VIRGINIA IT AGENCY

Exhibit 3.4 – FC_20230912

Reports Matrix

VA-170822-SAIC

Effective November 1, 2023

COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY (VITA)
SUPPLIER STRATEGY AND PERFORMANCE DIVISION

7325 Beaufont Springs Rd
RICHMOND, VIRGINIA 23225

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Introduction

This Exhibit contains a summary description of the format, content, and frequency of key reports required by VITA. This Exhibit may not include all reports currently provided by the In-Scope organizations or otherwise requested or required pursuant to the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Exhibit.

The Supplier will continue to work with VITA to determine any key reports required as part of the Agreement.

All reports are expected to meet the frequency indicated in the rightmost column below, defined as real-time or near real-time data on the portal, ad-hoc reporting, daily, weekly, monthly, quarterly, and annual snapshots, unless otherwise specified.

Cross Functional Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Project Management	Weekly Project Management Report	Report on the status of all open projects and projects closed during the week. Report the status of each project to the requestor on a periodic basis as agreed with the requester.	•Number of Projects (e.g., new, completed, in progress) •Risks and Issues – open and closed •Schedule, scope and budget status – actual vs. estimated •Overall status	SUSPEND
Project Management	Project Management Performance	Report related to project and project management performance including: •Project performance to schedule (major milestones and completion) •Project performance to budget	•Number or percentage of projects on schedule and on budget (actual vs. planned) •Assessment of value delivered for completed projects (actual vs. planned) •Post implementation reviews	SUSPEND

			conducted and results of same	
		•Major Project Issues •Major Project changes		

Exhibit 3.4 Reports Matrix

| Project Management | Project Slippage Report | Report related to projects not currently meeting their task deadlines and milestone dates, or that are over budget:

•Project performance to schedule (major milestones and completion)

•Project performance to budget | •Number of projects behind scheduled or over budget | SUSPEND |
|---|---|---|---|---|
| Strategy Analysis | Internal Strengths and Weaknesses | Review of internal strengths and weaknesses through an internal analysis | •Existing service analysis (operational and planned services)
•Cost of services and ROIs (if applicable)
•Efficiency and effectiveness of day-to-day operations
•Existing resources and capabilities
•Existing and planned projects
•Organization's business strategy
•Existing technologies | SUSPEND |
| Strategy Analysis | External Opportunities and Threats | Analyze the opportunities and threats and how they will develop in the future. | •The external analysis should include the following: | SUSPEND |

			•A) Customer (who the customer is and what challenges they are facing) •B) Partners (who the partners are and what their strengths and weaknesses are) •C) Competitors (how the competitors have differentiated themselves and whether they have found a more cost-effective way of doing things. •D) Political factors (how the current practices are impacted by political changes) •E) Economic factors (what the economic forecast is and how it will impact the situation)	

			•F) Technology trends (How technological innovation will affect the IT service providers products, services or operations. •G) Legal, regulatory, and legislative requirements (how new legislations impact the way service providers conduct business) •H) Industry benchmarks	
Strategy Analysis	Market Spaces	Document current and new market spaces that were identified during the internal and external assessment.	•Unserved or underserved market spaces •Market spaces best served by the current service assets •Market spaces to avoid with the existing service assets	SUSPEND
			•Investment priorities based on the service providers'	

			potential to service the market space	
			•Strengths, weaknesses, opportunities, and threats in each market space	
Strategy Analysis	Strategy Success	The success of the strategy should be measured from a number of different points of view.	•Business outcome •Service management processes (see other reports in this Exhibit) •Performance of services and deviations from forecasted results	SUSPEND
IT Technology Planning	Technology Advances	Report related to new technology advances and evolutions applicable to the ITISP environment (uses data from MSI and Service Tower Suppliers)	•Timely development of new services to meet the business objectives •Percentage or number of strategic objectives that are met	Quarterly update due on the last business day of the next reporting quarter

IT Technology Planning	Regulatory Issues and Changes	Report and analysis of regulatory issues and changes that could affect the ITISP environment directly or indirectly.	•Issues and changes opened, stoplight status, escalated, and closed	Quarterly update due on the last business day of the next reporting quarter
IT Technology Planning	Software Life	Report on upcoming software releases and end-of-support dates for ITISP Software	•Issues and changes opened, stoplight status, escalated, and closed	Due quarterly on the 10th
IT Technology Planning	Software Licensing	Report on ITISP Software license renewal dates	•Issues and changes opened, stoplight status, escalated, and closed	Due quarterly on the 10th
Service Portfolio Management	Portfolio: Potential Improvements	Report on potential improvements to the portfolio of Tower Services, gathered from Service Towers Suppliers and including Customer feedback	•Number of incidents caused by inaccurate or incomplete service packages •Number of changes made to service packages and SLPs after baseline/approval	SUSPEND
			•Number of service portfolio audits/reviews	

			conducted (actual vs. planned)	
			•Number of differences discovered between actual and documented services (related to retired services, operational services, and planned services)	
Service Portfolio Management	Portfolio: Portfolio Health	Quarterly - List of all services with number of incident records, number of problem records and number of catalog orders for the previous quarter for each service. List will also include the amount of demand estimated during service analysis and the amount of consumption where it can be measured. Services deemed by the MSI as needing improvement or retirement will also be flagged accordingly.		Due quarterly on the 10th Due annually on the 10th

		Annually - List of services added, modified (to include reason), retired and/or reviewed in the last year. List of services scheduled for review for the upcoming year.		
Service Portfolio Management	Portfolio: Pipeline priorities	Monthly: List of all services in the SPLM process to include the current status, supplier, VITA established priority and tentative release date. Only services with a VITA established priority will be included. Quarterly: List of all services released in the previous quarter to include the release date and the Annual Technology Plan anticipated release date and total business days to release the service.	•Status of each and next steps, owner, date targets, issues. Refer to VITA service Portfolio & Lifecycle Management process.	Due monthly on the 10th Due quarterly on the 10th

