**VIRGINIA
IT AGENCY**

Exhibit 3.2

Service Level Definitions and Measurement

Modification 22

VA-210517-NTT

COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY
SUPPLIER STRATEGY AND PERFORMANCE DIVISION

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Table of Contents

1.0   Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Messaging Services Tower. All Critical Service Levels shall be reported Monthly.

1.1   Performance Category – Service Strategy, Design, & Transition

1.1.1   Security Incidents – Containment Time

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Security Incidents – Containment Time	1.1.1	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframe. Security Incidents containment timeframe is 4 hours or less (<= 4 Hours). SLA 1.1.1 Security Incident Containment Time & SLA 1.1.2 Security Incident Resolution Time are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Security Incidents successfully contained within the containment timeframe in the measurement window, divided by the total number of Security Incidents successfully contained within the containment timeframe plus the total number of Security Incidents that have exceeded the containment timeframe, with the result expressed as a percentage to 2 decimal places. Also, the following apply: (a) If a Security Incident is opened within the current Measurement Window, but its relevant Containment timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Contained in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Security Incident that has exceeded the relevant Containment time is also carried forward into subsequent Measurement Windows until Contained; if it is Contained within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Containment timeframe in each subsequent Measurement Window's calculation until Contained.
COLLECTION PROCESS	Security Incident tickets will be logged in the Archer and KeyStone Edge. Further information will be obtained from the Commonwealth's Security incident management system. Incidents will be categorized and assigned for Incident containment. The ticket will be updated to track progress through the incident containment lifecycle. The MSI SMS will filter incident tickets based on appropriate measurement criteria. Security Incident records are maintained for the full resolution life cycle within the SMS including the time stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Archer and KeyStone Edge
RAW DATA STORAGE (ARCHIVES)	Archer and KeyStone Edge
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.2   Security Incidents – Resolution Time

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Security Incidents – Resolution Time	1.1.2	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully resolves Security Incidents within the applicable timeframes. Security Incidents resolution timeframe is 72 hours or less (<= 72 Hours). SLA 1.1.1 Security Incident Containment Time and SLA 1.1.2 Security Incident Resolution Times are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Security Incidents successfully resolved within the Resolution timeframe in the measurement window, divided by the total number of Security Incidents successfully resolved within the incident resolution timeframe plus the total number of Security Incidents that have exceeded the Resolution timeframe in the measurement window with the result expressed as a percentage to two decimal places. Also, the following apply: (a) If a Security Incident is opened within the current Measurement Window, but its relevant Resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Security Incident that has exceeded the relevant Resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is Resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution timeframe in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	Security Incident tickets will be logged in Archer and KeyStone Edge. Further information will be accessed from the Commonwealth's Security incident management system. Security Incidents will be categorized and assigned to resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. The MSI SMS will filter incident tickets based on appropriate measurement criteria. Incident records are maintained for the full resolution life-cycle within the SMS including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Archer and KeyStone Edge
RAW DATA STORAGE (ARCHIVES)	Archer and KeyStone Edge
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.3 Security & Vulnerability Patching

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Security and Vulnerability Patching	1.1.3	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This SLA measures the percentage of items where a patch was successfully applied within 60 days of the patch becoming available for any Vulnerability identified by Tenable scanning or the applicable approved Supplier scanning tool with a CVSs (Common Vulnerability Scoring System) of 7.0 or greater. If the item has an unpatched Vulnerability with a CVSS of 7.0 or greater that has a patch that has been available for at least 60 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. An item is not considered as passing the SLA unless all identified vulnerabilities with a CVSS of 7.0 or greater with a patch that has been available for at least 60 days at the time of the scan have had the patch/patches successfully applied.	
METRIC INCLUSIONS and DATA SOURCES	All scanned items	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the number of scanned systems less the number of systems/vulnerability instances with a CVE score of 7 or greater that have an available patch where the patch has not been successfully applied within 60 days of the patch becoming available divided by the number of items successfully scanned within window, with the result expressed as a percentage to two decimal places.	

