



**Texas Department of Information Resources  
Data Center Services Program  
Technology Solution Services Program  
Statement of Work Appendix A Reports**

DIR-TSS-MSA-435

**August 13, 2020**



## Appendix A Reports updated in CCR 412

### Overview

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

<b>Column Name</b>	<b>Column Description</b>
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report Name	Name of report
Description	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

Contract Reference	Report Category	Report ID	Report Name	Description	Milestone Deliverable Date (if other than Commencement)	Frequency	Recipient	Report Location	Report Generator Tool	Report Data and Creation MSI publishes all reports. Column indicates who: (C) creates report for publication, (D) provides data to MSI	
										MSI	TSS
	<b>Application Reports</b>										
			Application Monitoring Report	All Applications associated with ADM and as identified by DIR Shared Service Customer; other contents TBD.		Monthly	DIR, Customer	STS Portal		C	D
			Application Availability Report	Incidents of unavailability related to ADM Services		Monthly	DIR, Customer	STS Portal		C	D
			Accessibility Scan Results	Monthly report showing the results of scans for compliance with DIR's accessibility standards		Monthly	DIR	STS Portal		C	D
			Application Productivity	Measure and report to DIR the initial level of productivity for all ADM Services. Show productivity trends over time across the Contract term. Report measures shall include the level of effort (FTE), elapsed time, and output size (units of work). Report shall be correlated with quality measures (for example: projects delivered on time and on budget, error rates, etc.).		Monthly	DIR	STS Portal		C	D
	<b>CMDB / Software Reports</b>										
			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 include: Exception reports on errors and corrections, by DIR Shared Service Customer; and Reports on the results of periodic audits and inventories.		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: Provides statistics, lists and charts illustrating the assets in the STC supported environment. Provides a summary with drill-down details of all assets. Provides DQM reconciliation summary and detail reports with the inputs, processing and outputs from the DQM reconciliation process Provides reports on Incidents, Problems and Changes by asset.		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 upgrades were made upon.		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 products they have installed in their environment based on what is compliant and non-compliant.		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 by Server Instance.		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 environment. Also, provide information about equipment that does not have the current set of standard software installed.		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 Contracts for which the Maintenance renewal date has past.		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. For each Maintenance and Support agreement show the expiration date.		Monthly	DIR, Customer	STS Portal		C	D

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	<u>Capacity Reports</u>										
			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. Produce monthly reports on the current usage of resources, trends and forecasts and exceptions, in a format agreed to by DIR, that at a minimum includes the following: enabling visibility into the overall service health performance and trends based on utilization, availability, and technology currency Visibility into capacity-related Incidents and Problems		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: Compare performance and Availability statistics for each Application/environment with planned performance and Availability. Provide a list of all Outages by DIR Customer, linked to an Incident, including the date and time the Outage commenced, its duration, and the affected infrastructure and Applications. Provide trend analysis of the performance for each Application and Environment during the thirteen (13) most recent months Report on proposed preventative maintenance activities. Provide DIR with recommendations of preventative maintenance options. Provide regular reporting with respect to the following measures for all services and components for both current reporting period and trend over the prior twenty-four (24) months, and make available through the Portal: Number and impact of instances of unavailability. Mean time to restore. Mean time between Service/System Incidents. Mean time between failure. Cost and impact of unavailability. Provide regular reporting on the Availability of Service Management Systems (e.g. Incident Management, Request Management, Capacity Management) and the impact on Service Provider(s) ability to provide Services.		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
	<u>Disaster Recovery</u>										
			Application DR Recovery Time Objective (RTO) and Recovery Priority	List of Applications 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

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	<b>Security</b>										
			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 Roll-up of multiple sources:		Monthly	DIR, Customer	STS Portal		C	D
			Monthly Security Status Review	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
	<b>Finance</b>										
			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
	<b>Incident</b>										
			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

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			Quarterly Integrity Restore Report	Quarterly restore from backup, status and ticket information. Report on the verification of backup restore function. Information updated weekly.		Daily / Quarterly	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 MTTR (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
	<b>Change Management</b>										
			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

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	<b>Projects</b>										
			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
			Texas Project Delivery Framework	Measurement and reporting mechanisms for large projects, as defined by the Texas Project Delivery Framework		As Needed	DIR, Customer	STS Portal		C	D
			Warranty Services	Report showing the amount of Warranty Services (number of Problems and hours to correct)		Monthly	DIR, Customer	STS Portal		C	D
			User Acceptance Testing	Report User Acceptance Test (UAT) results		As Requested	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
	<b>RCA</b>										
			RCA Report	Summary RCA Tracking 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. Trend analysis of Problems reported during the thirteen (13) most recent months.		Weekly	DIR, Customer	STS Portal		C	D
	<b>Service Requests</b>										
			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
	<b>Risk</b>										
			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

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	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