Demand Management	Tower Service Consumption - % of PBAs Predicted/Actual	Report on predicted and actual consumption of Tower Services. Include patterns of business activity, identify trends and risks that may cause demand to exceed available Tower Service capacity	•Percentage of User Profiles (UP) and Patterns of Business Activity (PBAs) that are defined for each service, and those that are inaccurate	Due quarterly on the 10th
Demand Management	Tower Service Consumption - PBAs Tracked Consumption History	Report that tracks and analyzes patterns of business activity and Tower Service consumption history	•Percentage of PBAs that have been translated into workload information by capacity management •Customer satisfaction	Due quarterly on the 10th

Complaint Management	Complaint Tracking	Automated report of Complaints from Customers regarding MSI, STS, Third Party Vendor, etc. as designated by VITA. Information on each complaint will contain, at a minimum:	•Percentage reduction in the number of complaints	SUSPEND
		•Username and business unit of Customer submitting the Complaint	•Percentage reduction in the number of escalations	
		•Complaint ID		
		•Complaint description		
		•Date of complaint		
		•Time of complaint		
		•Source of complaint (department, function, and individual name)		
		•Nature of complaint		
		•Impact, urgency, and priority		
		•Reference		
		•Validation comments		
		•Received and validated by		
		•Actions taken (if any)		
		•Resolution date		

Complaint Management	Open Complaint Status	Report on status of corrective actions taken to address open complaints	•Complaints open, stoplight status, escalated, and closed with customer agreement	SUSPEND
Feedback	Customer Feedback (General)	Report of all feedback given by Customers	•Percentage of business requirements that are documented and signed off •Improvement in customer satisfaction levels	SUSPEND

Process Management	Process Management Report	Process durations, status, and volume report. Report the use and frequency of non-standard alternative solution designs to VITA and ITISP Governance.	•Priority ranking, open requests by lifecycle step, stoplight status, escalated, risks, issues, and closed with customer agreement	SUSPEND
Process monitoring	Process Effectiveness	Process effectiveness and satisfaction KPIs	•Reduction in the number of subsequent revisions of the content of SDPs (accuracy)	SUSPEND
			•Percent increase in the number of successful new or changed services in terms of outcome, quality, cost, and timeliness	SUSPEND

			•Customer satisfaction score for each new or changed service •Percent increase in the number of transitioned services that consistently achieved the agreed-upon service level targets	
Service Fulfillment	Service Fulfillment Benchmarks REQ-001	Report on the fulfillment of Service Requests and Service Catalog orders to identify: • Benchmark information (including, but not limited to cost, hours, fulfillment time) for expectation setting with Customers • Misaligned incentives of Service Towers and orders and requests from Customers		Due on the first business day of the month, following the end of the prior reporting period
		• Standard delivery times for Standard Services and Standard Solutions * Process effectiveness and satisfaction KPIs * Recurring cost *Approved/Closed for those open		

		* Update first report to show # of items created vs total number fulfilled and total number of items in the catalog.		
Process monitoring	Process Service	Process effectiveness and satisfaction KPIs	•Number of services defined in the service portfolio •Percentage increase in the number of services defined and managed in the service catalog •Differences discovered between the defined service catalog and reality (in terms of services and attributes)	SUSPEND
			•Business awareness of the service catalog (survey)	
			•Percentage of services that have documented risks	

Continual Service Improvement	OLM Performance	Report on the performance of Operating Level Measures (OLM) as established with Suppliers to VITA and ITISP governance.		SUSPEND
Continual Process Improvement Plan Implementation	Implemented Service Improvements	Progress on implementing Service Improvement Plans.	•Percentage of service improvements implemented (process improvements implemented vs. service improvements planned)	SUSPEND

Process monitoring	Process, in addition to Exhibit 3 Reporting and Service Level Management	Process effectiveness and satisfaction KPIs	•Number or percentage of SLA targets met •Number or percentage of SLA targets missed •Percentage increase/decrease in the customer satisfaction rating •Percentage increase/decrease in the number of customer complaints	SUSPEND
			•Percentage of the total IT services covered in the SLA	
Availability	Outage report – All Towers	Report on all outages, including impact assessments, root causes, related known errors/issues	•Percentage of incidents caused by existing problems or known errors •Mean Time To Restore Service (minutes) •Critical time failure (minutes); i.e., system unavailability during critical times	

			•Percent reduction in critical time failures	
Availability	Current and Historical Availability	Report on current and historical availability metrics with a 12 month rolling forecast. Report will include:	•Percentage of incidents that were resolved without impacting business	Due monthly on the 10th
		•Mean time between failures	•Percentage of events indicating availability issues	
		•Service Availability and Unavailability for Business Functions.	•Number of major incidents for each IT service	
		•Major Availability incidents (including impact)	•Percentage of problems resolved within SLA	
		•Service Outage Reports	•Number of repeated incidents (by service)	
		•Planned versus actual downtime	•Percent reduction in the unavailability of IT services and IT infrastructure components	
		•Customer complements and complaints, related to availability and quality of service	•Percent increase in the reliability of services and components	
			•Percent reduction in revenue due to unavailability	

			•Reduction in service outages (as a result of using the CMDB to identify impact)	
Business Continuity	Customer Summary	Report consisting of: •Customer name, Point of Contact, Locations, other relevant Customer data •Single Point of Contact for MSI, Tower Suppliers, VITA for that Customer		SUSPEND
		•Mission Essential Functions, Primary and Secondary Business Functions, RTO and RPO for each Business Function •Service Configuration Items mapped to Business Functions •Defined recovery activities •Other dependencies		
		•Dates that information was last updated or validated by Customer		
Business Continuity	Disaster Recovery Test, preliminary results	Report that includes preliminary results of disaster recovery tests, including:	•Delay in ITSCM testing (against the schedule)	Ad-Hoc

		•Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.)		
		•Tests performed		STS & COV Agencies within 7 days of disaster recovery test execution (or scheduled date if test was not executed)
		•Test not performed, including reason for test not being done		
		•Results achieved		Within 14 days of disaster recovery test execution (or scheduled date if test was not executed)
		•Preliminary comparison of the results to the measures and goals identified in the respective IT Service Continuity plans		
Business Continuity	Disaster Recovery Test, formal results	Report that includes detailed results of disaster recovery tests, including:	• Delay in ITSCM testing (against the schedule)	AD-Hoc

		•Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.)		
		•Tests performed		Within 20 days of disaster recovery test execution (or scheduled date if test was not executed)
		•Test not performed, including reasons for test not being done		
		• Results achieved		
		•Comparison of the results to the measures and goals identified in the respective IT Service Continuity plan		
		•Feedback from Users as to the adequacy of continuity for their respective areas		
		•Feedback from Service Towers as to the adequacy of IT Service Continuity Plan, test execution, Customer's expectations, etc.		

