



Exhibit 3.2

Service Level Definitions and Measurement

Modification 24

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**COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY
SUPPLIER STRATEGY AND PERFORMANCE DIVISION**

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1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Managed Security 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	<p>This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframe. Security Incidents containment timeframe is 4 hours or less (<= 4 Hours).</p> <p>SLA 1.1.1 Security Incident Containment Time & SLA 1.1.2 Security Incident Resolution Time are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.</p>		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<p>ALGORITHM</p>	<p>The calculation for this Service Level is the total number of Security Incidents successfully contained within the containment timeframe in the measurement window, divided by the total number of Security Incidents successfully contained within the containment timeframe plus the total number of Security Incidents that have exceeded the containment timeframe, with the result expressed as a percentage to 2 decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Security Incident is opened within the current Measurement Window, but its relevant Containment 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 Contained in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation). (b) An open Security Incident that has exceeded the relevant Containment time is also carried forward into subsequent Measurement Windows until Contained; if it is Contained 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 Containment timeframe in each subsequent Measurement Window’s calculation until Contained.
<p>COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Archer and Keystone Edge. Incidents will be categorized and assigned for Incident containment. The ticket will be updated to track progress through the incident containment lifecycle. Incident ticket data will be uploaded to the MSI Service Level Management Application <u>Archer and Keystone Edge</u> on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<p>Archer</p>
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Archer</p>
<p>PERFORMANCE CATEGORY</p>	<p>Service Strategy, Design & Transition</p>

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	<p>This Service Level measures the percentage of time the Supplier successfully resolves Security Incidents within the applicable timeframes. Security Incidents resolution timeframe is 72 hours or less (<= 72 Hours).</p> <p>SLA 1.1.1 Security Incident Containment Time and SLA 1.1.2 Security Incident Resolution Time are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.</p>	
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

<p style="text-align: center;">ALGORITHM</p>	<p>The calculation for this Service Level is the total number of Security Incidents successfully resolved within the Resolution timeframe in the measurement window, divided by the total number of Security Incidents successfully resolved within the incident 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 to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Security 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 Resolved in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation). (b) An open Security 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 timeframe in each subsequent Measurement Window’s calculation until Resolved.
<p style="text-align: center;">COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Archer and Keystone Edge. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to the MSI Service Level Management Application on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p style="text-align: center;">REPORTING TOOLS</p>	<p>Archer</p>
<p style="text-align: center;">RAW DATA STORAGE (ARCHIVES)</p>	<p>Archer</p>
<p style="text-align: center;">PERFORMANCE CATEGORY</p>	<p>Service Strategy, Design & Transition</p>

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	<p>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.</p>	

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	Service Strategy, Design & Transition

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>A Project fails this Service Level if the project fails to deliver on the agreed upon scope by the Planned Due Date (<= Planned Due Date), or if the Project exceeded its budget. To prevent Projects from failing this Service Level the Supplier should submit an appropriate Project Change Request and receive its approval from VITA and the VITA 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		

<p>ALGORITHM</p>	<p>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 to two decimal places.</p> <p>Also, the following apply for Projects:</p> <ul style="list-style-type: none"> (a) If a PMO managed Project is opened within the current Measurement Window, but its relevant Completion Date extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Project is completed in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation). (b) An open PMO managed Project that has not closed by the relevant Completion Date is also carried forward into subsequent Measurement Windows until Completed; if it is Completed within twenty-eight (28) days following its relevant Completion timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Completion Date in each subsequent Measurement Window’s calculation until Resolved.
<p>COLLECTION PROCESS</p>	<p>When a project proposal is approved a Change ticket of type, the MSI program manager will create a Project in Keystone Edge. The Service Provider will attach final sign-off documents when the project is accepted as complete. Upon completion of the post-implementation review the MSI program manager will close the Change ticket. Projects implementation data will be uploaded from the ztrr System to the Service Management Application on a daily basis. The Service Level Management Application will filter change tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<p>Keystone Edge™</p>
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries</p>
<p>PERFORMANCE CATEGORY</p>	<p>Service Strategy, Design & Transition</p>

1.1.5 Invoice Dispute – Response to Customer with Findings

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE
Invoice Dispute – Response to Customer Inquiries		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> <ul style="list-style-type: none"> (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). (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. 	

