<b>Growth: Shared Services Spend per Customer</b>	0
4.13	<b>Growth: Shared Services Spend by Customer Other than State Agencies</b>	0

## Performance Analytics

<b><u>Attachment 1.3</u></b> Section Reference	<b>Operating Measurements Description</b>	<b>Commencement + Mos</b>
4.14	<b>Customer Satisfaction: Percentage of executive/IT operational staff customers satisfied</b>	0
4.15	<b>Customer Satisfaction: Monthly Customer Scorecard - Acceptable</b>	0
4.16	<b>Customer Satisfaction: Customer Service Desk Survey</b>	0
4.17	<INTENTIONALLY LEFT BLANK>	0
4.18	<INTENTIONALLY LEFT BLANK>	0
4.19	<b>Quality: Percentage of Service levels meeting expected targets</b>	0
4.20	<b>Quality: Service request fulfillment in Days</b>	0
4.21	<b>Quality: Percentage of Automated processes</b>	0
4.22	<b>Quality: Percentage of Software at N-2 or Higher (Software Currency)</b>	0
4.23	<b>Security: Percentage of Software Supported</b>	0
4.24	<b>Quality: Percentage of Hardware Less than 5 Years old</b>	0
4.25	<b>Value: Percentage of Spend within market range</b>	0
4.26	<b>Value: Percentage of Requests Self-Provisioned through Service Catalogue</b>	0

## Performance Analytics

<b><u>Attachment 1.3</u></b> Section Reference	<b>Operating Measurements Description</b>	<b>Commencement + Mos</b>
4.27	Security: Change in Risk based on Vulnerability Scan Measures	0
4.28	Security: Change in Annual Common Security Framework (CSF) Maturity Rating	0
4.29	Security: Percentage of Security Devices Monitored by Security Incident and Event Management (SIEM)/Security Analytical Devices	0
4.30	Security: Percentage Change in number of Major Security Incidents	0