		•Plan and schedule, agreed with all Service Towers, to remediate any IT Service Continuity issues identified during testing		
Business Continuity	BCP: Gap Analysis	Results of gap analyses, performed at request of VITA or Customers, of the Integrated IT Service Continuity Plan against good industry practice (e.g. Business Continuity Institute www.thebci.org) and Customer's recovery objectives and requirements.		Monthly - Due on the 3rd Thursday of each month
Process monitoring	ITSCM Process Report	Process effectiveness and satisfaction KPIs. Using CMDB Database identifying DR subscription services	•Number or percentage of services not covered in the ITSCM plan •Delay in ITSCM testing (against the schedule) •Number of audit gaps found in the ITSCM process •Overall reduction in the risk and impact of the possible failure of IT services	Quarterly update due on the 10th

Process Monitoring	Capacity Analysis	Report that identifies Capacity problems. Includes current resource utilization, trends, forecasts, and exceptions (including those provided by the Service Tower Suppliers).	•Report all KPI's associated and actions to take in response to the current metrics	Monthly update due last business day of month
Process monitoring	Process- Capacity	Process effectiveness and satisfaction KPIs	•Percentage reduction in business disruptions caused by a lack of adequate IT capacity •Percentage reduction in the number of SLA breaches •Accuracy of forecasts of actual expenditure vs. planned expenditure (capacity related) •Number of incidents related to capacity •Number of unplanned purchases of capacity- and performance- related hardware	Monthly update due last business day of month

Process Monitoring	Capacity Plan	Annual Capacity Plan that includes all STS's		SUSPEND
Security Management	Security Assessment Report	Report on compliance of services and systems with VITA Rules. Includes remediation steps for non-compliant services or systems. (See Section 4.7.2 Security Assessments in Exhibit 2.1).	•Percentage increase/decrease in the number of non-conformances of the information security policies (audit related) •Percentage increase in SLA conformance (related to information security)	Due monthly on the 10th
Security Management	Applicable Security Requirements	Report available to each Customer detailing the Security Requirements that are being applied to the Customer's systems.		Due monthly on the 10th
	Security Clearance Status Review	Report on results of monthly assurance reviews to determine that all Supplier and Service Tower Supplier staff allocated to Customer's services have up-to-date security clearance, including background checks in compliance with Customer policies.		

Security Management	Security Clearance Status Review	Report on results of monthly assurance reviews to determine that all Supplier and Service Tower Supplier staff allocated to Customer's services have up-to-date security clearance, including background checks in compliance with Customer policies.		Due monthly on the 10th

Security Management	Security Remediation Status Reports	Current status of all on-going, security-related work and identified actions (e.g., from POAMs)	•Number of improvements (security related) planned and implemented	Due monthly on the 10th
Security Management	Emerging Threats	Report that highlights emerging threats and the status of known risks.		Weekly update due last business day of the week.
Security Management	Security Incidents Summary	Report of Security Incidents that occurred	•Percentage increase/decrease in security incidents/breaches	SUSPEND

Security Management	Security Incident Management Response	Detailed information on the Security Incident Management response for each Security Incident		SUSPEND
Risk Management	Risk Monitoring, Identification and Assessment	Report includes: •Risks, including the service impact assessment, arising from the activities of the Supplier and Service Tower Suppliers in the delivery of the end-to-end services. •Trends, changes and emerging risks		Weekly update due last business day of the week Due monthly on the 10th Due quarterly on the 10th Due annually on the 10th

Risk Management	Risk Mitigation Activities	Report on activities of the Supplier and Service Tower Suppliers to address any control weaknesses identified in the assurance activities detailed in Section 4.8 of Exhibit 2.1).		Due monthly on the 10th
Risk Management	Formal Risk Assessment	Report will, at a minimum, include: •Assets •Asset name •Asset category •Asset owner •Risk assessment •Risk analysis (threats and vulnerabilities) •Business impact •Likelihood •Risk evaluation •Risk treatment (controls) •Risk appetite •Risk mitigation Controls		Due annually on the 10th

		• Risk residual		
Issues Management	Services Issues Report	Status of major pending issues, Status of Improvement Action Plans, Report of major changes to the environment having an unforeseen impact on costs or utilization	•Number of issues for each IT service tower • Percentage of issues resolved	Due monthly on the 10th
Service-Level Management	Monthly Service Level Performance Report	Comparison of actual results vs. Service Level requirements as prescribed in **Exhibit 3 (Reporting and Service Level Management)**	•Number or percentage of SLA targets met •Number or percentage of SLA targets missed •Percentage increase/decrease in the customer satisfaction rating •Percentage increase/decrease in the number of customer complaints	SUSPEND

Incident Management	Open Incident Report	Report that provides a summary of all open Severity Level 1, 2, 3 and 4 Incidents and details for Severity Level 1 and 2 service affecting occurring in the previous 24-hour period	•Percentage of incidents resolved by service desk in the previous 24-hour period	Due monthly on the 10th
Incident Management	Monthly Incident Management Report	Trending and Categorization Reports for all incidents which include: days open by severity, trends by top closing codes, trends by VITA customer, etc.	•Mean time to resolve incidents •Percentage of incidents resolved by service desk •Percentage of incidents incorrectly assigned •Percentage of incidents reopened	SUSPEND

| | | | •Number of major incidents for each IT service

•User satisfaction survey score - incidents

•Number of incidents incorrectly categorized | |
|---|---|---|---|---|
| Problem Management | Root Cause Analysis (RCA) Report | Details of the results of each Root-Cause Analysis (RCA) performed by VITA or Supplier

