

Virginia Information Technologies Agency



## **Exhibit 1.3**

### **Service Management Manual Outline**

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**COMMONWEALTH OF VIRGINIA  
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)  
SUPPLY CHAIN MANAGEMENT DIVISION**

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## Service Management Manual Outline

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	<b>1.0 SMM Contents</b>	1.1 Purpose 1.2 Process for update of SMM and common document repository	TBD
	<b>2.0 Organizational Overview</b>	Organization, Governance and contact information	TBD
	2.1 VITA Organization	2.1.1 VITA organizational charts 2.1.2 VITA key contacts, role and contact information 2.1.3 VITA Governance overview 2.1.4 Governance Committees and Solution Groups, including processes for running governance committees 2.1.5 VITA Governance library	TBD
	2.2 MSI Organization	2.2.1 MSI organization charts 2.2.2 MSI key contacts, role, and contact information 2.2.3 MSI Sites	TBD
	2.3 STS XX <sup>1</sup> Organization	2.3.1 XXX <sup>2</sup> organization charts 2.3.2 XXX key contacts, role, and contact information 2.3.3 XXX Sites	TBD
	<i>2.[n] Repeated for each STS XX</i>	<i>Repeat for each STS XXX</i>	TBD
	<b>3.0 Implementation</b>	Service Tower Supplier Implementation	TBD
	3.1 Common Implementation processes	3.1.1 Implementation management and reporting processes 3.1.2 Implementation relationship management procedures 3.1.3 Project management Implementation planning and support, including Implementation change control processes 3.1.4 Deliverable acceptance processes and procedures – VITA and Service Tower Supplier	TBD

<sup>1</sup> “XX” designates applicable Service Tower. Each SMM Section / provision applicable to a Service Tower (referenced as “XX”) will be duplicated for each Service Tower.

<sup>2</sup> “XXX” designates applicable Service Tower Supplier, STS. Each SMM Section / provision applicable to a Service Tower Supplier (referenced as “XXX”) will be duplicated for each Service Tower Supplier.

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	3.2 MSI Implementation	3.2.1 MSI Implementation Plan 3.2.2 MSI Deliverables, Acceptance Criteria, and Deliverable Acceptable timeframes	TBD
	3.3 STS STSXXX Implementation	3.3.1 STS XXX Implementation Plan 3.3.2 STS XXX Deliverables, Acceptance Criteria, and Deliverable Acceptable timeframes 3.4.3 STS XXX Tower Specific Implementation	TBD
	<i>3.[n] Repeated for each STSXX</i>	<i>Repeat for each STS XXX</i>	TBD
	<b>4.0 IT Service Lifecycle processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for IT Service Lifecycle processes	TBD

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	4.1 Common IT Service Lifecycle Processes	4.1.1 Program Management 4.1.1.1 Program Management Office (PMO) 4.1.1.2 Project Portfolio Management and Reporting System 4.1.1.3 Current and Ongoing Projects and Solution Requests 4.1.1.4 On-going Programs 4.1.2 Service Strategy 4.1.2.1 Strategy Generation and Management 4.1.2.2 IT Technology Planning 4.1.2.3 Financial Management 4.1.2.4 Service Portfolio Management 4.1.2.5 Demand Management 4.1.2.6 Business Relationship Management 4.1.3 Service Design 4.1.3.1 Solution Design Management 4.1.3.2 Service Catalog Management 4.1.3.3 Service Level Management 4.1.3.4 Availability Management 4.1.3.5 IT Service Continuity Management 4.1.3.6 Capacity Management 4.1.3.7 Security Management 4.1.3.8 Risk Management 4.1.3.9 Supplier Management 4.1.4 Service Transition 4.1.4.1 Change Management 4.1.4.2 Change Evaluation 4.1.4.3 Release and Deployment Management 4.1.4.4 Service Asset and Configuration Management (SACM) 4.1.4.5 Knowledge Management 4.1.5 Service Operation 4.1.5.1 Service Desk 4.1.5.2 Incident Management 4.1.5.3 Event Management 4.1.5.4 Problem Management 4.1.5.5 Request Management and Fulfillment 4.1.5.6 Access Management 4.1.6 Continual Service Improvement 4.1.6.1 Service Review and Reporting 4.1.6.2 Process Evaluation and Currency 4.1.6.3 Service Measurement 4.1.6.4 Improvement Planning 4.1.6.5 Technical Innovation	TBD

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	<b>5.0 Financial Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Financial Management processes	TBD
	5.1. Common Financial Management processes	5.1.1 Invoicing and Chargeback 5.1.2 Disputes 5.1.3 Forecasting and Budgeting 5.1.4 Procurement 5.1.5 Service Level Credits and Earnback	TBD
	5.2 MSI Financial Management Information	5.2.1 Resource Unit listing showing data source, computation, timeframes and other relevant information for financial processes	TBD
	5.3 STS XXX Financial Management Information	5.3 STS (XXX) Resource Unit listing showing data source, computation, timeframes and other relevant information for financial processes	TBD
	5.[n] Repeated for each STS XX	Repeat for each STS XXX	TBD
	<b>6.0 Contract Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for contract management processes	TBD
	6.1 Common Contract Management processes	6.1.1 Contract Change Control 6.1.2 Contract Deliverable management 6.1.3 Reporting 6.1.4 Benchmarking 6.1.5 Auditing 6.1.6 Issue Resolution 6.1.7 Dispute Resolution 6.1.8 New Customer Integration 6.1.9 Personnel processes, including Key Personnel 6.1.10 Sub-Contracting and Sub-Contracting Reporting	TBD
	6.2 MSI Contract Management Information	6.2.1 MSI Key Personnel 6.2.2 Subcontractors	TBD
	6.3 STS XXX Contract Management Information	6.2.1 STS (XXX) Key Personnel 6.2.2 STS (XXX) Subcontractors	TBD
	6.[n] Repeated for each STS XX	Repeat for each STS XXX	TBD
	<b>7.0 Relationship Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Relationship Management processes	TBD

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	7.1 Common Relationship Management processes	7.1.1 Customer Satisfaction Surveys 7.1.2 Business Relationship Management 7.1.3 Third Party Vendors 7.1.4 Other Third Parties 7.1.5 Complaint handling processes 7.1.6 Customer information processes (lists of customers, sites, etc.)	TBD
	<b>8.0 Service Tower Supplier Operational processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Service Tower Supplier Operational processes. These processes should cover all aspects of MSI and STS services.  Examples of such processes include Service Management Systems, backup and recovery, server / storage / network build processes, desktop deployment processes, email system, virus protection processes (non-exhaustive list), STS SMS usage processes for each component and Training of STS staff in use of SMS.	TBD
	8.1 Common Service Tower Supplier Operational processes	8.1.1 Service Tower Supplier on-boarding processes 8.1.2 Service Tower Supplier off-boarding processes 8.1.3 Background checks and Security Clearance processes	TBD
	8.2 MSI Operational processes	8.2.1 Solution Document 8.2.2 Service Management tools support 8.2.3 Clarity 8.2.4 Security Clearance tracking 8.2.5 Portal services 8.2.6 Ongoing Programs management (including, among other items, SMM currency)	TBD
	8.3 STS XXX Operational Processes	8.3.1 STS XXX Function 1 process 8.3.n STS XXX Function n process	TBD
	8.[n] Repeated for each STS XX	Repeat for each STS XXX	TBD
	<b>9.0 Customer processes and documents</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information specific to Customers (including, among other things critical applications/systems, VIP and key users, run books, data practices, security practices, service continuity processes and reports, capacity and availability reports, technology plans, network documents)	TBD

	No. and SMM Section	Process Area/Subject	Timeframe (by Milestone)
	9.1 Common Customer processes	9.1.1 Customer Service Category 9.1.2 Customer on-boarding 9.1.3 Customer off-boarding	TBD
	9.2 Customer YY. <sup>3</sup> 1 processes and documents	9.2.1 Customer YY specific information regarding YYY. <sup>4</sup> 9.2.n Customer YY specific information regarding YYYn	TBD
	9.[n] Repeated for each Customer YY	Repeat for each Customer YY specific information regarding YYY	TBD
	<b>10.0 Operational Reports</b>	10.1 Operational Reports Matrix 10.2 Operational Reports Inventory 10.2.1 Operational Report Design & Documentation 1 10.2.n Operational Report Design & Documentation n	TBD
	<b>11.0 Communications</b>	11.1 Communications contents 11.2 Communications category 1 11.3 Communications category n	TBD

<sup>3</sup> “YY” references Customer

<sup>4</sup> “YYY” references subject of Customer YY specific information (with “n” being the number to designate successive subjects of Customer YY specific information being addressed)