



Exhibit 3.4
Reports Matrix
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COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY (VITA)
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Table of Contents

1.0	Introduction	3
2.0	Cross Functional Services Reports	3
3.0	Tower Specific Services Reports	37
4.0	Administrative Services Reports	39

1.0 Introduction

This Exhibit contains a summary description of the format, content, and frequency of key reports required by VITA. This Exhibit may not include all reports currently provided by the In-Scope organizations or otherwise requested or required pursuant to the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Exhibit.

The Supplier will continue to work with VITA to determine any key reports required as part of the Agreement.

2.0 Cross Functional Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Project Management	Weekly Project Management Report	Report on the status of all open projects and projects closed during the week. Report the status of each project to the requestor on a periodic basis as agreed with the requestor.	<ul style="list-style-type: none"> Number of Projects (e.g., new, completed, in progress) Risks and Issues – open and closed Schedule, scope and budget status – actual vs. estimated Overall status 	SUSPEND
Project Management	Project Management Performance	Report related to project and project management performance including: <ul style="list-style-type: none"> Project performance to schedule (major milestones and completion) Project performance to budget Major Project Issues Major Project changes 	<ul style="list-style-type: none"> Number or percentage of projects on schedule and on budget (actual vs. planned) Post implementation reviews conducted and results of same 	SUSPEND
Project Management	Project Slippage Report	Report related to projects not currently meeting their task deadlines and milestone dates, or that are over budget: <ul style="list-style-type: none"> Project performance to schedule (major milestones and completion) Project performance to budget 	<ul style="list-style-type: none"> Number of projects behind scheduled or over budget 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Strategy Analysis	Internal Strengths and Weaknesses	Review of internal strengths and weaknesses through an internal analysis.	Internal analysis should include the following: <ul style="list-style-type: none"> • Existing service analysis (operational and planned services) • Cost of services and ROIs (if applicable) • Efficiency and effectiveness of day-to-day operations • Existing resources and capabilities • Existing and planned projects • Organization’s business strategy • g.) Existing technologies 	Annually full review with quarterly incremental updates based on changing conditions. SUSPEND
Strategy Analysis	External Opportunities and Threats	Analyze the opportunities and threats and how they will develop in the future.	<ul style="list-style-type: none"> • The external analysis should include the following: • Customers (who the customers are and what challenges they are facing) • Partners (who the partners are and what their strengths and weaknesses are) • Competitors (how the competitors have differentiated themselves and whether they have found a more cost-effective way of doing things) • Political factors (how the current practices are impacted by political changes) • Economic factors (what the economic forecast is and how it will impact the current situation) • Technology trends (How technological innovation will affect the IT service providers’ products, services, or operations) • Legal, regulatory, and legislative requirements (how new legislations impact 	Annually full review with quarterly incremental updates based on changing conditions. SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			the way service providers conduct business) • h.) Industry benchmarks	
Strategy Analysis	Market Spaces	Document current and new market spaces that were identified during the internal and external assessment.	<ul style="list-style-type: none"> • Unserved or underserved market spaces • Market spaces best served by the current service assets. • Market spaces to avoid with the existing service assets. • Investment priorities based on the service providers’ potential to service the market space. • Strengths, weaknesses, opportunities, and threats in each market space 	Annually full review with semi-Annually and quarterly incremental updates based on changing conditions. SUSPEND
Strategy Analysis	Strategy Success	The success of the strategy should be measured from a number of different points of view.	<ul style="list-style-type: none"> • Business outcome • Service management processes (see other reports in this Exhibit) • Performance of services and deviations from forecasted results • Organizational learning • Plans (time and budget) • Effectiveness of identified patterns of actions • Adherence to policies • ROI targets for each service 	SUSPEND
IT Technology Planning	Technology Advances	Report related to new technology advances and evolutions applicable to the ITISP environment (uses data from MSI and Service Tower Suppliers)	<ul style="list-style-type: none"> • Timely development of new services to meet the business objectives • Percentage or number of strategic objectives that are met 	Quarterly Annually