Includes the nature of the incident and plans to prevent or avoid future incidents | •Percentage of incidents reduced due to elimination of root cause

•Percentage of incidents closed by first line support using the KEDB

•Percentage of accuracy of the KEDB (from database audits)

•Number of repeated incidents (by service)

•Percentage of problems resolved within SLA

•User satisfaction ratings - RCSs | SUSPEND |
| Availability Management | Availability Reports | A variety of reports necessary to depict the availability of the MSI infrastructure and where specific VITA Customer reporting related to | •Mean Time To Restore Service (minutes) | Due weekly on the last business day of each week |

		availability is currently reported, continuing that reporting	•Critical time failure (minutes); i.e., system unavailability during critical times •Percent reduction in the unavailability of IT services and IT infrastructure components	Due monthly on the 10th
Request Management	Request Management Performance Report REQ-003	Monthly report of Service Requests including acknowledgement, scheduling, request completion, past due requests, etc.	•Percentage of service requests completed within SLA •Number of service requests recorded for a specific period •Mean time taken to handle service requests •Average costs per request fulfillment •Percentage of self-service requests compared to total number of service requests	Monthly update due first business day of month, following the end of the prior reporting period Quarterly update due first business day of quarter Due annually with in-depth analysis due on first business day before initiation anniversary

			•User satisfaction score for handling of service requests	
Configuration Management	Configuration Management Performance Reports	Report related to updates and profile of the Configuration Management Database	•Percentage of CIs that are not included in the CMS compared to the actual CI in the IT infrastructure	Due monthly on the 10th
			•Number of unauthorized configurations found during audits	Due quarterly on the 10th
				Due annually on the 10th
Asset Management	Asset Management Reports	Asset Management report that provides a profile of resources utilized in delivery of services.	•Number of issues and incidents related to assets (e.g., licenses)	Due monthly on the 10th
				Due quarterly on the 10th
				Due annually on the 10th

Security Management	Unified Threat Management Report	Threat management report which will include a view of intrusions, threats, vulnerabilities, failed logins and other brute-force attempts to access the system, scheduled assessments, scheduled updates	•Percentage increase/decrease in security incidents/breaches	Due monthly on the 10th
			•Percentage increase/decrease in the number of non-conformances of the information security policies (audit related)	
			•Number of improvements (security related) planned and implemented	
			•Number of access requests processed (per day/week)	
			•Percentage of access requests automated	
			•Number of security breaches caused by incorrect access settings	
			•Average time taken to process an access request	
			•Number of audit findings that discovered	

			incorrect access settings for users	
			•Number of incidents requiring a reset of access rights	
Change Management Performance Reports	Change Management Activities	Change Management Report describing Change Activities:	•Percentage of change evaluations conducted (actual vs. planned)	Due monthly on the first business day
		•Cancelled Changes	•Average cycle time to conduct a change evaluation	
		•Past Due Changes	•Increase in the number of change evaluations conducted on time (within the agreed-upon timelines)	
		•Unauthorized Changes	•Number of changes rejected due to deviations (predicted and actual performance)	
		•Change Success	•Number of incidents reported as a result of new or changed services	

		•Change Failures	•Number of emergency changes deployed into the live environment (per given period)	
			•Percentage of changes completed on time (deployed on time)	
		•Include: Breakdown of Changes by Type: Standard, Normal (minor/Major), Emergency	•Percentage of changes deployed successfully on the first attempt (change success rate)	
		•Define Month as "Reporting Month as 1st Day of the Month through Last day of month"	•Reduction in the number of service disruptions due to new changes	
		•Add Executive Summary, or synopsis of the month in review.	•Number of changes implemented outside the change management process (deviations from the defined process)	
		•Add rolling 13 month comparison of monthly data.	•Percentage of changes that meet customer requirements	

			•Reduction in the number of audit and compliance issues •Number of testing projects completed on time •Percentage reduction in production incidents related to changes •Number of incidents and issues found after changes are applied by status	
Change Management	Change Management Report	Provide monthly Change Management reports in a format agreed with Customers as described in Exhibit 3 (Reporting and Service Level Management). List the status of scheduled Operational Changes.	•Percentage of change evaluations conducted (actual vs. planned) •Average cycle time to conduct a change evaluation •Increase in the number of change evaluations conducted on time (within the agreed-upon timelines)	SUSPEND
			•Number of changes rejected due to deviations (predicted and	

			actual performance)	
			•Number of incidents reported as a result of new or changed services •Number of emergency changes deployed into the live environment (per given period) •Percentage of changes completed on time (deployed on time) •Percentage of changes deployed successfully on the first attempt (change success rate) •Reduction in the number of service disruptions due to new changes	
			•Number of changes implemented outside the change management	

			process (deviations from the defined process)	
			•Percentage of changes that meet customer requirements •Reduction in the number of audit and compliance issues •Number of testing projects completed on time •Percentage reduction in production incidents related to changes •Number of incidents and issues found after changes are applied by status	
Change Evaluation	Baseline Performance Report	Report of the actual performance of the environment prior to implementing any major changes.	•Percentage of change evaluations conducted (actual vs. planned) •Average cycle time to conduct a change evaluation	SUSPEND

			•Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) •Number of changes rejected due to deviations (predicted and actual performance) •Number of incidents reported as a result of new or changed services •Number of emergency changes deployed into the live environment (per given period) •Percentage of changes completed on time (deployed on time) •Percentage of changes deployed successfully on the first attempt (change success rate)	

			•Reduction in the number of service disruptions due to new changes	
			•Number of changes implemented outside the change management process (deviations from the defined process)	
			•Percentage of changes that meet customer requirements	
			•Reduction in the number of audit and compliance issues	
			•Number of testing projects completed on time	
			•Percentage reduction in production incidents related to changes	
			•Number of incidents and issues found after changes are applied by status	

Change Evaluation	Post Change Performance Report	Report of the actual performance of the environment post implementing any major changes.	•Percentage of change evaluations conducted (actual vs. planned) •Average cycle time to conduct a change evaluation •Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) •Number of changes rejected due to deviations (predicted and actual performance) •Number of incidents reported as a result of new or changed services •Number of emergency changes deployed into the live environment (per given period) •Percentage of changes completed on time (deployed on time)	SUSPEND