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	Service Strategy, Design & Transition

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	

<p>METRIC DESCRIPTION</p>	<p>This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.</p> <p>Changes are not successfully implemented if they:</p> <ul style="list-style-type: none"> (i) do not comply with the Change Management procedures, the SMM (including any VITA 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 <u>and caused an incident</u> (v) partial success of change is backed out or unsuccessful <p>Changes executed without going through the Change Management processes are also classified as failed.</p>
<p>METRIC INCLUSIONS and DATA SOURCES</p>	<p>All Changes closed<u>resolved</u> in the measurement window</p>
<p>METRIC EXCLUSIONS</p>	<p>None</p>
<p>MEASUREMENT TIMEFRAME</p>	<p>24 Hours per Day for All Calendar Days (365/366)</p>
<p>SERVICE LEVEL TARGET</p>	<p>Maintained in Exhibit 3.1</p>
<p>ALGORITHM</p>	<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 to two decimal places.</p> <p>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>
<p>COLLECTION PROCESS</p>	<p>Change tickets will be logged in Keystone Edge™. Changes will be documented, categorized, and assigned to implementer teams who will work to plan, review, obtain approvals, and progress the ticket through the change management lifecycle. Change data will be uploaded to the Service Level Management Application on a daily basis. The Service Level Management Application will filter change tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<p>Keystone Edge™</p>

RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

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	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 1 Resolution Time by location is listed below:</p> <ul style="list-style-type: none"> • Within centralized Data Centers: 2 hours • Outside of centralized Data Centers: 4 hours 	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 1 Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

<p style="text-align: center;">ALGORITHM</p>	<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 to two decimal places.</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 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. (c) 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 Earn Back. For example, if a Severity 1 Incident within a centralized Data Center with a 2 hours resolution timeframe is not Resolved for greater than 4 hours, this clause (c) applies.
<p style="text-align: center;">COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to Keystone Edge on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p style="text-align: center;">REPORTING TOOLS</p>	<p>Keystone Edge™</p>
<p style="text-align: center;">RAW DATA STORAGE (ARCHIVES)</p>	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.</p>
<p style="text-align: center;">PERFORMANCE CATEGORY</p>	<p>Service Operation</p>

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.</p> <p>If an Incident is downgraded from a Severity 1 to a Severity 2, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 2 Resolution Time 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 INCLUSIONS and DATA SOURCES	Includes all Severity 2 Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

<p>ALGORITHM</p>	<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 to two decimal places.</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 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.
<p>COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<p>Keystone Edge™</p>
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.</p>
<p>PERFORMANCE CATEGORY</p>	<p>Service Operation</p>

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.</p> <p>If an Incident is downgraded from a Severity 2 or higher to a Severity 3, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 3 Resolution Time is 16 hours.</p>	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

<p>ALGORITHM</p>	<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 to two decimal places.</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 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.
<p>COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p>REPORTING TOOLS</p>	<p>Keystone Edge™</p>
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.</p>
<p>PERFORMANCE CATEGORY</p>	<p>Service Operation</p>

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	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 4 Incidents within the applicable timeframes.</p> <p>If an Incident is downgraded from a Severity 3 or higher to a Severity 4, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>Severity 4 Resolution Time is 72 hours.</p>	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 4 Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

<p style="text-align: center;">ALGORITHM</p>	<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 to two decimal places.</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 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.
<p style="text-align: center;">COLLECTION PROCESS</p>	<p>Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Incident data will be uploaded to the Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<p style="text-align: center;">REPORTING TOOLS</p>	<p>Keystone Edge™</p>
<p style="text-align: center;">RAW DATA STORAGE (ARCHIVES)</p>	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.</p>
<p style="text-align: center;">PERFORMANCE CATEGORY</p>	<p>Service Operation</p>

