VIRGINIA IT AGENCY

Exhibit 2.2

Description of Services - Cross Functional

Effective June 11, 2021

VA-210517-NTT – Messaging Services

COMMONWEALTH OF VIRGINIA
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)
SUPPLIER STRATEGY AND PERFORMANCE

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1. Introduction

The Multisourcing Service Integrator (MSI) is the single organization in the Information Technology Infrastructure Services Program (ITISP) that is responsible for administration and coordination across all Service Tower Suppliers. The Supplier will work in integration with the MSI and other suppliers and adhere to ITISP Governance to support the seamless delivery of services to VITA and Customers.

This **Exhibit 2.2 (Description of Services – Cross-Functional)** sets forth the cross-functional Services that the Supplier will provide, as of the Commencement Date unless otherwise specified. Further, this Description of Services sets forth the Supplier's obligations to work with the MSI to deliver integrated end-to-end Services to VITA and Customers.

The Supplier confirms that unless otherwise specifically stated, it will provide a solution that supports all of the business processes described in this Description of Services – Cross-Functional and its Exhibits, and that all Services, unless otherwise specifically stated, are included within the Base Charges described in **Exhibit 4 (Pricing and Financial Provisions)**. Accordingly, the Supplier also confirms that Customers will not incur any other charges for the requirements described in this Description of Services – Cross-Functional.

The Supplier will provide a plan for on-boarding and transition including approach and methodology, necessary staff and skill sets, roles, governance and communication. Detailed guidance is provided in **Exhibit 2.4 (Implementation Plan)**, **Exhibit 2.4.1 (Implementation Milestones)**, and **Exhibit 5 (Personnel and Human Resource Provisions)**.

Ref#	Requirement	Comply (Y/N)	Supplier Response
R1.	**1.1. Service Management Practices**		
R2.	*The ITISP bases its service management practices on the Information Technology Infrastructure Library version 3 (ITIL v3), which focuses on the Service Management Lifecycle and the linkages between service management components. In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R3.	1. Align Supplier's service management practices, which are used to support the Services, to the ITIL v2011 framework and guidance as adopted by VITA.	Y	
R4.	2. Conform and deliver to a set of processes based on ITIL guidance to enable consistent management of IT services seamlessly across the MSI and among Service Tower Suppliers.	Y	
R5.	3. Ensure that processes effectively integrate with the Main Processes, processes, functions and roles deployed within and used by VITA, Customers, the MSI and the other Service Tower Suppliers.	Y	
R6.	4. Participate in the design and deployment of processes and procedures to enable the effective monitoring and reporting of the IT services in a multi-supplier environment.	Y	
R7.	5. Coordinate the execution of Supplier processes across Customers, other Service Tower Suppliers, Third Party Vendors, and with the MSI in order that all the individual Components that make up the IT Services are managed in an end-to-end manner.	Y	
R8.	6. Participate in the design and Documentation of processes by the MSI to enable consistent, effective and seamless management of all Service Tower Suppliers	Y	

R9.	7. Document all Supplier processes and procedures in the integrated Service Management Manual (SMM) subject to VITA approval. Refer ***Exhibit 1.3 (Service Management Manual Outline***) for an overview of the existing policies and procedures.	Y	
R10.	8. Deploy any necessary processes, procedures and controls to provide monitoring and effective end-to-end management and reporting of the Services.	Y	
R11.	9. Deploy and integrate any tools and systems necessary to enable such processes, procedures and controls.	Y	
R12.	10. Participate in the operational governance entities (e.g. meetings, teams) established by the MSI that are needed to ensure consistent, effective and seamless management of services.	Y	
R13.	11. Deploy controls to ensure that the Main Processes are followed across the Supplier delivery of Services.	Y	
R14.	12. Comply with VITA Rules for all Commonwealth data and all systems that contain Commonwealth data and metadata.	Y	
R15.	13. Conform to changes to VITA Rules for all Commonwealth data and all systems that contain Commonwealth data and metadata.	Y	
R16.	14. Support the periodic audit by Third Parties as directed by the MSI, VITA or Customers.	Y	
R17.	**1.2. Main Processes**		
R18.	*The Service Management Lifecycle for ITIL v3 consists of five stages: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The major*		

	sections of this **Exhibit 2.2 (Description of Services - Cross Functional)** are based on those five stages. Within each of those Service Management Lifecycle stages are Main Processes for which Supplier responsibilities are described in this Description of Services. The stages and Main Processes are listed in the following table:		
R19.			

Service Life Cycle Stage	Main Processes
Service Strategy	Strategy Generation and Management
	Financial Management for IT Services
	Service Portfolio Management
	Demand Management
	Business Relationship Management
Service Design	Design Coordination
	Service Catalog Management
	Service Level Management
	Availability Management
	Capacity Management
	IT Service Continuity Mgmt.
	Supplier Management
	Information Security Mgmt.
Service Transition	Change Management
	Release and Deployment Management
	Project Management
	Service Asset and Configuration Management
	Knowledge Management
Service Operation	Service Desk
	Incident Management
	Event Management
	Problem Management

			Request Management and Fulfillment		
			Access Management		
			Supplier IT Operations		
			Service Review and Reporting		
	Continual Service Improvement (CSI)		Process Evaluation and Currency		
			Service Measurement		

R20.	**1.3. Service Integration**	
R21.	*For each of the Main Processes, in collaboration with and coordinated through the MSI, Supplier responsibilities include:*	
R22.	1. Execute the processes and procedures to support the Main Processes, such that the objectives, scope and principles of the Main Processes are achieved.	Y
R23.	2. Participate in the definition and Documentation of the policies which set the objectives, scope and principles that will ensure the success of the Main Processes, as approved by VITA.	Y
R24.	3. Participate in the development and Documentation of processes, sub-processes and procedures for the Main Process with the MSI and another Service Tower Supplier(s), as approved by VITA.	Y
R25.	4. Participate in in the Documentation of sub-processes, procedures and desk-level procedures for the Main Process that supports the individual environments within Customers' environments with the MSI and other Service Tower Suppliers.	Y

R26.	5.	Routinely participate in the verification of the effective compliance with these policies, processes and procedures by the MSI, as well as process maturity assessments.	Y	
R27.	6.	Establish Operating Level Agreements, and other supporting measures and controls with the MSI, as approved by VITA. In cooperation with the MSI, the Supplier is required to provide a set of actions in the Continual Service Improvements Register on a quarterly basis to establish and improve Operating Level Agreements (OLAs) and other supporting measures and controls with the MSI and other Service Tower Suppliers, as approved by VITA.	Y	
R28.	7.	Where Operating Level Agreements do not exist, proactively work with the MSI, VITA, Customers and Third Party Vendors to deliver to the objectives and overall success.	Y	
R29.	8.	Actively participate in information exchange between and among the Supplier, the MSI, other Service Tower Suppliers, VITA, Customers, and Third Party Vendors to improve execution of the Main Process.	Y	
R30.	9.	Validate that the Main Processes provide Audit Trails that meet all VITA Rules.	Y	
R31.	10.	Integrate Supplier's Main Process with the Main Processes of the MSI, other Service Tower Suppliers, Customers, and authorized Third Party Vendors, where the processes interact. In cooperation with the MSI, Supplier is required to contribute to a quarterly Single process compliance assessment & Continual Service Improvement Register (CSIR) entries with Action Plans and report progress towards closure of the Supplier's assigned actions.	Y	
R32.	11.	Integrate Supplier's Main Process with the other Service Management processes as appropriate.	Y	

R33.	12. Coordinate Main Process activities across all Supplier functions and organization, and across all Subcontractors to Supplier that participate in providing the Services to the Customers.	Y	
R34.	13. Communicate and coordinate the Main Process and its associated policies, other processes, sub-processes, and procedures within Supplier's own organization and designated Third Party Vendor(s).	Y	
R35.	14. Collaborate with the MSI to develop a plan on a quarterly basis for VITA review and approval to achieve effective training on the Main Processes The Supplier is required to have all designated personnel participate in the planned training on the Main Processes (e.g., the purpose, activities, policies, procedures, tools, interfaces) for all stakeholders to ensure effective execution of the process.	Y	
R36.	15. Provide on-going methods for training Supplier staff, other Service Tower Suppliers, Customers and designated Third Party vendors on aspects of the Main Processes for which the Supplier is designated as a trainer by the MSI Supplier.	Y	
R37.	16. Regularly communicate or contribute to guidelines, FAQs and access to appropriate tools to Service Tower Suppliers, Customers and authorized Third Party vendors to promote and reinforce the appropriate use of the Main Processes for which the Supplier is designated as a trainer by the MSI Supplier, and its supporting policies, other processes, sub-processes and procedures.	Y	
R38.	**1.4. Service Management Systems**		
R39.	*Supplier is required to use or integrate with a system provided by the MSI (i.e., Incident Management System, Change Management System, Configuration Management System and CMDB, etc.). These systems and any systems Supplier provides that integrate with the MSI*		

systems are collectively referred to herein as Service Management Systems (SMS). **Exhibit 4.7 (Software Assets)** *defines the specific MSI toolset.*

The table below describes the purpose as defined by VITA to guide the MSI in providing the SMS, of which the Service Tower Suppliers will be users and providers of management information:

R40.

Service Management Systems	Purpose
IT Information Portal	Provide an integrated Portal which provides access and customizable views for the data processed in the Service Management Systems. Displays service measurements as per section 6.3 of this document, including overall program measures and other reports which include, but are not limited to those in Exhibit 3 (Reporting and Service Level Management). Provide dashboard that is customizable by each User.
Data Warehouse System	Provide a mechanism to collect data from all Service Management Systems and provide access to the Customers for report generation, with ability to save queries by Customer and individual.
Billing, Chargeback and Utilization Tracking System	Provide a mechanism for billing VITA for services across all Service Tower Suppliers and enable VITA to establish overhead charges and provide billing to Customers.
Service Portfolio Database	Provide database of all Services including those under development, in operations, or in process of retirement.
Service Catalog and Request Management System(s)	Provide a mechanism for Customers to view and order and track Standard Service and Solution Requests/Proposals.

		Asset Management System	Provide a mechanism for Customers to track all assets.		
		Service Level Management and Reporting System	Provide a system that tracks current and historic Service Levels and the current and historic performance of the Supplier and Service Tower Suppliers. Provide a method for Customers to view and generate reports for current and previous Service Level metrics.		
		Security Clearance System	Provide a mechanism to manage, validate and allow Customers and Users to view the security clearance check status for all individuals providing services under the MSI and STS.		
		Document Data Store	Provide a mechanism for the common storage of artifacts and data related to projects and program management.		
		Change Management System	Provide a mechanism to track and facilitate the Change Management process.		
		Project Portfolio Management and Project Management Reporting System	Provide the mechanism to track and report the portfolio of projects and programs associated with the ITISP. The system should enable reporting of status, schedules, task assignments, issues and risks.		
		Incident Management System	Provide a mechanism for the tracking and managing incidents.		
		Knowledge Database	Provide a mechanism for user self-help.		
		Event Management and Correlation System	Provide a mechanism for designated Users to establish alerts and notifications for status changes within any Service Management Systems.		
		Problem Management System and Known Error Database	Provide a mechanism to collect previous errors and resolutions which are accessible by MSI, STS, VITA, Third Party Suppliers and designated Users		

	Software License Management System	Provide a mechanism to track software license use across all managed hardware assets.		
	Risk Management System	Provide a mechanism to identify, track, analyze, report and demonstrate remediation of identified risks as part of Risk Management.		
	Information Security Management System (ISMS)	Provide an Information Security Management System (ISMS) to maintain the policies, processes, standards, guidelines and tools to support Customers in achieving their Information Security Management objectives.		
	Service Desk Telephony	Provide a contact center system to handle service desk contacts via telephone		
	IT Infrastructure Monitoring System	Provide system that will monitor all assets, providing real-time status (e.g., software versions, patch levels, uptime, hardware performance)		
	Identity and Access Management System	Provide system that will allow for identity and access management		
	Service Continuity Management System	Provide system that will allow MSI to coordinate all Service Tower Service Continuity Management (including planning and testing)		
	Remote administration system	Provide tools and staff to remote into a User's PC to improve first call resolution and reduce mean time to resolution.		
	Capacity Management System	Provide system that will support capacity management process scope.		
R41.	*For all Service Management Systems, in collaboration with and coordinated through the MSI, Supplier responsibilities include:*			
R42.	1. Compliance with VITA Rules (e.g., Security Standards, Federal and Commonwealth mandates, records retention policies).		Y	

R43.	2. Utilize the Service Management System provided by the MSI to meet the objectives for the Main Processes.	Y	
R44.	3. Participate in the integration of the MSI's Service Management Systems with the other systems used by Supplier to meet the objectives of the Main Processes.	Y	
R45.	4. Provide all data to the MSI for collection or archive in a format that can be integrated in the Data Warehouse System.	Y	
R46.	5. Limit access to the Supplier's systems to the agreed levels (e.g., by business unit) for the type of Users who require access to the system.	Y	
R47.	6. Ensure all designated Supplier Personnel and authorized Third Party Vendors are trained by the MSI in the use of the MSI's Service Management Systems, and trained by the Supplier in the use of the Supplier's systems.	Y	
R48.	7. Support activities to transfer legacy data ensuring that historic data is maintained.	Y	
R49.	8. Support efforts to verify the Service Management System contents and correctness of the information contained therein by MSI, Customers, and other designated Third Parties (e.g., auditing organizations). The Supplier is required to contribute to the MSI's production of a set of actions in the Continual Service Improvements Register for modifications to the systems during and after the Transition plan, and a quarterly release schedule indicating scope, priorities, and schedule performance regarding achieving the improvements.	Y	
R50.	9. Secure systems that integrate to the MSI's Service Management Systems and any supporting database(s) such that commonwealth data is clearly separated from the data	Y	

	of all other customers of Supplier and the customers of Supplier's Subcontractors or other vendors.		
R51.	10. Where Supplier chooses to host those systems outside of a VITA Centralized Data Center or a Customer Data Center, Supplier will provision and maintain all necessary Connectivity into the VITA Consolidated Data Center or the Customer Data Center and manage that Connectivity to meet the MSI designated performance standards.	Y	
R52.	**1.4.1. Portal**		
R53.	*The Portal is a Service Management System that provides STS and Customers with a single contact point. It is the centralized point of access for all MSI Service Management Systems, Documentation and information pertaining to the delivery of services by ITISP Suppliers to VITA and Customers.* *The Portal is available 24 hours per day, seven days per week (24x7x365) and accessible by all modern browsers (e.g. IE, Chrome, Firefox, etc.)* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R54.	1. Utilize and interface with the Portal as directed by the MSI.	Y	
R55.	2. Provide for access to additional Supplier systems and tools through the Portal as directed by VITA or the MSI.	Y	
R56.	3. Provide data regarding incidents and requests as directed by the MSI.	Y	
R57.	4. Provide for access to documents in the Document Data Store including all Customer service reports.	Y	

R58.	5. Update information in the Portal in a timely manner as directed by the MSI; establish the frequency of updates for elements and subcomponents of the Portal in the SMM.	Y	
R59.	**2. Program Management**		
R60.	**2.1. Program Management Office (PMO)**		
R61.	*The MSI will establish a Program Management Office (PMO) that manages the portfolio of projects and programs within ITISP, including all projects involving ITISP and any Customer, including:*		

The MSI will establish a Program Management Office (PMO) that manages the portfolio of projects and programs within ITISP, including all projects involving ITISP and any Customer, including:

- *Projects elected by a Customer through a Service or Solution Request (e.g., office move, support for Commonwealth IT Projects of Customers)*

- *Projects initiated as part of other programs*

- *Projects initiated by Supplier (e.g., stand up a new service, major hardware or software upgrades)*

- *Projects to onboard a new and/or off-board an existing Supplier*

- *Projects to transition Customers to Supplier's services*

- *Development and maintenance of the SMM*

- *Oversight for Ongoing Programs*

The PMO is an important vehicle for communicating with Customers and ITISP Governance on ITISP activities including cross-project resource contention and dependencies. The PMO will:

- *Direct the project activities within the Service Transition Main Process*

- *Provide project and program management support to:*

	– *Projects that require significant cross-tower coordination* – *Projects that involve significant moves (e.g., moving an office to a new building)* – *Projects where the Customer specifically requests an MSI PM* ● *Provide project and program management support for platform-level projects that impact multiple Customers* ● *Maintain and report to VITA and ITISP Governance on the portfolio of projects and programs* ● *Provide project and program management support for individual Customer projects as approved by VITA.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R62.	1. Support the PMO that manages and oversees the ITISP portfolio of approved projects.	Y	
R63.	2. Adhere to program management and oversight provided by the MSI for all project activities associated with ITISP.	Y	
R64.	3. Adhere to the PMO standards defined in the SMM; these standards will be compliant with the Commonwealth Project Management policy and standard as required by VITA and will address, at a minimum:	Y	
R65.	3.1. Scope definition.	Y	
R66.	3.2. Establishing project baselines.	Y	
R67.	3.3. Change management.	Y	

R68.	3.4. Quality management.	Y	
R69.	3.5. Risk and Issue management.	Y	
R70.	3.6. Communications management.	Y	
R71.	3.7. Organizational change management.	Y	
R72.	3.8. Required reporting and reports.	Y	
R73.	4. Follow project management best practices consistent with a widely-accepted project management methodology.	Y	
R74.	5. Provide direct support to Customer projects under the purview of Commonwealth project management governance, as required and in accordance with the Commonwealth Project Management Standard.	Y	
R75.	6. Ensure that each individual designated as a Project Manager for Supplier-managed projects meeting certain thresholds defined in the SMM (e.g., risk/complexity assessment, certain minimum dollar value):	Y	
R76.	6.1. Holds a Project Management Professional (PMP) certification from the Project Management Institute. Attends a one-day Commonwealth Project Manager Orientation training session and successfully passes a test, or is a Commonwealth Qualified Project Manager.	Y	

R77.	7. Provide support required by the MSI (which will provide project management) for the management of platform level projects, major infrastructure changes and cross tower/vendor projects.	Y	
R78.	8. Use the Commonwealth Project Management Standard as a reference and where applicable, apply the standard to projects conducted by the PMO.	Y	
R79.	9. As defined in the SMM, align and communicate project activities to the PMO in support of other portfolio, program and project management offices within the Supplier.	Y	
R80.	10. Support the MSI in its efforts to coordinate project management activities across all functions, including the MSI, Service Tower Suppliers, Customers and designated Third Party Vendors.	Y	
R81.	11. In accordance with the SMM, monitor and control all projects and programs for which the Supplier is responsible, including the communication and management of project status, risks, issues, project slippage reporting, project change requests, etc.	Y	
R82.	12. Adhere to the overall structure for project and portfolio management including resources, policies, processes, and procedures, compliant with VITA Rules and as documented in the SMM.	Y	
R83.	13. Use the MSI's Project Portfolio Management and Reporting System to track and manage projects as required by the SMM.	Y	
R84.	14. Adhere to controls and mechanisms that categorize projects (e.g., complexity, scope, schedule, cost, size) to support overall portfolio and program management compliant	Y	

	with the Commonwealth's Project Management Policy and Standard as required by the SMM.		
R85.	15. Provide the information required by the MSI to enable reporting on the project portfolio that will:	Y	
R86.	15.1. Provide VITA and Users designated by VITA with a profile of project work and each project's current status as required by the SMM; VITA and Users designated by VITA will also have the ability to directly access this information.	Y	
R87.	15.2. Support decision making in ITISP Governance bodies and maintain all portfolio-related metrics, dashboards and reports to be communicated to the governance bodies according to cadences established in the SMM.	Y	
R88.	15.3. Support MSI activities in Business Relationship Management.	Y	
R89.	15.4. Support the identification of resource contention within and across projects and programs, including resources identified by Customers.	Y	
R90.	15.5. Support the identification and tracking of cross-project dependencies within ITISP and with Customers.	Y	
R91.	16. Use the common data store for artifacts (e.g., design artifacts, requirement validation, approvals, lessons learned, related planning documents) established by the MSI and associated with projects, programs and portfolio management.	Y	
R92.	17. Documents that support Service Operations will be in the Document Data Store as defined in Knowledge Management.	Y	

R93.	18. Provide project resources to a project resource pool comprised of the MSI and Supplier resources needed to staff projects within the purview of the PMO.	Y	
R94.	19. Utilize the tool defined by the MSI for resource tracking against projects to ensure that information is available for Demand Management, project pool tracking and project success.	Y	
R95.	20. Assist the MSI as required to enable resource forecasting against projects and expected demand for projects.	Y	
R96.	21. Assist the MSI as required to enable "what-if" resource scenarios to support portfolio prioritization by ITISP Governance.	Y	
R97.	22. Participate in the escalation process established by the MSI and VITA and documented in the SMM to encourage resolution of issues and risks between Suppliers before escalating to VITA.	Y	
R98.	23. Assist the MSI as required to enable trend analyses on the volume and nature of projects to identify areas for improvement, and reporting on the trends and improvements to Customers and Suppliers on at least a quarterly basis.	Y	
R99.	24. Assist the MSI as required to enable regular project reviews to identify recurring problem areas and initiate Problem Management as required to address those areas.	Y	
R100.	25. Actively support and participate as required in Customer quality controls (e.g., IV&V or Steering Committee reviews).	Y	
R101.	26. In support of Service Transition:	Y	

