



**Exhibit 3.2 – MODIFICATION NO. 9**  
**Service Level Definitions and Measurement**  
**Effective July 1, 2023**

VA-180915-XERX: Managed Print Services

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

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## Instructions

*Supplier will populate the cells highlighted blue to describe how it will collect, report, and store data related to Service Levels. Supplier should also respond to yellow highlighted instructions.*

## 1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Managed Print Services (MPS) Services Tower. All Critical Service Levels shall be reported Monthly.

### 1.1 Performance Category – Service Strategy, Design, & Transition

#### 1.1.1 Security Incidents – Containment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security Incidents – Containment Time		1.1.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframes.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.  Security Incidents Containment Timeframe is 4 hours or less, or as otherwise agreed in writing by VITA.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents 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 Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the timestamping of any change in status, assignment, or disposition.		

<b>REPORTING TOOLS</b>	Archer
<b>RAW DATA STORAGE (ARCHIVES)</b>	Archer
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.1.2 Security Incidents – Resolution Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security Incidents – Resolution Time		1.1.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to resolve Security Incidents within the applicable timeframes.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.  Security Incidents Resolution Timeframe is 72 hours or less, or as otherwise agreed in writing by VITA.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	The calculation for this Service Level is the total number of Security Incidents 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.		



<b>COLLECTION PROCESS</b>	All security Incidents are recorded by Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the timestamping of any change in status, assignment, or disposition.
<b>REPORTING TOOLS</b>	Archer
<b>RAW DATA STORAGE (ARCHIVES)</b>	Archer
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.1.3 Security & Vulnerability Patching

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security and Vulnerability Patching		1.1.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This SLA measures the percentage of items where a patch was successfully applied within 60 days of the patch becoming available for any Vulnerability identified by Tenable scanning with a CVSS (Common Vulnerability Scoring System) score of 7.0 or greater.</p> <p>If the item has an unpatched Vulnerability with a CVSS score of 7.0 or greater that has a patch that has been available for at least 60 days at the time of the scan, the item will be counted as a miss for that performance period. Items will continue to report in any subsequent measurement period where they again scanned and were found to have the same vulnerability that has remained unpatched.</p> <p>An item is not considered as passing the SLA unless all identified vulnerabilities with a CVSS score of 7.0 or greater with a patch that has been available for at least 60 days at the time of the scan have had the patch/patches successfully applied.</p>		
METRIC INCLUSIONS and DATA SOURCES	All scanned items		

<b>METRIC EXCLUSIONS</b>	None
<b>MEASUREMENT TIMEFRAME</b>	24 Hours per Day for All Calendar Days (365/366)
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	The calculation for this Service Level is the number of scanned systems less the number of systems/vulnerability instances with a CVSS score of 7 or greater that have an available patch where the patch has not been successfully applied within 60 days of the patch becoming available divided by the number of items successfully scanned within window, with the result expressed as a percentage to two decimal places.
<b>COLLECTION PROCESS</b>	MSS Supplier will extract from Tenable the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
<b>REPORTING TOOLS</b>	Tenable
<b>RAW DATA STORAGE (ARCHIVES)</b>	Tenable stores data within a database accessible via the platform.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

#### 1.1.4 Projects Delivered On Time and Within Budget

<b>SERVICE LEVEL NAME</b>		<b>EXHIBIT 3.1 REFERENCE</b>	
<b>Projects Delivered On Time and Within Budget</b>		1.1.4	
<b>ACTIVE</b>	Yes		
<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R		

<b>METRIC DESCRIPTION</b>	<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 completed 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.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
<b>METRIC EXCLUSIONS</b>	N/A
<b>MEASUREMENT TIMEFRAME</b>	N/A
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	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.
<b>COLLECTION PROCESS</b>	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.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

## 1.1.5 Invoice Dispute – Response To Customer Inquiries With Findings (&lt;=15 Days)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Invoice Dispute – Response To Customer Inquiries With Findings (<=15 Days)		1.1.5	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of invoice inquiries with findings responded to by Supplier within 15 days (<=15).		
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		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<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 timestamping of any change in status, assignment, or disposition. SAIC implemented automated workflow will immediately assign dispute requests to SAIC's IT Financial Management team for processing within the financial management component of our SMS, but the request will remain tracked to resolution within Keystone Edge™.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