1.2.5 Service Request Fulfillment Time

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE		
Service Request Fulfillment 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 Service Requests within the applicable timeframes.		
METRIC INCLUSIONS and DATA SOURCES	All items that are orderable via a Service Request shall be included in the SLA unless a specific exception is granted by VITA.		
METRIC EXCLUSIONS	Requests submitted using the General Service Request Form		
MEASUREMENT TIMEFRAME	As recorded and agreed upon in Contract Exhibit 3.2a and maintained in Keystone Edge		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	<p>The calculation for this Service Level is the total number of Service Requests that are completed within the committed timeframes, divided by the total number of completed Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage to two decimal places.</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 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 with an agreed upon timeframe in Keystone Edge™ submitted via approved contact methods, including but not limited to calls, email and service portal are recorded in Keystone Edge 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™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.7 **Formal Root Cause Analysis Delivery**

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Formal Root Cause Analysis Delivery	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 VITA Customer of required quality <u>as defined in the SMM</u> and within the required timeframe of 10 Business Days.	
METRIC INCLUSIONS and DATA SOURCES	All Root Cause Analysis deliveries associated with Severity Level 1 Incident Resolution, VITA or VITA Customer Request, or SLA Default The measurement time ends when an accepted RCA is delivered. If an RCA is deemed to be insufficient, regardless of the number of times submitted, the clock will resume while the RCA is corrected.	
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 VITA 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 to two decimal places.</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 delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (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	<p>Problem investigations (requests for Root Cause Analysis) will be logged and tracked in Keystone Edge. Problems will be categorized and assigned to teams who will analyze the request and perform and document the root cause analysis. The problem ticket will be progressed through the problem management lifecycle. Problem data will be uploaded to Service Level Management Application on a daily basis. Service Level Management Application will filter Problem tickets based on appropriate measurement criteria.</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	Service Operation

1.3 Performance Category – Supplier Specific

1.3.1 Security Incidents - SOC Identification Time (<=15 minutes)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE
Security Incidents - SOC Identification Time (<=15 minutes)		1.3.1
Active?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the SOC identifies Security Incidents within the applicable timeframe.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents reported through supplier tools or reports. . SOC identification timeframe is 15 minutes.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24x7 365(366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents correctly identified by the SOC within the identification timeframe, divided by the total number of Security Incidents within the Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Security Incident tickets will be logged in Archer and Keystone Edge™. Incidents will be categorized, classified, and escalated, and will progress the ticket through the incident management lifecycle. MSI will upload Incident data will be uploaded ticket date to Archer and Keystone Edge on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.	
REPORTING TOOLS	Archer	
RAW DATA STORAGE (ARCHIVES)	Archer	

PERFORMANCE CATEGORY	Supplier Specific
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1.3.2 Security Incidents - CSIRC Analysis (<=4 hours)

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Security Incidents - CSIRC Analysis (<=4 hours)	1.3.2	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the CSIRC analyzes Security Incidents within the applicable timeframe.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents. CSIRC analysis timeframe is 4 hours.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24x7 365(366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents analyzed by the CSIRC within the analysis timeframe, divided by the total number of Security Incidents within the Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Incident tickets will be logged in <u>Archer and</u> Keystone Edge™. Incidents will be categorized and assigned for CSIRC analysis, and the ticket will be updated to track progress through the incident analysis lifecycle. <u>MSI will upload</u> Incident ticket data will be uploaded date to <u>Archer and</u> Keystone Edge on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.	
REPORTING TOOLS	Archer	
RAW DATA STORAGE (ARCHIVES)	Archer	

PERFORMANCE CATEGORY	Supplier Specific
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1.3.3 Device Forensic Analysis Results Deliver (<=7 Days)

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Device Forensic Analysis Results Deliver (<=7 Days)	1.3.3	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the Supplier’s timeliness to deliver the Device Forensic Analysis results.	
METRIC INCLUSIONS and DATA SOURCES	Timeframe to deliver the results of Device forensic analysis is 7 days.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24x7 365(366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation of the Service Level is the number of Corrective Action Plans for Identified Security Issues produced within the timeframe, divided by the total number of Corrective Action Plans required from Supplier within the Measurement Window.	
COLLECTION PROCESS	Device forensic analysis requests will be logged in Archer and Keystone Edge™. Requests will be documented, categorized, and assigned to the forensic teams who will review, analyze, investigate, document, and progress the ticket through the forensic analysis lifecycle. Forensic request ticket data will be uploaded to Archer and Keystone Edge on a daily basis. The Service Level Management Application will filter the request tickets based on appropriate measurement criteria.	
REPORTING TOOLS	Archer	

