



Exhibit 3.2 – MOD 26
Service Level Definitions and Measurement

VA-170822-SAIC
Effective April 12, 2024

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

7325 Beaufont Springs Drive
Richmond, VA 23225

Table of Contents

1.0	Critical Service Levels	3
1.1	Performance Category – Service Strategy, Design, & Transition	3
1.1.1	Security Incidents – Containment Time	3
1.1.2	Security Incidents – Resolution Time	4
1.1.3	Security & Vulnerability Patching	5
1.1.4	Projects Delivered On Time and Within Budget	6
1.1.5	Invoice Dispute – Response to Customer with Findings	8
1.1.6	Change Management Compliance	9
1.1.7	Average Server Availability – Tier 1/Gold	10
1.1.8	Average Server Availability – Tier 2/Silver or Tier 3/Bronze	12
1.1.9	Average DC LAN Availability	14
1.2	Performance Category – Service Operation	16
1.2.1	Incident Resolution Time – Sev 1	16
1.2.2	Incident Resolution Time – Sev 2	18
1.2.3	Incident Resolution Time – Sev 3	19
1.2.4	Incident Resolution Time – Sev 4	21
1.2.5	Service Request Fulfillment Time	23
1.2.7	Formal Root Cause Analysis Delivery (<= 10 Business Days)	24
1.3	Performance Category – Supplier Specific	26
1.3.1	Urgent Account De-Provisioning	26
1.3.2	Service Desk – Average Speed to Answer	27
1.3.3	Availability of Service Management Systems	29

1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Multisource Service Integrator (MSI) Services Tower. All Critical Service Levels shall be reported Monthly.

1.1 Performance Category – Service Strategy, Design, & Transition

1.1.1 Security Incidents – Containment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security Incidents – Containment Time		1.1.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframes.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents. Security Incidents Containment Timeframe is 4 hours or less, or as otherwise agreed in writing by VITA.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents within the Containment Timeframe in the Measurement Window, divided by the total number of Security Incidents within the Containment Timeframe plus the total number of Security Incidents that have exceeded the Containment Timeframe in the Measurement Window, with the result expressed as a percentage.		
COLLECTION PROCESS	All security Incidents are recorded by Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the timestamping of any change in status, assignment, or disposition.		
REPORTING TOOLS	Archer		

RAW DATA STORAGE (ARCHIVES)	Archer
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.2 Security Incidents – Resolution Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Security Incidents – Resolution Time		1.1.2		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to resolve Security Incidents within the applicable timeframes.			
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents. Security Incidents Resolution Timeframe is 72 hours or less, or as otherwise agreed in writing by VITA.			
METRIC EXCLUSIONS	None			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents within the Resolution Timeframe in the Measurement Window, divided by the total number of Security Incidents within the Resolution Timeframe plus the total number of Security Incidents that have exceeded the Resolution Timeframe in the Measurement Window, with the result expressed as a percentage.			
COLLECTION PROCESS	All security Incidents are recorded by Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition.			
REPORTING TOOLS	Archer			

RAW DATA STORAGE (ARCHIVES)	Archer
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.3 Security & Vulnerability Patching

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security and Vulnerability Patching		1.1.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This SLA measures the percentage of items where a patch was successfully applied within 60 days of the patch becoming available for any Vulnerability identified by Tenable scanning with a CVSS (Common Vulnerability Scoring System) score of 7.0 or greater.</p> <p>If the item has an unpatched Vulnerability with a CVSS score of 7.0 or greater 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.</p> <p>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.</p>		
METRIC INCLUSIONS and DATA SOURCES	All scanned items		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	The calculation for this Service Level is the number of scanned systems less the number of systems/vulnerability instances with a CVSS score of 7 or greater that have an available patch where the patch has not been successfully applied within 60 days of the patch becoming available divided by the number of items successfully scanned within window, with the result expressed as a percentage to two decimal places.
COLLECTION PROCESS	MSS Supplier will extract from Tenable the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
REPORTING TOOLS	Tenable
RAW DATA STORAGE (ARCHIVES)	Tenable stores data within a database accessible via the platform.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.4 Projects Delivered On Time and Within Budget

