



COMMONWEALTH of VIRGINIA

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July 14, 2026

Via Email Delivery:

Mr. Jeremy Lucy
Account Executive
Verizon Business Network Services LLC on behalf of MCI Communications Services
LLC d/b/a Verizon Business Services

**RE: Changes to Exhibit 3.1 – Service Level Matrix, Definitions and
Measurements
SLA 1.1.3 – Security and Vulnerability Remediation**

Dear Mr. Lucy:

Pursuant to Exhibit 3.0, Section 2.5 (Additions, Modifications and
Deletions of Service Levels) of the Contract, please accept this as
VITA's forty-five (45) day notice to proceed with modifications to the
RCDs and/or SLAs. **The changes made to Exhibit 3.1 will be effective
September 1, 2026.**

Please note the following updates:

Service Level Name:	Update: Security and Vulnerability Remediation
Metric Description:	Update: This SLA measures the percentage of configuration items and vulnerability tasks that were remediated successfully within 30 days of the vulnerability being identified by Tenable scanning with a CVSS (Common Vulnerability Scoring System) score of 7.0 or greater. If the Configuration item has a Vulnerability Task with a

	CVSS score of 7.0 or greater that has not been remediated at least 30 days at the time of the scan, the item will be counted as a miss for that performance period unless an acceptable exclusion is submitted for that task. A Tenable report will be provided to each supplier detailing the individual vulnerabilities for each CI. The CI will not be considered remediated if all vulnerabilities are not resolved or approved exclusions submitted. Items will continue to report in any subsequent measurement period where they are again scanned and were found to have the same vulnerability.
Metric Inclusions and Data Sources:	Update: All scanned items.
Metric Exclusions:	Update: Any device that has not been active on the network for 90 days or more.
Algorithm:	Update: 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 remediated within 30 days of identification divided by the number of items successfully scanned within window, with the result expressed as a percentage to two decimal places.
Collection Process:	Update: MSS Supplier will extract from Tenable the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
Reporting Tools:	Tenable
Data Storage (Archives):	Tenable stores data within a database accessible via the Platform

Thank you for your continued partnership.

Sincerely,

Bethany Rosser

CC: VITA Legal Notices (via email)
Shelby Latney, Sourcing