R102.	26.1.	Assist the MSI in proposal creation.	Y	
R103.	26.2.	Provide proposals and plans to the MSI in a consistent format as defined in the SMM and including:	Y	
R104.		26.2.1. The business requirements for the work and the Deliverable(s) desired.	Y	
R105.		26.2.2. The functional and/or technical approach and solution.	Y	
R106.		26.2.3. The initiator of the proposed project (either a User designated by VITA or Supplier).	Y	
R107.		26.2.4. The total number and type(s) of FTEs required for the project.	Y	
R108.		26.2.5. A description of any Equipment, Software, or other materials required for the project and ongoing support.	Y	
R109.		26.2.6. The duration of the project, the total elapsed time to complete the project, the projected delivery date, and any time constraints or material assumptions.	Y	
R110.		26.2.7. Expected high level milestones and key tasks.	Y	
R111.		26.2.8. The total cost of the project (including fees paid to Supplier as well as any Retained Expenses), the timing of any payment(s), and whether the cost is included in the Base Charges.	Y	

R112.	26.2.9. The ongoing annual cost of the project post-implementation (including fees paid to Supplier as well as any Retained Expenses and Pass-Through Charges), the timing of any payment(s), and whether the cost is included in the Base Charges.	Y	
R113.	26.2.10. Any other material assumptions, including but not limited to risks, mitigation plans, dependencies, costs and/or any other item related to the project, including any support required from Customers or Third Party Vendor(s).	Y	
R114.	26.2.11. Any other provisions necessary to describe the work needed.	Y	
R115.	27. On the Service Commencement Date, at no additional charge to the Commonwealth, Supplier shall assume responsibility for continuing the development, implementation and support of all Current Projects (see **Exhibit 2.6 (Current and Planned Projects)**) without material interruption and either: (i) in accordance with then current written Commonwealth plans for such Current Projects, if such plans exist and have been furnished to Supplier, or (ii) if no such written plans have been furnished to Supplier, as such Current Projects are being performed as of the Service Commencement Date.	Y	
R116.	28. Within ninety (90) days after the Service Commencement Date, Supplier shall provide the Commonwealth and the MSI with a written evaluation and assessment of the status of all Current Projects known to Supplier.	Y	
R117.	**2.2. Project Portfolio Management and Reporting System**		
R118.	*The Project Portfolio Management and Reporting System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		

R119.	1. Ensure that all project data related to the Services resides in the Project Portfolio Management and Reporting System.	Y	
R120.	2. Utilize a Project Portfolio Management and Reporting System provided by the MSI that will serve as the single source of information regarding all projects for ITISP Services amongst MSI, Service Tower Suppliers and designated Third Party Vendors.	Y	
R121.	3. Ensure project data is supplied to support MSI analysis of project elements across different projects and report to Customers on variances in projected costs and timelines.	Y	
R122.	4. Ensure project data supports MSI forecasting for project resource utilization in support of Demand Management and Service Portfolio Management.	Y	
R123.	5. Ensure project data supports the tracking of issues and risks related to a project, program and/or portfolio of projects.	Y	
R124.	6. Ensure project data supports tracking costs and schedules within and across different projects within the portfolio.	Y	
R125.	7. Maintain the relationships between tasks within a project and between projects within the portfolio.	Y	
R126.	8. Ensure project data supports resource rationalization across different projects, programs, service towers and recipients of services.	Y	
R127.	9. Ensure project data supports tracking and discovering dependencies across different projects within the portfolio.	Y	

R128.	10. Ensure project data supports MSI development of "what if" scenarios to support prioritization.	Y	
R129.	11. Ensure project data supports MSI analysis of project elements across different projects and reporting to ITISP Governance and Customers on variances in projected costs and timelines.	Y	
R130.	12. Ensure project data aligns with the COV Project Management Standard and project management process as required by the SMM	Y	
R131.	**2.3. Current and On-going Projects and Solution Requests**		
R132.	*A list of the major Current and On-going Projects will be set forth in **Exhibit 2.6 (Current and Planned Projects)**.* *As of the Commencement Date, VITA will have the right to update the projects and in process solution requests listed in **Exhibit 2.6 (Current and Planned Projects)** to include any additions to and deletions from such list, which have occurred in the ordinary course of business prior to the Effective Date.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R133.	1. As requested by the MSI or Customers, complete all Ongoing Projects in accordance with the following:	Y	
R134.	1.1. Project management and development practices as defined in the SMM.	Y	
R135.	1.2. Established Change Management procedures to address any changes in scope, requirements, schedules, or cost.	Y	

R136.	2. As requested by the MSI or Customers, complete all Ongoing Solution Requests in accordance with the following:	Y	
R137.	2.1. Solution Request process and proposal processes as defined in the SMM.	Y	
R138.	2.2. Project Change Management procedures to address any changes in scope, requirements, schedules, or cost as defined in the SMM.	Y	
R139.	**2.4. On-going Programs**		
R140.	*On-Going Programs own the sponsorship and completion of periodic projects that, while not part of day-to-day operations, are critical to accomplish. All operations have some set of recurring projects. These are often monitored by a part of operations and when the time comes near they kick off an appropriate project. The establishment of On-Going Programs by the MSI ensures that the activity is actually initiated and accomplished in the timeframe contemplated (i.e., that the activity is not inappropriately delayed in the face of other operational issues.)* *The periodic activities that are identified as On-Going Programs are:*		
R141.	<table><thead><tr><th>On-Going Program</th><th>Reference section</th></tr></thead><tbody><tr><td>Service Management Manual Currency</td><td>1.1 Service Management Practices 7.2.1 Service Management Manual (SMM) Currency</td></tr><tr><td>Technology Planning</td><td>3.2 IT Technology Planning</td></tr><tr><td>ITISP Measures</td><td>4.3 Service Level Management</td></tr><tr><td>Disaster Recovery Preparedness</td><td>4.5 IT Service Continuity</td></tr><tr><td>Security Program</td><td>4.7 Security Management</td></tr></tbody></table>		

| | | Risk Management Program | 4.8 Risk Management | | |
| | | Refresh and Software Currency | 7.0 Continual Service Improvement Technical Currency | | |

In collaboration with, and coordinated through the MSI, Supplier responsibilities include:

R142.	1. Support the MSI with On-Going Programs in compliance with the requirements of the Main Processes and processes developed and documented in the SMM.	Y	
R143.	2. Track Supplier-assigned On-Going Programs activities, Deliverables and milestones using the Project Portfolio Management and Reporting system.	Y	
R144.	3. Ensure that Supplier-assigned Deliverables and plans are appropriately tracked according to established processes and VITA Rules.	Y	
R145.	4. Support the MSI in managing ITISP issues and risks and collaborate to address issues and risks across MSI, Service Tower Suppliers and Customer organizations.	Y	
R146.	5. Participate, as required by the MSI, in governance of On-Going Programs.	Y	
R147.	6. Participate in any additional On-Going Programs at the direction of the MSI.	Y	
R148.	**3. Service Strategy**		
R149.	*Service Strategy defines the high-level approach to offering services to Customers; it drives service offerings and envisions future service offerings. In collaboration with, and coordinated through the MSI, the Supplier will undertake Service Strategy processes in order to support VITA and Customers in taking a long-term view of the business value of the Tower Services.* *The Service Strategy Main Processes described in this section are as follows:*		

	• *Strategy Generation and Management* • *Financial Management for IT Services* • *Service Portfolio Management* • *Demand Management* • *Business Relationship Management*		
R150.	**3.1. Strategy Generation and Management**		
R151.	*Supplier will support and participate in the development of an integrated IT Service Strategy with the MSI. The integrated IT Service Strategy will be managed by the MSI, with the participation of all Service Towers, in support of the Commonwealth IT Strategic Plan and the Commonwealth Technology Business Plan. The MSI will incorporate input from VITA, Customers, and Service Towers in accordance with the ITISP Governance processes set forth in* __*Exhibit 1 (Integrated Services Platform)*__*.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R152.	1. Participate in the MSI's process for the creation and maintenance of the integrated IT Service Strategy.	Y	
R153.	2. Participate in the MSI's strategic assessments, which will be conducted at least annually.	Y	
R154.	3. As requested by the MSI, assist with the MSI's surveys of Customers. These surveys will take place at least annually and will serve to understand, develop, and confirm the future business and IT requirements of the Commonwealth.	Y	

R155.	4. Project future volume, technology, and other changes that could impact the MSI, other Service Towers Suppliers or Customers.	Y	
R156.	5. Proactively identify strategies and approaches for future IT delivery that Supplier believes will provide Customers increased efficiency, performance, or cost savings.	Y	
R157.	6. Identify potential candidates for new technology or the automation of tasks associated with the business processes of Customers, the MSI, or other Service Tower Suppliers.	Y	
R158.	7. Proactively submit proposals regarding new technology and automation to the MSI and VITA for review and approval in accordance with the SMM.	Y	
R159.	8. Proactively seek to and plan for automation of manual tasks associated with the Services.	Y	
R160.	9. Support Customers, the MSI and other Service Tower Suppliers in the proposal and presentation of changes in technology product and service offerings.	Y	
R161.	10. Participate in and encourage active cross-functional, cross-group, and cross-location coordination and communication related to technology changes and automation.	Y	
R162.	11. Participate with the MSI in the development of Equipment and Software Architecture and standards, subject to VITA and ITISP governance approval, and participate in continuously keeping VITA and Customers' technical Architectures current.	Y	
R163.	12. Facilitate appropriate access to specialists within Supplier's broader organization, as needed, to assist the MSI, VITA and Customers in developing and updating the plans.	Y	

R164.	13. Identify, and report to the MSI, industry and technological trends that may impact the MSI, VITA and Customers' plans.	Y	
R165.	14. Identify and track regulatory issues and changes that may impact the Customers' technology services provided by Supplier.	Y	
R166.	15. Gather and incorporate the data and lessons learned from the operating environment that may impact the MSI, VITA and Customers' plans and report to the MSI.	Y	
R167.	16. Provide resource consumption data to the MSI to support trend analysis to project future demand that may impact VITA and Customers' plans.	Y	
R168.	17. Cooperate with the MSI, VITA and Customers in researching and implementing automated tools to improve Service Levels or performance of the computing environment.	Y	
R169.	18. Ensure that tool selections are in accordance with VITA and Customers' standards and technical architectures.	Y	
R170.	## 3.2. IT Technology Planning		
R171.	*Technology Planning will be an On-Going Program. This program produces the Technology Plan, the technology implementation plan, and conducts an annual technology planning event.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R172.	1. Participate in the development and annual revision of the long-range, comprehensive Technology Plan with consideration given to Customers' information technology systems, processes, technical Architecture and standards.	Y	

R173.	2. Participate in the process of soliciting input from VITA and Customers related to future technology needs and assist with incorporating these needs into the Technology Plan, as requested by MSI.	Y	
R174.	2.1. The Technology Plan will be developed on an annual basis, and will include a rolling three (3) year projection of anticipated changes (subject to VITA business and planning requirements). Supplier will contribute to the plan.	Y	
R175.	2.2. Participate in the aggregation of technical planning information by the MSI as directed by the MSI and in accordance with the SMM.	Y	
R176.	3. Provide linkage with technology currency requirements that align with technology refresh plans (e.g. software version migrations).	Y	
R177.	4. Support the MSI in the development of an Implementation Plan with scope, timing, risks and cost impacts for VITA and Customers.	Y	
R178.	4.1. The Implementation Plan will be developed on an annual basis and reflect the Technology Plan.	Y	
R179.	4.2. Propose specific, short-term steps and schedules for projects or changes expected to occur within the first twelve (12) months of the Implementation Plan.	Y	
R180.	5. Participate in an annual planning event to coordinate input from Customers on evolving business needs in their environment.	Y	

R181.	6. Track and report to the MSI and VITA on new technology advances and technology evolutions applicable to the Managed Environment or Services specifying any technical benefits and cost savings that may be achieved by the MSI, VITA or the Customers.	Y	
R182.	6.1. Actively participate in the MSI's process of coordinating and consolidating information on potential technology advances applicable to the Services.	Y	
R183.	6.2. Participate in twice-annual briefings to VITA and Customers as requested by MSI.	Y	
R184.	7. Identify, evaluate and track opportunities for efficiency in the delivery of Services that Supplier has observed in the course of delivering the Services.	Y	
R185.	7.1. Actively participate with the MSI's process of coordinating and consolidating potential efficiency opportunities.	Y	
R186.	7.2. Participate in the semi-annual evaluation of efficiency opportunities with VITA and Customers as requested by the MSI.	Y	
R187.	8. Support the Main Process of Service Design, including:	Y	
R188.	8.1. Create and regularly update the description of the minimum Equipment and Software requirements and any specific Equipment and Software that are designated for standard use within ITISP (the "Standard Services"). Updates will occur in accordance with the processes defined in the SMM or at other times if requested by the MSI or VITA.	Y	
R189.	8.2. Provide Architecture and guidance to Service Design activities on standards that are within the Technology Plan.	Y	

R190.	8.3. Provide guidance to solution architects working within Service Design on standards that are within the Technology Plan, as directed by the MSI.	Y	
R191.	9. Support the On-Going Program of technical currency, including:	Y	
R192.	9.1. Maintain Software currency and Refresh for all systems and Software related to the delivery of the Services, in compliance with the requirements of **Exhibit 4 (Pricing and Financial Provisions)** and in conjunction, in accordance with the SMM.	Y	
R193.	9.2. Establish which particular Software releases and system platforms are not current (i.e., which are approaching end-of-life, which are going out of support, and which have been released and should be considered current).	Y	
R194.	9.3. Monitor end-of-life Hardware (including underlying drivers and firmware) and Software resident in the Managed Environment and ensure proper notification is provided to the MSI, VITA, Customers and Third Party Vendors regarding support and Software currency plans.	Y	
R195.	9.4. Provide plans for remediating any Hardware or software that have reached end-of-life or are otherwise unsupported.	Y	
R196.	9.5. Provide reports of upcoming Software releases, Software renewals and end-of-support notices to the MSI, as upcoming events are identified.	Y	
R197.	9.6. Provide guidance to solution architects working within Service Design on the definitions that are within the Annual Refresh and Currency Plan.	Y	

R198.	9.7. Escalate to the MSI where changes to the definitions of Software currency and Refresh will cause financial impacts to the Charges, costs of Standard Services, costs of solutions, the cost of the renewal of retained Software or otherwise unforeseen changes to costs.	Y
R199.	9.8. Support Software under Supplier's operational responsibility at the most recently released and generally available version of the Software (the "N" release level), unless otherwise directed by VITA.	Y
R200.	9.9. Support release N-1 and earlier versions of the Software as directed by VITA and or ITISP Governance.	Y
R201.	9.10. Provide support for all Software versions and release levels that exist as of the Effective Date until otherwise directed by the MSI or VITA.	Y
R202.	**3.3. Financial Management**	
R203.	*Supplier will provide Financial Management for IT Services as described in this Description of Services and as set forth in **Exhibit 4 (Pricing and Financial Provisions)**. Financial Management covers the function and processes responsible for managing all the MSIs' budgeting, accounting and charging requirements associated with the delivery of the Services. Proper IT Financial Management will provide cost-effective stewardship of the IT assets and the financial resources used in providing IT Services, enabling the dissemination of information to feed critical decisions and activities.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*	
R204.	1. Cost-effective management of all resources used in providing the Services.	Y

R205.	2. Management and reporting of the consumption of chargeable resources used in the provision of the Services to meet demand forecasts and to achieve maximum value from these resources for Customers.	Y	
R206.	3. Provision of financial management for both procurement and Project management services as described in **Exhibit 4 (Pricing and Financial Provisions).**	Y	
R207.	4. Contributing to the long term understanding of the business value of the Services to Customer businesses by reporting on the volumes and Resource Units consumed on frequency defined in the SMM (at least monthly).	Y	
R208.	5. Invoice validation as a function of assets in the CMDB, orders and decommissioning placed throughout the month, and other factors which would change the volumes or charges on the invoice.	Y	
R209.	6. Utilize the unified system(s) that will track and show assets through their full life cycle, including ordering, provisioning, billing, decommissioning, etc.	Y	
R210.	**3.3.1. Chargeback and Utilization Tracking System**		
R211.	*The Chargeback and Utilization Tracking System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R212.	1. Interface with the MSI's Chargeback and Utilization Tracking System (the "Chargeback System") that will serve as the single source of information regarding all IT Financial information for Supplier Services and designated Third Party Vendors.	Y	
R213.	**3.3.2. Chargeback Invoice Consolidation**		

R214.	1. Provide the MSI and VITA with detailed monthly data that accounts for Supplier and designated Third Party Vendors Charges; and that includes detail to identify all projects and assets billed. Submission of this data will follow process and format defined in the SMM.	Y
R215.	2. Provide the MSI information and insight that identifies significant variances from expected volumes (as driven by historical volumes, seasonal patterns, known projects, etc.)	Y
R216.	3. Actively participate with the MSI in the invoice validation process to identify anomalies based on VITA approved variance thresholds, prior to the release of the Customers Chargeback invoices.	Y
R217.	4. Provide confirmation to the MSI on amounts received from VITA and any outstanding balance that are not paid with sufficient detail to confirm the unpaid balances.	Y
R218.	**3.3.3. Invoice Dispute Processing**	
R219.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R220.	1. Participate with the MSI in the management of Customers invoice disputes.	Y
R221.	2. Research and review invoice disputes for completeness and supporting data accuracy and, when necessary, request clarifying data from the MSI.	Y
R222.	3. Allow VITA or VITA-designated organization to monitor, audit and validate invoice dispute process on an ongoing basis.	Y

R223.	4. Provide a process for escalating to Supplier's management incidents of invoice disputes not resolved within the time frames established in the SMM.	Y	
R224.	**3.4. Service Portfolio Management**		
R225.	*Service Portfolio Management ensures that Customers have the optimum mix of services to meet required business outcomes at an appropriate level of investment. This involves assisting Customers in proactive management of the investment across the service lifecycle, including those new or changing services in the concept, design and transition pipeline, as well as live services defined in the various Service Catalog and those services that are retired or in the process of being retired. In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R226.	1. Conduct and maintain an inventory of operational services for inclusion in the MSI Service Catalog, proposed services (service pipeline), and decommissioned service (retired) offered by the Supplier.	Y	
R227.	2. Ensure that the Supplier provided services in the Service Catalog are accurately described and up-to-date in accordance with the SMM processes and standards.	Y	
R228.	3. Each service provided by the Supplier in the service portfolio should include at least the following attributes:	Y	
R229.	3.1. Service name and description.	Y	
R230.	3.2. Service goals and objectives.	Y	
R231.	3.3. Service scope (in terms of the market, location, customers, etc.)	Y	

R232.	3.4. Assumptions.	Y	
R233.	3.5. Service status (active, proposed, or retired).	Y	
R234.	3.6. Service type.	Y	
R235.	3.7. Customer details.	Y	
R236.	3.8. Desired business value (utility and warranty).	Y	
R237.	3.9. Business processes supported by the service.	Y	
R238.	3.10. Cost and pricing.	Y	
R239.	3.11. Dependencies (in terms of required resources and capabilities).	Y	
R240.	3.12. Value proposition.	Y	
R241.	3.13. ROI.	Y	
R242.	3.14. Priority.	Y	
R243.	3.15. VITA approved service request fulfillment timeline.	Y	
R244.	3.16. Risks and business impact.	Y	
R245.	3.17. Business case (cost-benefit analysis).	Y	

R246.	3.18. Offerings and packages.	Y	
R247.	4. Identify and validate all services provided by the Supplier that are proposed (new services) and operational (existing services) are accurately documented in the Service Portfolio system.	Y	
R248.	5. Participate, as requested by the MSI, in the MSI's process of reviewing existing Services, which is conducted to determine if existing services still meet the objectives and if they are still appropriate for the strategy.	Y	
R249.	6. Participate, as requested by the MSI, in the MSI's process of coordinating and reporting potential improvements to the Service Portfolio.	Y	
R250.	7. Participate in Customer surveys concerning potential improvements and existing deficits and incorporate into process, as requested by MSI and in accordance with the SMM.	Y	
R251.	8. Work with the MSI, other Service Towers Suppliers, VITA and Customers to gather information related to requests for new services and for significant changes to existing services.	Y	
R252.	9. Work with the MSI to provide proposals for requested new or changed services within the time limits identified in the SMM.	Y	
R253.	10. Report to the MSI all Supplier-provided Service updates, additions, and other changes, in accordance with the SMM.	Y	
R254.	11. Provide for management of life-cycle information to support the other areas of Service Delivery (e.g., Service Design, Refresh, Technology Planning) as directed by the MSI.	Y	

R255.	**3.4.1. New and Changed Service Introduction**		
R256.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R257.	1. Participate in the MSI's Service Portfolio Management ("SPLM") process for addressing new and changed Services. Refer to **Environment Overview Appendix H: Service Portfolio Lifecycle Management Overview** for an overview of the SPLM Process. New and changed Service opportunity identification may originate from:	Y	
R258.	1.1. Strategy management for IT Services.	Y	
R259.	1.2. Customers and governance organizations.	Y	
R260.	1.3. Continual Service Improvement activities.	Y	
R261.	1.4. Other service management processes (e.g., capacity management, Availability Management, IT Service Continuity Management).	Y	
R262.	2. New Services will be introduced by a New Service proposal to the MSI and VITA and will be approved in accordance with ITISP Governance and the SMM.	Y	
R263.	2.1. In the event of New Services that involve multiple Service Tower Suppliers, each Service Tower Supplier will work with the MSI and the other Service Tower Suppliers to provide all necessary information so that the MSI can make a comprehensive proposal to VITA.	Y	
R264.	3. New Service proposals are at no additional charge to the MSI, VITA or Customers.	Y	