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Projects Delivered On Time and Within Budget		1.1.4	
ACTIVE	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		

METRIC DESCRIPTION	<p>This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget.</p> <p>If a Project has not completed as planned within the Managed Window it is carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following, it is then excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until completed.</p> <p>A Project fails this Service Level if the Project fails to deliver on the agreed upon scope on the planned due date, or if the Project exceeded its budget. To prevent Projects from failing this Service Level, Supplier will submit an appropriate Project change request and receive its approval from VITA and applicable Customer in accordance with the SMM.</p>
METRIC INCLUSIONS and DATA SOURCES	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
METRIC EXCLUSIONS	N/A
MEASUREMENT TIMEFRAME	N/A
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of projects managed by the PMO that are delivered on time and within budget during the applicable Measurement Window, divided by the total number of projects managed by the PMO that should be delivered during the applicable Measurement Window, with the result expressed as a percentage.
COLLECTION PROCESS	Project schedules, milestones, and budgetary data are recorded within the Keystone Edge™ project and portfolio management modules, directly or by import from Microsoft Project, and are tracked and maintained, by portfolio, for the full project life cycle within this platform from inception through closeout.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.5 Invoice Dispute – Response to Customer with Findings

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Invoice Dispute – Response to Customer with Findings		1.1.5		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measures the percentage of Invoice Inquiries where the response to the Customer is delivered within 15 days (<=15).			
METRIC INCLUSIONS and DATA SOURCES	Any Invoice questions to Supplier, which may or may not be due to an actual invoice error or a potential dispute.			
METRIC EXCLUSIONS	None			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	<p>The calculation for this Service Level is the total number of Invoice Inquiries for which the response to the Customer is delivered within 15 days (<=15), divided by the total number of Invoice Inquiries, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <p>(a) If an Invoice Inquiry is made within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Invoice Inquiry is completed in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation).</p> <p>(b) An Invoice Inquiry that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until completed.</p>			

COLLECTION PROCESS	We will record Customer contacts of invoice dispute as “dispute requests”, a specific sub-category of Service Requests, within the Keystone Edge™ platform. As with other Service Requests, disputes are recorded within Keystone edge as a result of contacts via any channel (e.g. calls to the Service Desk or Business Relationship Managers) and are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition. SAIC implemented automated workflow will immediately assign dispute requests to SAIC’s IT Financial Management team for processing within the financial management component of our SMS, but the request will remain tracked to resolution within Keystone Edge™.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.6 Change Management Compliance

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Change Management Compliance		1.1.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.		

METRIC INCLUSIONS and DATA SOURCES	<p>All Changes in the environment are included. Changes are considered failed if they:</p> <ul style="list-style-type: none"> (i) do not comply with the Change Management procedures, the SMM (including any Customer and notification requirements), and any associated Project plan, (ii) cause either a Severity 1 Incident or Severity 2 Incident, (iii) exceeded the change window, (iv) are backed out, or (v) partial success of change is backed out or unsuccessful. <p>Changes executed without going through the Change Management processes are classified as failed.</p>
METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the number of changes that are successfully implemented by Supplier, divided by the number of changes implemented by Supplier, with the result expressed as a percentage. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.</p>
COLLECTION PROCESS	<p>All requests for change are created and tracked as records within Keystone Edge™ over their full life cycle from initial request through final disposition. The system tracks and timestamps all changes in status, scope, scheduling and disposition.</p>
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.7 Average Server Availability – Tier 1/Gold

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Average Server Availability – Tier 1/Gold		1.1.7	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measure the aggregate Availability of all Tier 1 Server services (including any necessary infrastructure and Software) during the applicable Measurement Window. If Downtime occurs in the Server services affecting a Tier 1 Server (e.g., End Users cannot access an Application on the Server Instance due to an issue with the Server Services), the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage.</p> <p>If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If the Application is Available, then no Downtime will be measured for purposes of this Service Level.</p>		
METRIC INCLUSIONS and DATA SOURCES	<ul style="list-style-type: none">All active Servers, mutually classified as Tier 1 support, within the CMDBInfrastructure services and Software supporting the environment affecting Tier 1 Servers (e.g., Directory Services servers, DNS, etc.)		

