



Exhibit 3.4 – Reports Matrix – FC 20210810

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VA-180915-XERX –Managed Print Services

**COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY (VITA)
SUPPLIER STRATEGY AND PERFORMANCE DIVISION**

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1.0 Introduction

This Exhibit contains a summary description of the format, content, and frequency of key reports required by VITA. This Exhibit may not include all reports currently provided by the In-Scope organizations or otherwise requested or required pursuant to the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Exhibit.

The Supplier will continue to work with VITA to determine any key reports required as part of the Agreement.

2.0 Cross Functional Services Reports

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------|----------------------------------|---|---|-----------|
| Project Management | Weekly Project Management Report | Report on the status of all open projects and projects closed during the week. Report the status of each project to the requestor on a periodic basis as agreed with the requester. | <ul style="list-style-type: none"> Number of Projects (e.g., new, completed, in progress) Risks and Issues – open and closed Schedule, scope and budget status – actual vs. estimated Overall status | SUSPEND |
| Project Management | Project Management Performance | Report related to project and project management performance including: <ul style="list-style-type: none"> Project performance to schedule (major milestones and completion) Project performance to budget Major Project Issues Major Project changes | <ul style="list-style-type: none"> Number or percentage of projects on schedule and on budget (actual vs. planned) Assessment of value delivered for completed projects (actual vs. planned) Post implementation reviews conducted and results of same | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------|------------------------------------|--|--|---|
| Project Management | Project Slippage Report | Report related to projects not currently meeting their task deadlines and milestone dates, or that are over budget: <ul style="list-style-type: none"> • Project performance to schedule (major milestones and completion) • Project performance to budget | <ul style="list-style-type: none"> • Number of projects behind scheduled or over budget | SUSPEND |
| Strategy Analysis | Internal Strengths and Weaknesses | Review of internal strengths and weaknesses through an internal analysis. | Internal analysis should include the following: <ol style="list-style-type: none"> a.) Existing service analysis (operational and planned services) b.) Cost of services and ROIs (if applicable) c.) Efficiency and effectiveness of day-to-day operations d.) Existing resources and capabilities e.) Existing and planned projects f.) Organization’s business strategy <ol style="list-style-type: none"> 1) g.) Existing technologies | Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary. |
| Strategy Analysis | External Opportunities and Threats | Analyze the opportunities and threats and how they will develop in the future. | The external analysis should include the following: <ol style="list-style-type: none"> a.) Customers (who the customers are and what challenges they are facing) b.) Partners (who the partners are and what their strengths and weaknesses are) | Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|---------------|--|---|---|
| | | | c.) Competitors (how the competitors have differentiated themselves and whether they have found a more cost-effective way of doing things) d.) Political factors (how the current practices are impacted by political changes) e.) Economic factors (what the economic forecast is and how it will impact the current situation) f.) Technology trends (How technological innovation will affect the IT service providers’ products, services, or operations) g.) Legal, regulatory, and legislative requirements (how new legislations impact the way service providers conduct business) h.) Industry benchmarks | before initiation anniversary. |
| Strategy Analysis | Market Spaces | Document current and new market spaces that were identified during the internal and external assessment. | <ul style="list-style-type: none"> • Unserved or underserved market spaces • Market spaces best served by the current service assets • Market spaces to avoid with the existing service assets | Quarterly update due the last business day of the quarter. Semi-Annually |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------------|---------------------|---|--|--|
| | | | <ul style="list-style-type: none"> • Investment priorities based on the service providers’ potential to service the market space • Strengths, weaknesses, opportunities, and threats in each market space | <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Strategy Analysis | Strategy Success | The success of the strategy should be measured from a number of different points of view. | <ul style="list-style-type: none"> • Business outcome • Service management processes (see other reports in this Exhibit) • Performance of services and deviations from forecasted results • Organizational learning • Plans (time and budget) • Effectiveness of identified patterns of actions • Adherence to policies • ROI targets for each service | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| IT Technology Planning | Technology Advances | Report related to new technology advances and evolutions applicable to the ITISP environment (uses data from MSI and Service Tower Suppliers) | <ul style="list-style-type: none"> • Timely development of new services to meet the business objectives • Percentage or number of strategic objectives that are met | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------------|-------------------------------|---|--|--|
| IT Technology Planning | Regulatory Issues and Changes | Report and analysis of regulatory issues and changes that could affect the ITISP environment directly or indirectly | <ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| IT Technology Planning | Software Life | Report on upcoming software releases and end-of-support dates for ITISP Software | <ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| IT Technology Planning | Software Licensing | Report on ITISP Software license renewal dates | <ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed | <p>Quarterly update due the last business day of the quarter.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------------------|-----------------------------------|---|--|---|
| Financial Management | | Refer to Section 4 of this Exhibit. | | |
| Service Portfolio Management | Portfolio: Potential Improvements | Report on potential improvements to the portfolio of Tower Services, gathered from Service Towers Suppliers and including Customer feedback | <ul style="list-style-type: none"> • Number of incidents caused by inaccurate or incomplete service packages • Number of changes made to service packages and SLPs after baseline/approval • Number of service portfolio audits/reviews conducted (actual vs. planned) • Number of differences discovered between actual and documented services (related to retired services, operational services, and planned services) | SUSPEND |