Report Category	Report Name	Description	KPI Examples	Frequency
IT Technology Planning	Regulatory Issues and Changes	Report and analysis of regulatory issues and changes that could affect the ITISP environment directly or indirectly	<ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed 	Quarterly Annually
IT Technology Planning	Software Life	Report on upcoming software releases and end-of-support dates for ITISP Software	<ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed 	SUSPEND
IT Technology Planning	Software Licensing	Report on ITISP Software license renewal dates including a 6-month forward view of upcoming expirations and renewals.	<ul style="list-style-type: none"> Issues and changes opened, stoplight status, escalated, and closed 	SUSPEND
Financial Management		Refer to Section 4 of this Exhibit.		
Service Portfolio Management	Portfolio: Potential Improvements	Report on potential improvements to the portfolio of Tower Services, gathered from Service Towers Suppliers and including Customer feedback	<ul style="list-style-type: none"> Number of incidents caused by inaccurate or incomplete service packages. Number of changes made to service packages and SLPs after baseline/approval. Number of service portfolio audits/reviews conducted (actual vs. planned) Number of differences discovered between actual and documented services (related to retired services, operational services, and planned services) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Service Portfolio Management	Portfolio: Portfolio Health	Report on all ITISP Service updates, additions or other changes		SUSPEND
Service Portfolio Management	Portfolio: Pipeline priorities	View of top 20 services in the process of proposal, design, approval, transition to operations or transition out of operations.	<ul style="list-style-type: none"> Status of each and next steps, owner, date targets, issues. Refer to VITA service Portfolio & Lifecycle Management process. 	SUSPEND
Demand Management	Tower Service Consumption	Report on predicted and actual consumption of Tower Services. Include patterns of business activity, identify trends and risks that may cause demand to exceed available Tower Service capacity	<ul style="list-style-type: none"> Percentage of User Profiles(UP) and Patterns of Business Activity (PBAs) that are defined for each service, and those that are inaccurate 	SUSPEND
Demand Management	Tower Service Consumption	Report that tracks and analyzes patterns of business activity and Tower Service consumption history on an Annually and seasonal basis	<ul style="list-style-type: none"> Percentage of PBAs that have been translated into work load information by capacity management Customer satisfaction 	SUSPEND
Complaint Management	Complaint Tracking	<p>Automated report of Complaints from Customers regarding MSI, STS, Third Party Vendor, etc. as designated by VITA. Information on each complaint will contain, at a minimum:</p> <ul style="list-style-type: none"> User name and business unit of Customer submitting the Complaint Complaint ID Complaint description Date of complaint Time of complaint Source of complaint (department, function, and individual name) Nature of complaint 	<ul style="list-style-type: none"> Percentage reduction in the number of complaints Percentage reduction in the number of escalations 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> • Impact, urgency, and priority • Reference • Validation comments • Received and validated by • Actions taken (if any) • Resolution date 		
Complaint Management	Open Complaint Status	Report on status of corrective actions taken to address open complaints	<ul style="list-style-type: none"> • Complaints open, stoplight status, escalated, and closed with customer agreement 	SUSPEND
Feedback	Customer Feedback (General)	Report of all feedback given by Customers	<ul style="list-style-type: none"> • Percentage of business requirements that are documented and signed off • Improvement in customer satisfaction levels 	SUSPEND
Process Management	Process Management Report	Process durations, status, and volume report	<ul style="list-style-type: none"> • Priority ranking, open requests by lifecycle step, stoplight status, escalated, risks, issues, and closed with customer agreement 	SUSPEND
Process Management	Non-Standard Alternative Solution Designs Report	Report the use and frequency of non-standard alternative solution designs to VITA and ITISP Governance.	<ul style="list-style-type: none"> • Services by type, counts, reasons for not using standard alternatives, open requests by lifecycle step, stoplight status, escalated, and closed with customer agreement 	SUSPEND
Process monitoring	Process	Process effectiveness and satisfaction KPIs	<ul style="list-style-type: none"> • Reduction in the number of subsequent revisions of the content of SDPs (accuracy) • Percent increase in the number of successful new or changed services in terms of outcomes, quality, cost, and timeliness • Customer satisfaction score for each new or changed service 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> Percent increase in the number of transitioned services that consistently achieved the agreed-upon service level targets 	
Service Fulfillment	Service Fulfillment Benchmarks	Report on the fulfillment of Service Requests and Service Catalog orders to identify: <ul style="list-style-type: none"> Benchmark information (including, but not limited to cost, hours, fulfillment time) for expectation setting with Customers Misaligned incentives of Service Towers and orders and requests from Customers Standard delivery times for Standard Services and Standard Solutions. Process effectiveness and satisfaction KPIs Recurring cost Approved/Closed for those open Update first report to show # of items created vs. total number fulfilled and total number of items in the catalog 		SUSPEND
Continual Service Improvement	OLM Performance	Report on the performance of Operating Level Measures (OLM) as established with Suppliers to VITA and ITISP governance.		Quarterly <u>SUSPEND</u>
Continual Process Improvement Plan Implementation	Implemented Service Improvements	Progress on implementing Service Improvement Plans.	Percentage of service improvements implemented (process improvements implemented vs. service improvements planned)	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Process monitoring	Process, in addition to Exhibit 3 Reporting and Service Level Management	Process effectiveness and satisfaction KPIs	<ul style="list-style-type: none"> • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage increase/decrease in the customer satisfaction rating • Percentage increase/decrease in the number of customer complaints • Percentage of the total IT services covered in the SLA 	SUSPEND