METRIC EXCLUSIONS	<ul style="list-style-type: none"> Assets transferred from VITA or the incumbent that are beyond end of support from the OEM and third party coverage is not available Scheduled Downtime The following situations, the processes for which will be documented and approved in the SMM: <ul style="list-style-type: none"> Changes made to the environment by the Commonwealth that were not implemented in accordance with the Change Management processes Time during which ticket has been placed on Hold status <p>Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change</p>
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the sum of Actual Uptime for all Tier 1 Application Server Instances divided by the sum of Scheduled Uptime for all such Server Instances, with the result expressed as a percentage.</p> $[\text{Actual Uptime (mins)}] / [\text{Scheduled Uptime (mins)}] * 100$
COLLECTION PROCESS	The monitoring system will collect metrics for each system as defined in the Service Management Manual to validate availability. This polling is completed every 5 minutes. Metrics are stored in the Operational Data Store (ODS) for reporting and analysis for Availability management. A user may create a ticket via the Service Desk or within the Keystone Edge™ to indicate unavailability or degraded performance of a system.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.8 Average Server Availability – Tier 2/Silver or Tier 3/Bronze

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Average Server Availability – Tier 2/Silver or Tier 3/Bronze		1.1.8	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measure the aggregate Availability of all Tier 3 Server services (including any necessary infrastructure and Software) during the applicable Measurement Window. If Downtime occurs in the Server services affecting a Tier 3 Server (e.g., End Users cannot access an Application on the Server Instance due to an issue with the Server Services), the Outage is counted against the Server Instance, and the Server Instance is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage.</p> <p>If an Application is supported by multiple Server Instances, then only the Server Instances associated with the Downtime are considered unavailable. If the Application is Available, then no Downtime will be measured for purposes of this Service Level.</p>		
METRIC INCLUSIONS and DATA SOURCES	<ul style="list-style-type: none">• All active Servers, mutually classified as Tier 3 support, within the CMDB• Infrastructure services and Software supporting the environment affecting Tier 3 Servers (e.g., Directory Services servers, DNS, etc.)		

METRIC EXCLUSIONS	<ul style="list-style-type: none"> Assets transferred from VITA or the incumbent that are beyond end of support from the OEM and third party coverage is not available Scheduled Downtime The following situations, the processes for which will be documented and approved in the SMM: <ul style="list-style-type: none"> Changes made to the environment by the Commonwealth that were not implemented in accordance with the Change Management processes Time during which ticket has been placed on Hold status <p>Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change</p>
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the aggregate Actual Uptime of all included devices, divided by the aggregate Scheduled Uptime of all included devices, with the result expressed as a percentage.</p> $[\text{Actual Uptime (mins)}] / [\text{Scheduled Uptime (mins)}] * 100$
COLLECTION PROCESS	<p>The monitoring system will collect metrics for each system as defined in the Service Management Manual to validate availability. This polling is completed every 5 minutes. Metrics are stored in the Operational Data Store (ODS) for reporting and analysis for Availability management.</p> <p>A user may create a ticket via the Service Desk or within the Keystone Edge™ to indicate unavailability or degraded performance of a system.</p>
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.1.9 Average DC LAN Availability

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
--------------------	-----------------------	--

Average DC LAN Availability		1.1.9		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measure the aggregate Availability of all DC LAN devices, as mutually classified within the CMDB, during the applicable Measurement Window.			
METRIC INCLUSIONS and DATA SOURCES	All active network devices, mutually classified as DC LAN, within the CMDB. DC LAN devices include switches, load balancers and client VPN concentrators			
METRIC EXCLUSIONS	<ul style="list-style-type: none">Assets transferred from VITA or the incumbent that are beyond end of support from the OEM and third-party coverage is not availableScheduled DowntimeThe following situations, the processes for which will be documented and approved in the SMM:<ul style="list-style-type: none">Changes made to the environment by the Commonwealth that were not implemented in accordance with the Change Management processesTime during which ticket has been placed on Hold status <p>Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change</p>			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	<p>The calculation for this Service Level is the aggregate Actual Uptime of all included devices, divided by the aggregate Scheduled Uptime of all included devices, with the result expressed as a percentage.</p> <p>[Actual Uptime (mins)] / [Scheduled Uptime (mins)] * 100</p>			

