VIRGINIA IT AGENCY

Exhibit 3.2 – MODFICATION NO. 16

Service Level Definitions and Measurement

Effective July 1, 2023

VA-180915-IBTL: End User Services-Computing

COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY (VITA)
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 End User 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	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.
	Also, the following apply:
	(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 Cherwell, 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	Cherwell and Archer
RAW DATA STORAGE (ARCHIVES)	Cherwell and 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	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. Also, the following apply: (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 Cherwell, 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 lifecycle within this platform including the timestamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge, Cherwell and Archer
RAW DATA STORAGE (ARCHIVES)	Keystone Edge, Cherwell and 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	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. 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. 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.
METRIC INCLUSIONS and DATA SOURCES	All System/vulnerability instances with a CVE score of 7 or greater where there is an available patch
METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1

ALGORITHM	The calculation for this Service Level is the number of systems/vulnerability instances with a CVE score of 7 or greater that have an available patch where the patch is successfully applied within the established window divided by the number of systems/vulnerability instances with a CVE score of 7 or greater than have an available security patch where the patch is successfully applied within the established window plus the number of systems/vulnerability instances with a CVE score of 7 or greater that have an available security patch where the patch was not successfully applied within the established window with the result expressed as a percentage to two decimal places.
COLLECTION PROCESS	MSS Supplier will extract from Tenable the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
REPORTING TOOLS	Tenable
RAW DATA STORAGE (ARCHIVES)	Tenable stores data within a database accessible via the platform.
PERFORMANCE CATEGORY	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	This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget. 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.		

METRIC INCLUSIONS and DATA SOURCES	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
METRIC EXCLUSIONS	N/A
MEASUREMENT TIMEFRAME	N/A
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Projects managed by the PMO that are delivered on time and within budget during the applicable Measurement Window, divided by the total number of Projects managed by the PMO that should be delivered during the applicable Measurement Window, with the result expressed as a percentage to two decimal places. Also, the following apply for Projects: (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 lifecycle within this platform from inception through closeout.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within a REDACTED 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 with Findings	**1.1.5**	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of Invoice Inquiries where the response to the Customer is delivered within 15 days (<=15).	
METRIC INCLUSIONS and DATA SOURCES	Any Invoice questions to Supplier, which may or may not be due to an actual invoice error or a potential dispute.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	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. Also, the following apply: (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 a REDACTED 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	This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services. Changes are not successfully implemented if they: (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 Changes executed without going through the Change Management processes are also classified as failed.
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	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. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.

COLLECTION PROCESS	All requests for change are created and tracked as records within Keystone Edge™ over their full lifecycle 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 a REDACTED 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	This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.	
	If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1.	
	The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.	
	Severity 1 Resolution Time by location is listed below:	
	• 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	Incidents affecting an EUS Device classified within a tier (i.e., Platinum, Gold, Silver, Bronze) will be counted within the Incident Resolution metric for the applicable tier.
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of 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. Also, the following apply: (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 hour 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 lifecycle within this platform including the timestamping of any change in status, assignment, or disposition.

REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within a REDACTED 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	This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.
	If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2.
	If an Incident is downgraded from a Severity 1 to a Severity 2, then the resolution timeframe does not restart upon downgrading the incident.
	The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.
	Severity 2 Resolution Time by location is listed below:
	• 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	Incidents affecting an EUS Device classified within a tier (i.e., Platinum, Gold, Silver, Bronze) will be counted within the Incident Resolution metric for the applicable tier.
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of 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. Also, the following apply: (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 a REDACTED 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	Maintained in Keystone Edge	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	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. Also, the following apply: (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 lifecycle within this platform including the timestamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Cherwell (integrated with MSI's SMS)
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	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	10 business days	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	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. Also, the following apply: (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	All issues designated as problems (e.g. Events or Incidents promoted to the status of problems, issues created as problem records) are stored and tracked within Keystone Edge™ for their full life-cycle of activity. SAIC implemented automated workflow or VITA/MSI designation of problem records requiring RCA trigger the routing of request for RCA to the appropriate STS or MSI entity. RCA requests are further tracked for completion within Keystone Edge™. Document templates for RCA are defined within the Service Management Manual hosted on SAIC's CENTER™ system. Participants are required to utilize VITA approved templates for the documentation of RCA.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™
PERFORMANCE CATEGORY	Service Operation

1.3   Performance Category – Supplier Specific

1.3.1   Ticket Escalation in Accordance with Defined Process

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Ticket Escalation in Accordance with Defined Process	1.3.1	

Active?	Yes

SHARE TYPE and CORRESPONDING METRIC(S)	U	

METRIC DESCRIPTION	This Service Level measures EUS field service technician ticket escalation (i.e., from Tier 2 to Tier 3) within defined time periods and in accordance with the ticket escalation procedures documented and maintained in the Service Management Manual (SMM).