RAW DATA STORAGE (ARCHIVES)	Archer
PERFORMANCE CATEGORY	Supplier Specific

1.3.4 **Availability - Managed Encryption Integration**

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE
Availability - Managed Encryption Integration		1.3.4
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the Availability of the Encryption Integration (including any supporting infrastructure and Software) to enable the proper execution of security related transactions and monitoring during the applicable Measurement Window.	
METRIC INCLUSIONS and DATA SOURCES	All Certificate Management System, Key Management System and Tokenization Managed Encryption Integration components as identified in Exhibit 2.1 (Description of Services) and within the Services Management Manual.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24x7 365(366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the Availability of the Certificate Management System, Key Management System and Managed Encryption Integration during the Measurement Window, divided by the total scheduled uptime for Managed Encryption Integration in the Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	If an outage event occurs, it will be identified by the event monitoring system or by a user-initiated incident and tracked to resolution via an incident ticket in the MSI Incident ticketing system. For reporting	

	<p>purposes, required data elements will be collected from each of the data sources. For example:</p> <ul style="list-style-type: none"> • Keystone Edge —Incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration • MSI CMDB—Infrastructure and related CIs supporting impacted Managed Firewalls Non-redundant • Service Management Manual—Maintenance schedules, hours of operation Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring, and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary. As described in the process above, the following tools will be used: <ul style="list-style-type: none"> ○ Service Provider event monitoring system ○ Keystone Edge ○ MSI CMDB ○ MSI Service Level Management Module ○ Service Management Manual <p>Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.</p>
<p>REPORTING TOOLS</p>	<ul style="list-style-type: none"> • Service Provider event monitoring system • Keystone Edge • MSI CMDB • MSI Service Level Management Module • Service Management Manual
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Data used to calculate the SLA results for reporting will be stored in Keystone Edge, which will be accessible to authorized users via an inherent report drill-down functionality for a rolling 13 months.</p>
<p>PERFORMANCE CATEGORY</p>	<p>Supplier Specific</p>

1.3.5 **Managed Firewalls - Non Redundant**

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Managed Firewalls - Non Redundant		1.3.5	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the Availability of the Managed Firewalls Non-redundant to enable the proper execution of operations during the applicable Measurement Window.		
METRIC INCLUSIONS and DATA SOURCES	All Managed Firewalls components as identified in Exhibit 2.1 (Description of Services) and within the Services Management Manual as Managed Firewalls Non-redundant.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24x7 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the Availability of the Managed Firewalls Non-redundant during the Measurement Window, divided by the total scheduled uptime for such Managed Firewalls Non-redundant during the Measurement Window, with the result expressed as a percentage.		
COLLECTION PROCESS	If an outage event occurs, it will be identified by the event monitoring system or by a user-initiated incident and tracked to resolution via an incident ticket in the MSI Incident ticketing system. For reporting purposes, required data elements will be collected from each of the data sources. For example:		

	<ul style="list-style-type: none"> • Keystone Edge —Incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration • MSI CMDB—Infrastructure and related CIs supporting impacted Managed Firewalls Non-redundant • Service Management Manual—Maintenance schedules, hours of operation Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring, and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary. As described in the process above, the following tools will be used: <ul style="list-style-type: none"> ○ Service Provider event monitoring system ○ Keystone Edge ○ MSI CMDB ○ MSI Service Level Management Module ○ Service Management Manual <p>Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.</p>
<p style="text-align: center;">REPORTING TOOLS</p>	<ul style="list-style-type: none"> • Service Provider event monitoring system • Keystone Edge • MSI CMDB • MSI Service Level Management Module • Service Management Manual
<p style="text-align: center;">RAW DATA STORAGE (ARCHIVES)</p>	<p>Data used to calculate the SLA results for reporting will be stored in Keystone Edge, which will be accessible to authorized users via an inherent report drill-down functionality for a rolling 13 months.</p>
<p style="text-align: center;">PERFORMANCE CATEGORY</p>	<p>Supplier Specific</p>