Availability	Outage report – All Towers	Report on all outages, including impact assessments, root causes, related known errors/issues	<ul style="list-style-type: none"> • Percentage of incidents caused by existing problems or known errors • Mean Time To Restore Service (minutes) • Critical time failure (minutes); i.e., system unavailability during critical times • Percent reduction in critical time failures • 	SUSPEND
Availability	Current and Historical Availability	<p>Report on current and historical availability metrics with a 12 month rolling forecast. Report will include:</p> <ul style="list-style-type: none"> • Mean time between failures • Service Availability and Unavailability for Business Functions. • Major Availability incidents (including impact) • Service Outage Reports • Planned versus actual downtime <p>Customer complements and complaints, related to availability and quality of service</p>	<ul style="list-style-type: none"> • Percentage of incidents that were resolved without impacting business • Percentage of events indicating availability issues • Number of major incidents for each IT service • Percentage of problems resolved within SLA • Number of repeated incidents (by service) • Percent reduction in the unavailability of IT services and IT infrastructure components 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Percent increase in the reliability of services and components • Percent reduction in revenue due to unavailability Reduction in service outages (as a result of using the CMDB to identify impact)	
Business Continuity	Customer Summary	Report consisting of: <ul style="list-style-type: none"> • Customer name, Point of Contact, Locations, other relevant Customer data • Single Point of Contact for MSI, Tower Suppliers, VITA for that Customer • Mission Essential Functions, Primary and Secondary Business Functions, RTO and RPO for each Business Function • Service Configuration Items mapped to Business Functions • Defined recovery activities • Other dependencies • Dates that information was last updated or validated by Customer 	<ul style="list-style-type: none"> • 	SUSPEND
Business Continuity	Disaster Recovery Test, preliminary results	Report that includes preliminary results of disaster recovery tests, including, specific to Unisys' Services: <ul style="list-style-type: none"> • Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) • Tests performed • Test not performed, including reason for test not being done • Results achieved 	Delay in ITSCM testing (against the schedule)	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> Preliminary comparison of the results to the measures and goals identified in the respective IT Service Continuity plans 		
Business Continuity	Disaster Recovery Test, formal results	<p>Report that includes detailed results of disaster recovery tests, including:</p> <ul style="list-style-type: none"> Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) Tests performed Test not performed, including reasons for test not being done Results achieved Comparison of the results to the measures and goals identified in the respective IT Service Continuity plan Feedback from Users as to the adequacy of continuity for their respective areas Feedback from Service Towers as to the adequacy of IT Service Continuity Plan, test execution, Customer’s expectations, etc. Plan and schedule, agreed with all Service Towers, to remediate any IT Service Continuity issues identified during testing 	<ul style="list-style-type: none"> Delay in ITSCM testing (against the schedule) 	SUSPEND
Business Continuity	BCP: Gap Analysis	<ul style="list-style-type: none"> Results of gap analyses, performed at request of VITA or Customers, of the Integrated IT Service Continuity Plan against good industry practice (e.g. Business Continuity Institute 	<ul style="list-style-type: none"> 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		www.thebci.org) and Customer’s recovery objectives and requirements.		
Process monitoring	ITSCM Process Report	Process effectiveness and satisfaction KPIs. Using CMDB Database identifying DR subscription services	<ul style="list-style-type: none"> • Number or percentage of services not covered in the ITSCM plan • Delay in ITSCM testing (against the schedule) • Number of audit gaps found in the ITSCM process Overall reduction in the risk and impact of the possible failure of IT services	SUSPEND
Process Monitoring	Capacity Analysis	Report that identifies Capacity problems. Includes current resource utilization, trends, forecasts, and exceptions (including those provided by the Service Tower Suppliers).	<ul style="list-style-type: none"> • Report all KPI’s associated and actions to take in response to the current metrics 	SUSPEND
Process monitoring	Process - Capacity	Process effectiveness and satisfaction KPIs	<ul style="list-style-type: none"> • Percentage reduction in business disruptions caused by a lack of adequate IT capacity • Percentage reduction in the number of SLA breaches • Accuracy of forecasts of actual expenditure vs. planned expenditure (capacity related) • Number of incidents related to capacity • Number of unplanned purchases of capacity- and performance-related hardware 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Process Monitoring	Capacity Plan	Annually Capacity Plan that includes all STS's	•	SUSPEND
Security Management	Security Assessment Report	Report on compliance of services and systems with VITA Rules. Includes remediation steps for non-compliant services or systems. (See Section 4.7.2 Security Assessments in Exhibit 2.1).	• Percentage increase/decrease in the number of non-conformances of the information security policies (audit related)	SUSPEND
Security Management	Applicable Security Requirements	Report available to each Customer detailing the Security Requirements that are being applied to the Customer's systems.	•	SUSPEND
Security Management	Security Clearance Status Review	Report on results of monthly assurance reviews to determine that all Supplier and Service Tower Supplier staff allocated to Customer's services have up-to-date security clearance, including background checks in compliance with Customer policies.		SUSPEND