R265.	4. New Services proposals will include, among other things, the following at a level of detail sufficient to permit VITA to make an informed business decision:	Y	
R266.	4.1. Business purpose and value in a business case document.	Y	
R267.	4.2. Target Customer base and expected demand.	Y	
R268.	4.3. Service model- high level view of all of the components of a service and how they fit together. A service model may be a list or diagram of items that will be needed in order to be able to deliver a service.	Y	
R269.	4.4. Project plan.	Y	
R270.	4.5. Fixed price or price estimate for the New Service with detailed breakdown of such price or estimate.	Y	
R271.	4.6. Description of the service levels to be associated with such New Service.	Y	
R272.	4.7. Schedule for commencing and completing the New Service.	Y	
R273.	4.8. Description of the new Hardware or software to be provided by Supplier in connection with the New Service.	Y	
R274.	4.9. Description of the software, Hardware and other resources, including Resource Unit utilization, necessary to provide the New Service.	Y	
R275.	4.10. Any additional facilities or labor resources to be provided by VITA or the Customers in connection with the proposed New Service.	Y	

R276.	4.11. Any risks associated with the New Service or the integration of the New Service into the existing environment.	Y	
R277.	5. Act reasonably and in good faith in formulating such New Service proposal.	Y	
R278.	6. Identify potential means of reducing the cost to the Commonwealth, including utilizing subcontractors to the extent appropriate.	Y	
R279.	7. Ensure that New Service proposals are no less favorable to VITA than the pricing for comparable Services.	Y	
R280.	8. Ensure that New Service proposals take into account the existing and future volume of business between VITA and Supplier.	Y	
R281.	9. VITA may require Supplier to engage (as Supplier's Subcontractor) a Third-Party Vendor approved or selected by VITA to provide such services.	Y	
R282.	10. VITA may elect to solicit and receive bids from Third Party Vendors to perform any New Services; where VITA elects to use Third Party Vendors to perform New Services.	Y	
R283.	10.1. Supplier will cooperate with such Third-Party Vendors for the implementation and management of the services provided by the Third Party.	Y	
R284.	10.2. Supplier will facilitate the integration of the Third-Party services into the service management delivery of the ITISP.	Y	

R285.	11. New Service proposals will not be for evolution and modification of the Services. Services identified in the Technology Plan as needing refresh or updates are not to be construed as new.	Y	
R286.	12. Promptly inform VITA of requests for New Services from Customers and submit any New Service proposals to VITA and the MSI in accordance with the **Exhibit 1 (Integrated Services Platform)** and the Service Management Manual.	Y	
R287.	13. Provide no New Services, or portion of a New Service, to VITA, Users, or Customers without the prior approval of VITA and in accordance with the SMM and ITISP Governance, and the prior knowledge of the MSI.	Y	
R288.	14. Requests for changes to existing Services will follow the Change Management processes and procedures defined in the SMM.	Y	
R289.	**3.4.2. New Customer Introduction, Acquisitions and Mergers**		
R290.	*From time to time, Customers are required to add or divest businesses units (usually called "agencies") or parts of business units, merge or split business units, or otherwise reorganize its business units. In collaboration with, and coordinated through the MSI, Supplier will perform certain functions at the request of VITA and Customers to support such activities.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R291.	1. Assist the MSI and VITA in planning, preparing and implementing any transition or changes related to the Services as a result of business additions, mergers or other reorganization (e.g., divestiture, acquisition, consolidation, relocation).	Y	

R292.	2.	Assist the MSI and VITA in the project to manage the change in gubernatorial administration.	Y	
R293.	3.	Coordinate with the MSI, VITA and Customers on performing analysis and reporting on financial impacts of proposed business additions, mergers and other reorganizations.	Y	
R294.	4.	Perform all required changes to support the Services associated with business additions, mergers and other reorganizations.	Y	
R295.	5.	Ensure all required changes related to business additions, mergers and other reorganizations are completed in accordance with the SMM. This may include changes to infrastructure (e.g., equipment repossession), physical and logical security, Service Management Systems, Service Continuity Planning, Disaster Recovery Planning and testing, etc.	Y	
R296.	6.	Implement business additions, mergers and other reorganizations in compliance with the Project Management processes.	Y	
R297.	7.	Actively support bringing additional Customers into Services.	Y	
R298.	8.	Provide proposals for transition and changes related to Services, in accordance with the Request Management and Fulfillment processes.	Y	
R299.	9.	Assist VITA Customer Account Managers (CAM) and MSI Business Relationship Management staff in describing Services to potential additional Customers.	Y	
R300.	10.	Provide proposals for transition to potential Customers.	Y	

R301.	11. Engage in activities relative to planning and developing solutions for proposals.	Y	
R302.	12. Add new users and organizations to Supplier's existing systems and tools used to provide Services.	Y	
R303.	13. Add new sites and equipment into Supplier's existing system and tools used to provide Services.	Y	
R304.	14. Make changes to descriptors (e.g., name changes) associated with Customers.	Y	
R305.	**3.5. Demand Management**		
R306.	*The purpose of Demand Management is to understand and influence Customer demand for services and to seek mechanisms to meet these demands. At a strategic level this can involve analysis of patterns of activity and service usage. At a tactical level, it can involve resource rationalization mechanisms to encourage shifts in demand.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R307.	1. Actively engage the MSI, VITA and Customers on Demand Management planning on a periodic basis, as defined in the SMM.	Y	
R308.	2. Assist the MSI, VITA and Customers with Demand Management activities that encourage Users to make the most efficient use of the Services and to assist Customers in minimizing costs while maximizing the value received from the Services. Such assistance will include tracking and reporting the evidence of Demand reductions to the MSI.	Y	

R309.	3. Participate in the MSI's processes for aligning the supply of Services to the demand for those services. This includes tracking and reporting predicted and actual consumption of Services to the MSI on a monthly basis.	Y	
R310.	4. Report to the MSI and VITA patterns of business activity across the Supplier's Services on a monthly basis and identify trends and risks that may cause demand to exceed the available capacity of the Supplier's Services.	Y	
R311.	5. Track, analyze and report on patterns of business activity to include annual and seasonal history.	Y	
R312.	6. Integrate Demand Management with the other ITIL processes (e.g., Capacity Management, Service Level Management) in order to manage long-term demand for the Supplier's Services and to identify and resolve over- or under-utilization issues.	Y	
R313.	7. Help establish processes for gathering and forecasting VITA's and Customers' project requirements.	Y	
R314.	8. Identify opportunities for the development of differentiated service offerings.	Y	
R315.	**3.6. Business Relationship Management**		
R316.	*Business Relationship Management works to maintain a positive relationship with Customers. Business Relationship Management identifies the needs of existing and potential Customers and ensures that appropriate services and capacity are developed to meet those needs. The process seeks to establish a strong business relationship with the Customer by understanding the Customer's business and their desired outcomes. The process facilitates the consistent alignment of the MSI staff to specific Customers. The process works closely with Portfolio Management to negotiate service introduction on behalf of Customers. VITA will retain a Business Relationship*		

	Manager (BRM) function in the form of Customer Account Managers (CAMs) focused on the strategic relationship with Customers. The MSI will provide support for the VITA CAMs and will serve as the operational interface with Customers. *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R317.	1. Support the MSI BRM with fulfillment of Customer requests and to facilitate access to the Services for Customers.	Y
R318.	2. Provide appropriate points of contact on the function of the Services and the quality of the delivery of the Services for use by VITA, the MSI, other Service Tower Suppliers, and Third Party Vendors.	Y
R319.	3. Participate in periodic review, coordinated by the MSI, on the portfolio of Services under management.	Y
R320.	4. Support ITISP Governance forums and meetings as requested by the MSI and as documented in the SMM.	Y
R321.	5. Support the business relationship activities of VITA with Customers as requested by the MSI.	Y
R322.	6. Support the communication activities of the MSI, VITA and Customers as requested by the MSI.	Y
R323.	7. Provide a point of escalation for issues with the delivery of the Services.	Y
R324.	8. Participate in periodic learning opportunities on the business objectives and organization of VITA and Customers as requested by the MSI.	Y

R325.	9. Attend, as requested by the MSI when the agenda includes Supplier's services, regular (e.g., monthly, weekly) Customer operations meetings that include the MSI BRM and Customer representative(s) in order to understand, monitor and collaborate on service provision to continually improve the Customer experience. Meeting cadence to be determined by each Customer and the MSI. Depending on the specific agenda, the MSI may invite representatives of one or more Service Towers to attend. Topics to be addressed include:	Y
R326.	9.1. Status of Service and Solution Requests.	Y
R327.	9.2. Refresh status.	Y
R328.	9.3. Service level reviews.	Y
R329.	9.4. Active Root Cause Analysis requests.	Y
R330.	9.5. Transition status.	Y
R331.	9.6. Technology plan activities.	Y
R332.	9.7. Impact of IT Infrastructure on active Customer projects.	Y
R333.	**3.6.1. Complaint Management**	
R334.	*Complaint Management establishes a systematic way to manage and monitor complaints made against the ITISP that supports and maintains the integrity of the program. The process facilitates efficient service to the Customers and increases the trust and confidence in the program.*	

	Complaint Management recognizes and protects Customer's right to comment and complain about the standard of services being provided. *Complaint means a genuine expression of dissatisfaction or concern regarding the Services or the delivery of the Services; complaint does not mean a dispute with a decision or policy, which will be addressed by VITA and with ITISP Governance and in accordance with the SMM.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R335.	1. Using the MSI-provided tool, collect and report on Complaints from Customers concerning the Supplier and Supplier's Services.	Y	
R336.	2. Utilize the MSI-provided tool that allows for day-to-day, anonymous feedback from VITA and Customers.	Y	
R337.	3. Participate in a process that provides for fair, equitable and timely resolution of complaints. The policy of which will:	Y	
R338.	3.1. Recognize, and protect Customers' rights, including the right to comment and complain.	Y	
R339.	3.2. Support an efficient, fair and accessible mechanism for resolving Customer complaints.	Y	
R340.	3.3. Demonstrate the commitment to continual improvement in the quality of Services.	Y	
R341.	4. Participate in Problem Management and corrective actions as appropriate to address complaint areas where directed and prioritized by the MSI.	Y	

R342.	5. Report on status of Problems and other corrective actions to address complaints until resolved.	Y	
R343.	6. Update records of all Complaints, valid and invalid, using the MSI-provided tool in accordance with processes and standards in the SMM.	Y	
R344.	**4. Service Design**		
R345.	*Supplier will undertake Service Design processes through coordination with the MSI in order to support VITA and Customers in the design and development of new or changed Services based on Customer's business requirements for introduction into a Production Environment. The Supplier collaborates with the MSI on all Service Design activities, processes and resources with various Information Technology Service Management (ITSM) processes. Design Coordination ensures the consistent and effective design of new or changed IT services, service management systems, architectures, technology, processes, information and metrics.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R346.	1. Participate in establishing, tracking and managing the definition of Standard Services in the Managed Environment with approval from VITA and Platform Governance for all new service offerings.	Y	
R347.	2. Changes to Standard Services are approved by VITA and Platform Governance.	Y	
R348.	3. Establish, track and manage the definition of Supplier's Service Catalog items, which should include Standard Service Catalog items and non-standard Service Catalog items.	Y	
R349.	4. Establish, track and manage Standard Solution Designs in the Managed Environment.	Y	

R350.	5. Develop and maintain overall Architecture documents and actively participate in the VITA Architecture Review and approval ("VAR") process. *For more information on the VITA Architecture Review (VAR) process, refer to the following Environment overview documents:* • ***Environment Overview Appendix Ia: Architecture Review Charter*** • ***Environment Overview Appendix Ib: Enterprise Services Architecture Overview Template*** • ***Environment Overview Appendix Ic: New Architecture Review Process*** • ***Environment Overview Appendix Id: Service Management Manual (VAR)***	Y	
R351.	The Service Design processes described in this section are as follows: ● Solution Design Management ● Service Catalog Management ● Service Level Management ● Availability Management ● IT Service Continuity Management ● Capacity Management ● Information Security Management ● Risk Management	Y	
R352.	**4.1. Solution Design Management**		
R353.	*Solution Design Management provides architectural and design support to the Main Processes for Requests for Solution and Project Portfolio Management.*		

		In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		
R354.		1. Provide solution design services.	Y	
R355.		2. Effective and efficient design validation.	Y	
R356.		3. Leverage existing Infrastructure and designs for the most efficient and effective cost solutions.	Y	
R357.		4. Provide technical leadership and integration services.	Y	
R358.		5. Participate in the process for fulfilling requests for technical solution in accordance with the SMM and VITA rules.	Y	
R359.		6. Capture and document previous designs for re-use.	Y	
R360.		7. Provide recommendation for making solution designs into Standard Service items and inclusion into the Service Catalog System.	Y	
R361.		8. Document, track and report on each use of alternative solution designs in lieu of Standard Services and the potential for re-use.	Y	
R362.		9. Monitor and enforce adherence to the Technology Plan and VITA Rules.	Y	
R363.		10. Report the use and frequency of alternative solution designs to the MSI.	Y	
R364.		11. Assist the MSI with the capture and validation of solution business and technical requirements from Customers, as required by the MSI.	Y	

R365.	12. Participate in the exception process for alternative solution designs in compliance with the SMM, VITA Rules and ITISP policies.	Y	
R366.	13. Provide recommendations for improved adoption of standard solution designs provided as services in the Service Catalog, as part of the Service Strategy Main Processes.	Y	
R367.	14. Ensure that each solution design appropriately addresses total costs, implementation timeframes and risks.	Y	
R368.	15. Coordinate the prioritization of design resources in compliance with the Main Processes of Demand Management and Project Portfolio Management.	Y	
R369.	**4.2. Service Catalog Management**		
R370.	*Service Catalog Management ensures that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally. The Service Catalog provides vital information for other Service Management processes, service details, current status and the service interdependencies. Service Catalog Management involves Governance in compliance with* **Exhibit 1 (Integrated Services Platform)**. *Service Catalog Management includes maintaining an MSI-provided Service Catalog System for Service Requests from users.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R371.	1. Coordinate with the MSI to ensure service priority and Service Level requirements are met.	Y	

R372.	2. Provide content to the MSI for the Service Catalog. Such content to be reviewed and updated in accordance with the SMM, and no less than on a monthly basis. The review will include Quality Assurance to ensure the descriptions meet the requirements.	Y	
R373.	3. Proactively provide technical and commercial recommendations to the MSI on content of the Service Catalog.	Y	
R374.	4. Proactively participate in testing of new Service Catalog items and changes to existing Service Catalog items	Y	
R375.	5. Support the MSI maintenance of effective links and integration between the Services Catalog and the CMS/CMDB.	Y	
R376.	6. Implement updates to the Service Catalog within the timeframes approved by the VITA and specified in the SMM.	Y	
R377.	7. Support the MSI in tracking and managing the life cycle of products and services in the Managed Environment.	Y	
R378.	8. Ensure that each Service description and all associated metadata are accurate and up to date.	Y	
R379.	**4.2.1. Service Catalog System**		
R380.	*The Service Catalog system is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R381.	1. Utilize the MSI-provided Service Catalog system for the compilation, collation, maintenance and publishing of the Services.	Y	

R382.	2. Provide all appropriate inputs for the fulfillment of orders (e.g., CI information, site, user name).	Y	
R383.	3. Process and fulfill all orders placed by Customers through the Service Catalog system.	Y	
R384.	**4.2.2. Services Catalog Contents**		
R385.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R386.	1. Ensure that all of Supplier's Services and Sub-Services are available to Customers in the Service Catalog in accordance with the SMM.	Y	
R387.	2. Ensure that all of Supplier's services and product descriptions in the Service Catalog have sufficient detail, as specified by the MSI, on business value, features, technical specifications, costs, inventory availability, delivery time and options to enable a User to make an informed purchasing choice.	Y	
R388.	2.1. The detail will include any notation required for specific use (or limitation) of each Service Catalog item by region, business unit, Project or category of User.	Y	
R389.	2.2. Ensure that all relevant technical specification details are included.	Y	
R390.	2.3. Provide the category for the content of the Service Catalog by configuration type and/or equipment or software type as appropriate.	Y	
R391.	2.4. Ensure that all commercial details, including but not limited to price, delivery time and inventory availability are included.	Y	

R392.	2.5. Ensure any additional costs are included in the detail description (for example a requirement to purchase supporting products or services to install, support or maintain the purchased item).	Y	
R393.	2.6. Provide any other details as required by the MSI and in accordance with the SMM.	Y	
R394.	3. Ensure that spare or surplus assets are included in the Services Catalog and available for order, when applicable.	Y	
R395.	4. Provide detail of all required or optional supporting processes or Services for any Service Catalog Item.	Y	
R396.	5. Ensure ownership of existing catalog items is transitioned and supported if required	Y	
R397.	**4.2.3. Standard Service Descriptions**		
R398.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R399.	1. Provide a clear description of what the Service does, how much it costs and how to obtain it.	Y	
R400.	2. Focus on broad, minimum requirements rather than on specific models or configurations (e.g., minimum processor type, minimum release level of Software, etc.).	Y	
R401.	3. Emphasize descriptions that are easily understood by Users (Users may be limited, i.e., not all users).	Y	

R402.	4. Identify differences between geographic regions, business units, or type of User, based on Customers' business requirements.	Y
R403.	**4.2.4. Standard Services Monitoring and Reporting**	
R404.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R405.	1. Identify trends and multiple uses of nonstandard products and services such that they become candidates for Standard Services.	Y
R406.	2. Provide any Customer feedback on services and products, respond to inquiries and routinely, in accordance with the SMM, report them to the MSI.	Y
R407.	**4.3. Service Level Management**	
R408.	*Service Level Management establishes and maintains, monitors and reports on service quality through a constant cycle of reviewing IT service achievements based on agreed upon Service Level Agreements and Operating Level Agreements. Service Level Management establishes Service Level Agreements with the VITA and Operating Level Agreements between Service Tower Suppliers to ensuring that all services and their underpinning contracts are appropriate, and to monitor and report on service quality and achievement. In collaboration with, and coordinated through the MSI, Supplier will provide Service Level Management as described in **Exhibit 3 (Reporting and Service Level Management)**.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*	
R409.	1. Participate and execute processes that enable consistent delivery of Service Level Management, in accordance with **Exhibit 3 (Reporting and Service Level Management)**.	Y

R410.	2. Work with and support the MSI to implement such processes and any necessary tool integration.	Y	
R411.	3. Document and analyze current performance and business perception of the relevant services (baseline) as a basis for improvements.	Y	
R412.	4. Participate in end-to-end service reviews with the MSI to assess required measurements and Service Improvement Plans.	Y	
R413.	5. Create proposals for Service Improvement Plans for Customer approval.	Y	
R414.	6. Provide supporting data related to the Service Levels to the MSI to produce the Service Level Management Information and Service Reports as defined in **Exhibit 3 (Reporting and Service Level Management)**. This includes reporting on progress in any Service Improvement Plan implementation.	Y	
R415.	**4.3.1. Service Level Management and Reporting System**		
R416.	*The Service Level Management and Reporting System is an MSI provided Service Management System. In collaboration with and coordinated through the MSI, Supplier responsibilities include:*	Y	
R417.	1. Utilize the data warehouse and Application provided by the MSI for the compilation, collation, maintenance and publishing of all Service Level measures and Operating Level Measures for all Services.	Y	
R418.	2. The Service Level Management and Reporting System will at a minimum support the following:	Y	
R419.	2.1. Provide ability to view Service Levels by enterprise and Customer.	Y	

R420.	2.2.	Provide ability to view source data and measures that accumulate into each Service Level Measure.	Y
R421.	2.3.	Provide dashboard for view of Service Levels status in near real time.	Y
R422.	2.4.	Dashboard view should include at a minimum these metrics, among others referenced in this document:	Y
R423.		2.4.1. Performance against Service Levels.	Y
R424.		2.4.2. Availability.	Y
R425.		2.4.3. Downtime.	Y
R426.		2.4.4. Average Transaction Rate.	Y
R427.		2.4.5. Request for Changes.	Y
R428.		2.4.6. Incidents.	Y
R429.		2.4.7. Complaints.	Y
R430.	**4.4.**	**Availability Management**	
R431.		*Availability Management will ensure that the level of service availability delivered in all Services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner. Availability Management will strive to define, analyze, plan, measure and improve all aspects of the availability of IT services. Availability Management provides a point of focus and*	

	management for all availability-related issues, relating to both services and resources, ensuring that availability targets are established, measured and achieved. *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R432.	1. Execute Availability Management processes and activities as directed by the MSI.	Y	
R433.	2. Report on all key elements of Availability for the Services.	Y	
R434.	3. Create an Availability Plan for Supplier's Services that includes the following:	Y	
R435.	3.1. Business Functions (including function owners and contacts).	Y	
R436.	3.2. Support for IT services and components.	Y	
R437.	3.3. Availability and Maintenance requirements.	Y	
R438.	3.4. Plan for unexpected Outage.	Y	
R439.	3.5. Redundancy and resilience requirements.	Y	
R440.	3.6. Availability analysis methods and tools.	Y	
R441.	3.7. Testing and review schedule.	Y	
R442.	3.8. Incident procedure for detection, recording, diagnosis, repair, recovery/restore, and close-out.	Y	