COLLECTION PROCESS	<p>The monitoring system will collect metrics for each system as defined in the Service Management Manual to validate availability. This polling is completed every 5 minutes. Metrics are stored in the Operational Data Store (ODS) for reporting and analysis for Availability management.</p> <p>A user may create a ticket via the Service Desk or within the Keystone Edge™ to indicate unavailability or degraded performance of a system.</p>
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.2 Performance Category – Service Operation

1.2.1 Incident Resolution Time – Sev 1

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 1		1.2.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes. If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 1 Incidents. Severity 1 Resolution Timeframe by location is listed below: <ul style="list-style-type: none">• Within centralized Data Centers: 2 hours• Outside of centralized Data Centers: 4 hours		
METRIC EXCLUSIONS	None		

MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 1 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 1 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open Severity 1 Incident is not resolved within double its relevant Resolution Timeframe, then the Supplier will automatically incur a Minimum Service Level Default for this Service Level, which will not be subject to Earnback. For example, if a Severity 1 Incident within a centralized Data Center is required to be Resolved within 2 hours, but it is not Resolved for greater than 4 hours, this clause (b) applies. (c) An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.

PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
-----------------------------	---------------------------

1.2.2 Incident Resolution Time – Sev 2

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 2		1.2.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p>		
METRIC INCLUSIONS and DATA SOURCES	<p>Includes all Severity 2 Incidents. Severity 2 Resolution Timeframe by location is listed below:</p> <ul style="list-style-type: none">• Within centralized Data Centers: 4 hours• Outside of centralized Data Centers: 8 hours		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 2 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 2 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.2.3 Incident Resolution Time – Sev 3

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 3	1.2.3	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 3 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 3, then the Resolution Time measurement restarts upon escalation to Severity 3. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p>	
METRIC INCLUSIONS and DATA SOURCES	<p>Includes all Severity 3 Incidents.</p> <p>Severity 3 Resolution Time is 16 hours.</p>	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 3 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 3 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.2.4 Incident Resolution Time – Sev 4

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 4	1.2.4	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 4 Incidents within the applicable timeframes.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 4 Incidents. Severity 4 Resolution Time is 72 hours or as agreed in writing by VITA or the User.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 4 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 4 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved. 	

COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.2.5 Service Request Fulfillment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Service Request Fulfilment Time		1.2.5	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully completes Standard Service Requests within the agreed upon timeframes. As delivery timeframes are added/removed/modified in Keystone Edge, Supplier and VITA approval are required.		
METRIC INCLUSIONS and DATA SOURCES	Service Requests items and timeframes will be agreed upon, documented and approved within Keystone Edge.		
METRIC EXCLUSIONS	Requests submitted using the General Service Request Form		
MEASUREMENT TIMEFRAME	As Recorded and Approved in Keystone Edge		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Standard Service Requests with an agreed upon timeframe in Keystone Edge that are completed within the committed timeframes, divided by the total		

	<p>number of completed Standard Service Requests with an agreed upon timeframe in Keystone Edge plus the total number of open Standard Service Requests with an agreed upon timeframe in Keystone Edge that have exceeded the committed timeframes, with the result expressed as a percentage</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	All Service Requests within an agreed upon timeframe in Keystone Edge™ submitted via approved contact methods, including but not limited to calls, email and service portal, are recorded and are maintained for the full fulfillment life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™ and Supplier's tools as needed
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.2.7 Formal Root Cause Analysis Delivery (<= 10 Business Days)

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Formal Root Cause Analysis Delivery (<= 10 Business Days)	1.2.7	
Active?	Yes	

SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers a required or requested Root Cause Analysis to the Customer of required quality and within the required timeframe.	
METRIC INCLUSIONS and DATA SOURCES	All Root Cause Analysis deliveries are required within 10 Business Days of Severity Level 1 Incident Resolution or VITA- or Customer-request. The measurement time ends when the RCA is delivered to the Customer.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	10 business days	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	<p>The calculation for this Service Level is the total number of written Root Cause Analyses that are delivered to and Accepted by the Customer within the delivery timeframe, divided by the total number of delivered Root Cause Analyses plus the total number of open Root Cause Analyses that have exceeded the delivery timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Root Cause Analysis is initiated within the current Measurement Window, but its relevant delivery timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such RCA is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) (b) An open RCA that has exceeded the relevant delivery timeframe is also carried forward into subsequent Measurement Windows until delivered; if it is delivered within twenty-eight (28) days following its relevant delivery timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the delivery timeframes in each subsequent Measurement Window's calculation until delivered. 	