Security Management	Security Remediation Status Reports	Current status of all on-going, security-related work and identified actions(e.g., from POAMs)	Number of improvements (security related) planned and implemented	SUSPEND
Security Management	Emerging Threats	Report that highlights emerging threats and the status of known risks.	•	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Security Management	Security Incidents Summary	Report of Security Incidents that occurred	Percentage increase/decrease in security incidents/breaches	SUSPEND
Security Management	Security Incident Management Response	Detailed information on the Security Incident Management response for each Security Incident	•	SUSPEND
Risk Management	Risk Monitoring, Identification and Assessment	Report includes: <ul style="list-style-type: none"> Risks, including the service impact assessment, arising from the activities of the Supplier and Service Tower Suppliers in the delivery of the end-to-end services. Trends, changes and emerging risks		SUSPEND
Risk Management	Risk Mitigation Activities	<ul style="list-style-type: none"> Report on activities of the Supplier and Service Tower Suppliers to address any control weaknesses identified in the assurance activities detailed in Section 4.8 of Exhibit 2.1). 		SUSPEND
Risk Management	Formal Risk Assessment	Report will, at a minimum, include: <ul style="list-style-type: none"> Assets <ul style="list-style-type: none"> Asset name Asset category Asset owner Risk assessment <ul style="list-style-type: none"> Risk analysis (threats and vulnerabilities) Business impact Likelihood Risk evaluation Risk treatment (controls) 		SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> • Risk appetite • Risk mitigation Controls Risk residual		
Issues Management	Services Issues Report	<ul style="list-style-type: none"> • Status of major pending issues, Status of Improvement Action Plans, Report of major changes to the environment having an unforeseen impact on costs or utilization 	<ul style="list-style-type: none"> • Number of issues for each IT service tower • Percentage of issues resolved 	SUSPEND
Incident Management	Open Incident Report	Report that provides a summary of all open Severity Level 1, 2, 3 and 4 Incidents and details for Severity Level 1 and 2 service affecting occurring in the previous 24-hour period	<ul style="list-style-type: none"> • Percentage of incidents resolved by service desk in the previous 24-hour period 	SUSPEND
Incident Management	Monthly Incident Management Report	Trending and Categorization Reports for all incidents which include: days open by severity, trends by top closing codes, trends by VITA customer, etc.	<ul style="list-style-type: none"> • Mean time to resolve incidents • Percentage of incidents resolved by service desk • Percentage of incidents incorrectly assigned • Percentage of incidents reopened • Number of major incidents for each IT service • User satisfaction survey score - incidents • Number of incidents incorrectly categorized 	SUSPEND
Problem Management	Root Cause Analysis (RCA) Report	Details of the results of each Root-Cause Analysis (RCA) performed by VITA or Supplier Includes the nature of the incident and plans to prevent or avoid future incidents	<ul style="list-style-type: none"> • Percentage of incidents reduced due to elimination of root cause • Percentage of incidents closed by first line support using the KEDB • Percentage of accuracy of the KEDB (from database audits) • Number of repeated incidents (by service) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> Percentage of problems resolved within SLA User satisfaction ratings - RCSs 	
Availability Management	Availability Reports	A variety of reports necessary to depict the availability of the MSI infrastructure and where specific VITA Customer reporting related to availability is currently reported, continuing that reporting	<ul style="list-style-type: none"> Mean Time To Restore Service (minutes) Critical time failure (minutes); i.e., system unavailability during critical times Percent reduction in the unavailability of IT services and IT infrastructure components 	SUSPEND
Request Management	Request Management Performance Report	Monthly report of Service Requests including acknowledgement, scheduling, request completion, past due requests, etc.	<ul style="list-style-type: none"> Percentage of service requests completed within SLA Number of service requests recorded for a specific period Mean time taken to handle service requests Average costs per request fulfillment Percentage of self-service requests compared to total number of service requests User satisfaction score for handling of service requests 	SUSPEND
Configuration Management	Configuration Management Performance Reports	Report related to updates and profile of the Configuration Management Database	<ul style="list-style-type: none"> Percentage of CIs that are not included in the CMS compared to the actual CI in the IT infrastructure Number of unauthorized configurations found during audits 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Asset Management	Asset Management Reports	Asset Management report that provide a profile of resources utilized in delivery of services.	Number of issues and incidents related to assets (e.g., licenses)	SUSPEND
Security Management	Unified Threat Management Report	Threat management report which will include a view of intrusions, threats, vulnerabilities, failed logins and other brute-force attempts to access the system, scheduled assessments, scheduled updates	<ul style="list-style-type: none"> • Percentage increase/decrease in security incidents/breaches • Percentage increase/decrease in the number of non-conformances of the information security policies (audit related) • Number of improvements (security related) planned and implemented • Number of access requests processed (per day/week) • Percentage of access requests automated • Number of security breaches caused by incorrect access settings • Average time taken to process an access request • Number of audit findings that discovered incorrect access settings for users • Number of incidents requiring a reset of access rights 	SUSPEND
Change Management	Change Management Report	Provide monthly Change Management reports in a format agreed with Customers as described in Exhibit 3 (Reporting and Service Level Management). List the status of scheduled Operational Changes.	<ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status 	