			•Percentage of changes deployed successfully on the first attempt (change success rate)
			•Reduction in the number of service disruptions due to new changes
			•Number of changes implemented outside the change management process (deviations from the defined process)
			•Percentage of changes that meet customer requirements
			•Reduction in the number of audit and compliance issues
			•Number of testing projects completed on time
			•Percentage reduction in production incidents related to changes

			•Number of incidents and issues found after changes are applied by status	
Change Evaluation	Post Implementation Review Report	Report after implementation that compiles all findings which will inform the Post Implementation Review (PIR) carried out by Change Management.	•Percentage of change evaluations conducted (actual vs. planned) •Average cycle time to conduct a change evaluation •Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) •Number of changes rejected due to deviations (predicted and actual performance) •Number of incidents reported as a result of new or changed services	SUSPEND
			•Number of emergency changes deployed into the live	

			environment (per given period)	
			•Percentage of changes completed on time (deployed on time) •Percentage of changes deployed successfully on the first attempt (change success rate) •Reduction in the number of service disruptions due to new changes •Number of changes implemented outside the change management process (deviations from the defined process) •Percentage of changes that meet customer requirements	

			•Increase in the number of releases that meet the agreed-upon requirements in terms of cost, quality, scope, and time
			•Reduction in the number of audit and compliance issues
			•Number of testing projects completed on time
			•Percentage of service transitions completed on time
			•Percentage reduction in production incidents related to changes
			•Percentage reduction of number of post transition incidents
			•Number of incidents and issues found after changes are applied by status

Customer Satisfaction	Customer Satisfaction Survey Results	Results from Change Management Process Customer Satisfaction Surveys	•Increased stakeholder satisfaction due to reduced number of failed changes (customer satisfaction is usually measured through customer surveys) •Percentage increase/decrease in customer/user satisfaction	SUSPEND
Release and Deployment Management	Release and Deployment Metrics Report	Report showing the success and failure of Releases, including recording Incidents related to Release.	•Number of post-release incidents (service disruptions) reported as a result of ineffective release planning •Percentage of releases deployed into the live environment on time •Percentage of releases that meet customer expectations in terms of cost, time, and quality	SUSPEND

Service Validation and Testing (SV&T)	Service Validation and Testing Metrics Report	Report showing the success and failure of testing as a service including recording failed testing plans and any incidents related to failed testing activities in the period following a deployment of Services	•Number of testing projects completed on time. •Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse	SUSPEND
Pre-Production Testing	Pre-Production Validation Report	Report validation that an integrated pre-production test has been performed across all affected Service Towers prior to migrating a system and service into the Customer's Production Environment. Consolidate and provide test reports to Change Management, VITA and Customer that outlines test outcomes and actions being taken to address failures.	•Number of testing projects completed on time. •Percentage reduction in production incidents related to newly transitioned services.	SUSPEND
			•Number of defects found during testing by status (open, closed, fix in	

			progress, ready for re-test).	
			•Percentage increase in test case reuse.	
Post Deployment End User Support	Post-Deployment FAQ Report	Capture, document and report frequently asked questions.	•Number of post-release incidents (service disruptions) reported as a result of ineffective release planning •Percentage of releases deployed into the live environment on time •Percentage of releases that meet customer expectations in terms of cost, time, and quality	SUSPEND

License Management and Compliance	Unauthorized Software Report	Report on Equipment with the presence of any unauthorized or non-standard Software.	•Percentage reduction in number of audit/compliance gaps. •Reduction in the number of audit and compliance issues. •Number of unauthorized configurations found during audits	Due monthly on the 10th
License Management and Compliance	License Compliance Report	Report of license information and compliance to Customers.	•Percentage reduction in number of audit/compliance gaps. •Reduction in the number of audit and compliance issues. •Number of unauthorized configurations found during audits	Due monthly on the 10th

Training and Education	Training and Education Report	Report of staff who has attended training to include Users, Supplier Personnel and Key Users. Identify potential training requirements and provide recommended training actions to VITA and ITISP Governance.	•Percentage reduction in number of audit/compliance gaps. •Reduction in the number of audit and compliance issues.	SUSPEND
	Contract Management Report	Report on the execution of the Services against contractual obligations.	•Percentage of critical contracts renewed on time •Percentage reduction in supplier-related complaints •Percentage increase in the number of suppliers that meet contractual agreements •Percentage of critical suppliers	SUSPEND

			meeting performance levels	
Service Desk Reporting	Service Desk Comprehensive Data Report	Provide daily, monthly, and as requested ad hoc reports to VITA on Service Desk activities and performance, which at a minimum includes:	•Regular reporting on cost of service	Due weekly on the last business day
		•Key issues relating to Service Desk processes, improvements, script development.	•Customer satisfaction	
		•Status as to Service Desk staffing, training, and authorization.	•Number or percentage of SLA targets met	
		•Integration activities and issues with other Service Desks belonging to VITA, Customers and other Service Tower Suppliers as directed by VITA.	•Number or percentage of SLA targets missed	
		•Trend analysis during the thirteen (13) most recent months.	•Percentage reduction in production incidents related to newly transitioned services	

		•umber of contacts, to include all methods of contacts (e.g., calls, email, web, chat) •Percent of calls abandoned, % of tickets resolved, average speed to answer, average call duration, and average time to abandon •Number and percentage of contacts passed to other Service Desks. •Daily and Month-to-date numbers for Incidents and Service Requests by priority. •Aging reports of tickets left unresolved •Other reports as needed regarding Service Desk operation and performance and any report included in exhibit 3.4 •Conduct random surveys of Users immediately after they have used the Service Desk in accordance with the SMM and Customer Satisfaction Survey requirements	•Percentage reduction in time and effort required to support services	

	•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, VITA 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; Number and percentage of Contacts passed to other Service Desks; Other pertinent information regarding Service Desk operation and performance.	