## 1.1.6 Change Management Compliance

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Change Management Compliance		1.1.6		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.			
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			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	The calculation for this Service Level is the number of changes that are successfully implemented by Supplier, divided by the number of changes implemented by Supplier, with the result expressed as a percentage. 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™			

<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

## 1.2 Performance Category – Service Operation

### 1.2.1 Incident Resolution Time – Sev 1 – (<= 2 Hours)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 1 – (<= 2 Hours)		1.2.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1. 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"><li>• Within centralized Data Centers: 2 hours</li><li>• Outside of centralized Data Centers: 4 hours</li></ul>		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	<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> <ul style="list-style-type: none"> <li>(a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation).</li> <li>(b) 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 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 4 hours, this clause (b) applies.</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	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 timestamping of any change in status, assignment, or disposition.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1



## 1.2.2 Incident Resolution Time – Sev 2 – (&lt;= 4 Hours)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 2 – (<= 4 Hours)		1.2.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.  If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 2 Incidents.  Severity 2 Resolution Timeframe by location is listed below: <ul style="list-style-type: none"><li>• Within centralized Data Centers: Four (4) hours</li><li>• Outside of centralized Data Centers: 8 hours</li></ul>		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	<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> <ul style="list-style-type: none"> <li>(a) If an Incident is opened within the current Measurement Window, but its relevant Resolution Timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	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 timestamping of any change in status, assignment, or disposition.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.2.5 Service Request Fulfilment Time – Standard

<b>SERVICE LEVEL NAME</b>	<b>EXHIBIT 3.1 REFERENCE</b>	
Service Request Fulfilment Time – Standard	1.2.5	
<b>ACTIVE?</b>	Yes	

<b>SHARE TYPE and CORRESPONDING METRIC(S)</b>	R	
<b>METRIC DESCRIPTION</b>	<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>	
<b>METRIC INCLUSIONS and DATA SOURCES</b>	Service Requests for inclusion will be As Recorded and Approved in Keystone Edge	
<b>METRIC EXCLUSIONS</b>	<p>The following Service Request types, which are covered under separate metrics:</p> <ul style="list-style-type: none"> <li>• Supplies Fulfillment</li> <li>• Device Disposal</li> <li>• Hardware Order Delivery</li> <li>• Print Device Relocation (intra-building)</li> <li>• Print Device Relocation (inter-building)</li> </ul>	
<b>MEASUREMENT TIMEFRAME</b>	As Recorded and Approved in Keystone Edge	
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1	
<b>ALGORITHM</b>	<p>The calculation for this Service Level is the total number of Standard Service Requests that are completed within the committed 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> <p>(a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually completed in the current</p>	

	<p>Measurement Window, in which case it is included in the current Measurement Window's calculation).</p> <p>(b) An open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (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.</p>
<b>COLLECTION PROCESS</b>	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 timestamping of any change in status, assignment, or disposition.
<b>REPORTING TOOLS</b>	Keystone Edge™ and/or Supplier's Tool(s)
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.2.7 Formal Root Cause Analysis Delivery (<= 10 Business Days)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Formal Root Cause Analysis Delivery (<= 10 Business Days)		1.2.7	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers a required or requested Root Cause Analysis to the Customer of required quality and within the required timeframe.		
METRIC INCLUSIONS and DATA SOURCES	All Root Cause Analysis deliveries are required within Ten (10) Business Days of Severity Level 1 Incident Resolution or VITA- or Customer-request.  The measurement time ends when the Root Cause Analysis is delivered to the Customer.		