Report Category	Report Name	Description	KPI Examples	Frequency
Change Evaluation	Baseline Performance Report	Report of the actual performance of the environment prior to implementing any major changes.	<ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status 	
Change Evaluation	Post Change Performance Report	Report of the actual performance of the environment post implementing any major changes.	<ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status 	
Change Evaluation	Post Implementation Review Report	<p>Report after implementation that compiles all findings which will inform the Post Implementation Review (PIR) carried out by Change Management.</p> <p>Changes by PIR Code (Successful vs Unsuccessful) with rationale for all Unsuccessful change. (Data can be extracted from Change Record under the PIR tab)</p>	<ul style="list-style-type: none"> • Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Increase in the number of releases that meet the agreed-upon requirements in terms of cost, quality, scope, and time • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage of service transitions completed on time • Percentage reduction in production incidents related to changes • Percentage reduction of number of post transition incidents • Number of incidents and issues found after changes are applied by status 	

Report Category	Report Name	Description	KPI Examples	Frequency
Customer Satisfaction	Customer Satisfaction Survey Results	Results from Change Management Process Customer Satisfaction Surveys	<ul style="list-style-type: none"> Increased stakeholder satisfaction due to reduced number of failed changes (customer satisfaction is usually measured through customer surveys) Percentage increase/decrease in customer/user satisfaction 	SUSPEND
Release and Deployment Management	Release and Deployment Metrics Report	Report showing the success and failure of Releases, including recording Incidents related to Release.	<ul style="list-style-type: none"> Number of post-release incidents (service disruptions) reported as a result of ineffective release planning Percentage of releases deployed into the live environment on time Percentage of releases that meet customer expectations in terms of cost, time, and quality 	SUSPEND
Service Validation and Testing (SV&T)	Service Validation and Testing Metrics Report	Report showing the success and failure of testing as a service including recording failed testing plans and any incidents related to failed testing activities in the period following a deployment of Services	<ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse 	SUSPEND
Pre-Production Testing	Pre-Production Validation Report	Report validation that an integrated pre-production test has been performed across all affected Service Towers prior to migrating a system and service into the Customer's Production Environment. Consolidate and provide test reports to Change Management, VITA and Customer that outlines test outcomes and actions being taken to address failures.	<ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> Percentage increase in test case reuse. 	
Post Deployment End User Support	Post-Deployment FAQ Report	Capture, document and report frequently asked questions.	<ul style="list-style-type: none"> Number of post-release incidents (service disruptions) reported as a result of ineffective release planning Percentage of releases deployed into the live environment on time Percentage of releases that meet customer expectations in terms of cost, time, and quality 	SUSPEND
License Management and Compliance	Unauthorized Software Report	Report on Equipment with the presence of any unauthorized or non-standard Software.	<ul style="list-style-type: none"> Percentage reduction in number of audit/compliance gaps. Reduction in the number of audit and compliance issues. Number of unauthorized configurations found during audits 	SUSPEND
License Management and Compliance	License Compliance Report	Report of license information and compliance to Customers.	<ul style="list-style-type: none"> Percentage reduction in number of audit/compliance gaps. Reduction in the number of audit and compliance issues. Number of unauthorized configurations found during audits 	SUSPEND
Training and Education	Training and Education Report	Report of staff who has attended training to include Users, Supplier Personnel and Key Users. Identify potential training requirements, and provide recommended training actions to VITA and ITISP Governance.	<ul style="list-style-type: none"> Percentage reduction in number of audit/compliance gaps. Reduction in the number of audit and compliance issues. 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Service-Level Management	Monthly Service Level Performance Report	Comparison of actual results vs. Service Level requirements as prescribed in Exhibit 3 (Reporting and Service Level Management)	<ul style="list-style-type: none"> Number or percentage of SLA targets met Number or percentage of SLA targets missed. Percentage increase/decrease in the customer satisfaction rating Percentage increase/decrease in the number of customer complaints 	SUSPEND
Service-Level Management	<u>Incidents Remaining open over 30 days.</u> <u>Tickets successfully closed without being reopened (Incidents and Service Requests)</u>	<u>Report lists the number of incidents open over 30 days. All incident and service request tickets that were closed and never reopened</u>	<ul style="list-style-type: none"> <u>Tickets closed after 30 days have passed. Number of incidents and service requests that were closed successfully</u> 	Monthly
Service-Level Management	<u>Tickets successfully closed without being reopened (Incidents and Service Requests).</u> <u>Incidents Remaining open over 30 days.</u>	<u>Report measures the percentage of Tickets (Incidents and Requests) that are closed without being reset to "open" status following an improper assignment of Resolved status.</u> <u>Report lists the number of incidents open over 30 days. Incident tickets closed within 30 days of the agreed upon contract timeframe</u>	<u>Tickets include Incidents and Service Requests maintained in KSE. Tickets closed after 30 days have passed. All incidents not closed on time but within 30 days of that timeframe</u>	<u>Quarterly</u> <u>SUSPENDED</u>
Service-Level Management	<u>Service Requests open greater than 20 days.</u> <u>Service Requests Open Over 20 Days Past Due</u>	<u>Report measures the percentage of Service Requests that are Open past due for 20 or more days.</u> <u>Service Requests Open over 20 days</u>	<u>All service requests open 20 days past the due date agreed upon in the CSLAF Table. All service requests open 20 days past the due date agreed upon in the CSLAF Table</u>	<u>Quarterly</u> <u>Monthly</u>
Service Level Management	Security and Vulnerability Non-Critical Patching Report	This Report measures the percentage of items where a patch was successfully applied within 90 days of the patch becoming available for any Vulnerability identified by Tenable scanning with a CVSS (Common Vulnerability Scoring System) score below 7.0.		Quarterly