		•Report of all customer feedback portal submissions, with trends assessment, corrective actions identified and tracked		
Incident Management	Critical Incident Report	Report of Critical Incidents, which at minimum include a review of completeness of Critical Incidents (e.g. work detail notes) and perform a management review by Service Tower every week and report accordingly	•Number of testing projects completed on time. •Percentage reduction in production incidents related to newly transitioned services. •Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse	Due weekly on the last business day
Incident Management	Knowledge Base Statistical Report	Report knowledge base usage statistics to VITA on a monthly basis, or as requested by VITA (i.e. the number of Incidents Resolved using the knowledge base). At a minimum, the SMS, SKMS and other systems needs to have the ability to report on the number of tickets logged against a critical outage (Parent/child relationship).	•Number of testing projects completed on time. •Percentage reduction in production incidents related to newly transitioned services.	SUSPEND

			•Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse •Reduction in the average time taken to diagnose and resolve incidents/problems •Percentage reduction in the dependency of people on knowledge	
Incident Management Reporting	Incident Management Compliance Report	Report on compliance with Supplier ability to record detailed audit trail information, as requested by Customers. Provide monthly report(s) in electronic copy to Customers, in the VITA approved format, which at a minimum includes:	•Number of testing projects completed on time.	Due monthly on the 10th
		•Key issues relating to Incident Management processes.	•Percentage reduction in production incidents related to	Due annually on the 10th

			newly transitioned services.	
		•Number of Incidents during the month, grouped by severity, service and STS, 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.	• Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse	

| Event Management | Event Management Tracking Report | Report of event monitoring and tracking of all in-scope Services, including those of other Service Tower Suppliers where required and where the Service Tower Supplier's systems are collecting such information. This includes all environments within the ITISP services (e.g. Production, Pre-production, Test and Development Environments, Applications, Network, Midrange and Distributed Environments). | •Number of testing projects completed on time.

•Percentage reduction in production incidents related to newly transitioned services.
•Number of defects found during testing by status (open, closed, fix in progress, ready for re-test).
•Percentage increase in test case reuse | Due monthly on the 10th |

Problem Management	Quarterly Problem Management Report	Report on the volume and nature of Problems in order to identify areas for improvement, and report on the trend analyses and improvements to Customers and Service Tower Suppliers on at least a quarterly basis. At a minimum will include	•Number of testing projects completed on time.	SUSPEND
		Any backlog of unresolved Problems on at to the Customer Problem Manager, or more frequently as requested by Customers.	•Percentage reduction in production incidents related to newly transitioned services. •Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse	
Problem Management	RCA Reports	Provide RCA reporting as documented in the Service Management Manual.	•Number of testing projects completed on time.	SUSPEND
			•Percentage reduction in production incidents related to	

			newly transitioned services.	
			•Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). •Percentage increase in test case reuse	
Problem Management	Problem Management Activity Report	Report in a format approved by VITA as described in Exhibit 3 (Reporting and Service Level Management). This report will include:	•Number of testing projects completed on time.	Due monthly on the 10th

		•The number of Problems in total and grouped by type, severity, status, Customer, region, reason code, classification or other criteria as appropriate and whether a Known Error;	•Percentage reduction in production incidents related to newly transitioned services.
		•Problem reviews;	•Number of defects found during testing by status (open, closed, fix in progress, ready for re-test).
		•Problem trend analysis findings and recommendations;	•Percentage increase in test case reuse
		•Any issues relating to the Problem Management service, such as any other information that may improve or facilitate a better Problem Management process, including decisions to be made by VITA and the Supplier; and	
		•Trend analysis of Problems reported during the thirteen (13) most recent months.	

Service Request Reporting	Knowledge Base Fulfillment Report (Service Requests)	Report showing the use of the knowledge base to fulfil Service Requests.	•Percentage reduction in the dependency of people on knowledge •Percentage of errors related to lack of knowledge in the service life cycle •Percentage reduction in time and effort required to support services •Increase in the access to SKMS by managers and IT staff •Increase in the number of SKMS searches	SUSPEND
Service Request Reporting	Online Service Request fulfillment Report	Report via an online tool that would allow on-demand by VITA and Customers reporting the following: •Progress toward fulfilment and the status of all Service Requests.	•Percentage reduction in the dependency of people on knowledge •Percentage of errors related to lack of knowledge in the service life cycle	Due monthly on the first business day Due quarterly on the first business day

		•Committed fulfilment timeframes, anticipated completion times, and status. •Ownership and activities toward fulfilment for all open Service Requests. •Changes in Service Request status throughout the Service Request lifecycle. •Categories of Service Requests, by Customer •Staff activities on Service Requests. •Outstanding and aging Service Requests and the trends thereof.	•Percentage reduction in time and effort required to support services •Increase in the access to SKMS by managers and IT staff •Increase in the number of SKMS searches	Due annually on the first business day of the year
Service Request Reporting	Request for Solution Report	Metric report on the effectiveness of the Request for Solution process, including (but not limited to): time-to-solution, time-to-respond, accuracy of proposals, accuracy of forecast and comparing captured to cancelled requests.	•Percentage reduction in the dependency of people on knowledge	SUSPEND
			•Percentage of errors related to lack of knowledge in the service life cycle	SUSPEND

			•Percentage reduction in time and effort required to support services	SUSPEND
			•Increase in the access to SKMS by managers and IT staff	SUSPEND
			•Increase in the number of SKMS searches	
Service Request Reporting	Request for Solution Re-Engineered Report	Trend reports on the effectiveness of the Request for Solution process, including but not limited to, end-to-end time to provide the customer a proposal package and PCRs.	RFS to Catalog This report should include the following: • Services to move to the catalog o Include number of RFS by business service • Services moving to the catalog in progress	Monthly

			○ Status of move to the catalog, to include ETA • Services that have moved to the catalog ○ These should include the impact to the RFS process that the move had such as how many demands on average per month will this remove from the RFS process End-to-End Timeline – OKR • This report should show monthly trends against the OKR starting end-to-end time and the OKR target end-to-end time • The report should include some analysis on where time	

			may be able to be saved. PCRs This report should show PCR trends by month, by cause of PCR.	