R443.	3.9. Monitoring and reporting schedule.	Y	
R444.	4. Assist Customers to understand Availability requirements for the Services in business terms.	Y	
R445.	5. Provide Availability impact assessments with respect to all requests relating to the Change Management Process.	Y	
R446.	6. Provide Availability trend analyses for all Services.	Y	
R447.	7. In the event of an Availability incident or event involving Supplier's Services, conduct a Root Cause Analysis, using the process defined in the SMM, to determine the cause and suggest future improvements to prevent future occurrence.	Y	
R448.	**4.4.1. Availability Management System**		
R449.	*The Availability Management System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R450.	1. Record and maintain Customer's Availability data to support key activities, such as coordination, solution design, change management, report generation, statistical analysis and Availability forecasting. Integrate this system with or use the MSI's Availability Management System.	Y	
R451.	2. Collect Incident, Problem, and Event information (including hardware and software monitoring information) to drive Availability decisions.	Y	
R452.	**4.5. IT Service Continuity Management**		

R453.	*IT Service Continuity Management (ITSCM) ensures that the Supplier can always provide the minimum agreed Service Levels, by reducing the risk from disaster events to an acceptable level and planning for the recovery of IT services. ITSCM should be designed to support Business Continuity Management. ITSCM provides for an On-Going Program of Disaster Recovery preparedness that supports the overall Business Continuity and Disaster Recovery processes. ITSCM provides for the plans that support the rapid and orderly restoral of IT services.*		
R454.	**4.5.1. Business Continuity for Customers**		
R455.	*Business Continuity Planning (BCP) is a Customer-retained function for their business. The Commonwealth has unique Business Continuity Plans for each agency and within each of these plans there may be references to IT systems required during the exercise of a BCP.* *In collaboration with, and coordinated through the MSI, Supplier will support such plans and its responsibilities will include:*		
R456.	1. Provide a Single Point of Contact (SPOC) for support of Customers' Business Continuity Plans and critical IT services, and related communications and other activities for Customers and the Service Tower Suppliers.	Y	
R457.	2. Collect and track the Application and systems which support the Mission Essential, Primary and Secondary Business Functions of Customers that depend on Services provided by ITISP. Data tracked includes:	Y	
R458.	2.1. RTO established by Customer.	Y	
R459.	2.2. RPO established by Customer.	Y	
R460.	2.3. Dependencies.	Y	

R461.	3. Mapping of Business Functions to Service Configuration Items in the CMDB.	Y
R462.	4. Work with Customers to ensure that there is continuous alignment between the Business Continuity Plans and an Integrated ITSCP. This includes on-going integration and alignment of the underpinning Service Tower Supplier IT Service Continuity Plans related to the Services with Customer's Business Continuity plans and activities.	Y
R463.	5. Where the Supplier is responsible for IT Services in support of a Customer, coordinate and report on recovery activities defined at the time of the declaration of an event which would activate the BCP due to Agency or governor-declared event.	Y
R464.	**4.5.2. Business Continuity for Supplier Services**	
R465.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R466.	1. Develop, maintain and test a Business Continuity Plan for STS operations which support or provide services to support Customers.	Y
R467.	2. Comply with all VITA Rules and applicable Federal and State requirements.	Y
R468.	3. Validate and coordinate the Supplier BCP with existing Customers' BCPs to ensure that the Customers can resume regular business Functions in the event of a Disaster or significant event within the required time frames.	Y
R469.	4. Establish BCPs and supporting procedures for all systems, Software and Infrastructure required for the delivery of Services. This includes:	Y
R470.	4.1. Service Management Systems.	Y

R471.	4.2. Invoicing and Accounting Systems.	Y	
R472.	4.3. Service Level measurement and management tools.	Y	
R473.	4.4. Operational and Control Systems.	Y	
R474.	4.5. All other tools and systems required for the delivery of Services within the Service Levels and to meet the designated timeframes as established in the SMM.	Y	
R475.	5. Assume all Third-Party Disaster Recovery contracts in existence for the systems, Software and Infrastructure required for the delivery of Services at the Commencement Date, and continue to utilize such contracts until such time that a successful test has been achieved for alternative solutions.	Y	
R476.	6. In the event of a disruption in the Services, coordinate all business continuity efforts to ensure smooth and efficient resumption of Services.	Y	
R477.	7. Coordinate with Customer BCP where operations are collocated.	Y	
R478.	**4.5.3. IT Service Continuity Planning**		
R479.	*IT Service Continuity Planning produces the integrated IT Service Continuity Plan (ITSCP), for the ITISP and individual Customers across all Service Tower Suppliers, that supports the orderly and rapid restoration of services in the event a disaster declaration by the entire Commonwealth or by an individual agency.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R480.	1. Design and construct a Supplier-specific IT Service Continuity Plan (ITSCP) that integrates and coordinates with the MSI's Integrated IT Service Continuity Plan and those of the	Y	

	Customers so as to recover the end-to-end services to a working state within Customer's recovery objectives.		
R481.	2. Provide Supplier-specific ITSCP to include:	Y	
R482.	2.1. Documentation of the plan, processes, procedures and communications.	Y	
R483.	2.2. Customer's priorities for backups, IT Service Continuity, and Business Continuity based on the priorities established by the Customers.	Y	
R484.	2.3. Methods and timeframes that allow the Customers to change priorities.	Y	
R485.	2.4. Security measures, as defined for normal operations.	Y	
R486.	2.5. Key Personnel contacts and notification procedures for VITA, Customers, the Supplier, the Service Tower Suppliers and other Third Party vendors.	Y	
R487.	3. Perform the on-going management, maintenance, testing and integration of the Supplier-specific IT Service Continuity Plan so as to maintain an ITSCP capable of returning the services to a working state within Customer's recovery objectives.	Y	
R488.	4. Verify that the Supplier-specific ITSCP includes Technical Recovery Guides for each of the Customers' Applications related to Services performed by Supplier.	Y	
R489.	5. Perform maintenance to include enhancements required as a result of changes to the services, including the introduction and use of new technologies (e.g., equipment, software, applications and so forth), Resource Units, processes, business functions, locations and priorities.	Y	

R490.	6. Perform a gap analyses as required of the Supplier-specific IT Service Continuity Plan against good industry practice (e.g., Business Continuity Institute www.thebci.org) and Customer's recovery objectives and requirements.	Y	
R491.	7. Develop rationale and recommendations to address any perceived gaps.	Y	
R492.	8. Participate in the development and operation of an MSI-led process that will determine and modify the list of Critical Enterprise Applications on an annual basis.	Y	
R493.	9. Provide a Single Point of Contact (SPOC) for Business Continuity and Supplier-specific IT Service Continuity Plans, related communications and other activities for the MSI, Customers, VITA and other Service Tower Suppliers.	Y	
R494.	10. Seek the MSI's approval of the Supplier-specific ITSCP and modifications to such plan.	Y	
R495.	11. Where the ITISP transitions a Service Tower Supplier, the MSI will coordinate and validate the creation of Customer-specific ITSCPs for all Applications, within three (3) months after the take-on of Service Tower Supplier and ensure the plans reflect all changes implemented during the Transition of services.	Y	
R496.	12. Validate and ensure that Supplier-specific ITSCPs are updated at least semi-annually and as directed by the MSI. Such updates to include at a minimum:	Y	
R497.	12.1. All changes implemented over the prior period.	Y	
R498.	12.2. Validate that Technical Recovery Guides are updated whenever a change is made to the environment or Application.	Y	

R499.	12.3. Adjust the applicable Supplier-specific ITSCPs whenever a Customer's needs and use of the Services change.	Y	
R500.	**4.5.4. IT Services Continuity Solutions**		
R501.	*The Service Tower Supplier is responsible for building technical environments that are needed to support the Supplier-specific ITSCP.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R502.	1. Establishing roles and responsibilities, plans and projects to implement ITSCP requirements.	Y	
R503.	2. Performing On-Going, continuous monitoring and operational tasks to maintain the specified DR/ITSCP required environments to enable declaration and successful restoration at any time on an individual application, server or device basis.	Y	
R504.	3. Provide disaster recovery services on a per system basis as a Service Catalog add-on for all Catalog items unless an exception is approved by VITA.	Y	
R505.	**4.5.5. IT Service Continuity (ITSC) Preparedness**		
R506.	*IT Service Continuity Preparedness will be an On-Going Program. This program produces an Integrated DR Test Plan. Preparedness verifies through regular scheduled test exercises that the Services provided by the MSI, Supplier and other Service Tower Suppliers can be recovered within the required and agreed upon business time frames.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		

R507.	1.	Participate in a process to validate the operational effectiveness of controls to ensure that the Supplier performs and maintains viable backups and corresponding records that can be used to restore services.	Y	
R508.	2.	Ensure that all Supplier Personnel are appropriately trained in current IT Service Continuity procedures for all Tower Services.	Y	
R509.	3.	Assist the MSI in coordinating the exercise of the plans to handle the media during Disasters and also plans to communicate with employees and their families; key Customers; critical Suppliers and other Suppliers and executive stakeholders during a Disaster.	Y	
R510.	4.	Adhere to applicable procedures and policies for coordinating continuity and restoration activities with local authorities as required by statutes or regulations.	Y	
R511.	5.	Ensure that all identified stakeholders are kept informed on an as-needed basis in accordance with the SMM.	Y	
R512.	6.	Participate in the development and maintenance of an Integrated Disaster Recovery Test Plan that defines the activities and schedules for the exercises that are required to verify the Services can be recovered within the required and agreed upon time frames and a twice annual, or as specified in SMM, testing of major cross Customer Outages.	Y	
R513.	7.	Participate in the development of test objectives and success criteria designed to verify that Customer's services will meet Customer's recovery objectives.	Y	

R514.	8. Identify all the required IT technical and services operations (including computer systems, networks, Applications, data repositories, telecommunications, environment, technical support and Service Desk) for test execution.	Y
R515.	9. Assist the MSI in establishing a schedule and calendar of test activities.	Y
R516.	10. Assist the MSI in scheduling and testing all components of the Integrated IT Service Continuity Plans where changes have materially affected the Plan, or at least annually.	Y
R517.	11. Continue to operate and manage the Services during periodic IT Service Continuity tests with no impact to Customers.	Y
R518.	12. Provide the MSI with a formal report of the test results within fifteen (15) days of each test. At a minimum, these reports should include:	Y
R519.	12.1. The results achieved.	Y
R520.	12.2. A comparison of the results to the measures and goals identified in the respective Supplier-specific IT Service Continuity plan.	Y
R521.	12.3. A report on the feedback from Users as to the adequacy of continuity for their respective areas.	Y
R522.	12.4. A proposed plan and schedule to remediate any IT Service Continuity issues identified during testing.	Y
R523.	13. Retest within thirty (30) days if any disaster simulation(s) fails to achieve specified results.	Y

R524.	14. Update the Supplier-specific IT Service Continuity Plans upon re-testing, and verify that the remedy was successful.	Y	
R525.	15. Support assurance carried out by Customers to ensure the effectiveness of the Integrated IT Service Continuity Plan and the underpinning Service Tower Supplier IT Service Continuity Plans.	Y	
R526.	16. Consume the DR test schedules in existence at the Commencement Date, and work with the MSI, VITA and Customers to ensure that the annual test schedules continue without disruption.	Y	
R527.	17. Establish and schedule reasonable windows to accomplish all DR testing for the Customer's Applications as documented in the Supplier's annual DR test plan and schedule.	Y	
R528.	18. Coordinate with the MSI to actively engage Customers in planning and preparation for annual test activities; including setting the objectives of the test.	Y	
R529.	19. Each such test will address the specific needs of each Customer (e.g., split-window testing, preparation testing prior to an annual test, off-site data location review and reconciliation, etc.)	Y	
R530.	20. Test execution must demonstrate, at a minimum, the Supplier's ability to meet or exceed the designated RTOs for those Applications in the event of a disaster.	Y	
R531.	21. Ensure that all testing activities are conducted in such a manner so that active production, test, and Development Environments are not affected.	Y	

R532.	22. Notify the MSI of any anticipated DR risks, where a Customer may choose not to participate in testing.	Y	
R533.	23. Evaluate the results of the test and identify potential corrective actions.	Y	
R534.	24. Provide Initial Test results to the MSI and incorporate the MSI's feedback into the final test results report.	Y	
R535.	25. As requested by the MSI, participate in test result review sessions with VITA, Customers or ITISP Governance to gain consensus on the success level of the test (e.g., successful, successful with issues, unsuccessful) and to identify corrective actions.	Y	
R536.	26. Initiate Problem Management and track corrective actions on DR testing actions as appropriate until resolved.	Y	
R537.	**4.5.6. IT Service Continuity Actions**		
R538.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R539.	1. Comply with SMM definition and procedures for declaring a Disaster.	Y	
R540.	2. Coordinate with the MSI to execute the Integrated IT Service Continuity Plan.	Y	
R541.	3. Notify the MSI and VITA as soon as possible of a Disaster or potential Disaster.	Y	
R542.	4. Report to the MSI on progress in restoring the Services, in accordance with the SMM.	Y	

R543.	5. Cooperate with the MSI, which will manage resource dependencies between Customers, Service Tower Suppliers and Third Party Suppliers, in restoring the Services.	Y	
R544.	6. Any incident associated with a Disaster is considered a Severity 1 (or Sev1) incident. If the Root Cause Analysis of the incident indicates an issue with the underlying service, a Plan of Action and Milestones (POAM) will be initiated.	Y	
R545.	7. Whether an IT Service Continuity Plan exists or not, at a minimum, restore the Services within a timeframe that is expected in accordance with the SMM.	Y	
R546.	**4.5.7. Crisis Management**		
R547.	*A crisis is defined as the communications and coordination activities required in the result of a declared disaster and subsequent work to recover operations to the normal steady state.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R548.	1. Provide such immediate assistance and increased support as requested by the MSI in relation to the management, containment and resolution of any Crisis.	Y	
R549.	2. Assist the MSI, as requested, with the management, containment and resolution of any Crisis across the integrated services, and the planning and coordination of any restoration of the end-to-end services.	Y	
R550.	**4.6. Capacity Management**		
R551.	*Capacity Management will assess the business requirements (the required service delivery), the organization's operation (the current service delivery) and the IT infrastructure (the means of service delivery), and will ensure that capacity in all areas of IT service provision and support always exists and is matched to the current and future agreed needs of the business, within designated timeframes. Capacity Management will strive to ensure that the capacity of IT services and the IT infrastructure is able to deliver the agreed Service Level targets in a cost*		

	effective and timely manner. Capacity Management considers all resources required to deliver the IT service, and plans for short, medium and long term business requirements. *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R552.	1. Utilize the Capacity Management processes and tools for the Services.	Y	
R553.	2. Utilize the Customer's business demand forecast, provided on a quarterly basis in ongoing Capacity Management.	Y	
R554.	3. Formally review capacity requirements for the Services annually and as directed by the MSI, in accordance with the SMM.	Y	
R555.	4. Provide input to the MSI for monthly management reports, including current resource utilization, trends, forecasts, and exceptions. Identify trends and potential Capacity issues and risks.	Y	
R556.	5. Actively include Capacity Management in the Change Management process to assess all Changes for their impact on the capacity of the Customers' Services.	Y	
R557.	6. Test the performance of new Infrastructure and Software to confirm such Systems meet planned performance and utilization expectations and requirements.	Y	
R558.	7. Incorporate work schedules and dependencies into Capacity Management planning.	Y	
R559.	8. Participate in the creation, management and maintenance of the 12-month rolling Service Tower Capacity Plans that reflect the current and future needs of the business, as agreed and documented within Service Levels, such that the MSI can produce an Integrated Capacity Plan.	Y	

R560.	9. On a quarterly basis, provide and update the MSI with Supplier's Capacity Plan, which will include, at a minimum:	Y	
R561.	9.1. current levels of resource utilization.	Y	
R562.	9.2. Current levels of Availability, average and peak.	Y	
R563.	9.3. current levels of Service performance.	Y	
R564.	9.4. forecast future requirements.	Y	
R565.	9.5. assumptions and recommendations.	Y	
R566.	10. Employ regular monitoring, identification of exceptions, and manual reviewing of reports and trends.	Y	
R567.	11. Estimate the resource and utilization effects of planned Operational Changes when requested by the MSI.	Y	
R568.	12. Assist the MSI's Service Level Management in understanding the Customers' capacity and performance requirements, in terms of required service and system response times, expected throughput, patterns of usage and volume of Users.	Y	
R569.	13. Cooperate with the MSI and other Service Tower Suppliers in testing the performance of new applications, services, and systems to meet planned performance and utilization expectations and requirements.	Y	
R570.	**4.6.1. Capacity Management System**		

R571.	*The Capacity Management System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R572.	1. Utilize or integrate with the MSI-provided Capacity Management System for the Services.	Y	
R573.	2. Provide input to the update of the CMS within designated timeframes with the capacity information (technical capacity, thresholds, forecasts) of newly acquired items, changed items and any other relevant information required by the SMM.	Y	
R574.	**4.7. Security Management**		
R575.	*Security Management will assess that all security risks associated with the delivery of Services are appropriately identified, evaluated, assessed, remediated, and appropriate controls are implemented and maintained. Security Management will be performed in a manner consistent with VITA Rules. Refer to **Environment Overview Appendix C: Security environment overview** for an overview of the existing environment.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R576.	1. Comply with VITA Rules to include appropriate state and federal regulations, policies, standards and guidelines (e.g., SEC 501, SEC 525, IRS Publication 1075, NIST Risk Management Framework, etc.) for the protection of Commonwealth of Virginia information and data.	Y	
R577.	2. Implement, maintain, and continuously comply with VITA Rules and Security Baseline Configuration Standards as defined in the VITA approved hardening guides, SMM, or as defined by specific Customer security requirements.	Y	

R578.	3.	Utilize the Information Security Management System (ISMS) as provided by the MSI, to maintain the policies, processes, standards, guidelines and tools to support VITA and Customers in achieving their Information Security Management objectives.		
R579.		3.1. Update the ISMS in a timely manner based on Changes to the technical environment.	Y	
R580.		3.2. Validate the ISMS contents to ensure the accuracy and completeness of the data contained therein on a routine basis, in accordance with the SMM.	Y	
R581.	4.	Understand VITA Rules in detail, to enable informed interactions with the MSI, Customers and End Users, VITA and other Service Tower Suppliers.	Y	
R582.	5.	Assist Customers in the definition of security requirements based upon Business needs and Customer's individual information security policies and Regulatory Requirements, as those needs and policies relate to the Services, and as requested by the MSI.	Y	
R583.	6.	Provide informed advice on security policy, standards (including national security, international, customer and industry standards), practices, solutions and technologies, and threats related to the Services.	Y	
R584.	7.	Implement Operating Level Agreements and Security Management processes, procedures and controls across Supplier services, and the other Service Tower Suppliers to address interdependencies, use of tools and workflows required to operate integrated Security Management across the Services.	Y	
R585.	8.	Implement and comply with all VITA Rules and Customers' Individual Information Security Policies, and all security requirements defined for the Managed Environment.	Y	

R586.	9. Participate in the integrated compliance and Security Management service performance Plans of Action and Milestones (POAM), and reports for all Service security requirements to meet Customers' informational reporting requirements and Service Levels in a regular and timely manner.	Y	
R587.	10. Track, expedite and report upon actions raised against plans, reports and Self-Assurance Statements.	Y	
R588.	11. Escalate security management improvement opportunities, issues, risks, events or any other pertinent security matter identified in accordance with the processes and procedures defined in the SMM.	Y	
R589.	12. Respond to Security Incidents or emerging security requirements (which may arise as a result of changing security standards, threats or industry practices) under direction from the MSI, and in accordance with the processes and procedures defined in the SMM.	Y	
R590.	13. Utilize security clearance and access control processes to administration tools and environments used to support Customer's services for all staff, in accordance with the processes and procedures defined in the SMM.	Y	
R591.	14. Conduct regular monthly assurance reviews to determine that all staff allocated to Customers' data and services has up-to-date security clearance, including background checks in compliance with Customer policies, and reporting any non-compliance to the MSI.	Y	

R592.	15. Ensure that access privileges for Supplier Personnel are promptly removed upon departure from the ITISP.	Y	
R593.	16. Establish and maintain mechanisms to safeguard against the unauthorized access, destruction, loss or alteration of Customers' data.	Y	
R594.	17. Implement safeguards that are compliant with Customers' Information Security Policies and Standards and in accordance with the processes and procedures defined in the SMM.	Y	
R595.	18. Utilize controls and processes such that the integrated services are compliant with all relevant regulations, policies and standards for the processing, storage and transmission of information based on its classification and impact categorization, and ensure that Customers are able to gain assurance and evidence that such compliance is being maintained upon request.	Y	
R596.	19. Provide reporting to the MSI that highlights emerging threats and the status of known risks.	Y	
R597.	20. Deploy security processes to enable effective monitoring and reporting of services and provide data to the MSI from monitoring controls and processes related to emerging threats and known risks.	Y	
R598.	21. On an on-going basis, check the effectiveness of the security procedures and controls, and compliance with regulations.	Y	