Report Category	Report Name	Description	KPI Examples	Frequency
		<p>If the item has an unpatched Vulnerability with a CVSS score below 7.0 that has a patch that has been available for at least 90 days at the time of the scan, the item will be counted as a miss for that performance period. Items will continue to report in any subsequent measurement period where they again scanned and were found to have the same vulnerability that has remained unpatched.</p> <p>An item is not considered as passing the SLA unless all identified vulnerabilities with a CVSS score of 7.0 or greater with a patch that has been available for at least 90 days at the time of the scan have had the patch/patches successfully applied.</p>		
Service Level Management	On-Time Report Delivery	List of Required Reports delivered on time		Quarterly <u>SUSPENDED</u>
Contract Management	Contract Management Report	Report on the execution of the Services against contractual obligations.	<ul style="list-style-type: none"> • Percentage of critical contracts renewed on time • Percentage reduction in supplier-related complaints • Percentage increase in the number of suppliers that meet contractual agreements • Percentage of critical suppliers meeting performance levels 	Quarterly <u>SUSPENDED</u>

Report Category	Report Name	Description	KPI Examples	Frequency
Service Desk Reporting	Service Desk Activity Report	<p>Provide daily, monthly, and as requested ad hoc reports to VITA on Service Desk activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> • Key issues relating to Service Desk processes, improvements, script development. • Status as to Service Desk staffing, training, and authorization. • Integration activities and issues with other Service Desks belonging to VITA, Customers and other Service Tower Suppliers as directed by VITA. • Trend analysis during the thirteen (13) most recent months. • Number of contacts, to include all methods of contacts (e.g., calls, email, web, chat) • Percent of calls abandoned, % of tickets resolved, average speed to answer, average call duration, and average time to abandon • Number and percentage of contacts passed to other Service Desks. • Daily and Month-to-date numbers for Incidents and Service Requests by priority. • Aging reports of tickets left unresolved • Other reports as needed regarding Service Desk operation and performance and any report included in exhibit 3.4 	<ul style="list-style-type: none"> • Regular reporting on cost of service • Customer satisfaction • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage reduction in production incidents related to newly transitioned services • Percentage reduction in time and effort required to support services 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Incident Management	Critical Incident Report	Report of Critical Incidents, which at minimum include a review of completeness of Critical Incidents (e.g. work detail notes) and perform a management review by Service Tower every week and report accordingly	<ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse	SUSPEND
Incident Management	Knowledge Base Statistical Report	Report knowledge base usage statistics to VITA on a monthly basis, or as requested by VITA (i.e. the number of Incidents Resolved using the knowledge base). At a minimum, the SMS, SKMS and other systems needs to have the ability to report on the number of tickets logged against a critical outage (Parent/child relationship).	<ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse • Reduction in the average time taken to diagnose and resolve incidents/problems • Percentage reduction in the dependency of people on knowledge 	SUSPEND
Incident Management Reporting	Incident Management Compliance Report	Report on compliance with Supplier ability to record detailed audit trail information, as requested by Customers. Provide monthly report(s) in electronic copy to Customers, in the VITA approved format, which at a minimum includes:	<ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> • Key issues relating to Incident Management processes. • Number of Incidents during the month, grouped by severity, service and STS, agency, region, classification or other criteria as appropriate. • List of Incidents, short description, reference number, and a shortcut to detailed description. • Detailed description, including timing of activities. • Links to Problems and Known Errors. <p>Trend analysis of the Incidents reported during the thirteen (13) most recent months.</p>	<ul style="list-style-type: none"> • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse 	
Event Management	Event Management Tracking Report	Report of event monitoring and tracking of all in-scope Services, including those of other Service Tower Suppliers where required and where the Service Tower Supplier’s systems are collecting such information. This includes all environments within the ITISP services (e.g. Production, Pre-production, Test and Development Environments, Applications, Network, Midrange and Distributed Environments).	<ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse 	SUSPEND
Problem Management	Quarterly Problem Management Report	Report on the volume and nature of Problems in order to identify areas for improvement, and report on the trend analyses and improvements to Customers and Service Tower Suppliers on at least a quarterly basis. At a minimum will include	<ul style="list-style-type: none"> • Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		Any backlog of unresolved Problems on at to the Customer Problem Manager, or more frequently as requested by Customers.	<ul style="list-style-type: none"> Percentage increase in test case reuse 	
Problem Management	RCA Reports	Provide RCA reporting as documented in the Service Management Manual.	<ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse 	SUSPEND