Access Management	Separation of Duty Report	Report and alert on separation-of-duty access requirements for accounts as defined by the Customer.	•Customer satisfaction •Number or percentage of SLA targets met •Number or percentage of SLA targets missed •Percentage reduction in production incidents related to newly transitioned services	SUSPEND
Continual Service Improvement	Overall Program Measures Report	The Overall Program Measures Report describes suggested improvements to the program measures used to monitor quality and performance of the MSI and service tower suppliers. Included are corrective actions to improve the program measure approach and track improvements.	•Percentage of improvement in customer satisfaction rating •Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	SUSPEND

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Quality Assurance Report	The Quality Assurances Report describes the ongoing quality, reliability, speed, cost-effectiveness, security, customer experience and Customers' satisfaction.	•Percentage of improvement in customer satisfaction rating	Due monthly on the 10th
			•Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	Due annually on the 10th

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) •Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Improvement Planning Report	The Improvement Planning Report outlines the improvement activities associated with the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as approved by ITISP Governance.	•Percentage of improvement in customer satisfaction rating	SUSPEND
			•Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) •Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Process Evaluation Report	The Process Evaluation Report includes the results of routine process evaluation, assessment of process currency and the accomplishment of process improvements in the delivery of ITISP Services.	•Percentage of improvement in customer satisfaction rating	SUSPEND
			•Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) •Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Corrective Action Resolution Report	The Corrective Action Resolution Report describes the progress on implementing corrective actions.	•Percentage of improvement in customer satisfaction rating	SUSPEND
			•Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) •Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Technical Currency Report	The Technical Currency Report describes the usability of existing assets and reviews alternatives to replace, re-lease, consolidate, or retain the assets. The report also describes open agreements related to assets that are retired or will retire within 180 days of the report date and the completion progress of Currency Plan implementation.	•Percentage of improvement in customer satisfaction rating	Due monthly on the 10th
			•Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	Due quarterly on the 10th

			•IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project)	Due annually on the 10th
			•Reduction in "waste" in time for executing a certain process or processes	
Service Level Management	Availability – Single Instance of Tier 1/Gold or Tier 2/Silver Server or Storage	This Service Level measures Availability of each individual Tier 1 Servers, Tier 2 Servers, Tier 1 Storage and Tier 2 Storage services (including any necessary infrastructure and Software) during the applicable Measurement Window, for which SAIC has management responsibility.	•All Servers, mutually classified as Tier 1 or Tier 2 support and as active within the CMDB •All storage, mutually classified as Tier 1 and Tier 2 and as active within the CMDB Infrastructure services and Software supporting the Tier 1 and Tier 2 Server environment or Tier 1 and Tier 2	Due Quarterly

			Storage environment (e.g., Directory Services servers, DNS, etc.)	
Service Level Management	Service Desk – Abandonment Rate	Report the percentage of phone calls to the Service Desk where the Caller selects a Service Option and the call is answered by a live Service Desk Support Agent.	All phone calls to the Service Desk where the phone caller selects a menu option on the IVR or ACD for assistance by a live support technician shall be included in the calculation of this Service Level.	Due Quarterly
Service Level Management	Service Desk – First Contact Resolution (PW Resets/Unlocks)	Report the percentage of password resets and account unlocks successfully Resolved by the Service Desk on first Contact and within one hour.	All Incident tickets related to a Customer	Due Quarterly

Service Level Management	Service Desk – First Contact Resolution (Excluding PW Resets/Unlocks)	This Service Level measures the percentage of Incidents (excluding password resets and account unlocks) successfully Resolved by the Service Desk on first Contact and within one hour.	All Incident tickets related to a Customer	Due Quarterly
Service Level Management	Service Desk – Non-Phone Contact Response Time	Report that measures the time to respond to non-phone Contacts to the Service Desk in equal to or less than 1 hour.	All non-phone Contacts (e.g., Web Tickets, E-mail) logged in the Service Management System.	Due Quarterly
Service Level Management	Availability - Single Instance of Tier 3 Server / Storage	Availability of each individual Tier 3 Server and Tier 3 Storage services (including any necessary infrastructure and Software) during the applicable Measurement Window, for which SAIC has management responsibility.	All Servers, mutually classified as Tier 3 support and as active within the CMDB	Due Quarterly

Service Level Management	Solution Request Implementation	Report that measures percentage of time the Supplier successfully implements a Solution Request within the committed timeframe. All phases of the solution implementation process from VITA assignment of the Solution Request through to the successful implementation (which requires Customer acceptance) into production are included in this measure.	The committed timeframe is that timeframe specified in the proposal (as further described in the "Solution Request Proposal Delivery" Service Level) or otherwise as agreed by the requester.	Due Quarterly
Service Level Management	Service Desk – Customer Satisfaction	Report that measures the quality of responses to Service Desk surveys conducted following completion of Contacts. Surveys are measured on a 5-point scale, and responses indicating a '4' or '5' (meaning "very satisfied" or "satisfied" respectively) are considered as successful.	The metric is developed from survey responses by Users.	Due Quarterly

Service Level Management	Tickets successfully closed without being reopened (Incidents and Service Requests)	Report measures the percentage of Tickets (Incidents and Requests) that are closed without being reset to "open" status following an improper assignment of Resolved status.	Tickets include Incidents and Service Requests maintained in KSE	Due Quarterly
Service Level Management	Incidents Closed Within 30 Days	Report measures the percentage of Incidents closed in 30 days or less.	Tickets closed in 30 days or less	Due Monthly
Service Level Management	On-Time Report Delivery	Percentage of time the Supplier delivers reports on time.	List of Reports in this document Due dates for all Reports	Due Quarterly
Service Level Management	Service Requests open greater than 20 days	Report measures the percentage of Service Requests that are Open past due for 20 or more days.	All service requests open 20 days past the due date agreed upon in the CSLAF Table	Due Quarterly
Service Level Management	Security and Vulnerability	Security and Vulnerability Non- Critical Patching Report	This SLA measures the percentage of items where a patch was successfully applied within 90 days of the patch becoming available for any Vulnerability identified by Tenable scanning with a CVSS	Due Quarterly

