



Exhibit 3.2

Service Level Definitions and Measurement

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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 XXXXXX 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 timeframe. Security Incidents containment timeframe is 4 hours or less (<= 4 Hours). 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.		
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		

ALGORITHM	<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.
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	Service Strategy, Design & Transition

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 successfully resolves Security Incidents within the applicable timeframes. Security Incidents resolution timeframe is 72 hours or less (<= 72 Hours). 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.		
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		

ALGORITHM	<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.
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	Service Strategy, Design & Transition

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 CVSSs (Common Vulnerability Scoring System) of 7.0 or greater.</p> <p>If the item has an unpatched Vulnerability with a CVSS 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 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 CVE 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
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 (\leq 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.</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	<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.
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	Service Strategy, Design & Transition

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	<p>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™.</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 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		
METRIC DESCRIPTION	<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(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>		
METRIC INCLUSIONS and DATA SOURCES	All Changes closed in the measurement window		
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 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>
COLLECTION PROCESS	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.
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

1.1.9 **Average DC LAN Availability**

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Average DC LAN Availability		1.1.9	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	YES		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	<p>1.This Service Level measure the aggregate Availability of High Availability (HA) groups of devices used to support the production data center network fabric in both the primary and secondary data centers. This measurement only applies to the “High Speed Fabrics” which support production connections. All equipment which connects to the High Speed Fabrics must have redundant connectivity across HA group devices.</p>		

METRIC INCLUSIONS and DATA SOURCES	This measurement only applies to HA groups in the “High Speed Fabrics” which support production connections. All equipment which connects to the High Speed Fabrics must have redundant connectivity across HA group devices.
METRIC EXCLUSIONS	<ul style="list-style-type: none"> • All network devices which are not part of the High Speed fabrics in the supplier data centers • 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 ○ Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	365 (366)
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the aggregate Actual Uptime of all included High Availability groups, divided by the

	<p>aggregate Scheduled Uptime of all included High Availability groups, 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 High Availability group. 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	Unisys Monitoring Tools
RAW DATA STORAGE (ARCHIVES)	Unisys Customer Analytics & Reporting Environment/Engine (UCARE)
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

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	

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 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.
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	Service Operation

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		

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 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.
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	Service Operation

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		

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 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.
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	Service Operation

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		

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 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.
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	Service Operation

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 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> <p>(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).</p> <p>(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</p>			

	(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 Expedited 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 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>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.</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 Backup and Restore - Successful Backup

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Backup and Restore - Successful Backup		1.3.1	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percentage of time Supplier completes backup jobs successfully during the applicable Measurement Window in accordance with the relevant criteria specified in the Service Management Manual.		
METRIC INCLUSIONS and DATA SOURCES	Backup jobs include all registered backup clients (including all file systems, databases, application files, operating systems, applications and respective data).		
METRIC EXCLUSIONS	<p>Open files that are skipped during the backup session * Scheduled Downtime * The following situations, the processes for which will be documented and approved in the SMM: o Changes made to the environment by the Commonwealth that were not implemented in accordance with the Change Management processes o Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change</p> <p>Test Backup, where “Test Backup” means a process that is performed on a frequent basis to ensure the backup system is working.</p>		
MEASUREMENT TIMEFRAME	24 365(366)		

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level is the sum of the number of times Supplier completes backup jobs successfully during the applicable Measurement Window divided by the of the sum of the number of times Supplier began backup jobs within the applicable Measurement Window, with the result expressed as a percentage. $[(\text{Number of Successful Backups}) / (\text{Total Number of Backups Attempted})] * 100$
COLLECTION PROCESS	Reports generated from backup software
REPORTING TOOLS	Suppliers System of Record
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific

1.3.2 Backup and Restore - Successful Restore

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Backup and Restore - Successful Restore		1.3.2	
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percentage of time Supplier completes data restore jobs successfully during the applicable Measurement Window in accordance with the relevant criteria specified in the Service Management Manual.		
METRIC INCLUSIONS and DATA SOURCES	Recoveries include all registered recovery clients (including but not limited to all file systems, databases, application files, operating systems, applications and respective data).		