R599.	22. Initiate corrective actions in respect of any potential or actual security issues or noncompliance with the procedures.	Y	
R600.	23. Produce a weekly, or in accordance with the SMM, security status report to detail on-going work and actions identified and completed.	Y	
R601.	24. Monitor and control remote data communication access to Customers' Infrastructure, Software, Equipment, and all other data.	Y	
R602.	25. Routinely perform feasibility studies and evaluations for the implementation of new security technologies, based on threat trends, which meet Commonwealth requirements and objectives and report these to MSI and VITA.	Y	
R603.	26. Develop and maintain System Security Plan (SSP) and actively participate in the SSP approval process. For more information on the System Security Plan, refer to the following Environment overview documents: • **_Environment Overview Appendix Ja: System Security Plan Template_** • **_Environment Overview Appendix Jb: Service Management Manual (SSP)_**.	Y	
R604.	**4.7.1. Security Program**		
R605.	_Security Program will be an On-Going Program. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:_		
R606.	1. Participate in the continuous Security Program, which will comprise the on-going activities that accomplish the goals for security management and coordinate the activities of Customers, Supplier, the MSI, and designated Third Party Vendors.	Y	

R607.	1.1. The VITA Security Plan and Policy will govern the periodic activities for Security Management conducted by the MSI and Service Tower Suppliers including periodic patching, plans for implementing security measures, security performance monitoring and periodic security assessments and testing.	Y	
R608.	2. Adhere to the comprehensive VITA Security Plan and Policy that defines the security requirements of the ITISP environment and supports the security of Customers' systems, Software and information.	Y	
R609.	3. Develop, implement and maintain internal standards, processes and procedures which enable compliance with VITA Rules and Customer requirements. Provide the MSI, VITA and Customers access to all standards, processes and procedure Documentation.	Y	
R610.	4. Implement and maintain internal security awareness training processes and procedures and provide communications that ensure Supplier Personnel are aware of the security and operational requirements of the program.	Y	
R611.	**4.7.2. Security Assessments**		
R612.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R613.	1. As defined in the SMM or requested by VITA or ITISP Governance, participate in a VITA assessment of the Security Program and services from MSI and Service Tower Suppliers.	Y	
R614.	1.1. Including the monitoring and testing of security programs (e.g., Controlled Penetration Tests), conducting risk assessments and performing Security Design Reviews, of all or any portion of the Services in order to evaluate the Security Program and determine whether the Security Program meets or exceeds the standard of due care.	Y	

R615.	2. Such assessments will evaluate Supplier's abilities and capabilities in maintaining and enhancing security and safety practices and procedures, and may involve monitoring and testing security programs, conducting risk assessments and performing Security Design Reviews.	Y	
R616.	2.1. Each assessment will examine network deployment and infrastructure to ensure the proper protection of both the Systems and data while in use, storage, transmission or destruction.	Y	
R617.	2.2. At a minimum, each assessment will address potential deployment and infrastructure issues to insure the Availability, integrity, confidentiality and privacy of information and information systems operated by the Service Tower Suppliers, and include all areas as described in the SMM at a minimum (e.g., asset name, owner, risk analysis, controls).	Y	
R618.	3. Customers, Auditor of Public Accounts, and other Third Party Vendors authorized by VITA may conduct security reviews, assessments, forensic analysis or audits (e.g., AICPA's SOC 2, U.S. Internal Revenue Service 1075 audits, or risk assessments following NIST Special Pub 800-30 "Guide for Conducting Risk Assessments") of the Services being provided by the MSI and Service Tower Suppliers.	Y	
R619.	4. These assessments may include physical security, logical security, processing integrity, continuity of operations, policies and procedures, network analysis, periodic sampling, vulnerability scans and Controlled Penetration Tests.	Y	
R620.	5. Assess security stance of all new, changed and / or upgraded Hardware, Software, or Services to ensure continued compliance with configuration requirements.	Y	

R621.	6. Implement any changes, through the Change Management Process documented in the SMM, needed to comply with VITA Rules and Customer requirements, based on results of any and all assessments.	Y	
R622.	**4.7.3. Security Assessment by Third Parties**		
R623.	In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		
R624.	1. Twice annually, participate in an independent SSAE 16 Type II assessment from a VITA approved firm, covering all aspects of the Managed Environment.	Y	
R625.	2. Assessments or audits of the Managed Environment may be conducted by VITA, Customers, the Auditor of Public Accounts, the Managed Security Service Tower Supplier, or by federal agencies with oversight responsibilities. Such assessments may include risk assessments, forensic analysis or audits (e.g., AICPA's SOC 2, U.S. Internal Revenue Service 1075 audits, or risk assessments following NIST Special Pub 800-30 "Guide for Conducting Risk Assessments") of the Services being provided by Supplier and Service Tower Suppliers. These organizations reserve the right to define their own processes and methodologies to achieve their statutory goals. In such instances, in collaboration with, and coordinated through the MSI, Supplier will:	Y	
R626.	2.1. Participate in assessments of the Security Program and services provided by the Service Tower Suppliers.	Y	
R627.	2.2. Cooperate fully with and provide any assistance required by VITA and the assessment organization in support of these assessments or audits.	Y	

R628.	2.3. Provide access to any premises, equipment, personnel, documents, etc., as directed by VITA, the MSI or any other entity conducting such assessments or audits.	Y	
R629.	2.4. Recognize that VITA has sole discretion regarding acceptance or disputing any findings documented by such an assessment or audit.	Y	
R630.	13. If the report concludes that the Security Program does not meet or exceed the VITA Rules, then the affected Service Tower Suppliers will develop and agree upon an Action Plan to promptly address and resolve any deficiencies, vulnerabilities, concerns and recommendations identified in such report, consistent with the affected Service Tower Supplier's obligations as set forth in the SMM.	Y	
R631.	14. VITA will receive Deliverable Credits pursuant to **Exhibit 3.3 (Critical Deliverables)** should a Supplier fail to take remedial action in accordance with such Action Plan. Additionally, any system which has not been remediated in the defined period will be deemed to violate every Service Level associated with that system until it is remediated.	Y	
R632.	15. Under no circumstances will Supplier attempt to persuade or control or otherwise influence the party conducting the Security Assessment.	Y	
R633.	16. Supplier acknowledges that VITA views the right to conduct assessments as a critical inducement to VITA's agreement to many of the terms of this Agreement, including the Term and termination rights provided for in the Agreement, and therefore Supplier agrees that it will cooperate in good faith to accomplish the objectives contemplated for the benefit of the Commonwealth.	Y	
R634.	**4.7.4. Security Incident Management**		

R635.	*Security Incident Management is a specialized form of Incident Management, the primary purpose of which is the development and execution of well understood and predictable responses to damaging events, computer intrusions, security compromises and inadvertent data disclosure or destruction. As part of Security Incident Management, Supplier will provide the necessary resources to support Customers in resolving Security Incidents.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R636.	1. Participate in the development of an Information Security Incident Management Plan (IS-IMP) in accordance with VITA Rules and in cooperation with the Customers.	Y	
R637.	2. Participate in the development of policies that govern the response to Security Incidents across the Managed Environment.	Y	
R638.	3. Participate in documenting and implementing the specific processes and tools for managing and responding to Security Incidents in support of the IS-IMP.	Y	
R639.	4. Utilize or integrate with the MSI provided tools for the tracking and recording of Security Incidents.	Y	
R640.	5. Security Incidents will be treated as Severity 1 Incidents.	Y	
R641.	6. Upon identification of a Security Incident, or potential Security Incident, follow the escalation notification processes in accordance with VITA Rules and the SMM.	Y	
R642.	7. Record timelines, actions, and events in accordance with SMM, VITA Rules, security requirements and the IS-IMP instructions.	Y	

R643.	8. Work to assist VITA, the MSI or designated Third-Party, with the investigation of Security Incidents and report findings to VITA, the MSI and designated parties.	Y	
R644.	9. Work with the MSI to create a Remediation Plan that is acceptable to VITA and Customers.	Y	
R645.	10. Execute the VITA approved Remediation Plans.	Y	
R646.	11. Participate with designated parties to conduct a forensic investigation to determine what Systems, data and information have been affected by the Security Incident.	Y	
R647.	12. Participate with designated parties to facilitate the identification of the initial point of entry into the Managed Environment, or other source of the Security Incident; including the tools and methods employed by the intruders, any data compromised, as well as a list of all other systems, Applications, or Third Parties potentially compromised.	Y	
R648.	13. Conduct investigation activities in conjunction with designated parties to maintain the data Integrity of any asset which may be needed for evidence.	Y	
R649.	14. Collect any data or Hardware deemed necessary by designated parties to assist with the Security Incident response, including logs, disk drives, files, servers, workstations, and other items which may be of evidentiary value.	Y	
R650.	15. Maintain evidence integrity and strict chain of custody procedures for any items (physical or logical) relating to the Security Incident response investigation.	Y	
R651.	16. Assist VITA and designated parties in determining the impact and scope of suspected security breaches.	Y	

R652.	17. For all Security Incidents follow the Root Cause Analysis process identified in the SMM and work with designated parties for determining the underlying causes of a Security Incident.	Y	
R653.	18. Establish a corrective Action Plan based on RCA findings that lead to actions that avoid or mitigate future Security Incidents.	Y	
R654.	19. Establish security leads and other roles as necessary that will have ownership and responsibility for working with designated parties and handling Security Incidents.	Y	
R655.	20. Coordinate with designated parties and participate in a Computer Security Incident Response Team (CSIRT) that is tasked to respond to Security Incidents in accordance with the SMM and VITA and Customer IT security requirements, processes and required response times.	Y	
R656.	21. As directed by the MSI, participate in routine Security Incident Management response exercises to validate the Security Incident response processes in accordance with the SMM.	Y	
R657.	22. Report results from the Security Incident Management response exercises and provide recommendations for improvements to the MSI.	Y	
R658.	23. Provide any logs or alert and event information required to respond to Security Incidents.	Y	
R659.	24. Do not serve any notice or otherwise publicize a Security Incident without the prior written consent of VITA.	Y	

R660.	25. Do not provide any information to outside sources (e.g., public, media, VITA or Supplier Personnel) of any Security Incidents without the prior written consent of VITA.	Y	
R661.	26. Cooperate with any law enforcement officials, regulatory officials, agencies or associations, where directed by the MSI or VITA and with the consent of VITA.	Y	
R662.	27. Provide reports of all Security Incident response details and activities in the Portal or other tools as defined in the SMM or requested by the MSI or VITA.	Y	
R663.	28. Provide a summary of all Security Incidents related to the Services and Commonwealth Data to VITA, upon the request of VITA, for all Security Incidents since Commencement.	Y	
R664.	**4.7.5. Security Clearance Management**		
R665.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R666.	1. Follow the documented clearance criteria in the SMM and mechanisms for accomplishing background checks as required by Customers and VITA Rules.	Y	
R667.	2. Conduct clearance reviews to include FBI background checks with fingerprints on all Supplier employees, contractors, subcontractors, and any other identified parties proposed to be assigned to perform Services prior to such assignment.	Y	
R668.	2.1. Customers may elect to conduct such background checks themselves in lieu of Supplier, in which case Supplier will reimburse the Customers the costs incurred performing such background checks.	Y	
R669.	2.2. Supplier will not engage any employee, contractor or subcontractor in the performance of Services if the results of such person's background check and	Y	

	screening do not meet the established criteria. On a case-by-case basis, certain exceptions may be granted by VITA.		
R670.	2.3. Re-conduct background checks where clearance review criteria are required as specified in the SMM.	Y	
R671.	2.4. Individual clearance requirements must be completed and validated by VITA and the Customer prior to accessing any data owned by the Commonwealth.	Y	
R672.	2.5. Review and update the clearance review criteria required by VITA and the Customers on an annual basis.	Y	
R673.	3. Remove from the VITA account any Supplier employee, contractor or subcontractor whose background check results do not meet the criteria acceptable to VITA and the requirements of the Customers.	Y	
R674.	4. Ensure that all persons having been cleared are documented with the identified clearance (e.g., background checks, training) in the Security Clearance System.	Y	
R675.	5. Follow reporting procedures, in the SMM, which support immediate notifications to Customers of personnel who are added to or departed from the contract.	Y	
R676.	6. Ensure upon personnel separation all issued badging, Devices, access materials, etc. are returned to the Supplier prior to leaving Supplier's control. All Customer issued badging, devices, access materials, etc. must be returned to the Customer or VITA designated party within 7 days.	Y	
R677.	**4.7.6. Security Clearance System**		

R678.	*The Security Clearance System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R679.	1. Utilize the Security Clearance System as provided by the MSI.	Y	
R680.	2. Limit access to the Security Clearance System to the agreed levels established in the SMM for the type of Supplier Users who require access to the systems.	Y	
R681.	3. Participate in MSI-required training in using the Security Clearance System.	Y	
R682.	4. Ensure all data fields for which the Supplier is responsible are accurate and complete.	Y	
R683.	**4.8. Risk Management**		
R684.	*In collaboration with, and coordinated through the MSI, Supplier is charged with providing Risk Management related to the IT environment and Services within the context of the ITISP overall business risks. The goal of Risk Management is to quantify the impact to the business that a loss of service or asset would have (the Impact), to determine the likelihood of a threat or exploitation of a vulnerability to actually occur, and then to manage activity against the identified risk.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R685.	1. Utilize the framework for risk management provided by the MSI for the Services, including:	Y	
R686.	1.1. Document, implement and maintain sections of the SMM to include the VITA risk policies, processes, tools and standards pertaining to Supplier in accordance with the NIST Risk Management Framework.	Y	

R687.	1.2.	Coordinate initial Supplier implementation and ensure continual maintenance of standard tools and processes for risk management as determined by the Risk Management Framework.	Y	
R688.	1.3.	Support the appropriate governance forums with specific risk content as requested by the MSI.	Y	
R689.	2.	Utilize risk indicators across the Services to monitor risk and assist the detection of emerging trends and control failures (reference event management).	Y	
R690.	3.	Integrate the governance, risk and compliance tool(s) with the CMDB, with two-way data exchange.	Y	
R691.	4.	Integrate activities with Event Management to detect risks and emerging trends.	Y	
R692.	5.	Assist the MSI in creating a Plan of Actions and Milestones (POAM) detailing the plan to remediate or mitigate risks within the timeframe established by VITA or the Customer and implement risk escalation and reporting across the services.	Y	
R693.	6.	Support risk escalation and reporting.	Y	
R694.	7.	Address known control weaknesses with controls operated within the existing services as notified to the Supplier.	Y	
R695.	8.	Provide proposals to address new control requirements and propose options with costs for implementing such controls and mitigating the risks to the Customers.	Y	

R696.	9. Utilize the solution that provides access for Customers and the Service Tower Suppliers to common risk and controls information, including reports, risk logs, Action Plans, key controls and risk indicator data.	Y	
R697.	10. Participate in monthly, or as outlined in the SMM, reviews with the MSI regarding the effectiveness of controls to ensure compliance with regulations and Customers policies. Reviews will include:	Y	
R698.	10.1. Progress in addressing risks that need to be mitigated in the Suppliers' services	Y	
R699.	10.2. Emerging trends and risks.	Y	
R700.	10.3. The effectiveness of key controls.	Y	
R701.	10.4. Progress in addressing known control deficiencies – arising from the Supplier's own assurance activities, audits, any SSAE 16 reviews and any Customer or Supplier assurance activity.	Y	
R702.	11. Participate in monthly, or as outlined in the SMM, forum with all of the other Service Tower Suppliers, the MSI, VITA designated entities and ITISP Governance and provide:	Y	
R703.	11.1. Progress in addressing risks that need to be mitigated in the Suppliers' services.	Y	
R704.	11.2. Emerging trends and risks.	Y	
R705.	11.3. The effectiveness of key controls.	Y	

R706.	11.4. Progress in addressing known control deficiencies – arising from the Supplier's own assurance activities, audits, any SSAE 16 reviews and any Customer or Supplier assurance activity.	Y	
R707.	**4.8.1. Risk Monitoring, Identification and Reporting**		
R708.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R709.	1. Participate in regular, formal risk assessments, in accordance with VITA Rules and SMM, Customers and the MSI, and document the results.	Y	
R710.	2. Report risks using a standard operational risk register, which will be maintained by the MSI for all the ITISP Services and available for Users (Users may be limited, i.e., not all users) as defined in the SMM.	Y	
R711.	3. Provide on-going monitoring of the operations for change and emerging risks and trends.	Y	
R712.	4. Report and escalate these trends, changes and emerging risks through the MSI to VITA and ITISP Governance.	Y	
R713.	5. Monitor Incidents and assess those that could have, or did, result in loss to Customers to ensure risks of a repeat are assessed and mitigated.	Y	
R714.	6. Identify and report risks, including the service impact assessment, arising from the activities in the delivery of the end-to-end service.	Y	
R715.	7. Support the activities of Customer's staff, auditors or regulators in conducting assurance activities on the design and effectiveness of key controls across the end-to-end services.	Y	

R716.	8. Report on the activities to address any control weaknesses identified in the above assurance activities.	Y
R717.	**4.8.2. Risk Prevention and Mitigation**	
R718.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R719.	1. Take appropriate proactive actions to prevent or mitigate new or emerging risks for the Services.	Y
R720.	2. Manage all risks assigned by VITA, including identifying and implementing treatments to mitigate the risks for the Services.	Y
R721.	3. Participate in regular risk assessments, in accordance with the SMM, and in compliance with VITA Rules.	Y
R722.	4. Support the preparation of proposals for approval by VITA that meet Customers control objectives and requirements for changes to existing key controls or new key controls to prevent or mitigate risks. At a minimum, the risk treatment plan will include:	Y
R723.	4.1. Goals and objectives.	Y
R724.	4.2. Scope.	Y
R725.	4.3. Audience.	Y
R726.	4.4. Asset and attribute details.	Y

R727.	4.5. Risks.	Y	
R728.	4.6. Existing controls.	Y	
R729.	4.7. Controls to be implemented.	Y	
R730.	4.8. Actions to be taken.	Y	
R731.	4.9. Roles and responsibilities.	Y	
R732.	5. Implement key controls, and changes to existing controls, to address risks.	Y	
R733.	6. Assist the MSI in conducting and reporting on Risk Assessments that will, at a minimum, include:	Y	
R734.	6.1. Assets:	Y	
R735.	● Asset name.	Y	
R736.	● Asset category.	Y	
R737.	● Asset owner.	Y	
R738.	6.2. Risk assessment:	Y	
R739.	● Risk analysis (threats and vulnerabilities).	Y	

R740.	• Business impact.	Y	
R741.	• Likelihood.	Y	
R742.	• Risk evaluation.	Y	
R743.	6.3. Risk treatment (controls):	Y	
R744.	• Risk appetite.	Y	
R745.	• Risk mitigation.	Y	
R746.	• Controls.	Y	
R747.	6.4. Risk residual.	Y	
R748.	**5. Service Transition**		
R749.	The MSI will undertake Service Transition processes and the management and coordination of the processes, systems, and functions required for the building, testing and deployment of new and changed Tower Services. The Service Transition processes described in this section are as follows: • Change Management • Change Evaluation • Project Management Transition Planning and Support		

	● *Release and Deployment Management*		
	● *Service Validation and Testing*		
	● *Service Asset and Configuration Management*		
	● *Knowledge Management*		
R750.	**5.1. Change Management**		
R751.	*Change Management seeks to control the lifecycle of all Changes. Change Management comprises an end-to-end process that minimizes risk, cost and business disruption, while protecting the computing environment and the delivery of related Services. All changes to Configuration Items must be carried out in a planned and authorized manner. This includes identifying the specific Configuration Items and IT Services affected by the Change, planning the Change, communicating the Change, deploying the Change, testing the Change, and having a back-out plan should the Change result in a disruption of the Service. This also includes tracking and oversight for all Changes.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R752.	1. Utilize the standardized, Integrated Change Management Process and its supporting procedures, as documented in the SMM, for the efficient and effective handling of all changes to the Services, to manage Operational Changes to the Services, subject to approval from Customers, VITA and ITISP Governance, in a way that minimizes risk exposure and maximizes availability of the Services.	Y	
R753.	2. Document all Change Management activity in accordance with the requirements in the SMM.	Y	

R754.	3.	Collaborate with the MSI and VITA to define the criteria for Emergency Changes, Normal Changes and Standard Changes. Ensure clear definition for Standard Changes that can be actioned through the Request Fulfillment Process versus the Change Management Process.	Y	
R755.	4.	Participate in information exchange between and among the Service Tower Suppliers in order to drive an effective Integrated Change Management Process.	Y	
R756.	5.	Participate in the Change Advisory Board in accordance with the requirements of the SMM.	Y	
R757.	6.	Participate in Change Management activities across all functions, Sites, regions, other Service Tower Suppliers, and Third Party Vendors that provide services to Customers.	Y	
R758.	7.	Use or integrate with the MSI's Service Management Systems to automate the process of scheduling, describing, tracking, and reporting on Operational Changes to the environment. Such use will also provide for integration and linkage to other Systems that need to be updated as a result of Operational Changes.	Y	
R759.	8.	Utilize electronic interfaces provided by the MSI to allow the recording of all Change Management in the Service Management Systems.	Y	
R760.	9.	Create accurate and complete records detailing the lifecycle of every individual Operational Change for every Request for Operational Change received (even those that are subsequently rejected) and store the Change Records in the Change Management System and update the CMDB.	Y	

R761.	10. Participate in Change Management meetings in accordance with the SMM and as required by the MSI.	Y	
R762.	11. Submit proposed Operational Changes to the MSI in advance of Change Management meetings as required by the SMM.	Y	
R763.	12. For each Operational Change, ensure compliance with Customers' policies (e.g., avoiding blackout dates, using scheduled patch or maintenance windows) as documented in the SMM.	Y	
R764.	13. Participate in reviews of proposed Changes and schedules with the MSI, VITA, Customers and the other Service Tower Suppliers and obtain all necessary approvals, as defined in the SMM, for proposed Operational Changes.	Y	
R765.	14. Review CI's listed in the CMDB and operational Documentation or runbooks before changes are scheduled for specific notes on change procedures.	Y	
R766.	15. Collaborate with Customers, all affected Service Tower Suppliers, Third Parties and designated representatives at Sites potentially affected by a Change in order to minimize disruption of normal business processes.	Y	
R767.	16. Provide the status of scheduled Operational Changes in accordance with requirements in the SMM.	Y	
R768.	17. Provide data to the MSI on every Operational Change attempted.	Y	