			(Common Vulnerability Scoring System) score below 7.0.
			If the item has an unpatched Vulnerability with a CVSS score below 7.0 that has a patch that has been available for at least 60 days at the time of the scan, the item will be counted as a miss for that performance period. Items will continue to report in any subsequent measurement period where they again scanned and were found to have the same vulnerability that has remained unpatched.
			An item is not considered as passing the SLA unless all identified vulnerabilities with a CVSS score of 7.0

			or greater with a patch that has been available for at least 60 days at the time of the scan have had the patch/patches successfully applied.	
Continual Service Improvement	SMM Currency Report	SMM Currency and the progress on process improvements in the delivery of ITISP Services	•Percentage of improvement in customer satisfaction rating •Percentage of service improvements implemented (service improvements implemented vs. service improvements planned)	SUSPEND
			•The cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project)	

			• Reduction in "waste" in time for executing a certain process or processes	

Tower Specific Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
MSI	License Usage and Assignment Report	This report details license usage and assignment.		Due monthly on the 10th
MSI	Availability of the Service Management System infrastructure	Availability of the Service Management System infrastructure		SUSPEND
Service Desk	Service Desk Call Volume Report	Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise. Abandoned, average call duration, average time to answer, average time to abandon. Trend analysis during the thirteen (13) most recent months. Percentage of Contacts resolved, passed to other Service Desks.		SUSPEND
	Service Management Manual Status updates and review	List of the current SMM sections in review and updated		SUSPEND
	Personnel Projection Matrix	A staffing plan showing the planned and actual deployment of Service Provider Personnel		SUSPEND
	Service Desk Management Reporting	Key issues relating to Service Desk processes, improvements, script development. Status as to Service Desk staffing, training, and authorization.		SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		Integration activities and issues with other Service Desks belonging to DIR, VITA 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; Number and percentage of Contacts passed to other Service Desks; Other pertinent information regarding Service Desk operation and performance.		
	Customer Satisfaction Survey	Conduct random surveys of Users immediately after they have used the Service Desk in accordance with the SMM and Customer Satisfaction Survey requirements		SUSPEND
	Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, with trends assessment, corrective actions identified and tracked/		SUSPEND
	Operations Documentation	Report the assessment of operations documentation findings to VITA and VITA 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		SUSPEND
	Training for Service Provider personnel	Report on the effectiveness of such training and the metrics associated with each staff that received training.		SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Continual Service Improvement	Service Management Manual	The Service Management Manual (SMM) documents the core MSI processes (including main processes, sub-processes, procedures, working documents, and desk-level instructions) and the named process owners (within the MSI and Service Tower Suppliers).		SUSPEND
	Overall Program Measures Report	The Overall Program Measures Report describes suggested improvements to the program measures used to monitor quality and performance of the MSI and service tower suppliers. Included are corrective actions to improve the program measure approach and track improvements.		SUSPEND
	Quality Assurances Report	The Quality Assurances Report describes the ongoing quality, reliability, speed, cost-effectiveness, security, customer experience and Customers' satisfaction.		SUSPEND
	Improvement Planning Report	The Improvement Planning Report outlines the improvement activities associated with the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as approved by ITISP Governance.		SUSPEND
	Process Evaluation Report	The Process Evaluation Report includes the results of routine process evaluation, assessment of process currency and the accomplishment of process improvements in the delivery of ITISP Services.		SUSPEND
	Corrective Action Resolution Report	The Corrective Action Resolution Report describes the progress on implementing corrective actions.		SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Service Portfolio Management	SPLM Process Metrics	Metric report of the SPLM process to include the number of items currently being processed, the number of items in the backlog, average time to complete themes (e.g. - architecture, security, financial, etc.), supplier average time to complete items, average time to complete the intake process and average time to complete the SPLM process across all completed services.		Due monthly on the 10th
Invoicing and Chargeback	ECA Adjustment	Reports calculation of the Annual Economic Change Adjustment (ECA) for supplier pricing as described in Exhibit 4.0.		Due by 3/31
	Report of Sales	Reports Supplier's monthly sales data and IFA fees owed to VITA under this agreement (Section 15.11 of MSA).	• IFA fees related to Supplier's monthly sales.	Monthly via VITA Supplier Reporting System
	Small Business Procurement and Subcontracting Report	Described in Section 15.11 of MSA.	• Percentage of Supplier's monthly revenue from VITA spent on SWaM certified subcontractors. • Percentage of Supplier's monthly subcontractor spend spent on SWaM certified subcontractors.	Monthly via VITA Supplier Reporting System

Administrative Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Contract Management	Contract Change Request Status Report	Monthly report specifying the status of all Contract Change Requests		SUSPEND
Human Resources	Human Resource Report	Employee turnover report		SUSPEND
Human Resources	Personnel Projection Matrix	Report of material changes to staffing on VITA Account		Due quarterly on the 10th
Chargeback	Chargeback and Other Charges Report	Year over year trend analysis by tower based on VITA's fiscal year.		Due annually July 30th Due annually on the end of the first week following the end of VITA's fiscal year which is June 30th
Invoicing and Chargeback	Outstanding Disputes Report	A list of all outstanding dispute items and amounts with status by VITA Customer, including Resource Unit Category, Dollar Dispute amount, units in dispute, dispute description, aging status and amounts with status and escalation priority.		Due weekly on the first business day Due monthly-10th of each month following the end of the prior reporting period
Invoicing and Chargeback	Settled Disputes Amount	A list of settled disputed items and amounts due to or by VITA, clearly differentiating due to VITA or to a VITA Customer.		Monthly detail due on first business day of month

Report Category	Report Name	Description	KPI Examples	Frequency
				Quarterly in-depth analysis of trends due the end of the month following the completion of the quarter. (Ex. If end of quarter is 3/31, due date is 4/30.)
Invoicing and Chargeback	Service Level Agreement Credits Report	Details about Service Level credits included on the monthly invoice		Monthly detail due on first business day of month Monthly report to be an in-depth analysis of SLC and Earnback eligibility
Invoicing and Chargeback	Credit Report	Provide detail of monthly Credits		SUSPEND
Invoicing and Chargeback	Financial Planning and Forecasting	Provide forecast of Charges and associated volumes by Customer and Resource Unit Category (or other charge type as appropriate) for the next 3 years immediately following the time in and for which each such forecast is provided.		Semi-Annual