<b>METRIC EXCLUSIONS</b>	None
<b>MEASUREMENT TIMEFRAME</b>	Business Days, Business Hours
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<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"> <li>(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)</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>All issues designated as problems (e.g., Events or Incidents promoted to the status of problems, issues created as problem records) are stored and tracked within Keystone Edge™ for their full life cycle of activity. SAIC implemented automated workflow or VITA/MSI designation of problem records requiring RCA trigger the routing of request for RCA to the appropriate STS or MSI entity. RCA requests are further tracked for completion within Keystone Edge™. Document templates for RCA are defined within the Service Management Manual hosted on REDACTED. Participants are required to utilize VITA approved templates for the documentation of RCA.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.

<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1
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### 1.3 Performance Category – Supplier Specific

#### 1.3.1 Print Device Silver Response Time MPS (9 bus hrs)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Print Device Silver Response Time MPS (9 bus hrs)		1.3.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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	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:  i) A service ticket is created and assigned to the Supplier;  ii) 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.  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:  i) The Supplier technician arrives onsite, which shall be noted on the service ticket; and/or  ii) ii) The Supplier makes contact with the Customer via email		

	<ul style="list-style-type: none"> <li>iii) iii) The Supplier makes contact with the Customer via phone; or</li> <li>iv) The Supplier contacts the print Device via remote support to resolve the issue.</li> </ul> <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>
<b>METRIC EXCLUSIONS</b>	N/A
<b>MEASUREMENT TIMEFRAME</b>	Business Hours, Business Days
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<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"> <li>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).</li> <li>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.</li> </ul>
<b>COLLECTION PROCESS</b>	Xerox Device Manager and Xerox Service Manager
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	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.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

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

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Print Device Silver Resolution Time MPS (16 bus hrs - Sev 3)		1.3.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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"><li>i) A service ticket is created and assigned to the Supplier;</li><li>ii) The Supplier is contacted via email;</li><li>iii) The Supplier is contacted via phone; and/or</li><li>iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device.</li></ul> <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		



<b>MEASUREMENT TIMEFRAME</b>	Business Hours, Business Days
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<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"> <li>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).</li> <li>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.</li> </ul>
<b>COLLECTION PROCESS</b>	Xerox Device Manager and Xerox Service Manager
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	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.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.3.3 Print Device Bronze Resolution Time MPS (36 Bus Hrs)

<b>SERVICE LEVEL NAME</b>	<b>EXHIBIT 3.1 REFERENCE</b>	
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Print Device Bronze Resolution Time MPS (36 Bus Hrs)		1.3.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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"><li>i) A service ticket is created and assigned to the Supplier;</li><li>ii) The Supplier is contacted via email;</li><li>iii) The Supplier is contacted via phone; and/or</li><li>iv) The Supplier is notified by their monitoring tools that there is an issue with the print Device.</li></ul> <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		
MEASUREMENT TIMEFRAME	Business Hours, Business Days		
SERVICE LEVEL TARGET	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"><li>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).</li></ul>		

	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.
<b>COLLECTION PROCESS</b>	Xerox Device Manager and Xerox Service Manager
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	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.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

#### 1.3.4 Supplies Fulfillment

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Supplies Fulfillment		1.3.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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		

<b>MEASUREMENT TIMEFRAME</b>	Business Hours, Business Days
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	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.
<b>COLLECTION PROCESS</b>	Xerox Service Manager
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.3.5 Hardware Order Delivery

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Hardware Order Delivery		1.3.5	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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		
MEASUREMENT TIMEFRAME	Business Hours, Business Days		

<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	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.
<b>COLLECTION PROCESS</b>	Xerox Services Manager and Service Delivery Coordinator
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.3.6 Device Disposal

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Device Disposal		1.3.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
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		
MEASUREMENT TIMEFRAME	Business Days		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	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.
<b>COLLECTION PROCESS</b>	Xerox Services Manager
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1

### 1.3.7 IMAC Print Device Relocation (Inter-Building)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
1.3.11 IMAC Print Device Relocation (Inter-Building)		1.3.7	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service level measures the number of intra and 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		
MEASUREMENT TIMEFRAME	Business Hours, Business Days		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	This Service level measures the total number of the intra and 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.
<b>COLLECTION PROCESS</b>	Xerox Service Manager
<b>REPORTING TOOLS</b>	Keystone Edge™ / MSI SMS
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Maintained in Exhibit 3.1