R769.	18. Provide an Audit Trail of any and all Operational Changes to all environments, including a record of the Operational Change made and the authorization to make the Operational Change.	Y	
R770.	19. Provide Customers with the ability to pre-approve Standard Changes. Such approvals will be documented as per the SMM.	Y	
R771.	20. Utilize the log provided by the MSI to document all scheduled upcoming Releases and Operational Changes as part of the Change Management Process.	Y	
R772.	21. Provide input to the MSI for a calendar of expected future Operational Changes projecting out for at least the next 90-days and renewed on a weekly basis.	Y	
R773.	22. Provide input to the MSI for monthly Change Management reports in a format prescribed in the SMM.	Y	
R774.	23. Document regular periods for scheduled maintenance, Standard Changes and emergency changes.	Y	
R775.	24. Execute the process defined in the SMM for unscheduled maintenance and non-standard changes.	Y	
R776.	25. Execute Standard Changes within the defined Maintenance Periods.	Y	
R777.	26. Conform maintenance schedules to Customer defined freezes and Maintenance Periods.	Y	
R778.	27. Raise Operational Changes using the agreed request for Operational Change process as directed by the MSI.	Y	

R779.	28. Assess the change and recommend amendments to the Integrated IT Service Continuity Management plan, capacity plan, security plan and test plan accordingly.	Y	
R780.	29. Participate in Post Implementation Reviews across all towers for Operational Changes to determine if the Operational Change was successful and to identify opportunities for improvement.	Y	
R781.	30. Create rollout, test, and roll back plans for every request for an Operational Change to the Services.	Y	
R782.	31. Where successful Changes result in an Incident because of that Change, execute the roll back plan against the Change, as directed by the MSI and approved by Customers.	Y	
R783.	32. As directed by the MSI, update operational and other Documentation affected by the Operational Change.	Y	
R784.	33. Report the status of scheduled Operational Changes to the MSI; include a comprehensive list of projects and dates.	Y	
R785.	34. Provide input to an Operational Change schedule of upcoming Releases and Operational Changes, maintained by the MSI.	Y	
R786.	35. Complete security testing for all new, changed, and/or upgraded equipment, networks, software and services is conducted as part of the Change Management process. Security testing to include unit, System, vulnerability, integration and regression testing. Report status of security testing to MSI.	Y	

R787.	36. Evaluate all new and upgraded service components for compliance with VITA Rules as part of the Change Management process.	Y	
R788.	**5.1.1. Change Management System**		
R789.	*The Change Management System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R790.	1. Utilize the standardized methods and procedures, provided by the MSI, for the efficient and effective handling of all Changes (an overall Change Management process documented in the SMM), including the the Technical Review Board (TRB) to review all Major Changes, and the Change Advisory Board to manage Changes to the Services.	Y	
R791.	2. Use MSI's tools and processes as required to automate the recording, assessing, scheduling, documenting, tracking, and reporting on Changes to the environment or integrate Supplier's systems with MSI's tools.	Y	
R792.	3. Log all modifications in Change Records, to provide full tracking, Audit Trail and change control at the named-user level.	Y	
R793.	4. Utilize the MSI's standard request for change form to request Changes, which will remain in use throughout the life of the change until formal closure as called for by the Change Management Process.	Y	
R794.	**5.2. Change Evaluation**		
R795.	*Change Evaluation seeks to assess major Changes, like the introduction of a new service or a substantial change to an existing service, before those Changes are allowed to proceed to the next phase in their lifecycle.*		

	In collaboration with, and coordinated through the MSI, the Supplier will implement, maintain and operate the common and shared Change Evaluation Process that completes the following activities for new or changed services: ● *Planning of the evaluation based on the Service Design Package* ● *Evaluation of intended and unintended impact of the changes* ● *Evaluation of risk and predicted performance of the solution against Customer's requirements* ● *Evaluation of actual performance post-change* *The MSI will coordinate and manage the Change Evaluation process across all Tower Services.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R796.	1. Conduct the activities to achieve compliance with VITA Rules and Customer's policies and standards throughout the process.	Y	
R797.	2. Perform an evaluation to analyze the intended and unintended effects of a Change and provide a report of the evaluation to the MSI.	Y	
R798.	3. Perform a risk assessment based on the required specifications, predicted performance and the acceptance criteria for the proposed Change, and reporting assessment findings to the MSI.	Y	
R799.	4. After implementing a Change, provide input to the MSI on the actual performance of the Service.	Y	
R800.	5. Report all findings in an Evaluation Report to the MSI.	Y	

R801.	**5.3.** **Release and Deployment Management**		
R802.	*Release and Deployment Management (R&DM) seeks to plan, schedule and control the movement of solutions into test and then into live environments, with the primary goal of ensuring the integrity of that live environment.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R803.	1. Utilize the Integrated Release and Deployment Management process as defined in the SMM so that any change to the Services is controlled, tested, traceable, authorized, and implemented in a structured manner with an associated transition plan.	Y	
R804.	2. Utilize measurement processes across all Services to record and report the success and failure of Releases, including recording Incidents related to Release activities in the period following a Release.	Y	
R805.	3. Make recommendations to MSI regarding the creation of and improvements to the Release and Deployment Management and measuring processes.	Y	
R806.	4. As directed by the MSI, assist in the design of the integrated Release packages to support the build and test environments subject to Customer approval.	Y	
R807.	**5.3.1.** **Release Management**		
R808.	*Release Management provides for the execution of releases and deployments into the Production environment for changes to the Services and their component Configuration Items (including software, service management processes, hardware and associated documentation).* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		

R809.	1. Implement controls to manage risks and achieve compliance with VITA Rules (e.g., regulations, Customer's policies and standards) throughout the R&DM process.	Y	
R810.	2. Define the Release design, date, and time of day, subject to designated Customer's review and approval (such as big bang, phased, push and pull, automated, manual).	Y	
R811.	3. Construct the Release package, which may consist of a single Release Unit or a collection of Release Units.	Y	
R812.	4. Validate that all items being rolled out or changed are secure and traceable through the Configuration Management System and CMDB.	Y	
R813.	5. Utilize the Software control and distribution process as defined in the SMM, including the management of the Software Configuration Items and their distribution and implementation into the live Environment.	Y	
R814.	6. Produce impact assessments in support of MSI, other Service Tower Suppliers, and Customer Release planning.	Y	
R815.	7. Develop implementation and back-out plans for approved Changes that will be included in a Release.	Y	
R816.	8. Design, build, track, and coordinate the testing, implementation, and, if necessary, back-out of all Releases.	Y	
R817.	9. Participate in the resolution of Release issues across the Managed Environment.	Y	
R818.	10. Assign a Single Point of Contact (SPOC) for each requested Release.	Y	

R819.	11. As directed by the MSI or as specified in the SMM, develop Release communications and participate in Release preparation and training activities.	Y	
R820.	12. Provide frequent updates regarding Release status to the MSI, or to other entities as specified in the SMM.	Y	
R821.	13. Provide day-one and early life support for a period of time directly after the deployment of a new or changed IT Service to include a review of the Key Performance Indicators, Service Levels, monitoring Thresholds, and provision of additional resources for Incident and Problem Management, in accordance with the SMM.	Y	
R822.	14. Follow the Build process in accordance with the SMM.	Y	
R823.	**5.3.2. Service Validation and Testing**		
R824.	*Service Validation and Testing (SV&T) ensures that deployed Services meet customer expectations, and verifies that IT operations are able to support the Service as implemented (e.g., new services, additional services, projects, releases, and major changes). In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R825.	1. Follow the integrated SV&T process, as defined in the SMM, to ensure changes to the Services are tested and fit for purpose and use. The design of the testing controls and any changes to that design are subject to VITA and/or designated Customer's prior approval.	Y	
R826.	2. As directed by the MSI, the following activities will be supported for releases with identified impact or risk to designated Customers:	Y	
R827.	2.1. Create SV&T plans, controls, pilot sites and/or checklists to validate designated Customer acceptance.	Y	

R828.	2.2. Integrate Supplier's testing process with Customer's integrated SV&T process, where the processes interact.	Y
R829.	2.3. Integrate Supplier's testing process with other Service Tower Supplier's integrated SV&T process, where the processes interact.	Y
R830.	2.4. Utilize validation processes defined by designated Customers and as documented in the service request. Record and report the success and failure of testing, including recording failed testing plans and any incidents related to failed testing activities in the period following a deployment of Services.	Y
R831.	3. As directed by the MSI, participate in the selection of Integrated SV&T tools that support the execution of the integrated SV&T process.	Y
R832.	**5.3.3. Pre-Production Testing**	
R833.	*In collaboration with and coordinated through the MSI, Supplier will plan and ensure completion of an integrated pre-production test across all affected Services prior to migrating a system or service into the Customer's Production Environment. This includes:*	
R834.	1. An independent Quality Assurance (QA) team, provided by the MSI, will verify the release and deployment plan in order to identify risks, issues, and deviations related to the new or changed service.	Y
R835.	2. QA team will prioritize risks, issues, and deviations.	Y
R836.	3. QA team will submit the Pre-Production Validation report to change management.	Y

R837.	4.	As directed by the MSI, develop a Pre-Production systems test plan for Systems Integration and validate that the tests were completed to Customer's satisfaction. Testing is to include the following as appropriate:	Y	
R838.		4.1. Customers' completion of Functional testing.	Y	
R839.		4.2. Systems integration testing.	Y	
R840.		4.3. Data conversion procedures.	Y	
R841.		4.4. LAN/WAN connectivity testing.	Y	
R842.		4.5. System load, reliability and performance testing.	Y	
R843.		4.6. Regression testing.	Y	
R844.		4.7. Application inter-Connectivity testing which simulates Customer's Production Environment – including with COTS and custom-developed applications for compatibility.	Y	
R845.		4.8. UAT – User Acceptance Testing of a complete whole application.	Y	
R846.		4.9. Customer approval to release to Production.	Y	
R847.	5.	As directed by the MSI, perform quality assurance of the Service Management processes and tools to ensure operational readiness such that the new or changed service can be operated and maintained effectively (fit for purpose and use). Key areas to be tested include:	Y	

R848.	5.1. Ability of Supplier to respond to and resolve Incidents within Service Levels (includes testing the accuracy of Configuration data and procedures to be followed).	Y	
R849.	5.2. Monitoring and reporting tools.	Y	
R850.	5.3. Effectiveness of training, operating procedures and Documentation.	Y	
R851.	5.4. Effectiveness of service continuity provisions.	Y	
R852.	5.5. Security management and patching levels.	Y	
R853.	6. Successfully complete approved Pre-Production testing prior to migrating code into the Customer's Production Environment and report results to MSI.	Y	
R854.	7. Coordinate the resolution of test failure or issues, including platform-integration-related issues with the MSI, Customer or appropriate Service Tower Supplier.	Y	
R855.	8. Consolidate and provide test reports to the MSI and VITA that outlines test outcomes and actions being taken to address failures.	Y	
R856.	9. Complete post-test mitigation items and report to MSI.	Y	
R857.	10. Obtain approval from the MSI to release to Production.	Y	
R858.	**5.3.4. Post Deployment End User Support**		
R859.	*In collaboration with and coordinated through the MSI Supplier will:*		

R860.	1. Provide and participate in Level 2 Support Service Desk activities to assist special post-deployment support function to accept end user complaints, answer questions, and provide for a list of needed bug fixes.	Y	
R861.	2. Monitor and review production errors in order to improve test models over time.	Y	
R862.	3. Capture and document frequently asked questions and report back to MSI and VITA.	Y	
R863.	**5.4. Service Asset and Configuration Management (SACM)**		
R864.	*Configuration Management will provide a logical model of the IT infrastructure by identifying, controlling, maintaining, and verifying information related to all Configuration Items that support the Services offered to Customers.* *Configuration Management will include the implementation of a Configuration Management System which incorporates information from multiple databases (Configuration Management Databases – CMDBs) that contains details of the components or Configuration Items (CIs) that are used in the provision, support and management of IT Services provided by the ITISP Suppliers and VITA. This is more than just an "asset register," since it will contain information that relates to the maintenance, movement, and problems experienced with the CI, and their relationships.*		
R865.	**5.4.1. Configuration Management**		
R866.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R867.	1. Utilize or integrate with the MSI provided consolidated Configuration Management system (CMS) comprising one or more Configuration Management Databases (CMDB), which contain details of the Configuration Items and their Attributes used in the provision and management of all of the services in the Managed Environment.	Y	

R868.	2. Utilize electronic interfaces to transfer and update all Configuration Items and their Attributes that are the Supplier's responsibility.	Y	
R869.	3. Utilize the Configuration Management process defined in the SMM.	Y	
R870.	4. Assist the MSI as required to maintain the asset inventory of managed assets, such that:	Y	
R871.	4.1. The MSI and Supplier record the individual data elements for each asset as part of the inventory.	Y	
R872.	4.2. VITA and Customers approve the asset inventory and changes to the asset inventory.	Y	
R873.	4.3. Controls, processes and notifications exist that support VITA's and Customers' ability to approve and submit corrections to the asset inventory.	Y	
R874.	4.4. A common view in terms of information access and presentation is available to Customers and the Service Tower Suppliers.	Y	
R875.	4.5. There is a single source of data for the IT Financial Management System and Chargeback.	Y	
R876.	4.6. Asset inventory data is updated no less than weekly and in accordance with the processes and procedures defined in the SMM.	Y	
R877.	5. Participate in reviews and audits, as defined in the SMM, to verify the completeness and accuracy of Configuration Items, including operations documents, Equipment, Software, and Applications.	Y	

R878.	6. Participate in the Configuration Management process to identify, control, maintain, and verify the Configuration Items (CIs) approved by Customers, as comprising the Equipment, Software, and Applications to provide the Services.	Y	
R879.	7. Utilize defined controls to validate that any change to any CI record in the CMS/CMDB is the result of an approved Request for Change (RFC).	Y	
R880.	8. As directed by the MSI and VITA, validate the currency of the CMDB against source within Supplier information systems.	Y	
R881.	9. As directed by the MSI and defined in the SMM, perform regular inventory reconciliation through random record-to-floor and floor-to-record verification of the Supplier's physical inventories.	Y	
R882.	10. As required by the MSI, produce periodic reports and respond in a timely manner to queries and requests concerning the inventory data or supporting information.	Y	
R883.	11. As required by the MSI, provide the master copy and associated Documentation for all Software associated with the Services for storage in a secure Definitive Software Library (DSL) supporting the Managed Environment.	Y	
R884.	12. As required by the MSI and defined in the SMM, perform required license compliance reporting.	Y	
R885.	**5.4.2. Configuration Management System (CMS/CMDB)**		
R886.	*The Configuration Management System and Configuration Management Database (CMS/CMDB) is a Service Management System.*		

	In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		
R887.	1. Maintain Supplier data in the MSI-provided CMS / CMDB that will serve as the single source of information regarding all Configuration Items and assets for Supplier Services.	Y	
R888.	2. Ensure that all Configuration data related to the Services resides in the CMS / CMDB.	Y	
R889.	3. The MSI-provided CMS / CMDB will:	Y	
R890.	3.1. Maintain the relationships between all service components and any related business services, Incidents, problems, Known Errors, change and release Documentation.	Y	
R891.	3.2. Provide a customizable set of views for different stakeholders through the service lifecycle.	Y	
R892.	3.3. Consolidate data from several physical CMDBs as necessary, which may together constitute a federated CMS/CMDB.	Y	
R893.	3.4. Automate processes, discovery tools, inventory and validation tools, enterprise systems and network management tools, etc. to load and update the CMS / CMDB.	Y	
R894.	3.5. Support mapping of logical information to physical assets (e.g., Applications, software, DR RTO/RPO, Billing Field, virtual server instance associations with physical hosts).	Y	
R895.	4. Validate and correct CMS/CMDB data related to Supplier's Services.	Y	

R896.	**5.4.3. License Management and Compliance**		
R897.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include the following:*		
R898.	1. Ensure compliance with all Software licenses in accordance with the SMM.	Y	
R899.	2. Adhere to Service-specific processes, developed with the MSI and documented in the SMM, that support the particular licensing associated with the Services and the Customer use of the Services.	Y	
R900.	3. Support the MSI in its efforts to proactively manage the use of the Software in order to maintain strict compliance, including MSI requirements to:	Y	
R901.	3.1. Immediately notify and advise Customers of all Software license compliance issues associated with the Services and Customers retained Software.	Y	
R902.	3.2. For Customers' retained Software, track and maintain the applicable licensing and use information received from Customers' business units.	Y	
R903.	3.3. Report on Equipment with the presence of any unauthorized or non-Standard Software.	Y	

R904.	3.4. Track license counts and associations including all relevant details (e.g., #cores) within the CMDB.	Y	
R905.	3.5. Manage and track security certificates used to secure confidential sessions (e.g., SSL) for Internet and Intranet transactions and communications, including processes and procedures for renewals.	Y	
R906.	4. Use or integrate with the MSI provided Software License Management System in order to confirm the presence and version of Software installed on a particular device and that those attributes are recorded in the Asset Management System.	Y	
R907.	5. As required by the MSI, provide reporting of license information and compliance to the MSI to support reporting to Customers.	Y	
R908.	6. As required by the MSI, assist in the audit and verification of software license compliance.	Y	
R909.	7. Support license reuse within and across Customers.	Y	
R910.	**5.5. Knowledge Management**		
R911.	*Knowledge Management seeks to gather, analyze, store and share knowledge and information within the ITISP to improve efficiency by reducing the need to rediscover knowledge. All documentation maintained by the MSI will be subject to approval by VITA, or Customers as appropriate, and will conform to the documentation standards and format agreed upon between VITA and the MSI and documented in the SMM.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		

R912.	1.	Utilize the Service Knowledge Management System (SKMS) provided by the MSI to capture, store, and present information needed to manage and consume the Services.	Y	
R913.	2.	Create and maintain Self Help articles accessible to all Users. Articles available to Users will be approved by VITA in accordance with the SMM.	Y	
R914.	3.	Support the development of Knowledge articles available to the MSI Service Desk personnel that will include at a minimum:	Y	
R915.		3.1. A description of the application/service.	Y	
R916.		3.2. How to properly categorize the application/service within the Service Management System.	Y	
R917.		3.3. Based on impact, the appropriate Severity or priority that should be assigned to the Incident or Service Request.	Y	
R918.		3.4. In the event the incident can't be resolved, instructions on where (i.e., what queue) the ticket should be routed.	Y	
R919.		3.5. When available, a POC/business owner of the applications/service.	Y	
R920.	4.	Review knowledge articles and utilize the process defined in the SMM to affect changes to existing articles and creation of new ones.	Y	
R921.	5.	Utilize the quality management process defined in the SMM to ensure knowledge articles are captured, stored, and presented accurately and completely.	Y	

R922.	6. Utilize the Customer information provided by the MSI in accordance with the SMM.	Y	
R923.	**5.5.1. Training and Education**		
R924.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R925.	1. As directed by the MSI, participate in training on Service Management Systems and supporting processes.	Y	
R926.	2. Provide that all Supplier staff interacting with Customers' business units have reviewed the minimum set of documentation and report status to MSI.	Y	
R927.	3. Continually investigate and analyze User training needs. Such analysis will be performed with the objectives of reducing the frequency of Calls to the Service Desk and preparing Users for the introduction of new technology and procedures.	Y	
R928.	4. As directed by the MSI, provide User training and associated Documentation (e.g., user guide) for all Services.	Y	
R929.	5. As directed by the MSI, provide training on individual products either on a requested basis or as a proactive step as part of an implementation project for a new technology or Service.	Y	
R930.	6. As directed by the MSI, customize such training so that it is specific to the Users for the Services within the Customer's environment.	Y	
R931.	7. As directed by the MSI, provide multiple levels of training for specific Supplier Services (e.g., beginner and intermediate training in standard functions used by Users and provided as part of Services).	Y	

R932.	8. As directed by the MSI, provide training in the use of Equipment and/or Software that are used by Users (or that will be used as part of a new technology or service roll-out).	Y	
R933.	9. Ensure that all Training material meets the minimum requirements defined in the SMM and in compliance with VITA Rules, update Training material as needed, and report status to MSI. Training Materials should be 508 compliant	Y	
R934.	10. Coordinate with the MSI to ensure that all Supplier staff interacting with Customers receive training that includes at least the following information:	Y	
R935.	10.1. The Services being provided.	Y	
R936.	10.2. The value of these Services to Customers.	Y	
R937.	10.3. The financial structure of Charges.	Y	
R938.	10.4. Orientation and summaries on Customers business units.	Y	
R939.	10.5. VITA Security Policies.	Y	
R940.	10.6. Security awareness training.	Y	
R941.	10.7. Training to all applicable laws and regulations (e.g., HIPAA).	Y	
R942.	10.8. The location of document stores.	Y	
R943.	10.9. The location, structure and use of the SKMS.	Y	

