



**Exhibit 1.3**  
**Service Management Manual Outline**  
**Effective June 11, 2021**

VA-210517-NTT – Messaging Services

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

11751 MEADOWVILLE LANE  
CHESTER, VIRGINIA 23836

## Table of Contents

1.0	SMM Contents .....	3
2.0	Organizational Overview .....	3
3.0	Implementation .....	3
4.0	IT Service Lifecycle processes .....	3
5.0	Financial Management processes.....	5
6.0	Contract Management processes.....	5
7.0	Relationship Management processes .....	5
8.0	Service Tower Supplier Operational processes.....	6
9.0	Customer processes and documents.....	6
10.0	Operational Reports .....	7
11.0	Communications .....	7

*Note: The contents of this exhibit were captured on 5-27-2020 and are subject to change*

## Service Management Manual Outline

No. and SMM Section	Process Area/Subject
<b>1.0 SMM Contents</b>	1.1 Purpose 1.2 SMM Document Management
<b>2.0 Organizational Overview</b>	Organization, Governance and contact information
2.1 VITA Organization	2.1.1 VITA organizational charts 2.1.2 VITA key contacts, role and contact information 2.1.3 VITA Governance overview 2.1.4 Governance Committees and Solution Groups, including processes for running governance committees 2.1.5 VITA Governance library
2.2 MSI Organization	2.2.1 MSI organization charts 2.2.2 MSI key contacts, role, and contact information 2.2.3 MSI Sites
2.3 STS XX <sup>1</sup> Organization	2.3.1 XXX <sup>2</sup> organization charts 2.3.2 XXX key contacts, role, and contact information 2.3.3 XXX Sites
<i>2.[n] Repeated for each STS XX</i>	<i>Repeat for each STS XXX</i>
<b>3.0 Implementation</b>	Service Tower Supplier Implementation
3.1 Common Implementation processes	3.1.1 Recurring Critical Deliverables Management
3.3 STS STSXXX Implementation	
<b>4.0 IT Service Lifecycle processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for IT Service Lifecycle processes

<sup>1</sup> “XX” designates applicable Service Tower. Each SMM Section / provision applicable to a Service Tower (referenced as “XX”) will be duplicated for each Service Tower.

<sup>2</sup> “XXX” designates applicable Service Tower Supplier, STS. Each SMM Section / provision applicable to a Service Tower Supplier (referenced as “XXX”) will be duplicated for each Service Tower Supplier.

No. and SMM Section	Process Area/Subject
4.1 Common IT Service Lifecycle Processes	4.1.1 Program Management 4.1.1.1 Program Management Office (PMO) 4.1.1.2 Project Portfolio Management and Reporting System 4.1.1.4 On-going Programs 4.1.2 Service Strategy 4.1.2.1 Strategy Generation and Management 4.1.2.2 IT Technology Planning 4.1.2.3 Financial Management 4.1.2.4 Service Portfolio Management 4.1.2.5 Demand Management 4.1.2.6 Business Relationship Management 4.1.3 Service Design 4.1.3.1 Solution Design Management 4.1.3.2 Service Catalog Management 4.1.3.3 Service Level Management 4.1.3.4 Availability Management 4.1.3.5 IT Service Continuity Management 4.1.3.6 Capacity Management 4.1.3.7 Security Management 4.1.3.8 Risk Management 4.1.3.9 Supplier Management 4.1.4 Service Transition 4.1.4.1 Change Management 4.1.4.2 Change Evaluation 4.1.4.3 Release and Deployment Management 4.1.4.4 Service Asset and Configuration Management (SACM) 4.1.4.5 Knowledge Management 4.1.5 Service Operation 4.1.5.1 Service Desk 4.1.5.2 Incident Management 4.1.5.3 Event Management 4.1.5.4 Problem Management 4.1.5.5 Request Management and Fulfillment 4.1.5.6 Access Management 4.1.6 Continual Service Improvement 4.1.6.1 Service Review and Reporting 4.1.6.2 Process Evaluation and Currency 4.1.6.3 Service Measurement 4.1.6.4 Improvement Planning 4.1.6.5 Technical Innovation

No. and SMM Section	Process Area/Subject
<b>5.0 Financial Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Financial Management processes
5.1. Common Financial Management processes	5.1.1 Invoicing and Chargeback 5.1.2 Disputes 5.1.3 Forecasting and Budgeting 5.1.5 Service Level Credits and Earnback
5.2 MSI Financial Management Information	5.2.1 Resource Unit listing showing data source, computation, timeframes and other relevant information for financial processes
5.3 STS XXX Financial Management Information	5.3 STS (XXX) Resource Unit listing showing data source, computation, timeframes and other relevant information for financial processes
<i>5.[n] Repeated for each STS XX</i>	<i>Repeat for each STS XXX</i>
<b>6.0 Contract Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for contract management processes
6.1 Common Contract Management processes	6.1.1 Contract Change Control 6.1.2 Contract Deliverable management 6.1.3 Reporting 6.1.5 Auditing 6.1.6 Issue Resolution 6.1.7 Dispute Resolution 6.1.9 Personnel processes, including Key Personnel 6.1.10 Sub-Contracting and Sub-Contracting Reporting
6.2 MSI Contract Management Information	
6.3 STS XXX Contract Management Information	6.2.1 STS (XXX) Key Personnel 6.2.2 STS (XXX) Subcontractors
<i>6.[n] Repeated for each STS XX</i>	<i>Repeat for each STS XXX</i>
<b>7.0 Relationship Management processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Relationship Management processes

No. and SMM Section	Process Area/Subject
7.1 Common Relationship Management processes	7.1.1 Customer Satisfaction Surveys 7.1.3 Third Party Vendors 7.1.5 Complaint handling processes 7.1.6 Customer information processes (lists of customers, sites, etc.)
<b>8.0 Service Tower Supplier Operational processes</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information for Service Tower Supplier Operational processes. These processes should cover all aspects of MSI and STS services.  Examples of such processes include Service Management Systems, backup and recovery, server / storage / network build processes, desktop deployment processes, email system, virus protection processes (non-exhaustive list), STS SMS usage processes for each component and Training of STS staff in use of SMS.
8.1 Common Service Tower Supplier Operational processes	8.1.1 Service Tower Supplier on-boarding processes 8.1.2 Service Tower Supplier off-boarding processes 8.1.3 Background checks and Security Clearance processes
8.2 MSI Operational processes	8.2.1 Solution Document 8.2.2 Service Management tools support 8.2.3 Clarity 8.2.4 Security Clearance tracking 8.2.5 Portal services 8.2.6 Ongoing Programs management (including, among other items, SMM currency)
8.3 STS XXX Operational Processes	8.3.1 STS XXX Function 1 process 8.3.n STS XXX Function n process
<i>8.[n] Repeated for each STS XX</i>	<i>Repeat for each STS XXX</i>
<b>9.0 Customer processes and documents</b>	Policy, process, procedures, work instruction, templates, timeframes, and other information specific to Customers (including, among other things critical applications/systems, VIP and key users, run books, data practices, security practices, service continuity processes and reports, capacity and availability reports, technology plans, network documents)

	No. and SMM Section	Process Area/Subject
	9.1 Common Customer processes	9.1.1 Customer Service Category 9.1.2 Customer on-boarding 9.1.3 Customer off-boarding
	<b>10.0 Operational Reports</b>	10.2.1 Operational Report Design & Documentation 1
	<b>11.0 Communications</b>	11.1 Communications contents & Categories