| Service Portfolio Management | Portfolio Health | <p>Quarterly - Report on the requests received, incidents logged, problems identified, and current performance of Catalog Services compared to the SAS tool analysis or expected results during implementation</p> <p>Proper identification of incorrect or incomplete service packages and recommendation for corrective actions.</p> | | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------------------|--|---|---|--|
| | | Annually - Report on number of changes made to service packages and SLPs after baseline/approval. Number of service portfolio audits/reviews conducted (actual vs. planned) | | before initiation anniversary. |
| Service Portfolio Management | Portfolio: Pipeline priorities | Monthly - View of top priority services as identified by VITA in the pipeline. Quarterly - And alignment to the Annual Technology Plan | <ul style="list-style-type: none"> Status of each and next steps, owner, date targets, issues. Refer to VITA service Portfolio & Lifecycle Management process. | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> |
| Demand Management | Tower Service Consumption - % of PBAs Predicted/Actual | Report on predicted and actual consumption of Tower Services. Include patterns of business activity, identify trends and risks that may cause demand to exceed available Tower Service capacity | <ul style="list-style-type: none"> Percentage of User Profiles(UP) and Patterns of Business Activity (PBAs) that are defined for each service, and those that are inaccurate | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Demand Management | Tower Service Consumption – PBAs Tracked Consumption History | Report that tracks and analyzes patterns of business activity and Tower Service consumption history on an annual and seasonal basis | <ul style="list-style-type: none"> Percentage of PBAs that have been translated into work load information by capacity management Customer satisfaction | Quarterly a update due the last business day of the quarter. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|----------------------|-----------------------------|--|---|-----------|
| Complaint Management | Complaint Tracking | Automated report of Complaints from Customers regarding MSI, STS, Third Party Vendor, etc. as designated by VITA. Information on each complaint will contain, at a minimum: <ul style="list-style-type: none"> • User name and business unit of Customer submitting the Complaint • Complaint ID • Complaint description • Date of complaint • Time of complaint • Source of complaint (department, function, and individual name) • Nature of complaint • Impact, urgency, and priority • Reference • Validation comments • Received and validated by • Actions taken (if any) • Resolution date | <ul style="list-style-type: none"> • Percentage reduction in the number of complaints • Percentage reduction in the number of escalations | Monthly |
| Complaint Management | Open Complaint Status | Report on status of corrective actions taken to address open complaints | <ul style="list-style-type: none"> • Complaints open, stoplight status, escalated, and closed with customer agreement | Monthly |
| Feedback | Customer Feedback (General) | Report of all feedback given by Customers | <ul style="list-style-type: none"> • Percentage of business requirements that are documented and signed off • Improvement in customer satisfaction levels | Monthly |
| Process Management | Process Management Report | Process durations, status, and volume report | <ul style="list-style-type: none"> • Priority ranking, open requests by lifecycle step, stoplight status, escalated, | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|--|--|--|-----------|
| | | | risks, issues, and closed with customer agreement | |
| Process Management | Non-Standard Alternative Solution Designs Report | Report the use and frequency of non-standard alternative solution designs to VITA and ITISP Governance. | <ul style="list-style-type: none"> Services by type, counts, reasons for not using standard alternatives, open requests by lifecycle step, stoplight status, escalated, and closed with customer agreement | SUSPEND |
| Process monitoring | Process Effectiveness | Process effectiveness and satisfaction KPIs | <ul style="list-style-type: none"> Reduction in the number of subsequent revisions of the content of SDPs (accuracy) Percent increase in the number of successful new or changed services in terms of outcomes, quality, cost, and timeliness Customer satisfaction score for each new or changed service Percent increase in the number of transitioned services that consistently achieved the agreed-upon service level targets | Monthly |
| Service Fulfillment | Service Fulfillment Benchmarks | Report on the fulfillment of Service Requests and Service Catalog orders to identify: <ul style="list-style-type: none"> Benchmark information (including, but not limited to cost, hours, fulfillment time) for expectation setting with Customers | | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|-----------------|--|--|-----------|
| | | <ul style="list-style-type: none"> • Misaligned incentives of Service Towers and orders and requests from Customers • Standard delivery times for Standard Services and Standard Solutions. • Process effectiveness and satisfaction KPIs • Recurring cost • Approved/Closed for those open • Update first report to show # of items created vs. total number fulfilled and total number of items in the catalog | | |
| Process monitoring | Process | Process effectiveness and satisfaction KPIs | <ul style="list-style-type: none"> • Number of services defined in the service portfolio • Percentage increase in the number of services defined and managed in the service catalog • Differences discovered between the defined service catalog and reality (in terms of services and attributes) • Business awareness of the service catalog (survey) • Percentage of services that have documented risks | SUSPEND |
| Continual Service Improvement | OLM Performance | Report on the performance of Operating Level Measures (OLM) as established with Suppliers to VITA and ITISP governance. | | Quarterly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---|--|---|--|--|
| Continual Process Improvement Plan Implementation | Implemented Service Improvements | Progress on implementing Service Improvement Plans. | <ul style="list-style-type: none"> Percentage of service improvements implemented (process improvements implemented vs. service improvements planned) | SUSPEND |
| Process monitoring | Process, in addition to Exhibit 3 Reporting and Service Level Management | Process effectiveness and satisfaction KPIs | <ul style="list-style-type: none"> Number or percentage of SLA targets met Number or percentage of SLA targets missed Percentage increase/decrease in the customer satisfaction rating Percentage increase/decrease in the number of customer complaints Percentage of the total IT services covered in the SLA | <p>Weekly update due the last business day of the week.</p> <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Availability | Outage report – All Towers | Report on all outages, including impact assessments, root causes, related known errors/issues | <ul style="list-style-type: none"> Percentage of incidents caused by existing problems or known errors Mean Time To Restore Service (minutes) Critical time failure (minutes); i.e., system unavailability during critical times | <p>Current outage real time reporting.</p> <p>Weekly update due the last business day of the week.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------------------------------|---|---|---|