Problem Management	Monthly Problem Management Activity Report	<p>Report in a format approved by VITA as described in Exhibit 3 (Reporting and Service Level Management). This report will include:</p> <ul style="list-style-type: none"> The number of Problems in total and grouped by type, severity, status, Customer, region, reason code, classification or other criteria as appropriate and whether a Known Error; Problem reviews; Problem trend analysis findings and recommendations; Any issues relating to the Problem Management service, such as any other information that may improve or facilitate a better Problem Management process, including decisions to be made by VITA and the Supplier; and 	<ul style="list-style-type: none"> Number of testing projects completed on time. Percentage reduction in production incidents related to newly transitioned services. Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). Percentage increase in test case reuse 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> Trend analysis of Problems reported during the thirteen (13) most recent months. 		
Service Request Reporting	Knowledge Base Fulfillment Report (Service Requests)	Report showing the use of the knowledge base to fulfil Service Requests.	<ul style="list-style-type: none"> Percentage reduction in the dependency of people on knowledge Percentage of errors related to lack of knowledge in the service life cycle Percentage reduction in time and effort required to support services Increase in the access to SKMS by managers and IT staff Increase in the number of SKMS searches 	SUSPEND
Service Request Reporting	Online Service Request fulfillment Report	<p>Report via an online tool that would allow on-demand by VITA and Customers reporting the following:</p> <ul style="list-style-type: none"> Progress toward fulfilment and the status of all Service Requests. Committed fulfilment timeframes, anticipated completion times, and status. Ownership and activities toward fulfilment for all open Service Requests. Changes in Service Request status throughout the Service Request lifecycle. Categories of Service Requests, by Customer Staff activities on Service Requests. 	<ul style="list-style-type: none"> Percentage reduction in the dependency of people on knowledge Percentage of errors related to lack of knowledge in the service life cycle Percentage reduction in time and effort required to support services Increase in the access to SKMS by managers and IT staff Increase in the number of SKMS searches 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		<ul style="list-style-type: none"> Outstanding and aging Service Requests and the trends thereof. 		
Service Request Reporting	Request for Solution Reporting	Metric report 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.	<ul style="list-style-type: none"> Percentage reduction in the dependency of people on knowledge Percentage of errors related to lack of knowledge in the service life cycle Percentage reduction in time and effort required to support services Increase in the access to SKMS by managers and IT staff <p>Increase in the number of SKMS searches</p>	SUSPEND
Access Management	Separation of Duty Report	Report and alert on separation-of-duty access requirements for accounts as defined by the Customer.	<ul style="list-style-type: none"> Customer satisfaction Number or percentage of SLA targets met Number or percentage of SLA targets missed <p>Percentage reduction in production incidents related to newly transitioned services</p>	SUSPEND
Continual Service Improvement	Overall Program Measures Report	The Overall Program Measures Report describes suggested improvements to the program measures used to monitor quality and performance of the MSI and service tower suppliers. Included are corrective actions to improve the program measure approach and track improvements.	<ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			<ul style="list-style-type: none"> • Reduction in “waste” in time for executing a certain process or processes • 	
Continual Service Improvement	Quality Assurance Report	The Quality Assurances Report describes the ongoing quality, reliability, speed, cost-effectiveness, security, customer experience and Customers’ satisfaction.	<ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes • 	SUSPEND
Continual Service Improvement	Improvement Planning Report	The Improvement Planning Report outlines the improvement activities associated with the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as approved by ITISP Governance.	<ul style="list-style-type: none"> • Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in “waste” in time for executing a certain process or processes 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Continual Service Improvement	Process Evaluation Report	The Process Evaluation Report includes the results of routine process evaluation, assessment of process currency and the accomplishment of process improvements in the delivery of ITISP Services.	<ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) Reduction in “waste” in time for executing a certain process or processes 	SUSPEND
Continual Service Improvement	Corrective Action Resolution Report	The Corrective Action Resolution Report describes the progress on implementing corrective actions.	<ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) Reduction in “waste” in time for executing a certain process or processes 	SUSPEND
Continual Service Improvement	Technical Currency Report	The Technical Currency Report describes the usability of existing assets and reviews alternatives to replace, re-lease, consolidate, or retain the assets. The report also describes open agreements related to assets that are retired or will retire within 180 days of the	<ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) 	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
		report date and the completion progress of Currency Plan implementation.	<ul style="list-style-type: none"> IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) Reduction in “waste” in time for executing a certain process or processes Online 	
Continual Service Improvement	SMM Currency Report	SMM Currency and the progress on process improvements in the delivery of ITISP Services	<ul style="list-style-type: none"> Percentage of improvement in customer satisfaction rating Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) Reduction in “waste” in time for executing a certain process or processes 	SUSPEND
			<ul style="list-style-type: none"> 	SUSPEND
			<ul style="list-style-type: none"> 	