1.3.6 Availability - Source Code Scanning System

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
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Availability - Source Code Scanning System		1.3.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the Availability of the Source Code Scanning service (including any supporting infrastructure and Software) to enable the proper execution of transactions during the applicable Measurement Window.		
METRIC INCLUSIONS and DATA SOURCES	All Source Code Scanning tools and components as identified in Exhibit 2.1 (Description of Services) and within the Services Management Manual.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24x7 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the Availability of the Source Code Scanning Service during the Measurement Window, divided by the total scheduled uptime for such Source Code Scanning tools during the Measurement Window, with the result expressed as a percentage.		
COLLECTION PROCESS	<p>If an outage event occurs, it will be identified by the event monitoring system or by a user-initiated incident and tracked to resolution via an incident ticket in the MSI Incident ticketing system. For reporting purposes, required data elements will be collected from each of the data sources. For example:</p> <ul style="list-style-type: none"> Keystone Edge—Incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration MSI CMDDB—Infrastructure and related CIs supporting impacted security platform Service Management Manual—Maintenance schedules, hours of operation <p>Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring, and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.</p>		

REPORTING TOOLS	<ul style="list-style-type: none"> • Service Provider event monitoring system • Keystone Edge • MSI CMDB • MSI Service Level Management Module • Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in the MSI’s Service Level Management Application database, which will be accessible to authorized users via an inherent report drill-down functionality for a rolling 13 months.
PERFORMANCE CATEGORY	Supplier Specific

1.3.7 Availability of the Security Platform

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Availability of the Security Platform	1.3.7	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the Availability of the Security Platform (including any supporting infrastructure and Software) to enable the proper execution of security related transactions and monitoring during the applicable Measurement Window.	
METRIC INCLUSIONS and DATA SOURCES	All Security Platform components as follows and as identified in Exhibit 2.1 (Description of Services) and within the Services Management Manual. Monitoring, Reporting, and Response <ul style="list-style-type: none"> • Security Incident Management 	

	<ul style="list-style-type: none"> • Digital Forensic Investigation • Response Preparedness • Security Monitoring, Log Management, & Analysis <p>Network and Platform Protection</p> <ul style="list-style-type: none"> • Desktop Encryption • Desktop Managed Host Intrusion Protection, Firewall, & Antivirus • Server Encryption • Server Managed Firewall and Antivirus • Server Managed Host Intrusion Protection • Managed Network Intrusion Protection • Web Content Monitoring • Vulnerability Scanning • Web Application Firewall (WAF) • Penetration Testing • Compliance Testing • Application Process Whitelisting • Full packet capture • File Level Encryption • Managed Firewall Services - Redundant • e-Discovery • Cloud Access Security Broker (CASB) <p>Network Access Control * Enterprise Remote Access (ERA) (Atos WILL only be responsible for ERA outages caused by their actions (misconfiguration, etc.).</p>
METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	24x7 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the Availability of the Security Platform during the Measurement Window, divided by the total scheduled uptime for such Security Platform in the Measurement Window, with the result expressed as a percentage.

<p>COLLECTION PROCESS</p>	<p>If an outage event occurs, it will be identified by the event monitoring system or by a user-initiated incident, then tracked to resolution via an incident ticket in the MSI Incident ticketing system.</p> <p>For reporting purposes, required data elements will be collected from each of the data sources. For example:</p> <ul style="list-style-type: none"> • Keystone Edge —Incident ticket number, incident summary, incident resolution text, resolution time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration • MSI CMDB—Infrastructure and related CIs supporting impacted security platform • Service Management Manual—Maintenance schedules, hours of operation <p>Collected data will be sourced by Keystone Edge for purposes of aggregating, calculating, measuring, and reporting SLA results. Manual input will be considered for purposes of supplementing collected data where necessary.</p>
<p>REPORTING TOOLS</p>	<ul style="list-style-type: none"> • Service Provider event monitoring system • Keystone Edge • MSI CMDB • MSI Service Level Management Module • Service Management Manual
<p>RAW DATA STORAGE (ARCHIVES)</p>	<p>Data used to calculate the SLA results for reporting will be stored in the MSI’s Service Level Management Application database, which will be accessible to authorized users via an inherent report drill-down functionality for a rolling 13 months.</p>
<p>PERFORMANCE CATEGORY</p>	<p>Supplier Specific</p>