COLLECTION PROCESS	All issues designated as problems (e.g., Events or Incidents promoted to the status of problems, issues created as problem records) are stored and tracked within Keystone Edge™ for their full life cycle of activity. SAIC implemented automated workflow or VITA/MSI designation of problem records requiring RCA trigger the routing of request for RCA to the appropriate STS or MSI entity. RCA requests are further tracked for completion within Keystone Edge™. Document templates for RCA are defined within the Service Management Manual hosted on SAIC's CENTER™ system. Participants are required to utilize VITA approved templates for the documentation of RCA.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.3 Performance Category – Supplier Specific

1.3.1 Urgent Account De-Provisioning

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Urgent Account De-Provisioning		1.3.1	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully completes urgent de-provisioning, disable / suspension requests within 30 minutes.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of urgent account de-provisioning, disable/suspension requests that are completed within 30 minutes, divided by the total number of requested urgent account de-provisioning, disable / suspension requests, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an urgent account de-provisioning, disable / suspension request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such urgent account de-provisioning, disable / suspension is actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) (b) An urgent account de-provisioning, disable / suspension request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	A request for an urgent account de-provisioning, disable / suspension is treated as a Service Request with high-priority and expedited processing for immediate action. All Service Requests are recorded within Keystone Edge™ as a result of contacts via any channel (e.g., calls to the members of the Information Security team) and are maintained for the full resolution life cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.3.2 Service Desk – Average Speed to Answer

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Service Desk – Average Speed to Answer		1.3.2	
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the average number of seconds it takes a User to connect with a live Service Desk agent upon initial call. On average, Users must connect with a live Service Desk agent within the timeframe noted in exhibit 3.1.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	N/A		
MEASUREMENT TIMEFRAME	24x7		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	<p>The calculation for this Service Level is the total time to answer all calls (in seconds) divided by the number of calls within the Measurement Window.</p> <p>The validation file will contain no less than one line item per hour per day to support exception requests. For any line item accepted for exception, the calls and associated time interval will be removed from the calculation. For the purposes of this SLA, the only exception request type that will be accepted are exclusion. All exception requests must meet one of the contractually defined reasons to be accepted</p>		
COLLECTION PROCESS	Call data is collected within the SAIC Interactive Intelligence ACD/IVR.		
REPORTING TOOLS	SAIC Interactive Intelligence ACD/IVR &/or other Supplier Tools as agreed		
RAW DATA STORAGE (ARCHIVES)	SAIC Interactive Intelligence ACD/IVR &/or other Supplier Tools as agreed		
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1		

1.3.3 Availability of Service Management Systems

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Availability of Service Management Systems		1.3.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the Availability of Service Management Systems (including any supporting Infrastructure and Software) to enable the proper execution of transactions and availability of data during the applicable Measurement Window.		
METRIC INCLUSIONS and DATA SOURCES	All Service Management Systems as identified in Exhibit 2.1 (Description of Services) and within the Services Management Manual.		
METRIC EXCLUSIONS	N/A		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the Availability of any Service Management System (each counted as an instance required to be Available over the course of the Measurement Window, times the number of minutes in the Measurement Window), divided by the total Scheduled Uptime time for such Service Management System in the Measurement Window, with the result expressed as a percentage.		
COLLECTION PROCESS	SAIC performs automated monitoring of each SMS component for availability and records Incidents of unavailability within Keystone Edge™ for correlation, Incident generation, and reporting. Automated workflow within the platform leverages change calendar and service mapping to address metric exclusions and relate SMS components to the services supported.		
REPORTING TOOLS	Keystone Edge™		

RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1