3.0 Tower Specific Services Reports

The Tower Specific reports should be available for all services in support of Messaging services within **Exhibit 2.1: Description of Services – Messaging Services**. The data used to generate the reports needs to be in a format that can delivered to the MSI for warehousing and be able to be broken out by agency and service. The table below represents some of the types of reports that should be generated. Supplier should also be able to support the generation of ad hoc reports as requested by VITA or VITA Customers.

Report Category	Report Name	Description	KPI Examples	Frequency
Messaging Services	License Allocation by user, agency, enterprise	Trends and statistics related to license allocation by agency.	<ul style="list-style-type: none"> Qty of licenses used by email address 	Monthly
	License Harvesting by, enterprise	Trends and statistics related to licenses no longer and use that can go back in the pool by agency	<ul style="list-style-type: none"> Qty of licenses available for harvesting by email address 	Monthly SUSPEND
	SPAM and Virus detection by enterprise	Trends and statistics related to Number of email messages classified by systems as SPAM or have viruses	<ul style="list-style-type: none"> Qty of emails by enterprise, agency identified as SPAM or having viruses 	Monthly SUSPEND
	Fax to Email by user, agency, enterprise	Trends and statistics related to faxes sent and received by fax capability by enterprise and agency	<ul style="list-style-type: none"> Qty of faxes sent and received via the Fax to Email service 	SUSPEND
	Cloud Sync by user, agency, enterprise	Trends and statistics related to on premise to cloud attribute syncing	<ul style="list-style-type: none"> Duration sync takes to complete Qty of objects sync'ed Qty of errors in sync Health of the syncs 	SUSPEND
	Mailbox Usage by user, agency, enterprise	Trends and statistics by agency regarding mailbox use capacity	<ul style="list-style-type: none"> Size of mailbox Size used Size remaining 	Monthly SUSPEND
	Admin Accounts by enterprise	Provide list of admin accounts	<ul style="list-style-type: none"> Account name Last login Last password change Confirmation of 2nd factor 	Monthly SUSPEND

	DLP Use by enterprise	Trends and statistics related to Data Loss Prevention for mailboxes and SMTP relay by enterprise and agency	<ul style="list-style-type: none"> • Emails blocked by user • Subject of email • Date of email • Sender • Recipient • Violated policy • Action taken 	Monthly SUSPEND
	Messaging bandwidth consumption by user, agency, enterprise	Trends and statistics related to bandwidth used to operation all Messaging services	<ul style="list-style-type: none"> • Consumption by capability • Consumption by service 	SUSPEND
	Messaging Exception Tracking by user, agency, enterprise	List of exceptions by agency or user to approved enterprise settings (ex. Online Storage sharing outside of the Commonwealth)	<ul style="list-style-type: none"> • Agency • User(s) • Exception to Enterprise 	SUSPEND
	Cloud Setting Configuration Details by user, agency, enterprise	Document configuration settings of all messaging services and capabilities and a tracking log of changes	<ul style="list-style-type: none"> • Service/Capability List • Changes from baseline and/or previous month 	SUSPEND
	System Performance Testing Report by enterprise	Document system performance testing inner workings of messaging systems such but not limited to MAPI, MAPI over HTTP, Active Sync, Mail flow, IMAP, SMTP outbound,	<ul style="list-style-type: none"> • System name • Performance counters • Trend 	Monthly SUSPEND
	Associated Directory Report by user, agency, enterprise	Trends, statistics and health as it pertains to directories that exist in support of the messaging services and capabilities	<ul style="list-style-type: none"> • System name • Performance counters • Trends 	SUSPEND
	Services and Capability usage by user, agency, enterprise	The usage by user, agency, enterprise showing use and adoption of messaging services and capabilities	<ul style="list-style-type: none"> • User, Agency, Enterprise • App Name • App usage • Trends 	SUSPEND

4.0 Administrative Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Contract Management	Contract Change Request Status Report	Monthly report specifying the status of all Contract Change Requests		SUSPEND
Human Resources	Personnel Projection Matrix	Report of material changes to staffing on VITA Account		Quarterly
Invoice	Enterprise Resource Unit and Other Charges Invoice	Enterprise level invoice and supporting details by Service Category, Customer, and Resource Units showing Base Charges, RU consumption amounts, other charges and credits, total amount due for the current month. Including Pass-Through, Project Services, or Milestone Charges that may also be due for the current month.		Monthly
Chargeback	Chargeback and Other Charges Report	Enterprise level Chargeback report and supporting details by Service Category, Customer, Resource Units showing RU consumption amounts. Including any Project Services, Pass-through, or Milestone Charges that may also be due in current month.		SUSPEND
Invoicing and Chargeback	Outstanding Disputes Report	A list of all outstanding dispute items and amounts with status by VITA Customer, including Resource Unit Category, Dollar Dispute amount, units in dispute, dispute description, aging status and amounts with status and escalation priority .		SUSPEND
Invoicing and Chargeback	Settled Disputes Amount	A list of settled disputed items and amounts due to or by VITA, clearly differentiating due to VITA or to a VITA Customer.		SUSPEND
Invoicing and Chargeback	Service Level Agreement Credits Report	Details about Service Level credits included on the monthly invoice		SUSPEND
Invoicing and Chargeback	Credit Report	Provide detail of monthly Credits		SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Invoicing and Chargeback	Financial Planning and Forecasting	Provide forecast of Charges and associated volumes by Customer and Resource Unit Category (or other charge type as appropriate) for the next 3 years immediately following the time in and for which each such forecast is provided.		Semi-Annually