| | | | <ul style="list-style-type: none"> • Percent reduction in critical time failures | <p>Monthly update due the last business day of the month.</p> |
| Availability | Current and Historical Availability | <p>Report on current and historical availability metrics with a 12 month rolling forecast. Report will include:</p> <ul style="list-style-type: none"> • Mean time between failures • Service Availability and Unavailability for Business Functions. • Major Availability incidents (including impact) • Service Outage Reports • Planned versus actual downtime • Customer complements and complaints, related to availability and quality of service | <ul style="list-style-type: none"> • Percentage of incidents that were resolved without impacting business • Percentage of events indicating availability issues • Number of major incidents for each IT service • Percentage of problems resolved within SLA • Number of repeated incidents (by service) • Percent reduction in the unavailability of IT services and IT infrastructure components • Percent increase in the reliability of services and components • Percent reduction in revenue due to unavailability • Reduction in service outages (as a result of | <p>Monthly update due the last business day of the month.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|---|--|---|--|
| | | | using the CMDB to identify impact) | |
| Business Continuity | Customer Summary | Report consisting of: <ul style="list-style-type: none"> • Customer name, Point of Contact, Locations, other relevant Customer data • Single Point of Contact for MSI, Tower Suppliers, VITA for that Customer • Mission Essential Functions, Primary and Secondary Business Functions, RTO and RPO for each Business Function • Service Configuration Items mapped to Business Functions • Defined recovery activities • Other dependencies • Dates that information was last updated or validated by Customer | | SUSPEND |
| Business Continuity | Disaster Recovery Test, preliminary results | Report that includes preliminary results of disaster recovery tests, including: <ul style="list-style-type: none"> • Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) • Tests performed • Test not performed, including reason for test not being done • Results achieved • Preliminary comparison of the results to the measures and goals identified in the respective IT Service Continuity plans | <ul style="list-style-type: none"> • Delay in ITSCM testing (against the schedule) | STS & COV Agencies Within 7 days of disaster recovery test execution (or scheduled date if test was not executed). MSI Within 14 days of disaster recovery test execution (or scheduled date if test was not executed). |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|--|--|--|--|
| Business Continuity | Disaster Recovery Test, formal results | Report that includes detailed results of disaster recovery tests, including: <ul style="list-style-type: none"> • Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) • Tests performed • Test not performed, including reasons for test not being done • Results achieved • Comparison of the results to the measures and goals identified in the respective IT Service Continuity plan • Feedback from Users as to the adequacy of continuity for their respective areas • Feedback from Service Towers as to the adequacy of IT Service Continuity Plan, test execution, Customer’s expectations, etc. • Plan and schedule, agreed with all Service Towers, to remediate any IT Service Continuity issues identified during testing | <ul style="list-style-type: none"> • Delay in ITSCM testing (against the schedule) | Within 20 days of disaster recovery test execution (or scheduled date if test was not executed). |
| Business Continuity | BCP: Gap Analysis | Results of gap analyses, performed at request of VITA or Customers, of the Integrated IT Service Continuity Plan against good industry practice (e.g. Business Continuity Institute www.thebci.org) and Customer’s recovery objectives and requirements. | | Monthly – Due on the 3 rd Thursday of each month. |
| Process monitoring | ITSM Process Report | Process effectiveness and satisfaction KPIs. Using CMDB Database identifying DR subscription services. | <ul style="list-style-type: none"> • Number or percentage of services not covered in the ITSCM plan • Delay in ITSCM testing (against the schedule) • Number of audit gaps found in the ITSCM process | Quarterly update due on the last business day of the quarter. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------|--------------------|---|---|--|
| | | | <ul style="list-style-type: none"> Overall reduction in the risk and impact of the possible failure of IT services | |
| Process Monitoring | Capacity Analysis | Report that identifies Capacity problems. Includes current resource utilization, trends, forecasts, and exceptions (including those provided by the Service Tower Suppliers). | <ul style="list-style-type: none"> Report all KPI's associated and actions to take in response to the current metrics | Monthly update due on the last business day of the month. |
| Process monitoring | Process - Capacity | Process effectiveness and satisfaction KPIs | <ul style="list-style-type: none"> Percentage reduction in business disruptions caused by a lack of adequate IT capacity Percentage reduction in the number of SLA breaches Accuracy of forecasts of actual expenditure vs. planned expenditure (capacity related) Number of incidents related to capacity Number of unplanned purchases of capacity- and performance-related hardware | Monthly update due the last business day of the month. |
| Process monitoring | Capacity Plan | Annual Capacity Plan that includes all STS's | | <p>Monthly update due the last business day of the month</p> <p>Quarterly update due the last business day of the quarter.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|-------------------------------------|---|---|--|
| Security Management | Security Assessment Report | Report on compliance of services and systems with VITA Rules. Includes remediation steps for non-compliant services or systems. (See Section 4.7.2 Security Assessments in Exhibit 2.1). | <ul style="list-style-type: none"> Percentage increase/decrease in the number of non-conformances of the information security policies (audit related) Percentage increase in SLA conformance (related to information security) | Monthly |
| Security Management | Applicable Security Requirements | Report available to each Customer detailing the Security Requirements that are being applied to the Customer’s systems. | | Monthly |
| Security Management | Security Clearance Status Review | Report on results of monthly assurance reviews to determine that all Supplier and Service Tower Supplier staff allocated to Customer’s services have up-to-date security clearance, including background checks in compliance with Customer policies. | | Monthly |
| Security Management | Security Remediation Status Reports | Current status of all on-going, security-related work and identified actions (e.g., from POAMs) | <ul style="list-style-type: none"> Number of improvements (security related) planned and implemented | Monthly |
| Security Management | Emerging Threats | Report that highlights emerging threats and the status of known risks. | | <p>Weekly update due last business day of the week.</p> <p>Monthly update due the first Friday following reporting period.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|--|---|---|---|
