



**Exhibit 2.4.2**  
**Integration Points**  
**Effective June 11, 2021**

VA-210517-NTT – Messaging Services

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

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Ref #	Integration Point	Closure Criteria
1	Implementation Plan Integration	The MSI will develop an interdependent master schedule based on the schedule that the STS has delivered.
2	Organization Mapping and Integration	STS has provided an Org Chart with appropriate contacts. STS has provided a complete roster of all staff hired to support the delivery of services to VITA and the Commonwealth. By completing SMM Chapter 2.x, this is considered completed.
3	Incumbent and current Staff Retention	STS has developed a list of incumbents and current staff supporting in-scope services and have offered and received acceptance/rejection from that list of Incumbent Staff. STS has identified any additional staff needed.
4	Knowledge Transfer	STS has requested information from appropriate parties, identified, and logged gaps included in obtaining the knowledge required to perform duties and confirms they are ready to assume service.
5	Service Management Manual Development	STS has submitted and received VITA (PAG) approval on all required SMM chapters for Commencement.
6	Service Management Systems (SMS) – Tools Integration	STS has established connectivity with the appropriate tool set(s), tested, and validated that all required functionality is available.
7	Governance	MSI has established all operational forums and STS have identified appropriate personnel to attend and agree with overall Governance standards.
8	SLA/OLA Development	STS has agreed to and is able to operate by the SLAs its contract. OLAs are agreed on between MSI and STS, and where necessary, OLAs have been agreed to with other STSs.
9	Asset Discovery and Transfer	Identified legacy tools, software, hardware, licensing, etc. that will be required for take-over and STS has taken ownership of those items. STS have been delivered all aligned hardware and software asset records and contracts documentation. STSs review and conduct gap analysis.

		STS formally transfer all assigned assets (VITA formal Contract Transfer Authorization Letter sent).
10	New Project Requests, Demand requests, and Requests for Solution	Process and workflow are operational. STS has received guidance and training on how new requests will be submitted and their role in fulfillment of those requests.
11	Ongoing Projects & Work Orders	STS has received list of projects assigned to them, has reviewed, agreed on the assignments and is prepared to assume responsibility for fulfillment at Commencement.
12	Training	STS has received all required training.
13	Invoicing / Billing Requirements	STS has reached an agreed invoice/bill including billing triggers with VITA ITFM, and the processes in their SMM Chapters align with ITFM processes.
14	Catalog Integration (Including SPLM)	Existing catalog items have been successfully transitioned to STS. STS has reviewed and agreed upon catalog. All workflow associated with each service is completed.
15	Identity and Access Management Requirements	STS has identified appropriate staff and ensured staff accounts have been created based on CSRM Standards and MOU requirements.
16	Service Desk and Scripts Automation	STS has either provided or agreed to current service desk scripts and automation. STS has reviewed and understands the KSE Incident Management Process.
17	Show and Track the Onboarding of Staff	STS has accurate numbers of all staff required and appropriate levels of access for these staff. STS has reported on the progress of onboarding. STS has completed onboarding all staff, including provisioning them with the equipment needed to perform their functions.
18	Finalize the Operational Level Agreements	OLAs have been signed by the STSs.
19	Communication	Complete development of new services communication plan with VITA Business Readiness based on STS enhancements post take-over.