R944.	10.10. The structure and location of the SMM.	Y	
R945.	11. As directed by the MSI, report on the effectiveness of such training and the metrics associated with each staff that received training.	Y	
R946.	12. Ensure that knowledge from previous staff in particular functions and positions is transitioned to new staff and documented in the SKMS.	Y	
R947.	13. Report to the MSI on who has attended training, identify potential training requirements, and provide recommended training actions to the MSI.	Y	
R948.	**5.5.2. Document Data Store**		
R949.	*The MSI is responsible for providing tools and processes for the storage of documentation, including the SMM, Service Knowledge Management System, knowledge bases of Incident and Problem resolution workarounds, Training Material, FAQs, and similar documentation for their own organization as well as from other Service Tower Suppliers, Customers and designated Third Parties. These tools, processes and procedures must provide for effective data sharing and profiling across other Service Tower Suppliers and Third Party vendors, and Customers business units.* *The Document Data Store is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R950.	1. Utilize the processes, procedures and tools defined in the SMM for integration to the Document Data Store.	Y	

R951.	2. Execute the defined processes and procedures for the storage of documentation, including the SMM, knowledge base of incident and problem resolution workarounds, Training Materials, FAQs, and similar documentation for Supplier's organization.	Y	
R952.	3. Cooperate with the MSI, other Service Tower Suppliers, Third Party Vendors, Customers' business units, as specified by VITA, to facilitate effective data sharing and profiling.	Y	
R953.	**5.5.3. Contract Management**		
R954.	1. The MSI shares responsibility for governance and integration of ITISP Services, as such the Supplier will cooperate with the MSI as requested to this end.	Y	
R955.	**5.5.4. Site Information Management**		
R956.	1. The MSI is responsible for managing the master list of inventory, Customer sites, etc., as such the Supplier will cooperate with the MSI as requested to this end.	Y	
R957.	**5.5.5. Customer Information Management**		
R958.	1. Use or integrate with the Customer information management tools provided by MSI.	Y	
R959.	**6. Service Operation**		
R960.	The Supplier will undertake Service Operation processes for providing and managing Service for Customers' business and Users within the agreed to Service Levels.	Y	
R961.	**6.1. Service Desk**		
R962.	*The Service Desk is an MSI function that provides a strategic central point of contact for Customers regarding the Services provided by the Service Tower Suppliers. The Service Desk supports the Main Processes for Service Operations (i.e., Event Management, Incident*		

	*Management, Problem Management, Request Management, Access Management) providing an operational single point of contact to manage information, communication and service delivery. Refer to **Environment Overview Appendix F: Service Desk Environment Overview** for an overview of the existing Service Desk operations.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R963.	1. Use or integrate with the Service Management System (SMS) provided by the MSI.	Y	
R964.	2. Make updates to the Service Management Systems (SMS) in compliance with the SMM and as directed by the MSI.	Y	
R965.	3. Ensure that communications, notices and updates to the Service Management Systems (SMS) are completed in the timeframes as prescribed in the SMM.	Y	
R966.	4. Log all relevant details, within an Incident or Service Request, in the appropriate Service Management System (SMS).	Y	
R967.	5. Provide Level 2 and Level 3 Support, investigation and triage to resolve Customer issues. Support to be available at all times (i.e., 24x7x365).	Y	
R968.	6. Ensure closure of all tickets (e.g., Resolved Incidents, Completed Service Requests) in accordance with the SMM, misrouted tickets should be rerouted back to the MSI within the agreed upon timeframe.	Y	
R969.	7. As directed by the MSI, facilitate improvements in the environment to reduce contact volume to the Service Desk.	Y	
R970.	8. Provide points of escalation, or queue owners, as requested by the MSI.	Y	

R971.	9. Communicate to Users, other Service Tower Suppliers and the MSI in English, using terms that are clearly understood and consistent with those used by VITA.	Y	
R972.	10. Participate in the process defined in the SMM to ensure Knowledgebase articles are complete and kept up-to-date.	Y	
R973.	11. Assist the MSI in the correlation of Events and Incidents for proactive actions.	Y	
R974.	12. As directed by the MSI, investigate related Events from the Event Correlation and Monitoring System.	Y	
R975.	13. As directed by the MSI, investigate related Incidents from the Incident Management System.	Y	
R976.	14. Participate in training, which is required by the MSI or specific Customers as documented in the SMM.	Y	
R977.	15. Comply with background check requirements of specific Customers.	Y	
R978.	16. As directed by the MSI, produce evidence (e.g., a certificate) that Level 2 and Level 3 Support staff have taken Customer specific training.	Y	
R979.	17. All technicians working COV Incidents/Service Requests are required to be US Citizens or legally authorized to work in the US.	Y	
R980.	18. Provide a mechanism for expedited handling and increased communication of Incidents that are of high business priority to Customers, and Third Party Vendor(s), based on the	Y	

	assigned Severity Level, in compliance with the Escalation processes described in the SMM.		
R981.	19. Continue to work toward Resolution of the portion of the Incident relevant and related to Services, in compliance with all Incident processes described in the SMM and within agreed Service Levels.	Y	
R982.	20. Communicate status updates to Customers and Users (Users may be limited, i.e. not all users) in compliance with the SMM and within agreed Service Levels.	Y	
R983.	21. Restore normal service operations as quickly as possible, with minimum disruption to Customer's Business operations, and in compliance with Service Levels.	Y	
R984.	22. Participate in Change and Problem management processes in accordance with the SMM.	Y	
R985.	23. When requested by the MSI and in accordance with the SMM, complete a Root Cause Analysis (RCA).	Y	
R986.	24. Prioritize tickets in accordance with the priority matrix defined by VITA and documented in the SMM.	Y	
R987.	25. As directed by the MSI, assist in making an initial determination of the potential Resolution and document in the Service Management System.	Y	
R988.	26. Transfer Incidents within specified time limits to the appropriate party without compromising Service Levels or security requirements.	Y	

R989.	27. Adhere to the standard process documented in the SMM for managing, responding to and resolving Major Incidents (the highest level of prioritization according to the agreed prioritization model).	Y	
R990.	28. Understand Customers' business, Service Levels, and respond appropriately.	Y	
R991.	29. Understand Customers' technology and sourcing arrangements.	Y	
R992.	30. Determine appropriate action and initiate actions that reflect Customer priorities.	Y	
R993.	31. Understand changes in products and services, as they become part of the Services provided by Supplier.	Y	
R994.	32. Routinely update a list of Frequently Asked Questions regarding the Services.	Y	
R995.	33. Provide input and feedback to the Knowledge Database based on the analysis of contacts, Incidents and Problems as directed by the MSI.	Y	
R996.	34. Work with the MSI to ensure infrastructure required to provide a Service is accurately reflected within the CMDB.	Y	
R997.	35. Perform restoration of normal Service operations as quickly as possible following an Incident, with minimum disruption to Customer's business operations, and in compliance with Service Levels.	Y	
R998.	**6.2. Incident Management**		
R999.	*Incident Management seeks to manage the lifecycle of all Incidents. The Incident Management discipline will encompass Incident Management processes deployed across all Service Tower*		

	Suppliers that are designed to: restore service as quickly as possible, minimize disruption to the Customers or Customers business unit, aim for best levels of availability and service quality, promote completely transparent and auditable delivery of service, promote clear communications and the highest level of user satisfaction. *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R1000.	1. Participate in Incident Management processes, as defined in the SMM, that will restore service operation as quickly as possible with minimum disruption to the business, Partner with the MSI to document processes and procedures regarding interfaces, interaction, and responsibilities between dependent levels of Support and any other internal or external persons or entities that may report an Incident, receive an Incident, or support the Resolution of Incidents.	Y
R1001.	2. Assist the Service Desk in assessing and escalating Incidents.	Y
R1002.	3. Link multiple tickets pertaining to the same Incident to an associated master Incident.	Y
R1003.	4. Track and report the progress of Resolution efforts and the status of all Incidents, including:	Y
R1004.	4.1. Review the proposed Resolution time for each Incident with the appropriate party and update the status accordingly.	Y
R1005.	4.2. Provide and maintain regular communications, per the SMM, between all parties and Users (Users may be limited, i.e., not all users) until Incident Resolution.	Y
R1006.	5. Escalate an Incident where the Incident cannot be Resolved within the Service Levels or agreed timeframe.	Y

R1007.	6. Leverage a knowledge base to assist with the Resolution of Incidents and the processing of Service Requests.	Y
R1008.	7. As requested by the MSI or required by the SMM, review and recommend resolution plans for Severity 1 and 2 incidents to the MSI.	Y
R1009.	8. Execute closure procedures as directed by the MSI.	Y
R1010.	9. Adhere to the process defined in the SMM to prioritize and escalate Incidents from Customers, designated Users, VIP Users, etc.	Y
R1011.	10. Adhere to the process defined in the SMM, which describes and defines Supplier coordination for issues requiring multi-supplier support.	Y
R1012.	11. Adhere to the process defined in the SMM, and maintain personnel, for the purpose of supporting critical incidents within the environment. Activities should include:	Y
R1013.	11.1. Ownership of incident, assigned to the Supplier, to ensure critical incidents receive immediate attention.	Y
R1014.	11.2. Participate in conference calls with the necessary suppliers in order to appropriately triage the issue.	Y
R1015.	11.3. Assist the MSI with ongoing communications to Customers and key stake holders regarding that status of a critical issue until it has been resolved.	Y

R1016.	11.4. Participate in the MSI's weekly review of Critical Incidents (e.g., work detail notes) in accordance with the SMM.	Y	
R1017.	12. Utilize SMM defined and documented Incident models that incorporate at a minimum the following elements:	Y	
R1018.	12.1. Sequences of tasks, actions or steps to execute the Incident model and resolve the Incident.	Y	
R1019.	12.2. Identification of required dependencies, data sources, etc. that must be considered in executing the Incident model.	Y	
R1020.	12.3. Definition of responsibilities and roles to execute the Incident model.	Y	
R1021.	12.4. Timescales, milestones and thresholds for executing the Incident model.	Y	
R1022.	12.5. Anticipated escalation points and escalation procedures associated with the Incident model.	Y	
R1023.	13. Initiate Problem Management as directed by the MSI and as documented in the SMM. Problem Management will be invoked at a minimum when:	Y	
R1024.	13.1. The Service is still interrupted, and a workaround is not available.	Y	
R1025.	13.2. The root cause of the Incident has not been identified.	Y	
R1026.	13.3. Multiple occurrences of an Incident warrant a Root Cause Analysis	Y	

R1027.	13.4. VITA or Customer's request (see Problem Management).	Y	
R1028.	14. As requested by the MSI, assist with the analysis of Incident trends, and recommend and implement actions to reduce Incidents	Y	
R1029.	15. As requested by the MSI or required in the SMM, support the MSI in all required Incident Management reporting and communications.	Y	
R1030.	**6.2.1. Major Incident Management**		
R1031.	*Major Incident Management is a specialized form of Incident Management, to provide swift recovery to serious interruptions of business activities and must be Resolved with high degree of urgency. Major Incidents often require additional levels of communication and coordination and engage specialist support groups or Third Party Vendors (e.g., Level 3 Support). Major Incidents are defined by the impact outage has or could have on Customer's business and may be determined by the urgency and impact of the Incident.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1032.	1. Utilize the process defined in the SMM for managing Major Incidents (the highest level of prioritization according to the agreed prioritization model) from identification through closure, as directed by the MSI.	Y	
R1033.	2. Participate in a team (scoped as appropriate to the type of incident) to work under the direct leadership of the Incident Manager, in order to concentrate on this incident alone to ensure that adequate resources and focus are provided to finding a swift resolution.	Y	
R1034.	3. Participate in any supporting conference bridges, on-line work spaces, or war rooms that may be required to support the effective facilitation of Incident diagnosis and resolution.	Y	

R1035.	4. Provide support of the Major Incident to the MSI, from identification to resolution, including the following:	Y	
R1036.	4.1. Review the proposed Resolution time for each Major Incident with the appropriate party and update the status accordingly.	Y	
R1037.	4.2. Keep the MSI informed of changes in Major Incident status throughout the Incident life cycle, in accordance with Service Levels.	Y	
R1038.	4.3. Keep the MSI informed of anticipated Resolution times for active Major Incidents.	Y	
R1039.	**6.2.2. Incident Escalation**		
R1040.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1041.	5. Support process and procedures for Customers and other Service Tower Supplier(s) to escalate Incidents, as directed by the MSI.	Y	
R1042.	6. For Incidents not resolved in the agreed time frame, provide for escalation to Supplier's management.	Y	
R1043.	7. Escalate Incidents according to processes and procedures documented in the SMM.	Y	
R1044.	8. Automatically prioritize high-impact Incidents, as defined in the SMM, such that they are treated with the highest priority.	Y	
R1045.	9. Adhere to the escalation process and procedures defined in the SMM that reflect and describe at a minimum the following items:	Y	

R1046.	9.1. Severity Level of the Incident.	Y	
R1047.	9.2. Impact on affected Users (e.g., location of the Incident, names and/or number of users).	Y	
R1048.	9.3. Priority of the User (e.g., Executive Director, Legislative request, etc.)	Y	
R1049.	9.4. Elapsed time before an Incident is escalated for Resolution as if it were the next higher Severity Level.	Y	
R1050.	9.5. The levels of involvement (and notification), for escalation of Incidents, of Supplier management and Customers management at each Severity Level.	Y	
R1051.	9.6. Investigative and diagnostic activities to identify temporary workarounds for each Incident.	Y	
R1052.	9.7. Incident Resolution activities to restore normal service in compliance with the Service Levels.	Y	
R1053.	9.8. Ability to Resolve Incidents by matching Incidents to Known Errors that are stored in a Known Error Database.	Y	
R1054.	9.9. Ability to Resolve Incidents by implementing workarounds that are stored in a Known Error Database.	Y	
	9.10. Process used to escalate Incidents to appropriate support teams when necessary.	Y	

	9.11. Process used to escalate Incidents to appropriate support teams when necessary.	Y	
	9.12. Process used to escalate Incidents to Supplier's management team.	Y	
R1055.	**6.2.3. Incident Management System**		
R1056.	*The Incident Management System and the central Knowledge Database are Service Management Systems. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1057.	1. All infrastructure supporting the Service Desk will be located within the continental United States.	Y	
R1058.	2. The SMS, SKMS and other systems used by Service Desk personnel, including Level 2 and Level 3 Support personnel, must adhere to VITA Rules.	Y	
R1059.	3. All Commonwealth data (e.g., recorded calls, tickets, resolution) will stay within the continental United States.	Y	
R1060.	4. Use the Incident Management System in accordance with the SMM and provided by the MSI, which will provide all required licenses and/or interfaces.	Y	
R1061.	**6.3. Event Management**		
R1062.	*Events are any detectable or discernible occurrence that has significance to the management of the Managed Environment or Customer business. Events are typically notifications from IT services and monitoring tools. Event Management is the process that monitors all events that occur through the infrastructure and detects and appropriately actions and escalates exception conditions. Our goal is to have end-to-end Event Management across the ITISP Services with*		

	correlation between each Service Tower as required to improve proactive response to Incidents and operational issues. *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1063.	1. Utilize or integrate with the MSI-provided Event Management and Correlation System (EMCS) for Event monitoring, tracking and reporting for all Services in accordance with processes and procedures documented in the SMM and as directed by the MSI. This includes all environments within the ITISP services (e.g., Production, Pre-Production, Test and Development Environments, Applications, Network, Midrange and Distributed Environments).	Y	
R1064.	2. Update the Event Management and Correlation System within designated timeframes with the Event information (Event categories, Event types, thresholds, defined actions) for the defined services and Configuration Items under management and any other relevant information.	Y	
R1065.	3. Utilize an integrated, proactive Event Management process, as documented in the SMM, and automated tools so that all Services are monitored and such that any Events occurring in the Services are identified, promptly actioned, recorded and reported.	Y	
R1066.	4. Measure actual performance against Service Levels and analyze performance metrics to identify whether performance has exceeded trigger-points indicating an increased risk of Service Level failure; raise such issues as an Event.	Y	
R1067.	5. Provide Event data to the MSI for correlation that facilitates Problem Management and Root Cause Analysis of service failures.	Y	

R1068.	6. Produce trend reports for the MSI to highlight underlying production issues, emerging risks and responding proactively to potential areas of weakness or concern.	Y	
R1069.	7. Work with the MSI and Customers to:	Y	
R1070.	16.1. Assist in processing unassigned or un-assignable Application and Infrastructure Events and breached thresholds.	Y	
R1071.	16.2. Participate in joint coordination meetings to address Events.	Y	
R1072.	16.3. Prevent unnecessary rerouting and/or reassignments of Events.	Y	
R1073.	16.4. Receive and handle Events generated from other sources, such as Network monitoring or third party surveillance. For each Event, a documented action must be defined between the parties.	Y	
R1074.	**6.4. Problem Management**		
R1075.	*Problem Management seeks to manage the lifecycle of all Problems. The primary objectives of Problem Management are to prevent Incidents from happening, and to minimize the impact of incidents that cannot be prevented. Proactive Problem Management analyzes Incident Records, and uses data collected by other IT Service Management processes to identify trends or significant Problems. The Problem Management Process will minimize the adverse effect on the business of Incidents and Problems caused by errors in the IT infrastructure, Applications, systems and supporting components, and will proactively prevent the occurrence of Incidents and Problems by identifying and eliminating causes of failure.*		
	In collaboration with and coordinated through the MSI, Supplier responsibilities include:		

R1076.	1. Utilize the integrated Problem Management process defined in the SMM across the Services to improve the quality of Services and reduce the recurrence of Incidents.	Y	
R1077.	2. As directed by the MSI, perform or participate in the Root Cause Analysis process (as defined in the SMM) across the Supplier Services to identify the fault that caused the Incident to occur.	Y	
R1078.	3. Participate in regularly scheduled Problem Management meetings with all Integrated Suppliers to prioritize the resolution of Problems.	Y	
R1079.	4. Ensure that Problem resolution and corrective actions taken are sufficient to address the Root Cause fully and that problems do not reoccur in the same or similar environments or under similar conditions. This includes the update of manuals, procedures, and other documentation.	Y	
R1080.	5. Allow for escalation to appropriate Supplier management if corrective actions are not being taken as directed by the MSI.	Y	
R1081.	6. Utilize or integrate with the MSI-provided tools, scripts and enhanced processes to proactively perform Problem Management, with the objectives of automating the Problem Management process and predicting Problems before they occur.	Y	
R1082.	7. Implement measures to avoid unnecessary reoccurrence of Problems. This includes initiating Change Management to remediate faults in the IT Infrastructure and Application systems.	Y	

R1083.	8. Participate in Problem tracking efforts and notifications to the Service Desk and the other Service Tower Suppliers, support the MSI as requested and maintain regular communications among all parties until Problem resolution.	Y
R1084.	9. Support the MSI as requested in communications and reporting to VITA, ITISP Governance, Customers affected Users and Service Desk, from the time a Problem is identified through to Resolution, and if necessary, post-resolution follow-up.	Y
R1085.	**6.4.1. Problem Escalation**	
R1086.	*In collaboration with and coordinated through the MSI, Supplier responsibilities include:*	
R1087.	1. For Problems not resolved in the agreed time frame, or as directed by the MSI, utilize the process defined in the SMM for escalating to Supplier's management.	Y
R1088.	2. Escalate Problems according to processes and procedures documented in the SMM.	Y
R1089.	3. Automatically prioritize high-impact Problems, as defined by VITA, such that they are treated with the highest priority.	Y
R1090.	**6.4.2. Root Cause Analysis**	
R1091.	*In collaboration with and coordinated through the MSI, Supplier responsibilities include:*	
R1092.	1. Effectively execute Root Cause Analysis (RCA) in compliance with the processes defined in the SMM, and as directed by the MSI.	Y
R1093.	2. Participate in the RCA process from initiation to closure as directed by the MSI and VITA.	Y

R1094.	3. Utilize standard tools, forms and criteria for documenting RCAs, as approved by VITA.	Y	
R1095.	4. Ensure that all appropriate roles are engaged to perform the RCA process, including VITA and Customers.	Y	
R1096.	5. Document the RCA activity and outcomes in records associated with Problems, Known Errors, workarounds and Major Problem reviews, in accordance with processes and procedures in the SMM or as directed by the MSI.	Y	
R1097.	6. Follow the process documented in the SMM for Customers or VITA to escalate non-performing RCAs, as required by the MSI.	Y	
R1098.	7. Comply with RCA reporting requirements as documented in the SMM.	Y	
R1099.	**6.4.3. Major Problem Management**		
R1100.	*In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R1101.	1. Utilize the process defined in the SMM for managing Major Problems from identification through closure, as directed by the MSI.	Y	
R1102.	2. Provide support for Resolution of the Major Problem as directed by the MSI.	Y	
R1103.	3. Assign named staff to support the MSI-designated Problem Manager to ensure an appropriate level of dedicated attention to Major Problems.	Y	
R1104.	4. Participate in a team (scoped as appropriate to the type of Problem) to work under the direct leadership of the MSI Problem Manager, in order to concentrate on this Problem	Y	

	alone to ensure that adequate resources and focus are provided to finding a swift resolution.			
R1105.	**6.4.4. Problem Management System and Known Error Database**			
R1106.	*The Problem Management System and Known Error Database are Service Management Systems.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*			
R1107.	1. Utilize or integrate with the MSI's Problem Management System (PMS) and Known Error Database (KEDB) across all Services that will serve as the sources of information regarding Problems.	Y		
R1108.	2. Utilize procedures defined in the SMM to create, update and annotate Problem Records in the PMS and Known Error Records in the KEDB.	Y		
R1109.	3. Utilize the processes, procedures, tools and scripts described in the SMM to proactively perform Problem Management, with the objectives of automating the Problem Management process and predicting Problems before they occur.	Y		
R1110.	**6.5. Request Management and Fulfillment**			
R1111.	*Request Management & Fulfillment seeks to fulfill and manage all requests for ITISP related Services from designated Users (Users may be limited, i.e., not all users). Requests are managed from the initial request through fulfillment of such requests via Services from multiple sources, such as other Service Tower Suppliers, and Third Party vendors.* *The Request Management Process includes requests for catalog offered services that are requested through Service Requests. It directs more complicated requests to the solution design process.*			