| | | | | <p>Quarterly update due last business day of quarter.</p> <p>Annually with in depth analysis due on last business day before initiation anniversary.</p> |
| Security Management | Security Incidents Summary | Report of Security Incidents that occurred | <ul style="list-style-type: none"> Percentage increase/decrease in security incidents/breaches | Monthly |
| Security Management | Security Incident Management Response | Detailed information on the Security Incident Management response for each Security Incident | | Monthly |
| Risk Management | Risk Monitoring, Identification and Assessment | <p>Report includes:</p> <ul style="list-style-type: none"> Risks, including the service impact assessment, arising from the activities of the Supplier and Service Tower Suppliers in the delivery of the end-to-end services. Trends, changes and emerging risks | | <p>Weekly update due the last business day of the week.</p> <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last day before initiation anniversary.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|----------------------------|---|---|---|
| Risk Management | Risk Mitigation Activities | Report on activities of the Supplier and Service Tower Suppliers to address any control weaknesses identified in the assurance activities detailed in Section 4.8 of Exhibit 2.1). | | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last day before initiation anniversary.</p> |
| Risk Management | Formal Risk Assessment | <p>Report will, at a minimum, include:</p> <ul style="list-style-type: none"> • Assets <ul style="list-style-type: none"> • Asset name • Asset category • Asset owner • Risk assessment <ul style="list-style-type: none"> • Risk analysis (threats and vulnerabilities) • Business impact • Likelihood • Risk evaluation • Risk treatment (controls) <ul style="list-style-type: none"> • Risk appetite • Risk mitigation <p>Controls</p> <ul style="list-style-type: none"> • Risk residual | | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last day before initiation anniversary.</p> |
| Issues Management | Services Issues Report | Status of major pending issues, Status of Improvement Action Plans, Report of major changes to the environment having an unforeseen impact on costs or utilization | <ul style="list-style-type: none"> • Number of issues for each IT service tower • Percentage of issues resolved | Weekly update due the last business day of the week. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------------|--|---|--|--|
| | | | | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Service-Level Management | Monthly Service Level Performance Report | Comparison of actual results vs. Service Level requirements as prescribed in <u>Exhibit 3 (Reporting and Service Level Management)</u> | <ul style="list-style-type: none"> • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage increase/decrease in the customer satisfaction rating • Percentage increase/decrease in the number of customer complaints | Monthly update due the last business day of the month. |
| Incident Management | Open Incident Report | Report that provides a summary of all open Severity Level 1, 2, 3 and 4 Incidents and details for Severity Level 1 and 2 service affecting occurring in the previous 24-hour period | <ul style="list-style-type: none"> • Percentage of incidents resolved by service desk in the previous 24-hour period | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|------------------------------------|---|---|-----------|
| Incident Management | Monthly Incident Management Report | Trending and Categorization Reports for all incidents which include: days open by severity, trends by top closing codes, trends by VITA customer, etc. | <ul style="list-style-type: none"> • Mean time to resolve incidents • Percentage of incidents resolved by service desk • Percentage of incidents incorrectly assigned • Percentage of incidents reopened • Number of major incidents for each IT service • User satisfaction survey score - incidents • Number of incidents incorrectly categorized | SUSPEND |
| Problem Management | Root Cause Analysis (RCA) Report | <p>Details of the results of each Root-Cause Analysis (RCA) performed by VITA or Supplier</p> <p>Includes the nature of the incident and plans to prevent or avoid future incidents</p> | <ul style="list-style-type: none"> • Percentage of incidents reduced due to elimination of root cause • Percentage of incidents closed by first line support using the KEDB • Percentage of accuracy of the KEDB (from database audits) • Number of repeated incidents (by service) • Percentage of problems resolved within SLA • User satisfaction ratings - RCSs | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------------|--|---|---|---|
| Availability Management | Availability Reports | A variety of reports necessary to depict the availability of the MSI infrastructure and where specific VITA Customer reporting related to availability is currently reported, continuing that reporting | <ul style="list-style-type: none"> • Mean Time To Restore Service (minutes) • Critical time failure (minutes); i.e., system unavailability during critical times • Percent reduction in the unavailability of IT services and IT infrastructure components | Monthly |
| Request Management | Request Management Performance Report | Monthly report of Service Requests including acknowledgement, scheduling, request completion, past due requests, etc. | <ul style="list-style-type: none"> • Percentage of service requests completed within SLA • Number of service requests recorded for a specific period • Mean time taken to handle service requests • Average costs per request fulfillment • Percentage of self-service requests compared to total number of service requests • User satisfaction score for handling of service requests | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |
| Configuration Management | Configuration Management Performance Reports | Report related to updates and profile of the Configuration Management Database | <ul style="list-style-type: none"> • Percentage of CIs that are not included in the CMS compared to the actual CI in the IT infrastructure | Monthly update due the last business day of the month. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|----------------------------------|---|--|---|
| | | | <ul style="list-style-type: none"> Number of unauthorized configurations found during audits | <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |
| Asset Management | Asset Management Reports | Asset Management report that provide a profile of resources utilized in delivery of services. | <ul style="list-style-type: none"> Number of issues and incidents related to assets (e.g., licenses) | <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |
| Security Management | Unified Threat Management Report | Threat management report which will include a view of intrusions, threats, vulnerabilities, failed logins and other brute-force attempts to access the system, scheduled assessments, scheduled updates | <ul style="list-style-type: none"> Percentage increase/decrease in security incidents/breaches Percentage increase/decrease in the number of non-conformances of the information security policies (audit related) | <p>Monthly summary due the last business day of the month.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------------------------|--|--|--|---|
| | | | <ul style="list-style-type: none"> • Number of improvements (security related) planned and implemented • Number of access requests processed (per day/week) • Percentage of access requests automated • Number of security breaches caused by incorrect access settings • Average time taken to process an access request • Number of audit findings that discovered incorrect access settings for users • Number of incidents requiring a reset of access rights | |
| Change Management Performance Reports | Change Management Activity <ul style="list-style-type: none"> • | Change Management Report describing Change Activity: <ul style="list-style-type: none"> • Exception Changes • Cancelled Changes • Past Due Changes • Unauthorized Changes • Past Due Measurement • Change Success • Change Failures • Include: Breakdown of Changes by Type: Standard, Normal (minor/Major), Emergency | <ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) | Monthly summary due the last business day of the month. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|---|---|-----------|
| | | <ul style="list-style-type: none"> • Define Month as "Reporting Month as 1st Day of the Month through Last day of month" • - Add Executive Summary, or synopsis of the month in review. • - Add rolling 13 month comparison of monthly data. | <ul style="list-style-type: none"> • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time | |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|--------------------------|---|--|---|
| | | | <ul style="list-style-type: none"> • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status | |
| Change Management | Change Management Report | Provide monthly Change Management reports in a format agreed with Customers as described in Exhibit 3 (Reporting and Service Level Management). List the status of scheduled Operational Changes. | <ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on | <p>Weekly detail due the last business day of the week.</p> <p>Monthly update due the last business day of the month.</p> <p>Quarterly update due the last business day of the quarter.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|-----------------------------|--|--|-----------|
| | | | the first attempt (change success rate) <ul style="list-style-type: none"> • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status | |
| Change Evaluation | Baseline Performance Report | Report of the actual performance of the environment prior to implementing any major changes. | <ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|-------------|---|-----------|
| | | | conducted on time (within the agreed-upon timelines) <ul style="list-style-type: none"> • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements | |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|--------------------------------|--|--|-----------|
| | | | <ul style="list-style-type: none"> • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status | |
| Change Evaluation | Post Change Performance Report | Report of the actual performance of the environment post implementing any major changes. | <ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|-------------|--|-----------|
| | | | <ul style="list-style-type: none"> • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status | |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|-----------------------------------|---|---|-----------|
| Change Evaluation | Post Implementation Review Report | <p>Report after implementation that compiles all findings which will inform the Post Implementation Review (PIR) carried out by Change Management.</p> <p>Changes by PIR Code (Successful vs Unsuccessful) with rationale for all Unsuccessful change. (Data can be extracted from Change Record under the PIR Tab)</p> | <ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|-------------|---|-----------|
| | | | <ul style="list-style-type: none"> • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Increase in the number of releases that meet the agreed-upon requirements in terms of cost, quality, scope, and time • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage of service transitions completed on time • Percentage reduction in production incidents related to changes • Percentage reduction of number of post transition incidents • Number of incidents and issues found after changes are applied by status | |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------------------------|---|---|--|-----------|
| Customer Satisfaction | Customer Satisfaction Survey Results | Results from Change Management Process Customer Satisfaction Surveys | <ul style="list-style-type: none"> • Increased stakeholder satisfaction due to reduced number of failed changes (customer satisfaction is usually measured through customer surveys) • Percentage increase/decrease in customer/user satisfaction | SUSPEND |
| Release and Deployment Management | Release and Deployment Metrics Report | Report showing the success and failure of Releases, including recording Incidents related to Release. | <ul style="list-style-type: none"> • Number of post-release incidents (service disruptions) reported as a result of ineffective release planning • Percentage of releases deployed into the live environment on time • Percentage of releases that meet customer expectations in terms of cost, time, and quality | SUSPEND |
| Service Validation and Testing (SV&T) | Service Validation and Testing Metrics Report | Report showing the success and failure of testing as a service including recording failed testing plans and any incidents related to failed testing activities in the period following a deployment of Services | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|----------------------------------|----------------------------------|--|--|-----------|
| | | | <ul style="list-style-type: none"> Percentage increase in test case reuse | |
| Pre-Production Testing | Pre-Production Validation Report | Report validation that an integrated pre-production test has been performed across all affected Service Towers prior to migrating a system and service into the Customer’s Production Environment. Consolidate and provide test reports to Change Management, VITA and Customer that outlines test outcomes and actions being taken to address failures. | <ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse. | SUSPEND |
| Post Deployment End User Support | Post-Deployment FAQ Report | Capture, document and report frequently asked questions. | <ul style="list-style-type: none"> Number of post-release incidents (service disruptions) reported as a result of ineffective release planning Percentage of releases deployed into the live environment on time Percentage of releases that meet customer expectations in terms of cost, time, and quality | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------------------------|-------------------------------|--|--|---|
| License Management and Compliance | Unauthorized Software Report | Report on Equipment with the presence of any unauthorized or non-standard Software. | <ul style="list-style-type: none"> • Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues. • Number of unauthorized configurations found during audits | Monthly |
| License Management and Compliance | License Compliance Report | Report of license information and compliance to Customers. | <ul style="list-style-type: none"> • Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues. • Number of unauthorized configurations found during audits | Monthly |
| Training and Education | Training and Education Report | Report of staff who has attended training to include Users, Supplier Personnel and Key Users. Identify potential training requirements, and provide recommended training actions to VITA and ITISP Governance. | <ul style="list-style-type: none"> • Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues. | <p>Weekly detail due the last business day of the week.</p> <p>Monthly summary due the last business day of the month.</p> <p>Quarterly summary due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|----------------------------|---|---|--|
| | | | | last business day before initiation anniversary. |
| Contract Management | Contract Management Report | Report on the execution of the Services against contractual obligations. | <ul style="list-style-type: none"> • Percentage of critical contracts renewed on time • Percentage reduction in supplier-related complaints • Percentage increase in the number of suppliers that meet contractual agreements • Percentage of critical suppliers meeting performance levels | <p>Weekly detail due the last business day of the week.</p> <p>Monthly summary due the last business day of the month.</p> <p>Quarterly summary due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| | ECA Adjustment | Reports calculation of the Annual Economic Change Adjustment (ECA) for Supplier pricing as described in Exhibit 4.0 | <ul style="list-style-type: none"> • | Not applicable for Xerox as no items in the Contract are inflationary sensitive. |
| | Report of Sales | Reports Supplier’s monthly sales data and IFA fees owed to VITA under this agreement. (Section 14.7 of MSA) | <ul style="list-style-type: none"> • IFA fees related to Supplier’s monthly sales | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------------|--|--|---|-----------|
| | Small Business and Procurement Subcontracting Report | Described in Section 14.7 of MSA | <ul style="list-style-type: none"> • Percentage of Supplier’s monthly revenue from VITA spent on SWaM certified subcontractors; • Percentage of Supplier’s monthly subcontractor spend spent on SWaM certified subcontractors. | Monthly |
| Service Desk Reporting | Service Desk Activity Report | <p>Provide daily, monthly, and as requested ad hoc reports to VITA on Service Desk activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> • Key issues relating to Service Desk processes, improvements, script development. • Status as to Service Desk staffing, training, and authorization. • Integration activities and issues with other Service Desks belonging to VITA, Customers and other Service Tower Suppliers as directed by VITA. • Trend analysis during the thirteen (13) most recent months. • Number of contacts, to include all methods of contacts (e.g., calls, email, web, chat) • Percent of calls abandoned, % of tickets resolved, average speed to answer, average call duration, and average time to abandon • Number and percentage of contacts passed to other Service Desks. • Daily and Month-to-date numbers for Incidents and Service Requests by priority. • Aging reports of tickets left unresolved | <ul style="list-style-type: none"> • Regular reporting on cost of service • Customer satisfaction • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage reduction in production incidents related to newly transitioned services • Percentage reduction in time and effort required to support services | Monthly |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|-----------------------------------|---|---|--|
| | | <ul style="list-style-type: none"> Other reports as needed regarding Service Desk operation and performance and any report included in exhibit 3.4 | | |
| Incident Management | Critical Incident Report | Report of Critical Incidents, which at minimum include a review of completeness of Critical Incidents (e.g. work detail notes) and perform a management review by Service Tower every week and report accordingly | <ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse | <p>Weekly detail due the last business day of the week.</p> <p>Monthly summary due the last business day of the month.</p> <p>Quarterly summary due the last business day of the quarter.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Incident Management | Knowledge Base Statistical Report | Report knowledge base usage statistics to VITA on a monthly basis, or as requested by VITA (i.e. the number of Incidents Resolved using the knowledge base). At a minimum, the SMS, SKMS and other systems needs to have the ability to report on the number of tickets logged against a critical outage (Parent/child relationship). | <ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). | <p>Weekly detail due the last business day of the week.</p> <p>Monthly summary due the last business day of the month.</p> <p>Quarterly summary due the last business day of the quarter.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|---------------------------------------|---|---|---|
| | | | <ul style="list-style-type: none"> • Percentage increase in test case reuse • Reduction in the average time taken to diagnose and resolve incidents/problems • Percentage reduction in the dependency of people on knowledge | <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Incident Management Reporting | Incident Management Compliance Report | <p>Report on compliance with Supplier ability to record detailed audit trail information, as requested by Customers. Provide monthly report(s) in electronic copy to Customers, in the VITA approved format, which at a minimum includes:</p> <ul style="list-style-type: none"> • Key issues relating to Incident Management processes. • Number of Incidents during the month, grouped by severity, service and STS, agency, region, classification or other criteria as appropriate. • List of Incidents, short description, reference number, and a shortcut to detailed description. • Detailed description, including timing of activities. • Links to Problems and Known Errors. <p>Trend analysis of the Incidents reported during the thirteen (13) most recent months.</p> | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse | <p>Monthly summary due the last business day of the month.</p> <p>Annually with in depth analysis due on the last business day before initiation anniversary.</p> |
| Event Management | Event Management Tracking Report | <p>Report of event monitoring and tracking of all in-scope Services, including those of other Service Tower Suppliers where required and where the Service Tower Supplier’s systems are collecting such information. This includes all environments within the ITISP services (e.g. Production, Pre-production,</p> | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. | <p>Monthly summary due the last business day of the month.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------|-------------------------------------|---|---|-----------|
| | | Test and Development Environments, Applications, Network, Midrange and Distributed Environments). | <ul style="list-style-type: none"> • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse | |
| Problem Management | Quarterly Problem Management Report | Report on the volume and nature of Problems in order to identify areas for improvement, and report on the trend analyses and improvements to Customers and Service Tower Suppliers on at least a quarterly basis. At a minimum will include Any backlog of unresolved Problems on at to the Customer Problem Manager, or more frequently as requested by Customers. | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse | SUSPEND |
| Problem Management | RCA Reports | Provide RCA reporting as documented in the Service Management Manual. | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------------|--|--|---|---|
| Problem Management | Problem Management Activity Report | <p>Report in a format approved by VITA as described in Exhibit 3 (Reporting and Service Level Management). This report will include:</p> <ul style="list-style-type: none"> • The number of Problems in total and grouped by type, severity, status, Customer, region, reason code, classification or other criteria as appropriate and whether a Known Error; • Problem reviews; • Problem trend analysis findings and recommendations; • Any issues relating to the Problem Management service, such as any other information that may improve or facilitate a better Problem Management process, including decisions to be made by VITA and the Supplier; and • Trend analysis of Problems reported during the thirteen (13) most recent months. | <ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse | Monthly summary due the last business day of the month. |
| Service Request Reporting | Knowledge Base Fulfillment Report (Service Requests) | Report showing the use of the knowledge base to fulfil Service Requests. | <ul style="list-style-type: none"> • Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort required to support services | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------------|---|--|--|---|
| | | | <ul style="list-style-type: none"> • Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches | |
| Service Request Reporting | Online Service Request Fulfillment Report | Report via an online tool that would allow on-demand by VITA and Customers reporting the following: <ul style="list-style-type: none"> • Progress toward fulfilment and the status of all Service Requests. • Committed fulfilment timeframes, anticipated completion times, and status. • Ownership and activities toward fulfilment for all open Service Requests. • Changes in Service Request status throughout the Service Request lifecycle. • Categories of Service Requests, by Customer • Staff activities on Service Requests. • Outstanding and aging Service Requests and the trends thereof. | <ul style="list-style-type: none"> • Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort required to support services • Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches | Monthly Quarterly Annually |
| Service Request Reporting | Request for Solution Reporting | Metric report on the effectiveness of the Request for Solution process, including (but not limited to): time-to-solution, time-to-respond, accuracy of proposals, accuracy of forecast and comparing captured to cancelled requests. | <ul style="list-style-type: none"> • Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort | Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------|---------------------------|---|---|---|
| | | | required to support services <ul style="list-style-type: none"> • Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches | Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary. |
| Access Management | Separation of Duty Report | Report and alert on separation-of-duty access requirements for accounts as defined by the Customer. | <ul style="list-style-type: none"> • Customer satisfaction • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage reduction in production incidents related to newly transitioned services | Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|---------------------------------|--|---|---|
| Continual Service Improvement | Overall Program Measures Report | The Overall Program Measures Report describes suggested improvements to the program measures used to monitor quality and performance of the MSI and service tower suppliers. Included are corrective actions to improve the program measure approach and track improvements. | <ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes | <p>Monthly detail due the last business day of the month.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |
| Continual Service Improvement | Quality Assurance Report | The Quality Assurances Report describes the ongoing quality, reliability, speed, cost-effectiveness, security, customer experience and Customers’ satisfaction. | <ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after | <p>Monthly detail due the last business day of the month.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|-----------------------------|---|---|---|
| | | | improvement for a specific section, process, or project) <ul style="list-style-type: none"> Reduction in “waste” in time for executing a certain process or processes | |
| Continual Service Improvement | Improvement Planning Report | The Improvement Planning Report outlines the improvement activities associated with the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as approved by ITISP Governance. | <ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) Reduction in “waste” in time for executing a certain process or processes | Monthly detail due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary. |
| Continual Service Improvement | Process Evaluation Report | The Process Evaluation Report includes the results of routine process evaluation, assessment of process currency and the accomplishment of process improvements in the delivery of ITISP Services. | <ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|-------------------------------------|--|---|----------------|
| | | | improvements implemented vs. service improvements planned) <ul style="list-style-type: none"> • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes | |
| Continual Service Improvement | Corrective Action Resolution Report | The Corrective Action Resolution Report describes the progress on implementing corrective actions. | <ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes | SUSPEND |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-------------------------------|---------------------------|--|---|--|
| Continual Service Improvement | Technical Currency Report | The Technical Currency Report describes the usability of existing assets and reviews alternatives to replace, re-lease, consolidate, or retain the assets. The report also describes open agreements related to assets that are retired or will retire within 180 days of the report date and the completion progress of Currency Plan implementation. | <ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes | <p>Monthly detail due the last business day of the month.</p> <p>Quarterly summary due the last business day of the quarter.</p> <p>Annually with in depth analysis due the last business day before initiation anniversary.</p> |
| Continual Service Improvement | SMM Currency Report | SMM Currency and the progress on process improvements in the delivery of ITISP Services | <ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original | <p>Monthly detail due the last business day of the month.</p> |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|-------------|--|-----------|
| | | | cost vs. cost after improvement for a specific section, process, or project) <ul style="list-style-type: none"> Reduction in “waste” in time for executing a certain process or processes | |

3.0 End User Services, Hardware, and Print -Specific Services Reports

The Tower Specific reports should be available for all services in support of End User Services, Hardware, and Print services within **Exhibit 2.1: Description of Services – End User Services, Hardware, and Print**. The data used to generate the reports needs to be in a format that can delivered to the MSI for warehousing and be able to be broken out by agency and service. The table below represents some of the types of reports that should be generated. Supplier should also be able to support the generation of ad hoc reports as requested by VITA or VITA Customers.

| Report Category | Report Name | Description | KPI Examples | Frequency |
|------------------|------------------------|--|--|--------------------------------------|
| End User Support | End User Device Report | Trends and statistics related to end User devices performance, availability and usage. | <ul style="list-style-type: none"> Number of repairs completed on time. End User Device failures by type and model Incident trends related type of devices Percentage of incidents by type and severity Comparison of Device failures for previous twelve (12) months List of End of Life and End of Support Devices | Monthly on the 20 th day. |

| | | | | |
|--|----------------------------------|--|---|--------------------------------------|
| | Patch Deployment Report | Trends and statistics related to patch deployments | <ul style="list-style-type: none"> • Percentage of current Patch levels for each Device model. • Percentage of Patch level compliance across each Device • Summary of pending Patch deployments • Number of patches completed on time. • Percentage of patches failed by type and reason | Monthly on the 20 th day. |
| | IMAC Report | Trends and statistics related to Number of devices installed, moved, added and changed | <ul style="list-style-type: none"> • Number of IMACs completed on time. • IMAC trends • Percentage of IMACS by type | Monthly on the 20 th day. |
| | Device Age Report | Trends and statistics related to devices by type that are eligible for refresh. | <ul style="list-style-type: none"> • Percentage of device refresh completed • Percentage of patches delayed reason • Refresh trends and forecasts Number and type of devices targeted for refresh next reporting period • Number and type of devices refreshed per reporting period | SUSPEND |
| | End User Device Inventory Report | Trends, statistics and installation dates related to End User Device inventory by type, customer and location for refresh. | <ul style="list-style-type: none"> • Percentage of accuracy of CMDB changes for End User devices by Serial number, Model, Manufacturer, Manufacturing date, | Monthly on the 20 th day. |

| | | | | |
|---------------|---------------------------------------|---|--|----------------|
| | | | Deployment date, End User name. Location, etc. | |
| Managed Print | Printer Availability Report | Trends and statistics related to Printer Availability. | <ul style="list-style-type: none"> • Availability by type of Printer and location • Outage percentage by date and time | SUSPEND |
| | Printer Usage and Performance Reports | Trends and statistics on printer usage by type and function Model number and Printer category | <ul style="list-style-type: none"> • Stats on Asset Tag number and printer location • B&W /Color Clicks printed/ copied • Number of scans | SUSPEND |
| | Printer Device Performance Report | Trends and statistics on printer performance. | <ul style="list-style-type: none"> • Percentage of printer failures and repairs by type of device and location • Fault Codes by Printer • Paper jam frequency (paper jams per Clicks printed / copied) by Printer • Comparison of Printer trending for previous twelve (12) months • List of End of Life and End of Support Printer Devices | SUSPEND |
| | Printer Fleet Availability | Trends and statistics of the printer fleet availability | <ul style="list-style-type: none"> • Outage time across Printer fleet by device type and location | SUSPEND |

4.0 Administrative Services Reports

| Report Category | Report Name | Description | KPI Examples | Frequency |
|---------------------|---------------------------------------|--|--------------|--------------------------------------|
| Contract Management | Contract Change Request Status Report | Monthly report specifying the status of all Contract Change Requests | | Monthly on the 20 th day. |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|--------------------------|--|---|--------------|--------------------------------------|
| Human Resources | Human Resource Report | Employee turnover report | | Monthly on the 20 th day. |
| Human Resources | Personnel Projection Matrix | Report of material changes to staffing on VITA Account | | Monthly on the 20 th day. |
| Invoice | Enterprise Resource Unit and Other Charges Invoice | Enterprise level invoice and supporting details by Service Category, Customer, and Resource Units showing Base Charges, RU consumption amounts, other charges and credits, total amount due for the current month. Including Pass-Through, Project Services, or Milestone Charges that may also be due for the current month. | | Monthly on the 20 th day. |
| Chargeback | Chargeback and Other Charges Report | Enterprise level Chargeback report and supporting details by Service Category, Customer, Resource Units showing RU consumption amounts. Including any Project Services, Pass-through, or Milestone Charges that may also be due in current month. | | SUSPEND |
| Invoicing and Chargeback | Outstanding Disputes Report | A list of all outstanding dispute items and amounts with status by VITA Customer, including Resource Unit Category, Dollar Dispute amount, units in dispute, dispute description, aging status and amounts with status and escalation priority. | | SUSPEND |
| Invoicing and Chargeback | Settled Disputes Amount | A list of settled disputed items and amounts due to or by VITA, clearly differentiating due to VITA or to a VITA Customer. | | SUSPEND |
| Invoicing and Chargeback | Service Level Agreement Credits Report | Details about Service Level credits included on the monthly invoice | | SUSPEND |
| Invoicing and Chargeback | Credit Report | Provide detail of monthly Credits | | SUSPEND |
| Invoicing and Chargeback | Financial Planning and Forecasting | Provide forecast of Charges and associated volumes by Customer and Resource Unit Category | | Semi-Annual |

| Report Category | Report Name | Description | KPI Examples | Frequency |
|-----------------|-------------|--|--------------|-----------|
| | | (or other charge type as appropriate) for the next 3 years immediately following the time in and for which each such forecast is provided. | | |