METRIC INCLUSIONS and DATA SOURCES	For purposes of this Service Level, "Escalate" or "Escalation" means the assignment of the ticket from an identified Tier 2 queue to an identified Tier 3 queue. The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. All tickets which have Escalated or should have been Escalated from Tier 2 to Tier 3. Escalation will take place within timeframes described below:

	VIP Richmond	VIP Urban	VIP Rural	Gold	Silver	Bronze
Escalation from Tier 2 to Tier 3	N/A	N/A	N/A	7 hours	8 hours	14 hours

METRIC EXCLUSIONS	None

MEASUREMENT TIMEFRAME	24x7 365

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1

ALGORITHM	This Service Level will be calculated as the total number of tickets that are successfully escalated within the required timeframe and in accordance with SMM procedures during the Measurement Window, divided by the total number of tickets that required to have been escalated during the same Measurement Window, with the result expressed as a percentage to two (2) decimal places.

COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begin upon receipt of the ticket (time stamp) from the MSI and will be measured to the time stamp when the ticket is escalated from Tier 2 to Tier 3.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Cherwell (integrated with MSI's SMS)
PERFORMANCE CATEGORY	Supplier Specific

1.3.2   VIP - EUS Response Time within Thirty (30) Minutes

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
VIP - EUS Response Time within Thirty (30) Minutes		1.3.2	
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures how quickly EUS field service technicians respond to VIP - EUS Incidents.		

METRIC INCLUSIONS and DATA SOURCES	The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. All VIP – EUS Incidents requiring assignment to field services for response and Resolution. For purposes of this Service Level, "Response" is defined as a phone call from the Tier 2 technician to the VIP or his/her designee. If the VIP or designee does not answer, a voicemail in the correct VIP and/or designee's voicemail box (and recorded in the Ticket record) will count towards meeting the SLA. The 30 minute Response Time begins when a phone call is assigned to Tier 2 by the Tier 1 Service Desk. Includes all VIP related Incidents, regardless of location: • EUS Incident Resolution Time - VIP - (Within Richmond District) • EUS Incident Resolution Time - VIP - (Outside of Richmond District - Urban) • EUS Incident Resolution Time - VIP - (Outside of Richmond District - Rural)
METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	24x7 365 (366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of VIP – EUS Incidents for which Tier 2 Response was successfully provided within thirty (30) minutes during the Measurement Window, divided by the total number of VIP – EUS Incidents requiring escalation to Tier 2 within the same Measurement Window, with the result expressed as a percentage to two (2) decimal places.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a phone call from the Tier 1 technician to the Tier 2 technician and will be measured to the note logged in the SMS when the Tier 2 technician calls / leaves voicemail for VIP.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.3   Incident Resolution Time - VIP - (Within Richmond District)

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time - VIP - (Within Richmond District)	1.3.3	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS field service technician successfully Resolves EUS Incidents for VIP Users located within the Richmond District within four (4) hours	
METRIC INCLUSIONS and DATA SOURCES	Includes all VIP – EUS Incidents that occur within the Richmond District. Includes Users who have an EUS Device which are designated as VIP (within Richmond District) in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. The Richmond District is defined as any location identified as part of the Richmond service area (zip codes for Richmond District are defined within the SMM and site list maintained by the MSI).	
METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM. Incidents Resolved by the Tier 1 Service Desk and not requiring escalation to field services in accordance with the SMM procedures.	

MEASUREMENT TIMEFRAME	24x7 365 (366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of VIP (w/in Richmond District) EUS Incidents successfully Resolved within four (4) hours during the Measurement Window, divided by the total number of VIP (w/in Richmond District) Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a phone call from the Tier 1 technician to the Tier 2 technician and will be measured to the time stamp the incident is resolved for the VIP (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived

	and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.4   Incident Resolution Time - VIP (Outside Richmond District - Urban)

SERVICE LEVEL NAME		**EXHIBIT 3.1 REFERENCE**	
Incident Resolution Time - VIP - (Outside Richmond District - Urban)		1.3.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS field service technician successfully Resolves EUS Incidents for VIP Users located outside of the Richmond District in Urban areas within eight (8) hours.		
METRIC INCLUSIONS and DATA SOURCES	Includes all VIP – EUS Incidents that occur outside of the Richmond District, and near a city designated as an Urban Area. VIP – EUS User refers to a User who has an EUS Device and is designated as VIP (outside of Richmond District – Urban) in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. The Outside Richmond District (Urban) designation is defined as any geographical area outside the Richmond district, and in an agreed upon area that EUS field support will provide this service. The region will be designated by codes/naming convention agreed upon with the VITA and the MSI and documented within the SMM.		

METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM. Incidents Resolved by the Tier 1 and not requiring escalation to field services in accordance with the SMM procedures.
MEASUREMENT TIMEFRAME	24x7 365 (366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of VIP (Outside of Richmond District - Urban) EUS Incidents successfully Resolved within eight (8) hours during the Measurement Window, divided by the total number of VIP (Outside of Richmond District - Urban) Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a phone call from the Tier 1 technician to the Tier 2 technician and will be measured to the time stamp the Incident is resolved for the VIP (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.5   Incident Resolution Time - VIP (Outside of Richmond District - Rural)

SERVICE LEVEL NAME	**EXHIBIT 3.1 REFERENCE**	
Incident Resolution Time - VIP - (Outside Richmond District - Rural)	1.3.5	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS field service technician successfully Resolves EUS Incidents for VIP Users located outside of the Richmond District in Rural areas within twelve (12) hours.	

METRIC INCLUSIONS and DATA SOURCES	Includes all VIP – EUS Incidents that occur outside of the Richmond District, and not designated as the Richmond District or Urban. VIP – EUS User refers to a User who has an EUS Device and is designated as VIP (outside of Richmond District – Rural) in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. The Outside Richmond District (Rural) designation is defined as any geographical area outside the Richmond District, and in an agreed upon area that EUS field support will provide this service. The region will be designated by codes/naming convention agreed upon with the VITA and the MSI and documented within the SMM.
METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM. Incidents Resolved by the Tier 1 or Tier 2 Service Desk and not requiring escalation to field services in accordance with the SMM procedures.
MEASUREMENT TIMEFRAME	24x7 365 (366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of VIP (Outside of Richmond District - Rural) EUS Incidents successfully Resolved within eight (8) hours during the Measurement Window, divided by the total number of VIP (Outside of Richmond District - Rural) Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a phone call from the Tier 1 technician to the Tier 2 technician and will be measured to the time stamp the Incident is resolved for the VIP (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.6   Incident Resolution Time – Gold

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time - Gold		1.3.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS Supplier successfully Resolves EUS Incidents for Gold – EUS Device Users within fourteen (14) Business Hours
METRIC INCLUSIONS and DATA SOURCES	Includes all Gold – EUS Incidents. Gold – User refers to a User who has an EUS Device and is designated as Gold in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. Gold Resolution Time is fourteen (14) Business Hours.
METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM.
MEASUREMENT TIMEFRAME	Business Hours
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of Gold EUS Incidents successfully Resolved within fourteen (14) Business Hours during the Measurement Window, divided by the total number of Gold Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.

COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a Silver – EUS User ticket and will be measured to the time stamp the incident is resolved for the Silver User (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.7   Incident Resolution Time - Silver

SERVICE LEVEL NAME	**EXHIBIT 3.1 REFERENCE**	
Incident Resolution Time - Silver	1.3.7	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS Supplier successfully Resolves EUS Incidents for Silver – EUS Device Users within sixteen (16) Business Hours.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Silver – EUS Incidents. Silver – User refers to a User who has an EUS Device and is designated as Silver in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM.	

	Silver Resolution Time is sixteen (16) Business Hours.
METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM.
MEASUREMENT TIMEFRAME	Business Days
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of Silver EUS Incidents successfully Resolved within sixteen (16) Business Hours during the Measurement Window, divided by the total number of Silver Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a Silver – EUS User ticket and will be measured to the time stamp the incident is resolved for the Silver User (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.8   Incident Resolution Time – Bronze

SERVICE LEVEL NAME	**EXHIBIT 3.1 REFERENCE**	
Incident Resolution Time - Bronze	1.3.8	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level measures the percentage of time the EUS Supplier successfully Resolves EUS Incidents for Bronze – EUS Device Users within thirty-six (36) Business Hours.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Bronze – EUS Incidents. Bronze – User refers to a User who has an EUS Device and is designated as Bronze in the Configuration Management Database (CMDB). The specific processes for updating, escalating, canceling, or closing tickets will be established/documented in the SMM. Bronze Resolution Time is thirty-six (36) Business Hours. Note that for this metric, Business Hours is defined as 8 am to 5 pm on Business Days.	
METRIC EXCLUSIONS	The period of time that a ticket is "suspended" will be excluded from the algorithm to calculate this SLA. The list of acceptable "suspended" scenarios will be defined in the SMM.	
MEASUREMENT TIMEFRAME	8 am to 5 pm Business Days	

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the total number of Bronze EUS Incidents successfully Resolved within thirty-six (36) Business Hours during the Measurement Window, divided by the total number of Bronze Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Time extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) If an open 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 Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Times in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a Bronze – EUS User ticket and will be measured to the time stamp the incident is resolved for the Bronze User (or the work around is found and noted) in Cherwell (via integration with SMS). Incident data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific

1.3.9   **Successful Software Patching**

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Successful Software Patching	1.3.9	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	This Service Level metric measures the Supplier's ability to distribute Patches successfully and within the agreed-upon timeframe.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Software Patches for distribution to eligible EUC Devices. Timeframe for Patches will be directed by VITA based on factors such as guidance from the Software Vendor, testing needs, impact to the User environment, etc.	
METRIC EXCLUSIONS	None Installation failures due to one of the following: a. A VITA approved maintenance hold or change freeze which directly impacts the Patching during the Measurement Window. b. Patches pulled back or canceled at VITA's direction (which will typically be based on Software Vendor or VITA's testing). c. If an EUC Device is turned off, offline/not accessible or disconnected at any time during the Patch installation. Patches already covered under the Security and Vulnerability Patching Service Level.	
MEASUREMENT TIMEFRAME	24x7 365 (366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	This Service Level will be calculated as the total number of Patches applied successfully and within the required timeframe during the Measurement Window, divided by the total number of Patches scheduled to have been applied during the same Measurement Window, with the result expressed as a percentage to two (2) decimal places.	

COLLECTION PROCESS	Cherwell (integrated with MSI's SMS)
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Cherwell (integrated with MSI's SMS)
PERFORMANCE CATEGORY	Supplier Specific

1.3.10   Software Distribution and Packaging - Completed On-Time

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Software Distribution and Packaging - Completed On-Time	1.3.10	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	The Software Distribution and Packaging - Completed On-Time metric measures the percentage of all Service Requests for Software Package Creation which are successfully completed within five (5) Business Days of receipt of Customer-approved Service Request at the Service Desk, via the Service Catalog, or via other procedures documented in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	The Software package creation completion time will be measured as the elapsed time from the submission of a Service Request to the Imaging and Packaging Team until VITA acceptance of the creation of the package. A Software packaging Service Request is considered valid and will be included for the purposes of calculating the Service Level only if the Service Request is Customer approved and contains licenses and documents necessary to fulfill the Service Request.	

METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	Business Hours
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	This Service Level will be calculated as the number of valid Software package creation Service Requests successfully completed during the Measurement Period within five (5) Business Days after receipt by the EUS Imaging and Packaging Team divided by the total number of valid Software package creation Service Requests received by the EUS Imaging and Packaging Team during the same Measurement Period with the result expressed as a percentage to two (2) decimal places.
COLLECTION PROCESS	Cherwell (integrated with MSI's SMS)
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Cherwell (integrated with MSI's SMS)
PERFORMANCE CATEGORY	Supplier Specific

1.3.11   Refresh Timeliness

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Refresh Timeliness	1.3.11	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	

METRIC DESCRIPTION	This Service Level measures the percentage of time the refresh of a EUC Devices is completed within 30 Days before or after the End of Service Date or as documented in the Annual Refresh and Currency Plan
METRIC INCLUSIONS and DATA SOURCES	Includes all Customer Devices that are eligible and have an established refresh date/cycle defined in the Annual Refresh and Currency Plan (described in Exhibit 3.3), have required replacement in accordance with Section 8 of the Agreement, or have met an end of service date per the life-span established by End User upon ordering based on the In-Service Date (e.g., 2, 3, 4, or 5 years).
METRIC EXCLUSIONS	Items determined to be ineligible or exempt from Refresh at VITA's direction.
MEASUREMENT TIMEFRAME	24x7 365 (366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The Service Level calculation for "Refresh Timeliness" is (a) the total number of Customer Devices that are eligible for refresh and successfully installed/delivered within thirty (30) Days before or after the End of Service Date or (b) as documented in the Annual Refresh and Currency Plan, divided by a.) the total number of eligible Devices actually refreshed plus b) the total number of Devices for which the 30 day window has passed without being refreshed, with the result expressed as a percentage to two (2) decimal points. For clarity, a simplified version of the formula appears below: ((Devices Refreshed) / (Devices Refreshed + Devices Exceeding Refresh Window)) * 100
COLLECTION PROCESS	All tickets are recorded within the MSI's SMS, and via integration, appear in real-time in Iron Bow's Cherwell ITSM tool. Collection for this metric begins upon receipt of a Service Request (through SMS) from the Tier 1 Technician to the Tier 2 Technician and will be measured to the time stamp the Service Request is closed (Time Stamp) by the Tier 2 Technician in Cherwell (via integration with SMS). Service Request data is managed in real time between the integration between Cherwell and MSI's SMS.
REPORTING TOOLS	Cherwell (integrated with MSI's SMS)
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the SLA results for reporting will be stored in Cherwell (integrated with MSI's SMS), which will be accessible to authorized users via inherent report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and will be

	made available via Cherwell (integrated with MSI's SMS) upon request by VITA (for a total of 36 months of data).
PERFORMANCE CATEGORY	Supplier Specific