	In collaboration with and coordinated through the MSI, Supplier responsibilities include:		
R1112.	1. Fulfill Service Requests within the agreed Service Levels and timeframes, to promote Customer and User satisfaction.	Y	
R1113.	2. Integrate with the Service Management Systems of the MSI for Request Management and Fulfillment.	Y	
R1114.	3. Adhere to processes defined in the SMM for properly establishing the priority of Service Requests.	Y	
R1115.	4. Adhere to processes defined in the SMM to support expedited handling of Service Requests.	Y	
R1116.	5. Complete escalated Service Requests in accordance with the relevant SMM processes.	Y	
R1117.	6. Participate as requested by the MSI in the development and Documentation of processes and procedures regarding interfaces, interaction, and responsibilities among personnel of the Service Tower Suppliers and MSI for the management of Service Requests.	Y	
R1118.	7. Update required information on Service Requests within designated timeframes to support an up-to-date accurate view of Service Requests.	Y	
R1119.	8. Ensure proper approval associated with the Service Request (through automated means where practical) prior to Service Request fulfillment following processes defined in the SMM.	Y	

R1120.	9. Participate with the MSI in activities to improve the handling of Service Requests and the process for tracking performance.	Y	
R1121.	10. Inform the MSI of any issues with the completion of Service Requests and status changes throughout the Service Request life cycle and in accordance with agreed Service Levels and the SMM.	Y	
R1122.	11. Provide anticipated completion times for active Service Requests and update notification systems as required to keep Customers informed.	Y	
R1123.	12. Review Service Request prior to notification to the MSI that the request can be closed to ensure proper categorization, documentation, confirmation of completion and activities required to initiate other appropriate actions (e.g., Configuration information updates, disaster recovery updates).	Y	
R1124.	13. Track the progress of fulfillment efforts and the status of all Service Requests, including:	Y	
R1125.	13.1. Report to the MSI the proposed fulfillment time for each Service Request with the appropriate party and update the status accordingly.	Y	
R1126.	13.2. Provide regular updates within designated timeframes as to the status of all Service Requests.	Y	
R1127.	13.3. When a Service Request cannot be completed in the committed timeframe, provide a revised completion time after consultation with the requesting Customer in coordination with the MSI.	Y	

R1128.	14. Ensure that Service Requests follow the Change Management process documented in the SMM, as appropriate.	Y	
R1129.	**6.5.1. Request Management System**		
R1130.	*The Request Management System is a component or multiple, integrated components of the Service Management Systems.* *In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R1131.	1. Utilize the MSI's SMS Request Management System or, if Supplier wishes to utilize its own existing system, provide integration to the MSI SMS system to provide Customers an integrated view.	Y	
R1132.	2. Utilize and update the Request Management System with all relevant information relating to a Service Request.	Y	
R1133.	3. Archive all Service Requests for analysis and audit.	Y	
R1134.	**6.5.2. Solution Request (RFS)**		
R1135.	*In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R1136.	1. Effective and efficient design review of Customer-provided solution design which includes:	Y	
R1137.	1.1. Ensure that a customer-proposed solution leverages existing infrastructure and designs for the most efficient and effective cost solutions.	Y	
R1138.	1.2. Provide technical leadership as requested by the MSI.	Y	

R1139.	17. Support the MSI's solution design services, including:	Y	
R1140.	17.1. Leverage existing infrastructure and designs for the most efficient and effective cost solutions.	Y	
R1141.	17.2. Provide technical leadership as requested by the MSI.	Y	
R1142.	17.3. Coordinate with the MSI, other Service Tower Suppliers, VITA and Customers to architect solutions to meet Customer business requirements.	Y	
R1143.	18. Effectively utilize the Request for Solution processes documented in the SMM and appropriate mechanisms for the fulfillment of requests, requiring requirements gathering coordination with the customer, design, pricing, solution and proposals; including appropriate communications to adequately set expectations and promote good customer service.	Y	
R1144.	19. Identify requested solutions that should be considered for inclusion as standard services by proposing addition to the service portfolio pipeline.	Y	
R1145.	20. Utilize the Request for Estimate (RFE) processes and appropriate mechanisms as defined in the SMM to support rapid proposal development that provides a level of accuracy for budgetary information without requiring a full solution but including a rough order of magnitude (ROM) estimate of schedule and costs.	Y	
R1146.	21. Requirements gathering coordination and preparation of RFS and RFE proposals are at no additional charge to VITA or Customers.	Y	

R1147.	22. Provide necessary materials and artifacts to the MSI as required in the processes and standards in the SMM.	Y	
R1148.	23. Provide a timeframe to the MSI for delivering a solution once requirements are accepted by Customer.	Y	
R1149.	24. Provide a proposed approach for solutions to the MSI. The approach should be presented in the written format agreed to by VITA and defined in the SMM.	Y	
R1150.	25. Work with other Service Tower Supplier(s) and Third Party vendors as required to formulate a complete solution and proposal.	Y	
R1151.	26. Ensure all requests are solutioned within the VITA approved Architecture and standards.	Y	
R1152.	27. Ensure all requests are solutioned in compliance with VITA Rules.	Y	
R1153.	28. Utilize MSI-provided standard proposal mechanisms.	Y	
R1154.	29. Provide proposal responses and rework proposal responses in a timeframe required by the MSI.	Y	
R1155.	**6.5.3. Service and Solution Request Reporting**		
R1156.	*In collaboration with and coordinated through the MSI, Supplier responsibilities include:*		
R1157.	1. Utilize the Knowledgebase to fulfill Service Requests.	Y	

R1158.	2.	Recommend additions to the Knowledgebase to improve handling of Service and Solution Requests.	Y	
R1159.	3.	Utilize the MSI-provided Service Management System to provide status reports on all Requests for Solution and Service Requests to allow on-demand visibility into status for Customers. Progress toward fulfillment and the status of all Requests for Solution and Service Requests will include:	Y	
R1160.		3.1. Committed fulfillment timeframes, anticipated completion times, and status.	Y	
R1161.		3.2. Ownership and activities toward fulfillment for all open Service Requests.	Y	
R1162.		3.3. Changes in Request for Solution and Service Request status throughout the request lifecycle.	Y	
R1163.		3.4. Volume and Categories of Requests for Solution and Service Requests, by Customer.	Y	
R1164.		3.5. Staff activities on Requests for Solution and Service Requests.	Y	
R1165.		3.6. Outstanding and aging Requests for Solution and Service Requests and the trends thereof.	Y	
R1166.	4.	As defined in the SMM or directed by the MSI, contribute to reports on the effectiveness of the Request for Solution process including, but not limited to, time-to-solution, time-to-respond, accuracy of proposals, accuracy of forecast and comparing captured to cancelled requests.	Y	

R1167.	**6.6. Access Management**		
R1168.	*Identity and Access Management (IAM) seeks to provide authoritative identification of Users (Users may be limited, i.e., not all users) to grant Users the right to use a service, while preventing unauthorized access.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1169.	1. Provide Customers with the capability to exercise authority for approval of all data and System access requirements.	Y	
R1170.	2. Notify the MSI regarding the entities and personnel to be granted access to the Supplier-operated Systems and the level of Security access granted to each.	Y	
R1171.	3. Provide notification of suspicious or malicious account activity to the designated parties included in the SMM immediately upon discovery.	Y	
R1172.	4. Follow Customer's instructions and procedures regarding such access as designated by Customers.	Y	
R1173.	5. Maintain Security rules and Access Rights according to Customer's notifications and revise as needed.	Y	
R1174.	6. Provide for capability to simultaneously fully integrate with industry-standard services (e.g., X.500, LDAP, Active Directory).	Y	
R1175.	7. Provide for the capability to integrate with the most current or version as identified in the SMM Security Assertion Markup Language (SAML), OAuth, and others as required by Systems Management Services.	Y	

R1176.	8. Provide for policies and processes that prefer a least-privilege approach to granting access.	Y	
R1177.	9. Support the MSI in providing periodic reviews of access that has been granted at least on a quarterly basis, as defined in the SMM and as directed by the MSI.	Y	
R1178.	10. Monitor, report and address access management exceptions and violations.	Y	
R1179.	11. Establish procedures, forms, and approval levels for assigning, resetting, and disabling access by Users (Users may be limited, i.e., not all users), subject to Customer's IT Security department review and approval, as directed by the MSI.	Y	
R1180.	12. Maintain a secure online database of all access requests, Access Rights, and approval authorities, as directed by the MSI.	Y	
R1181.	13. Ensure that access privileges for Supplier Personnel are promptly removed upon departure from the ITISP.	Y	
R1182.	14. Enable VITA to authorize Customers to grant or remove access privileges as required for onboarding, off-boarding, and emergency off-boarding.	Y	
R1183.	15. Customers will have access to view and change access privileges only for their own data and systems.	Y	
R1184.	16. Provide for the capability for each Customer to perform on-demand access audits.	Y	
R1185.	17. Provide a mechanism to integrate Customers access management systems to streamline access requests, monitoring, certifications and changes.	Y	

R1186.	18. Provide the capability to log all account identity, access and authorization activity and allow Customers to generate custom reports using this data.	Y	
R1187.	19. Either utilize the MSI's Identity and Access Management System or implement a comparable system that fully integrates with the MSI's system.	Y	
R1188.	**6.6.1. Physical Access Management**		
R1189.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1190.	1. Provide Customers with the capability to manage access granted to the Supplier for all VITA and Customer facilities.	Y	
R1191.	2. Implement VITA security standards, guidelines, and procedures regarding access control and facility hardening measures to prevent unauthorized access or damage to facilities that contain VITA Data and information processing systems and equipment.	Y	
R1192.	**6.6.2. Logical Access Management**		
R1193.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1194.	1. Provide Customers with the capability to manage and administer access to the Supplier operated Systems, Networks, Software, and Customers data.	Y	
R1195.	30. Implement the process defined in the SMM that enables Customer's IT Security department to exercise full administrative rights to the Systems providing the Services, including full access to Audit Trails and logs.	Y	

R1196.	31. Establish processes and controls for administrating IDs and passwords used for data or System, in cooperation with the MSI, including:	Y	
R1197.	31.1. Executing all related administration for user identification (IDs) and passwords.	Y	
R1198.	31.2. Administering user IDs and passwords for Supplier operated Systems.	Y	
R1199.	**6.6.3. Single Sign-On for Service Management Systems**		
R1200.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1201.	1. For Supplier systems, leverage the enterprise SSO solution.	Y	
R1202.	**6.7. Supplier IT Operations**		
R1203.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1204.	1. Maintaining current patch and version (no less than n-1) levels on Supplier systems used to support the Customers.	Y	
R1205.	2. Providing tools to administer and execute patch management for all assets provided or managed by the Supplier (e.g., Server Tower has a tool to patch provided servers).	Y	
R1206.	3. Reporting to the MSI the plans, schedules, and results of patch activity using systems and process outlined in the SMM.	Y	
R1207.	4. Participating with the MSI and other Service Tower Suppliers in monitoring the environment in the Joint Operations Center.	Y	

R1208.	5. Supplier systems hosted in the centralized Data Center will utilize the services of the Server Supplier to support the Customers.	Y	
R1209.	6. If Supplier chooses to implement Services in facilities outside of the centralized Data Center, Supplier will provide the network connections from those locations to the central Data Center.	Y	
R1210.	**7. Continual Service Improvement**		
R1211.	*In collaboration with, and coordinated through the MSI, the Supplier will undertake Continual Service Improvement processes as defined by the MSI in order to manage improvements to performance by continually measuring, reporting and coordinating service results.*		
R1212.	**7.1. Service Review and Reporting**		
R1213.	In collaboration with, and coordinated through the MSI, the Supplier will provide service reporting for the ITISP Services utilizing the MSI provided dashboard that shows current period, prior periods, and data trends and results. The supplier will provide required data, as identified in the SMM, to the MSI for inclusion in the dashboard. The reports are accompanied by the Supplier assessment of risks, issues, lessons learned and opportunities for improvement. Service Level reporting and general reporting requirements are set out in **Exhibit 3 (Reporting and Service Level Management)**. The reports are to be accompanied by the Supplier's assessment of risks, issues and opportunities for improvement.	Y	
R1214.	**7.2. Process Evaluation and Currency**		
R1215.	1. Participate with the MSI in a process defined in the SMM to evaluate all processes on a regular basis, at least annually and more frequently for processes where targeted process metrics have not been reached. This includes identifying areas where the targeted	Y	

	process metrics are not reached, and holding regular benchmarks, audits, maturity assessments and reviews.		
R1216.	2. Support the MSI as requested in the development and implementation of a process review plan for the evaluation of processes.	Y	
R1217.	3. As directed by the MSI or defined in the SMM, participate in the review of proposed process improvements and provide feedback.	Y	
R1218.	4. Participate with MSI to maintain an ongoing process improvement plan to address the process improvement opportunities identified.	Y	
R1219.	**7.2.1. Service Management Manual (SMM) Currency**		
R1220.	*Supplier will participate in a program to keep the Service Management Manual and other relevant operational Documentation current. Service Management Manual Currency is an On-Going Program.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1221.	1. Support the MSI as requested in the development and implementation of an SMM maintenance plan that reviews and updates all SMM areas on at least an annual basis, as approved by VITA.	Y	
R1222.	2. Support the MSI as requested in any required reporting on SMM Currency and accuracy to VITA and ITISP Governance.	Y	
R1223.	3. Resolve Problems and take corrective actions opened against SMM processes for those Problems and actions assigned to Supplier by the MSI.	Y	

R1224.	### 7.3. Service Measurement		
R1225.	As directed by the MSI, the Supplier will provide monitoring and measures for the success of the Supplier Service.	Y	
R1226.	**7.3.1. Overall Program Measures**		
R1227.	*Overall program measures demonstrate the effectiveness of the entire ITISP and such that the value of the program can be demonstrated to its stakeholders.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1228.	1. Coordinate with and support the MSI to establish Supplier measures within the following guidelines:	Y	
R1229.	1.1. Measures will reflect the overall objectives of VITA for the ITISP (e.g., improve service delivery, innovate and evolve service offerings, ensure cost competitiveness and transparency).	Y	
R1230.	1.2. Measures will reflect multiple levels of activity (e.g., not a single functional area or program).	Y	
R1231.	1.3. Measures will reflect industry standard metrics where possible.	Y	
R1232.	2. Participate in controls and processes that collect information supporting the measures as directed by the MSI.	Y	
R1233.	3. Provide for a trial and baseline of the initial and any new measures over an appropriate period of time to ensure viability.	Y	

R1234.	4. Coordinate with the MSI to establish initial measures within six (6) months of Commencement and provide recommendations for revising Overall Program Measures on an annual basis.	Y
R1235.	5. Coordinate with the MSI to provide corrective actions and to improve measures and track improvements.	Y
R1236.	6. At the MSI's request, support the development of any reports, plans, controls or processes supporting the overall program measures.	Y
R1237.	**7.3.2. Quality Assurance**	
R1238.	*The Supplier will implement and operate Quality Assurance services to improve Business-aligned IT service quality. The Supplier will participate in a Quality Assurance program, tools, and processes to achieve this.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*	
R1239.	1. Participate in an MSI-managed Quality Assurance program as defined in the SMM, designed to promote performance of the Services at a level of quality determined by VITA to be acceptable and to focus on measuring and improving reliability, speed, cost-effectiveness, and Customers satisfaction.	Y
R1240.	2. As directed by the MSI, participate in the development and execution of a Quality Assurance Strategy and Plan that outlines the elements and planned execution of the proposed Quality Assurance program.	Y
R1241.	3. Design, document, implement and maintain procedures, processes and measurements for all Quality Assurance activities as defined by the MSI.	Y

R1242.	4. Gather, analyze, summarize, and report Quality Assurance data to the MSI.	Y	
R1243.	5. Implement quality improvement changes as directed by the MSI.	Y	
R1244.	6. For any quality improvement changes implemented, validate test results determine level of improvement and report findings at least monthly to MSI.	Y	
R1245.	**7.4. Improvement Planning**		
R1246.	*In collaboration with, and coordinated through the MSI, the Supplier will conduct improvement planning to improve Business-aligned IT service quality. Improvement planning will be based upon captured results from the process evaluation, service measurement, and quality assurance programs, as approved by VITA.* *In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1247.	1. Participate in the development and implementation of a joint Service Improvement Plan (SIP) across the Managed Environment and participate in the delivery of the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as required by the MSI.	Y	
R1248.	2. Participate, in accordance with the SMM and no less than quarterly, a CIF and SIP review meeting with all Service Tower Suppliers, VITA and ITISP Governance.	Y	
R1249.	3. Assist the MSI with preparation and review reporting with the outcomes of CIF and SIP review.	Y	
R1250.	**7.5. Technical Innovation**		

R1251.	The MSI will conduct technical innovation to improve Business-aligned IT service quality. Technical innovation will be based upon captured results from the process evaluation, service measurement, and quality assurance programs and the improvement planning activities. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		
R1252.	1. Participate, at least every six (6) months, in a forum for Service Tower Supplier innovation.	Y	
R1253.	2. Identify areas of technical innovation to improve service delivery and customer satisfaction.	Y	
R1254.	3. Align activities to the Technology Plan, the Security Plan, Customer business strategies and needs, forecasts from Service Portfolio Management and Demand Management, and other analyses and priorities as directed by the MSI.	Y	
R1255.	4. Participate in the development of a consolidated ITISP Innovation Plan, and contribute to updates of the plan as directed by the MSI.	Y	
R1256.	5. Participate in a process to manage execution of the Consolidated Innovation Plan as directed by the MSI.	Y	
R1257.	**7.6. Technical Currency**		
R1258.	Technical Currency will be an On-Going Program. This program produces the Currency Plan and ensures the execution of Refresh projects and Software currency project. The Plan will address currency as defined in the Technology Plan. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		

R1259.	1. Participate in an on-going Technical Currency Program, managed by the MSI that accomplishes the goals of Refresh and Software Currency and coordinates the activities of VITA, Customers, other Service Tower Suppliers and designated Third Party vendors.	Y	
R1260.	2. Participate in the development of a consolidated annual plan for Technical Currency (the Refresh and Currency Plan) in coordination with the MSI, including:	Y	
R1261.	2.1. On a quarterly basis, participate in the review of the asset inventory and produce a report that lists the assets that are due to be refreshed in the upcoming plan year, and provide such report to Customers.	Y	
R1262.	2.2. The asset Refresh planned dates should be continuously available to the Customers via the MSI's SMS.	Y	
R1263.	3. Manage the execution of Refresh responsibilities as directed by the MSI. Supplier will deploy Equipment and Software associated with any Refresh in accordance with the standards of the Technology Plan.	Y	
R1264.	4. Deploy equipment and software on schedules as directed by the MSI.	Y	
R1265.	**7.6.1. Currency Planning**		
R1266.	*In collaboration with, and coordinated through the MSI, Supplier responsibilities include:*		
R1267.	1. Assist the MSI with the development and management of a plan for continual Technical Currency (the Refresh and Currency Plan), including:	Y	
R1268.	1.1. Participate in planning activities with the MSI, Customers, other Service Tower Suppliers and designated Third Party vendors.	Y	

R1269.	1.2.	At Service Commencement Date of Supplier, the MSI and VITA will consider the usability of existing assets and review alternatives to replace, re-lease, consolidate, or retain the assets. Based on the results of this review, Supplier will work with MSI to deliver the initial recommendations regarding such assets to VITA within thirty (30) days after the review.	Y	
R1270.	1.3.	If Software Changes or additional Software licenses are required due to replacement of assets, Supplier, in consultation with the MSI, will review alternatives for making changes to such Software.	Y	
R1271.	1.4.	Such replacement of the assets and Software will be at Supplier's expense if the replacement is required to facilitate achievement of the agreed upon Service Levels or because the asset is obsolete (e.g., replacement parts cannot be acquired, asset has become unserviceable, etc.)	Y	
R1272.	1.5.	For VITA and Customer-owned and leased assets, provide a proposal for Refresh of those assets to MSI as requested.	Y	
R1273.	1.6.	For VITA-owned Software, provide a proposal for upgrade of the Software (replacement at VITA's expense) to MSI as requested.	Y	
R1274.	2.	Adhere to the approved Refresh and Currency Plan, and execute that plan utilizing established procurement processes, to initiate Refresh, software upgrades and retirement activities as directed by the MSI.	Y	
R1275.	3.	Provide data to MSI to produce monthly reports starting 180 days prior to lease or license expiration date, showing assets to be refreshed and Software to be upgraded.	Y	

R1276.	4.	Notify MSI monthly of all open agreements related to assets that are retired or will retire within 180 days of the report date.	Y	
R1277.	5.	Provide data to MSI as directed to track and report on the completion progress of the Currency Plan.	Y	
R1278.	6.	Provide data to MSI as directed to update and archive configuration records after retirement of Software or system assets.	Y	