METRIC EXCLUSIONS	<ul style="list-style-type: none"> • Open files that are skipped during the backup session • 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 ○ Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change • Test Restores, where “Test Restore” means a process that is performed on a frequent basis to ensure the backup system is working.
MEASUREMENT TIMEFRAME	24x7 365(366)
MEASUREMENT TIMEFRAME	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level is the sum of the number of times Supplier completes restore jobs successfully during the applicable Measurement Window divided by the of the sum of the number of times Supplier began restore jobs within the applicable Measurement Window, with the result expressed as a percentage.</p> $[(\text{Number of Restores Jobs}) / (\text{Total Number of Restores Jobs})] * 100$
COLLECTION PROCESS	Reports generated from backup software
REPORTING TOOLS	Suppliers System of Record
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific

1.3.3 Average Storage Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Average Storage Availability		1.3.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measure the aggregate Availability of all Storage devices, as mutually classified within the CMDB, during the applicable Measurement Window.		
METRIC INCLUSIONS and DATA SOURCES	All active storage devices, mutually classified as Storage, within the CMDB		
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 processeso Time during which ticket has been placed on Hold status o Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change		
MEASUREMENT TIMEFRAME	24x7 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	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. [Actual Uptime (mins)] / [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	Suppliers System of Record
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific

1.3.4 Storage Performance

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Storage Performance		1.3.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the response time performance of each Storage Group within the storage arrays.		
METRIC INCLUSIONS and DATA SOURCES	All active Tier 1 and Tier 2 storage arrays within the Supplier’s data centers.		
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 processes ○ Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change
MEASUREMENT TIMEFRAME	24x7 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the sum of Performance Exceeds Time for all Tier 1 and Tier 2 storage LUNS, divided by the sum of Scheduled Uptime for all such storage LUNS, with the result expressed as a percentage. $[\text{Performance Exceeds Time (mins)}] / [\text{Scheduled Uptime (mins)}] * 100$</p> <p>“Performance Exceeds Time” means the amount of time a storage LUNS was performing at or above the expect performance measurement.</p> <p>The expected performance measurement for this SLA is 7 ms.</p>
COLLECTION PROCESS	<p>The monitoring systems, EMC Live Optics, will collect metrics for each system as defined in the Service Management Manual to validate performance. This polling is completed every 5 minutes.</p> <p>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.</p>
REPORTING TOOLS	Suppliers System of Record
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific

1.3.5 Inter-Data Center Latency

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Inter-Data Center Latency		1.3.5	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the network latency between the primary data center and the disaster recovery data center.		
METRIC INCLUSIONS and DATA SOURCES	Performance will be measured across the primary replication data circuit connecting the Supplier’s data centers. Measurements will be taken from the internal interface of the edge router at each location		
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○ Emergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change		
MEASUREMENT TIMEFRAME	24x7 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the sum of the Performance Measurements that exceed the expected measurement during the applicable Measurement Window divided by the of total number of Performance Measurements recorded during applicable Measurement Windows, with the result expressed as a percentage. [Performance Measurements exceeding expected measurement] / [Total Performance Measurements] * 100		

	<p>“Performance Measurement” means the polling of the applicable service to capture point-in-time performance.</p> <p>The expected measurement for this SLA is 50 milliseconds round-trip.</p>
COLLECTION PROCESS	<p>The monitoring systems, SolarWinds Network Performance Manager, will collect metrics for each system as defined in the Service Management Manual to validate performance. 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.</p>
REPORTING TOOLS	<p>Suppliers System of Record</p>
RAW DATA STORAGE (ARCHIVES)	<p>Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.</p>
PERFORMANCE CATEGORY	<p>Supplier Specific</p>

1.3.7 Batch Processing Completed within Window

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Batch Processing Completed within Window		1.3.7		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	The Service Level for “Batch Processing Completed within Window” measures the percentage of time Supplier completes Batch jobs successfully and on time during the applicable Measurement Window in accordance with the relevant specifications located in the SMM.			
METRIC INCLUSIONS and DATA SOURCES	Batch jobs include normally scheduled and recurring production jobs, as well as production jobs that are run on an as-needed basis.			
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 statusEmergency System Changes that do not provide Supplier or VITA resources adequate time to properly test the Requested System Change			
MEASUREMENT TIMEFRAME	24x7 365(366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	The Service Level calculation for Batch Processing Completed Within Window is the total number of scheduled Batch jobs that are completed successfully divided by the total number of scheduled Batch jobs that			

	should have been completed during the applicable Measurement Window, with the result expressed as a percentage.
COLLECTION PROCESS	Reports generated from scheduling software
REPORTING TOOLS	Suppliers System of Record
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific