



Exhibit 3.2 – FC 20230130

Service Level Definitions and Measurement

Effective April 1, 2023

VA-180915-XERX: Managed Print Services

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

7325 BEAUFONT DRIVE

RICHMOND, VA 23225

Table of Contents

1.0	Critical Service Levels	4
1.1	Performance Category: Availability and Tower-Specific	4
1.1.1	Print Device Silver Response Time WITO (9 bus hrs) - INACTIVE	4
1.1.2	Print Device Silver Resolution Time WITO (16 bus hrs - Sev 3) - INACTIVE	6
1.1.3	Print Device Gold (VIP - Other) Response Time WITO (4 bus hrs) - INACTIVE	7
1.1.4	Print Device Gold (VIP - Other) Resolution Time WITO (8 bus hrs) - INACTIVE	9
1.1.5	Print Device VIP - Richmond Response Time WITO (2 bus hrs) - INACTIVE	11
1.1.6	Print Device VIP - Richmond Resolution Time WITO (4 bus hrs) - INACTIVE	13
1.1.7	Print Device Silver Response Time MPS (9 bus hrs)	14
1.1.8	Print Device Silver Resolution Time MPS (16 bus hrs - Sev 3)	16
1.1.9	Print Device Gold (VIP - Other) Response Time MPS (4 bus hrs)	18
1.1.10	Print Device Gold (VIP - Other) Resolution Time MPS (8 bus hrs)	20
1.1.11	Print Device VIP - Richmond Response Time MPS (2 bus hrs)	22
1.1.12	Print Device VIP - Richmond Resolution Time MPS (4 bus hrs)	24
1.2	Performance Category: Incident and Problem	25
1.2.1	Incident Resolution Time – Sev 1	25
1.2.2	Incident Resolution Time – Sev 2	27
1.2.3	Security Incidents – Containment Time	29
1.2.4	Security Incidents – Resolution Time	30
1.2.5	Formal Root Cause Analysis Delivery	31
1.3	Performance Category: Cross Functional	33
1.3.1	Change Management Compliance	33
1.3.2	Service Request Resolution Time – Expedited	34
1.3.3	Service Request Fulfillment Time – Standard	36
1.3.4	Service Request Resolution Time – Scheduled	38
1.3.5	Solution Request Proposal Delivery	40
1.3.6	Solution Request Implementation	42
1.3.7	CMDB Reconciliation Accuracy	44
2.0	Key Measurements	46
2.1	Performance Category: Availability and Tower-Specific	46
2.1.1	Print Device Bronze Response Time WITO (12 bus hrs) - INACTIVE	47
2.1.2	Print Device Bronze Resolution Time WITO (36 bus hrs) – INACTIVE	48

2.1.3	Print Device Bronze Response Time MPS (12 bus hrs).....	50
2.1.4	Print Device Bronze Resolution Time MPS (36 bus hrs)	52
2.1.5	First Time Resolution – MPS - INACTIVE.....	54
2.1.6	Supplies Fulfillment	55
2.1.7	Device Disposal.....	56
2.1.8	Hardware Order Delivery	57
2.1.9	Print Device Relocation (intra-building)	58
2.1.10	Print Device Relocation (inter-building)	59
2.2	Performance Category: Incident and Problem.....	60
2.2.1	Tickets successfully closed without being reopened (Incidents and Service Requests)	60
2.2.2	Incidents closed within 30 Days	62
2.3	Performance Category: Cross Functional	63
2.3.1	Invoice Dispute – Response to Customer Inquiries with Findings (<= 15 days).....	63
2.3.2	Solution Request – Initial Assessment Timeliness.....	65
2.3.3	On-time Report Delivery	67
2.3.4	Security and Vulnerability Patching	68
2.3.5	Corrective Action Plan for Identified Security Issues	69
2.3.6	Service Requests Open over 20 days past due.....	71
2.3.7	Projects delivered on time and within budget.....	72
2.3.8	Devices reporting via electronic management tool	73
2.3.9	Solution Request Implementation – Resource Assignments	75
2.3.10	Solution Request Implementation – Notice of Completion (NOC).....	76

1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels.

1.1 Performance Category: Availability and Tower-Specific

1.1.1 Print Device Silver Response Time WITO (9 bus hrs) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Silver Response Time WITO (9 bus hrs) - INACTIVE		1.1.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO – INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Silver Print Devices within nine (9) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first: The beginning of the Response Time will be when the Supplier is notified. Notification will have taken place when one of the following occurs and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite; and/or ii) The Supplier makes contact with the Customer via email iii) The Supplier makes contact with the Customer via phone; or iv) The Supplier contacts the print Device via remote support to resolve the issue. <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>		

METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to nine (9) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.2 Print Device Silver Resolution Time WITO (16 bus hrs - Sev 3) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Silver Resolution Time WITO (16 bus hrs - Sev 3) – INACTIVE		1.1.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO - INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Silver Print Device Outages within sixteen (16) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>This is measured from the time Xerox is notified of the Incident to the time when the print Device is returned to full functionality (including print, scan, copy, or fax as applicable)</p> <p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to sixteen (16) Business Hours, divided by the total number of print		

	<p>Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) 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	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.3 Print Device Gold (VIP - Other) Response Time WITO (4 bus hrs) - INACTIVE

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Print Device Gold (VIP - Other) Response Time WITO (4 bus hrs) - INACTIVE	1.1.3	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	NO – INACTIVE	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	

METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Gold (VIP – Other) Print Devices within four (4) Business Hours.
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite; and/or ii) The Supplier makes contact with the Customer via email; iii) The Supplier makes contact with the Customer via phone; iv) The Supplier contacts the print Device via remote support to resolve the issue.
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to four (4) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case

	<p>it is included in the current Measurement Window's calculation).</p> <p>ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.</p>
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.4 Print Device Gold (VIP - Other) Resolution Time WITO (8 bus hrs) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Gold (VIP - Other) Resolution Time WITO (8 bus hrs) – INACTIVE		1.1.4	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO – INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Gold (VIP Other) Print Device Outages within eight (8) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <p>i) A service ticket is created and assigned to the Supplier;</p>		

	<ul style="list-style-type: none"> ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to eight (8) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) 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	Xerox Device Manager and Xerox Service Manager

REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.5 Print Device VIP - Richmond Response Time WITO (2 bus hrs) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device VIP - Richmond Response Time WITO (2 bus hrs) - INACTIVE		1.1.5	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO – INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for VIP – Richmond Print Devices within two (2) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or ii) The Supplier makes contact with the Customer via email 		

	<p>iii) The Supplier makes contact with the Customer via phone; or</p> <p>iv) The Supplier contacts the print Device via remote support to resolve the issue.</p> <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to two (2) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual
-------------------------	---

1.1.6 Print Device VIP - Richmond Resolution Time WITO (4 bus hrs) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device VIP - Richmond Resolution Time WITO (4 bus hrs) – INACTIVE		1.1.6	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO - INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves VIP - Richmond Print Device Outages within four (4) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>		
METRIC EXCLUSIONS	If print Device is not returned to its full functionality within four (4) hours, a workaround will be installed within the following twenty-four (24) consecutive hours to allow functionality (including print, scan, copy, or fax as applicable) to resume the service level and the service level will be considered achieved (successfully resolved).		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		

EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to four (4) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) (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	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.7 Print Device Silver Response Time MPS (9 bus hrs)

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Print Device Silver Response Time MPS (9 bus hrs)	1.1.7	

SERVICE LEVEL TYPE	Maintained in Exhibit 3.1
CURRENTLY MEASURED	Yes
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Silver Print Devices within nine (9) Business Hours.
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or ii) The Supplier makes contact with the Customer via email iii) The Supplier makes contact with the Customer via phone; or iv) The Supplier contacts the print Device via remote support to resolve the issue. <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to nine (9)

	<p>Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.8 Print Device Silver Resolution Time MPS (16 bus hrs - Sev 3)

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Print Device Silver Resolution Time MPS (16 bus hrs - Sev 3)	1.1.8	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	

METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Silver Print Device Outages within sixteen (16) Business Hours.
METRIC INCLUSIONS and DATA SOURCES	<p>This is measured from the time Xerox is notified of the Incident to the time when the print Device is returned to full functionality (including print, scan, copy, or fax as applicable)</p> <p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to sixteen (16) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the

	<p>current Measurement Window, in which case it is included in the current Measurement Window's calculation).</p> <p>ii) (b) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is Resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved.</p>
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.9 Print Device Gold (VIP - Other) Response Time MPS (4 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Gold (VIP - Other) Response Time MPS (4 bus hrs)		1.1.9	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Gold (VIP – Other) Print Devices within four (4) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <p>i) A service ticket is created and assigned to the Supplier;</p> <p>ii) The Supplier is contacted via email;</p>		

	<p>iii) The Supplier is contacted via phone; and/or</p> <p>iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device.</p> <p>Response will have taken place when one of the following occurs and will be whichever occurs first:</p> <p>i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or</p> <p>ii) The Supplier makes contact with the Customer via email</p> <p>iii) The Supplier makes contact with the Customer via phone; or</p> <p>iv) The Supplier contacts the print Device via remote support to resolve the issue.</p> <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to four (4) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <p>i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation).</p> <p>ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time</p>

	in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.10 Print Device Gold (VIP - Other) Resolution Time MPS (8 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Gold (VIP - Other) Resolution Time MPS (8 bus hrs)		1.1.10	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Gold (VIP Other) Print Device Outages within eight (8) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk</p>		

	procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to eight (8) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) (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	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.11 Print Device VIP - Richmond Response Time MPS (2 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device VIP - Richmond Response Time MPS (2 bus hrs)		1.1.11	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for VIP – Richmond Print Devices within two (2) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or ii) The Supplier makes contact with the Customer via email iii) The Supplier makes contact with the Customer via phone; or iv) The Supplier contacts the print Device via remote support to resolve the issue. <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Hours		

DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to two (2) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.1.12 Print Device VIP - Richmond Resolution Time MPS (4 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device VIP - Richmond Resolution Time MPS (4 bus hrs)		1.1.12	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves VIP - Richmond Print Device Outages within four (4) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>		
METRIC EXCLUSIONS	If print Device is not returned to its full functionality within four (4) hours, a workaround will be installed within the following twenty-four (24) consecutive hours to allow functionality (including print, scan, copy, or fax as applicable) to resume the service level and the service level will be considered achieved (successfully resolved).		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal		

	<p>to four (4) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) (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	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.2 Performance Category: Incident and Problem

1.2.1 Incident Resolution Time – Sev 1

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Incident Resolution Time – Sev 1	1.2.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	

CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p>	
METRIC INCLUSIONS and DATA SOURCES	<p>Includes all Severity 1 Incidents.</p> <p>Severity 1 Resolution Timeframe by location is listed below:</p> <ul style="list-style-type: none"> • Within centralized Data Centers: 2 hours • Outside of centralized Data Centers: Four (4) hours 	
METRIC EXCLUSIONS	None	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 1 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 1 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ol style="list-style-type: none"> 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). 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 Earnback. For 	

	<p>example, if a Severity 1 Incident within a centralized Data Center is required to be Resolved within 2 hours, but it is not Resolved for greater than four (4) hours, this clause (b) applies.</p> <p>(c) An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved.</p>
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.2.2 Incident Resolution Time – Sev 2

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Incident Resolution Time – Sev 2		1.2.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		

METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p>
METRIC INCLUSIONS and DATA SOURCES	<p>Includes all Severity 2 Incidents.</p> <p>Severity 2 Resolution Timeframe by location is listed below:</p> <ul style="list-style-type: none"> • Within centralized Data Centers: Four (4) hours • Outside of centralized Data Centers: 8 hours
METRIC EXCLUSIONS	None
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 2 Incidents for which the Resolution Time is less than or equal to the relevant Resolution Timeframe, divided by the total number of Resolved Severity 2 Incidents plus the total number of open Incidents that have exceeded the relevant Resolution Timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ol style="list-style-type: none"> 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). An open Incident that has exceeded the relevant Resolution Time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant Resolution Timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution Timeframes in each subsequent Measurement Window's calculation until Resolved.

COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.2.3 Security Incidents – Containment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Security Incidents – Containment Time		1.2.3	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframes.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents. Security Incidents Containment Timeframe is four (4) hours or less, or as otherwise agreed in writing by VITA.		
METRIC EXCLUSIONS	None		
HOURS OF MEASUREMENT	24x7		
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year		

MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents within the Containment Timeframe in the Measurement Window, divided by the total number of Security Incidents within the Containment Timeframe plus the total number of Security Incidents that have exceeded the Containment Timeframe in the Measurement Window, with the result expressed as a percentage.
COLLECTION PROCESS	All security Incidents are recorded by 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	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.2.4 Security Incidents – Resolution Time

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Security Incidents – Resolution Time		1.2.4	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to resolve Security Incidents within the applicable timeframes.		

METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents. Security Incidents Resolution Timeframe is seventy-two (72) hours or less, or as otherwise agreed in writing by VITA.
METRIC EXCLUSIONS	None
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents within the Resolution Timeframe in the Measurement Window, divided by the total number of Security Incidents within the 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.
COLLECTION PROCESS	All security Incidents are recorded by 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	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.2.5 Formal Root Cause Analysis Delivery

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Formal Root Cause Analysis Delivery	1.2.5	

SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers a required or requested Root Cause Analysis to the Customer of required quality and within the required timeframe.	
METRIC INCLUSIONS and DATA SOURCES	<p>All Root Cause Analysis deliveries are required within Ten (10) Business Days of Severity Level 1 Incident Resolution or VITA- or Customer-request.</p> <p>The measurement time ends when the Root Cause Analysis is delivered to the Customer.</p>	
METRIC EXCLUSIONS	None	
HOURS OF MEASUREMENT	Business Hours	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	<p>The calculation for this Service Level is the total number of written Root Cause Analyses that are delivered to and Accepted by the 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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Root Cause Analysis is initiated within the current Measurement Window, but its relevant delivery timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such RCA is actually 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 REDACTED. Participants are required to utilize VITA approved templates for the documentation of RCA.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3 Performance Category: Cross Functional

1.3.1 Change Management Compliance

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Change Management Compliance	1.3.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	

METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.
METRIC INCLUSIONS and DATA SOURCES	All Changes in the environment are included. Changes are considered failed if they: (i) do not comply with the Change Management procedures, the SMM (including any 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, or (v) partial success of change is backed out or unsuccessful. Changes executed without going through the Change Management processes are classified as failed.
METRIC EXCLUSIONS	None
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the 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. 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 life-cycle from initial request through final disposition. The system tracks and timestamps all changes in status, scope, scheduling and disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.2 Service Request Resolution Time – Expedited

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Service Request Resolution Time – Expedited		1.3.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	<p>During initial configuration of the Keystone Edge™ platform, used for all Service Request tracking/processing, SAIC will implement the categorizations of normal, expedited, and scheduled for Service Request records. We will extend our automated authorization request workflow based on this categorization to perform request prioritization consistent with defined objectives. Workflows allow for expedited standard changes to satisfy low-risk requests and include automated routing to the proper authority for those that require further authorization (as defined by VITA standards).</p> <p>This Service Level measures the percentage of time the Supplier successfully completes Expedited Service Requests within the applicable timeframes. Specific target timeframes are As Recorded and Approved in Keystone Edge</p>		
METRIC INCLUSIONS and DATA SOURCES	Service Requests for inclusion will be As Recorded and Approved in Keystone Edge		
METRIC EXCLUSIONS	<p>The following Service Request types, which are covered under separate metrics:</p> <ul style="list-style-type: none"> • Supplies Fulfillment • Device Disposal • Hardware Order Delivery • Print Device Relocation (intra-building) • Print Device Relocation (inter-building) 		
HOURS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
DAYS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		

EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Expedited Service Requests that are completed within the committed timeframes, divided by the total number of completed Expedited Service Requests plus the total number of open Expedited Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually 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 are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user request via the IT Services Portal, etc.) and 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™ and/or Supplier's Tools
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.3 Service Request Fulfillment Time – Standard

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Service Request Fulfilment Time – Standard		1.3.3	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	<p>During initial configuration of the Keystone Edge™ platform, used for all Service Request tracking/processing, SAIC will implement the categorizations of standard, expedited, and scheduled for Service Request records. We will extend our automated authorization request workflow based on this categorization to perform request prioritization consistent with defined objectives.</p> <p>This Service Level measures the percentage of time the Supplier successfully completes Service Requests within the applicable timeframes. Specific target timeframes are As Recorded and Approved in Keystone Edge.</p>		
METRIC INCLUSIONS and DATA SOURCES	Service Requests for inclusion will be As Recorded and Approved in Keystone Edge		
METRIC EXCLUSIONS	<p>The following Service Request types, which are covered under separate metrics:</p> <ul style="list-style-type: none"> • Supplies Fulfillment • Device Disposal • Hardware Order Delivery • Print Device Relocation (intra-building) • Print Device Relocation (inter-building)) 		
HOURS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
DAYS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Standard Service Requests that are completed within the committed		

	<p>timeframes, divided by the total number of completed Standard Service Requests plus the total number of open Standard Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually 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 are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user request via the IT Services Portal, etc.) and 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™ and/or Supplier's Tool(s)
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.4 Service Request Resolution Time – Scheduled

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
---------------------------	--	--

Service Request Resolution Time – Scheduled		1.3.4	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	During initial configuration of the Keystone Edge™ platform, used for all Service Request tracking/processing, SAIC will implement the categorizations of normal, expedited, and scheduled for Service Request records. We will extend our automated authorization request workflow based on this categorization to perform request prioritization consistent with defined objectives. This Service Level measures the percentage of time the Supplier successfully completes Scheduled Service Requests within the applicable timeframes. Specific target timeframes are Recorded and Approved in Keystone Edge		
METRIC INCLUSIONS and DATA SOURCES	Service Requests for inclusion will be As Recorded and Approved in Keystone Edge		
METRIC EXCLUSIONS	The following Service Request types, which are covered under separate metrics: <ul style="list-style-type: none">• Supplies Fulfillment• Device Disposal• Hardware Order Delivery• Print Device Relocation (intra-building)• Print Device Relocation (inter-building))		
HOURS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
DAYS OF MEASUREMENT	As Recorded and Approved in Keystone Edge		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Scheduled Service Requests that are completed within the committed timeframes, divided by the total number of completed Scheduled Service Requests plus the total number of open		

	<p>Scheduled Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (c) 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 actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (d) 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 are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user request via the IT Services Portal, etc.) and 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™ and/or Supplier's Tool(s)
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.5 Solution Request Proposal Delivery

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Solution Request Proposal Delivery	1.3.5	

SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier delivers a viable proposal to Customers within the committed timeframes, in response to a Solution Request.</p> <p>Following Customer approval of a ROM or completed initial assessment (as described in the “Solution Request – Initial Assessment Complete” Service Level), the Supplier will deliver a proposal for each Solution Request within the timeframes listed below:</p> <ul style="list-style-type: none"> • Small within Ten (10) Business Days • Medium within Fifteen (15) Business Days • Large within Twenty (20) Business Days • Very Large within Twenty-Five (25) Business Days <p>When a proposal is delivered, it must include a committed timeframe and schedule for Solution Request implementation. This committed timeframe and schedule will be used in the “Solution Request Implementation” Service Level.</p> <p>Specific size criteria, guidelines, and process detail will be maintained in the SMM.</p>	
METRIC INCLUSIONS and DATA SOURCES	Each proposal submitted to a Customer will be counted as a measurable event. If there are multiple proposals for one request due to requirements changes then subsequent iterations will be counted as another event. Each will count as an event and an opportunity to succeed or fail.	
METRIC EXCLUSIONS	Service Requests	
HOURS OF MEASUREMENT	Business Hours	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the total number of Solution Request proposals that are delivered within the committed	

	<p>timeframes, divided by the total number of delivered proposals plus the total number of open proposals that have exceeded the committed timeframes, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Solution Request proposal 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 request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) An open Solution Request proposal that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until delivered; if it is delivered 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 delivered.
COLLECTION PROCESS	All Requests for Solution (RFS) are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. Service Requests via the IT Service Portal, Demand Management requests entering the PMO via CAM/BRM contact, etc.) and are maintained for the full resolution life-cycle (including proposal delivery) within this platform including the time-stamping of any change in status, assignment, or disposition. Document templates for RFS are defined within the Service Management Manual hosted on REDACTED. Participants are required to utilize VITA approved templates for the documentation of RFS.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.6 Solution Request Implementation

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Solution Request Implementation		1.3.6	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully implements a Solution Request within the committed timeframe. All phases of the solution implementation process from VITA assignment of the Solution Request through to the successful implementation (which requires Customer acceptance) into production are included in this measure.		
METRIC INCLUSIONS and DATA SOURCES	The committed timeframe is that timeframe specified in the proposal (as further described in the "Solution Request Proposal Delivery" Service Level) or otherwise as agreed by the requester.		
METRIC EXCLUSIONS	Service Requests		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	<p>The calculation for this Service Level is the total number of Solution Requests that are successfully implemented within the committed timeframes, divided by the total number of Solution Requests implemented plus the total number of Solution Requests that have passed the committed timeframe, with the result expressed as a percentage.</p> <p>Solution Requests will be reported in the Measurement Window in which the associated Change ticket is closed, allowing sufficient time to determine if the Solution Request was successful.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Solution Request is assigned within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current 		

	<p>Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Solution Request is actually implemented in the current Measurement Window, in which case it is included in the current Measurement Window's calculation.)</p> <p>(b) An uncompleted Solution Request is also carried forward into subsequent Measurement Windows until implemented; if it is implemented 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 implemented.</p>
COLLECTION PROCESS	<p>All Requests for Solution (RFS) are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. Service Requests via the IT Service Portal, Demand Management requests entering the PMO via CAM/BRM contact, etc.) and are maintained for the full resolution life-cycle (including implementation completion) within this platform including the time-stamping of any change in status, assignment, or disposition. Document templates for RFS are defined within the Service Management Manual hosted on REDACTED. Participants are required to utilize VITA approved templates for the documentation of RFS.</p>
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

1.3.7 CMDB Reconciliation Accuracy

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
CMDB Reconciliation Accuracy	1.3.7	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	

CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	This Service Level measures the percentage of a random sample of Inventory Records that is determined to be Accurate.	
METRIC INCLUSIONS and DATA SOURCES	<p>The sample for this Service Level must contain a number of randomly selected CMDB Inventory Records that is reasonably acceptable to VITA. The sample size parameters and methodology for sampling will be maintained in the SMM.</p> <p>Additionally, if VITA or Customer identifies any missing entries (e.g., a print Device in the environment with no record in the CMDB) or an error attributed to an Integrated Supplier, then the missing/erroneous record will be added to the statistical sample and will be counted as an inaccurate record. For example, if the statistical sample includes 150 randomly identified records, and VITA identifies three missing records, then the total pool for purposes of this calculation is 153.</p> <p>Definitions for purposes of this Service Level:</p> <p>“Accurate” means all Critical Inventory Attributes are correctly and completely populated in the CMDB Inventory of Record.</p> <p>“Critical Inventory Attributes” means those database fields in an Inventory Record that are essential for Integrated Supplier’s successful delivery of Service and necessary for VITA’s successful performance of retained responsibilities, including architecture, IT planning, relationships, and reconciliation of invoices. The Critical Inventory Attributes are maintained in the SMM.</p> <p>“CMDB Inventory of Record” means the inventory of CIs, including all Equipment and Software, to be created and maintained by Integrated Suppliers in accordance with the SMM.</p> <p>“Inventory Record” means the record for a single item of Equipment or Software in the Inventory of Record, including all of the Critical Inventory Attributes for that item.</p>	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	

EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of CMDB Inventory Records that are validated during the applicable Measurement Window and that are Accurate, divided by the total number of managed Inventory Records that are validated during the applicable Measurement Window, with the result expressed as a percentage.
COLLECTION PROCESS	SAIC will perform initial population of the CMDB with data provided in electronic format by the incumbent provider. Data received will be cleansed subject to our data import processes before inclusion with Keystone Edge™. Following initial population, we require that the STS responsible for each Configuration Item (CI), hardware or software, provide updated CI data on a regular cadence, and in an electronic format, as agreed to and specified within the Service Management Manual. We will process these datasets for introduction into the CMDB providing electronic notification of exceptions and exception reporting to VITA (information) and to the responsible STS for resolution. Exceptions would include, for example, CI added or removed without a corresponding, approved Service Request and/or change request record. On a cadence defined within VITA-approved OLA for each STS, SAIC will identify a sample of CIs for STS audit validation and require the responsible STS to perform (e.g. electronic component scan or physical inspection) and provide evidence of verification for each CI attribute. Exceptions will be remediated within Keystone Edge™ and reported to VITA.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.0 Key Measurements

2.1 Performance Category: Availability and Tower-Specific

2.1.1 Print Device Bronze Response Time WITO (12 bus hrs) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Bronze Response Time WITO (12 bus hrs) – INACTIVE		2.1.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO - INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Bronze Print Devices within twelve (12) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The supplier is notified by their monitoring tools that there is an issue with the print Device. <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or ii) The Supplier makes contact with the Customer via email iii) The Supplier makes contact with the Customer via phone; or iv) The Supplier contacts the print Device via remote support to resolve the issue. <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to twelve (12) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation). ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.2 Print Device Bronze Resolution Time WITO (36 bus hrs) – INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Bronze Resolution Time WITO (36 bus hrs) – INACTIVE		2.1.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO - INACTIVE		

SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Bronze Print Device Outages within thirty-six (36) Business Hours.	
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.</p>	
METRIC EXCLUSIONS	N/A or purposes of clarity, note the following: 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.	
HOURS OF MEASUREMENT	Business Hours	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to thirty-six (36) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the 	

	<p>current Measurement Window, in which case it is included in the current Measurement Window's calculation).</p> <p>ii) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is Resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved</p>
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.3 Print Device Bronze Response Time MPS (12 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Bronze Response Time MPS (12 bus hrs)		2.1.3	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier responds to Incidents for Bronze Print Devices within twelve (12) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first::</p> <p>i) A service ticket is created and assigned to the Supplier;</p> <p>ii) The Supplier is contacted via email;</p>		

	<p>iii) The Supplier is contacted via phone; and/or</p> <p>iv) The supplier is notified by their monitoring tools that there is an issue with the print Device.</p> <p>Response will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <p>i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or</p> <p>ii) The Supplier makes contact with the Customer via email</p> <p>iii) The Supplier makes contact with the Customer via phone; or</p> <p>iv) The Supplier contacts the print Device via remote support to resolve the issue.</p> <p>For networked print hardware devices, the data source shall be a combination of the Supplier's tools and MSI SMS. For non-network attached print hardware devices, the data source shall be the MSI SMS only.</p>
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of Incidents for which the Response Time is less than or equal to twelve (12) Business Hours, divided by the total number of Incidents, with the result expressed as a percentage to two (2) decimal points.</p> <p>Also, the following apply:</p> <p>i) If an Incident is opened within the current Measurement Window, but its relevant Response 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 responded to within the current Measurement Window, in which case it is included in the current Measurement Window's calculation).</p> <p>ii) An open Incident that has exceeded the relevant Response Time is also carried forward into subsequent Measurement Windows until responded to; if it is responded to within twenty-eight (28) days following its relevant Response Time, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Response Time</p>

	in each subsequent Measurement Window's calculation until responded to.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.4 Print Device Bronze Resolution Time MPS (36 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Bronze Resolution Time MPS (36 bus hrs)		2.1.4	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Bronze Print Device Outages within thirty-six (36) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	<p>Notification will have taken place when one of the following occurs and has been recorded on the service ticket and will be whichever occurs first:</p> <ul style="list-style-type: none"> i) A service ticket is created and assigned to the Supplier; ii) The Supplier is contacted via email; iii) The Supplier is contacted via phone; and/or iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device. <p>This SLA can include print Device issue Resolution conducted by a remote Xerox Help Desk agent. The initiation of Incident Resolution could be either a proactive (i.e., identified by automated tools) or reactive call (i.e., User Contact) as described in the Service Desk</p>		

	procedures. The Resolution Time shall be measured by Xerox using a combination of Xerox tools and MSI SMS.
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of print Device Outages for which the Resolution Time is less than or equal to thirty-six (36) Business Hours, divided by the total number of print Device Outages, with the result expressed as a percentage to two (2) decimal points.</p> <p>For purposes of clarity, note the following:</p> <ul style="list-style-type: none"> i) 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 actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). l. 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	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Xerox Device Manager and Xerox Services Manager stores data within an MS SQL database accessible via the platform and via web-services queries. Records are maintained for eighteen (18) months. Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.5 First Time Resolution – MPS - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
First Time Resolution – MPS - INACTIVE		2.1.5	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes - INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of Incidents that are resolved at the Xerox Tier 2 Service Desk (i.e., Incidents that are forwarded from the MSI Tier 1 Service Desk to the Xerox Service Desk) .		
METRIC INCLUSIONS and DATA SOURCES	All Incidents requiring resolution at Tier 2 or higher.		
METRIC EXCLUSIONS	Incidents resolved at the Tier 1 (MSI) Service Desk without requiring escalation to Tier 2 in accordance with procedures documented in the SMM.		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Incidents that are Resolved during the first contact to the Service Desk with escalation to Tier 2 within the Measurement Window, divided by the total number of Incidents during the same Measurement Window, with the result expressed as a percentage to two (2) decimal points.		
COLLECTION PROCESS	Xerox Service Manager		
REPORTING TOOLS	Keystone Edge™		

RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.6 Supplies Fulfillment

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Supplies Fulfillment		2.1.6	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage supply requests that are successfully fulfilled within thirty-six (36) Business Hours, on both a proactive and reactive basis.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of supply requests that are successfully delivered in thirty-six (36) Business Hours in the Measurement Window, divided by the total number of supply requests made within the same Measurement Window, with the result expressed as a percentage.		

COLLECTION PROCESS	Xerox Service Manager
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.7 Device Disposal

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Device Disposal		2.1.7	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of Device removal and disposal requests executed within ten (10) Business Days of the request.		
METRIC INCLUSIONS and DATA SOURCES	All in scope devices, that are listed within the CMDB and required for disposal.		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Days		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		

ALGORITHM	The calculation for this Service Level is the total number of device removal requests that are successfully removed within the ten (10) Business Days, divided by the total number of device removal requests with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Xerox Services Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.8 Hardware Order Delivery

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Hardware Order Delivery		2.1.8	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of Hardware requests executed within two-hundred and forty (240) Business Hours of the request.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	Business Hours		
DAYS OF MEASUREMENT	Business Days		

MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Hardware orders that are successfully delivered within two-hundred and forty (240) Business Hours within the Measurement Window, divided by the total number of Hardware orders within the same Measurement Window, with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Xerox Services Manager and Service Delivery Coordinator
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.9 Print Device Relocation (intra-building)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Print Device Relocation (intra-building)		1.1.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	No		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service level measures the number of intra-building (i.e., within the same building) print device relocations completed within twenty-four (24) Business Hours.		
METRIC INCLUSIONS and DATA SOURCES	Within same building		

METRIC EXCLUSIONS	Dependent on Customer availability. An elevator is required, but not available.
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the number of intra-building print device relocations which are completed in less than or equal to twenty-four (24) Business Hours, divided by the total number of required print device relocations, with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Xerox Device Manager and Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.1.10 Print Device Relocation (inter-building)

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Print Device Relocation (inter-building)	1.1.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	No	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	

METRIC DESCRIPTION	This Service level measures the number of inter-building (that is, between buildings and requiring a moving truck) print device relocations within the agreed upon date and time schedule
METRIC INCLUSIONS and DATA SOURCES	Requiring moving truck motor vehicle Relocation is requested, and schedule provided by Customer with a specific date/time for the relocation to take place.
METRIC EXCLUSIONS	Dependent on Customer availability An elevator is required, but not available
HOURS OF MEASUREMENT	Business Hours
DAYS OF MEASUREMENT	Business Days
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	This Service level measures the total number of inter-building relocations requiring a moving truck completed on the appointed schedule date and time divided by the required number of inter-building relocations requiring a moving truck, with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Xerox Service Manager
REPORTING TOOLS	Keystone Edge™ / MSI SMS
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.2 Performance Category: Incident and Problem

2.2.1 Tickets successfully closed without being reopened (Incidents and Service Requests)

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
---------------------------	--	--

Tickets successfully closed without being reopened (Incidents and Service Requests)		2.2.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of Tickets (Incidents and Requests) that are closed without being reset to “open” status following an improper assignment of Resolved status.</p> <p>Incidents and Requests are to be measured independently and the Supplier with incur a Default if the Incidents or the Service Requests do not achieve the Minimum Service Level Default for this Service Level.</p>		
METRIC INCLUSIONS and DATA SOURCES	Tickets include Incidents and Service Requests maintained in the ITSMS.		
METRIC EXCLUSIONS	Incident tickets opened by automated monitoring tools.		
HOURS OF MEASUREMENT	24x7		
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	<p>For the Incidents: The calculation for this Service Level is the percentage of Incident Tickets that are closed without being reset to “open” Status following the assignment of Resolved status divided by the total number of Incident Tickets Closed in the Measurement Window with the result expressed as a percentage.</p> <p>For Service Requests: The calculation for this Service Level is the percentage of Service Request Tickets reset to “open” status following the assignment of Resolved status divided by the total number of Service Request Tickets closed in the Measurement Window with the result expressed as a percentage.</p>		
COLLECTION PROCESS	All Incidents and Service Requests are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user request via the IT Services Portal, etc.) and are		

	maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition. When a ticket needs to be re-classified as open our system will create a “re-opened” record related to the original record for tracking and measurement.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.2.2 Incidents closed within 30 Days

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Incidents closed within 30 Days		2.2.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of Incidents closed in 30 days or less.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	None		
HOURS OF MEASUREMENT	24x7		
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		

ALGORITHM	The calculation for this Service Level is the percentage of Incidents closed in 30 days or less divided by the total number of Incidents opened.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user request via the IT Services Portal, STS posting of fault Events, etc.) and are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3 Performance Category: Cross Functional

2.3.1 Invoice Dispute – Response to Customer Inquiries with Findings (<= 15 days)

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Invoice Dispute – Response to Customer Inquiries with Findings (<= 15 days)		2.3.1	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of invoice inquiries with findings responded to by Supplier within 15 days.		
METRIC INCLUSIONS and DATA SOURCES	Any invoice questions to Supplier, which may or not be due to an actual invoice error or a potential dispute.		

METRIC EXCLUSIONS	None
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of invoice inquiries for which the Supplier has responded with findings within 15 days, divided by the total number of invoice inquiries for which the Supplier is responsible, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an invoice inquiry with findings 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 actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An invoice inquiry with findings that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	<p>We will record Customer contacts of invoice dispute as "dispute requests", a specific sub-category of Service Requests, within the Keystone Edge™ platform. As with other Service Requests, disputes are recorded within Keystone edge as a result of contacts via any channel (e.g. calls to the Service Desk or Business Relationship Managers) and are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition. SAIC implemented automated workflow will immediately assign dispute requests to SAIC's IT Financial Management team for processing within the financial management</p>

	component of our SMS, but the request will remain tracked to resolution within Keystone Edge™.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.2 Solution Request – Initial Assessment Timeliness

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Solution Request – Initial Assessment Timeliness		2.3.2	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers an initial assessment or Rough Order of Magnitude (ROM) to Customers within (5) five Business Days of request.		
METRIC INCLUSIONS and DATA SOURCES	N/A		
METRIC EXCLUSIONS	None		
HOURS OF MEASUREMENT	24x7		
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Solution Request assessments and ROMs that are delivered within the relevant committed timeframe, divided by the total number of requested initial assessments and ROMs plus the total number of open initial assessments and ROMs that have exceeded the relevant committed timeframe, with the result expressed as a percentage.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an initial assessment or ROM 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 request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) An open initial assessment or ROM request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until delivered; if it is delivered 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 delivered.
COLLECTION PROCESS	All Requests for Solution (RFS) are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. Service Requests via the IT Service Portal, Demand Management requests entering the PMO via CAM/BRM contact, etc.) and are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition. Document templates for RFS are defined within the Service Management Manual hosted on REDACTED. Participants are required to utilize VITA approved templates for the documentation of RFS.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.3 On-time Report Delivery

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
On-time Report Delivery		2.3.3	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers reports on time.		
METRIC INCLUSIONS and DATA SOURCES	<p>The list of reports listed in Exhibit 3.4 (Reports Matrix) until otherwise adjusted and agreed by VITA.</p> <p>The list of reports maintained in the SMM.</p> <p>Each Critical Service Level or Key Measurement will be deemed an individual Report for the purposes of calculating this Service Level.</p>		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	24x7		
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the number of Reports delivered on time, divided by the number of Reports scheduled to be delivered during the applicable Measurement Window, with the result expressed as a percentage.		
COLLECTION PROCESS	Obligations for the generation and delivery of reports are recorded as Service Level Agreement records within the Keystone Edge™ platform backed by automated workflow that generates and delivers pre-developed on-platform reporting, and provides electronic notification to the responsible party requiring positive confirmation for off-platform or manual report generation. In both cases, failure to achieve positive confirmation of delivery is recorded as an SLA		

	break within the platform for reporting to VITA and its Customer Agencies.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.4 Security and Vulnerability Patching

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Security and Vulnerability Patching (CSL)		2.3.4	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of managed systems to which the Supplier successfully implemented all required Security and Vulnerability Patches during the Measurement Window.		
METRIC INCLUSIONS and DATA SOURCES	<p>Required Security and Vulnerability Patches are defined as software patches or updates released to remediate any vulnerability, detected in Tenable, with a CVSS (Common Vulnerability Scoring System) of 7.0 or greater.</p> <p>A query is maintained in Tenable to display detected vulnerabilities and designate the STS responsible for any applicable patch.</p> <p>Security and Vulnerability Patches are not considered successfully implemented for any individual system if such System does not have all the required Security and Vulnerability patches successfully applied during the Measurement Window.</p> <p>The Measurement Window is defined as the previous two (2) calendar months.</p>		

METRIC EXCLUSIONS	None
HOURS OF MEASUREMENT	24x7
DAYS OF MEASUREMENT	365 (366)
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the number of systems that have been remediated successfully by Supplier during the Measurement Window, divided by the sum of systems for which there is an applicable patch during the Measurement Window.</p> <p>The result expressed as a percentage.</p>
COLLECTION PROCESS	The MSS will extract from Tenable the 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	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

2.3.5 Corrective Action Plan for Identified Security Issues – INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Corrective Action Plan for Identified Security Issues - INACTIVE		2.3.5	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO – INACTIVE		

SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	This Service Level measures the Supplier's timeliness to provide a corrective action plan for identified Security issues.	
METRIC INCLUSIONS and DATA SOURCES	Timeframe to provide a corrective action plan for identified Security issues is 30 days.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	Three-Hundred and Sixty-Five (365) (366) Days a Year	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	The calculation of the Service Level is the number of corrective action plans for identified Security issues produced within the timeframe, divided by the total number of corrective action plans required from Supplier within the Measurement Window.	
COLLECTION PROCESS	Our approach identifies security issues requiring a corrective action plan as Problems. All issues designated as Problems 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 Corrective Action Plans (CAP) trigger the routing of request for CAP to the appropriate STS or MSI entity. CAP requests are further tracked for completion within Keystone Edge™. Document templates for CAP are defined within the Service Management Manual hosted on REDACTED. Participants are required to utilize VITA approved templates for the documentation of CAP.	
REPORTING TOOLS	Keystone Edge™	
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.	
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1	
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual	

2.3.6 Service Requests Open over 20 days past due

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Service Requests open over 20 days past due		2.3.6	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of Service Requests that are Open past due for 20 or more days.		
METRIC INCLUSIONS and DATA SOURCES	Service Requests for inclusion will be As Recorded and Approved in Keystone Edge		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	N/A		
DAYS OF MEASUREMENT	N/A		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	<p>The calculation for this Service Level is the total number of Service Requests that remain Open 20 days past their respective due date, divided by the total number of Open Service Requests, with the result expressed as a percentage.</p> <p>An Open Service Request that has exceeded 20 days past due in the current Measurement Window is also carried forward into subsequent Measurement Windows until completely fulfilled; if it is fulfilled within twenty-eight (28) days of the subsequent Measurement Window, 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 fulfilled.</p>		
COLLECTION PROCESS	All Service Requests are recorded within Keystone Edge™ as a result of contacts via any channel (e.g. calls to the Service Desk, user		

	request via the IT Services Portal, etc.) and are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.7 Projects delivered on time and within budget

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Projects delivered on time and within budget		2.3.7	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget.</p> <p>If a Project has not competed as planned within the Managed Window it is carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following, it is then 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 completed.</p> <p>A Project fails this Service Level if the Project fails to deliver on the agreed upon scope on the planned due date, or if the Project exceeded its budget. To prevent Projects from failing this Service Level, Supplier will submit an appropriate Project change request and receive its approval from VITA and applicable Customer in accordance with the SMM.</p>		

METRIC INCLUSIONS and DATA SOURCES	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
METRIC EXCLUSIONS	N/A
HOURS OF MEASUREMENT	N/A
DAYS OF MEASUREMENT	N/A
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the 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.
COLLECTION PROCESS	Project schedules, milestones, and budgetary data are recorded within the Keystone Edge™ project and portfolio management modules, directly or by import from Microsoft Project, and are tracked and maintained, by portfolio, for the full project life-cycle within this platform from inception through closeout.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.8 Devices reporting via electronic management tool

SERVICE LEVEL NAME	EXHIBIT 3.1 SECTION REFERENCE	
Devices reporting via electronic management tool	2.3.8	

SERVICE LEVEL TYPE	Maintained in Exhibit 3.1	
CURRENTLY MEASURED	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1	
METRIC DESCRIPTION	This Service Level measures the percentage of managed Devices reporting via electronic management tool.	
METRIC INCLUSIONS and DATA SOURCES	<p>The complete inventory of managed Devices will be identified and maintained in the CMDB Inventory Records.</p> <p>Additionally, if VITA or VITA Customer identifies any missing entries (e.g., a device in the environment reporting via electronic management tool) or an error attributed to a Service Tower Supplier, then the missing/erroneous record will be added to the statistical sample and will be counted as an inaccurate record.</p>	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1	
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the total number of managed Devices reporting via electronic management tools that are correctly reporting during the applicable Measurement Window, divided by the total number of managed Devices that should be reporting during the applicable Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Our solution requires that STS responsible for a device Configuration Item (CI) subject to this SLA metric performs ongoing electronic monitoring of those CI via STS-provided tools, and posts Events (e.g., message indicating a unresponsive device) via MSI-provided web-service interface to Keystone Edge™ for correlation, Incident generation or inventory exception, tracking, and reporting.	
REPORTING TOOLS	Keystone Edge™	
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.	

PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual

2.3.9 Solution Request Implementation – Resource Assignments - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Solution Request Implementation - Resource Assignments - INACTIVE		2.3.9	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO - INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of times the supplier assigns the resources required to support Solution Request implementation projects within three (3) business days of resources being requested.		
METRIC INCLUSIONS and DATA SOURCES	Project resource assignments will be made in KSE using the Resource Plan on Project records. Resource assignments will be made based on the customer-approved schedule either from the initial committed timeframe in an approved solution proposal or from a new timeframe approved via a project change request.		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	N/A		
DAYS OF MEASUREMENT	Business Days		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the number of times resource assignments are made within three (3) business days divided by the total number of resource assignments requested.		
COLLECTION PROCESS			

REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual

2.3.10 Solution Request Implementation – Notice of Completion (NOC) - INACTIVE

SERVICE LEVEL NAME		EXHIBIT 3.1 SECTION REFERENCE	
Solution request implementation – Notice of Completion (NOC) – INACTIVE		2.3.10	
SERVICE LEVEL TYPE	Maintained in Exhibit 3.1		
CURRENTLY MEASURED	NO – INACTIVE		
SHARE TYPE and CORRESPONDING METRIC(S)	Maintained in Exhibit 3.1		
METRIC DESCRIPTION	This Service Level measures the percentage of times the supplier sends notice of completion to the customer on or before the customer-approved end of the execution phase of a Solution Request implementation project.		
METRIC INCLUSIONS and DATA SOURCES	The end of the execution phase will be determined by the customer-approved schedule either from the initial committed timeframe in an approved initial solution proposal or from a new committed timeframe approved via a project change request.		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	N/A		
DAYS OF MEASUREMENT	N/A		
MINIMUM SERVICE LEVEL	Maintained in Exhibit 3.1		
EXPECTED SERVICE LEVEL	Maintained in Exhibit 3.1		

ALGORITHM	The calculation for this Service Level is the total number of projects that have documented NOC sent to the customer on or before the date required by the committed timeframe divided by the total number of projects for which NOC was due to be sent during the reporting period
COLLECTION PROCESS	
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1
METRIC REPORTING	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi Annual