COLLECTION PROCESS	The Supplier will extract from the applicable approved Supplier scanning tool the data required for SLA calculation and such data will be delivered in the approved format to the MSI by the designated delivery date for consolidation, validation and delivery to VITA. If the Supplier is using their applicable approved scanning tool, the data shall be delivered in accordance with the established measurement criteria for this measurement, including the following: • The data will be aligned to contain a CVSS (Industry Standard aligned) score. • The data will include as a miss any vulnerability with an available patch that has remained unresolved beyond the allowed patching period. • The data will be delivered in the format consistent with the format in use by all STSs for delivery of this data for inclusion in the Validation Files delivered to VITA.
REPORTING TOOLS	Qualys
RAW DATA STORAGE (ARCHIVES)	Qualys must also retain scanning information in alignment with the expectations for all such scanning data reported and/or required for retention by the Commonwealth and such data will be made available for evaluation by VITA for accuracy and completeness and will also be made available at VITAs request for purposes including but not limited to audit and validation.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.4   Projects Delivered On Time and Within Budget

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Projects delivered on time and within budget	1.1.4	
ACTIVE	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	

METRIC DESCRIPTION	This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget. A Project fails this Service Level if the project fails to deliver on the agreed upon scope by the Planned Due Date (<= Planned Due Date), or if the Project exceeded its budget. To prevent Projects from failing this Service Level the Supplier should submit an appropriate Project Change Request and receive its approval from VITA and the VITA Customer.
METRIC INCLUSIONS and DATA SOURCES	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
METRIC EXCLUSIONS	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.
MEASUREMENT TIMEFRAME	N/A
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Projects managed by the PMO that are delivered on time and within budget during the applicable Measurement Window, divided by the total number of Projects managed by the PMO that should be delivered during the applicable Measurement Window, with the result expressed as a percentage to two decimal places. Also, the following apply for Projects: (a) If a PMO managed Project is opened within the current Measurement Window, but its relevant Completion Date extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Project is completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open PMO managed Project that has not closed by the relevant Completion Date is also carried forward into subsequent Measurement Windows until Completed; if it is Completed within twenty-eight (28) days following its relevant Completion timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Completion Date in each subsequent Measurement Window's calculation until Resolved.

COLLECTION PROCESS	When a project proposal is approved a Change ticket of type, the MSI program manager will create a Project in the MSI SMS. The Service Provider will attach final sign-off documents when the project is accepted as complete. Upon completion of the post-implementation review the MSI program manager will close the Project Record. Projects implementation data will be uploaded from the MSI SMS to the Service Management Application on a daily basis. The Service Level Management Application will filter change tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.5 Invoice Dispute – Response to Customer with Findings

SERVICE LEVEL NAME	**EXHIBIT 3.1 REFERENCE**	
Invoice Dispute – Response to Customer Inquiries	**1.1.5**	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of Invoice Inquiries where the response to the Customer is delivered within 15 days (<=15).	
METRIC INCLUSIONS and DATA SOURCES	Any Invoice questions to Supplier, which may or may not be due to an actual invoice error or a potential dispute.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Invoice Inquiries for which the response to the Customer is delivered within 15 days (<=15), divided by the total number of Invoice Inquiries, with the result expressed as a percentage to two decimal places. Also, the following apply: (a) If an Invoice Inquiry is made within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Invoice Inquiry is completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An Invoice Inquiry that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	Invoice disputes will be logged and tracked in the MSI SMS. Invoice disputes will be categorized and assigned to resolver teams who will work to research and resolve the dispute and progress the ticket through the service request management lifecycle. Invoice Dispute data will be uploaded to the MSI Service Level Management Application on a daily basis. The SLA Management tool will filter the service request tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.6   **Change Management Compliance**

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Change Management Compliance	1.1.6	
ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services. Changes are not successfully implemented if they: (i) do not comply with the Change Management procedures, the SMM (including any VITA Customer and notification requirements), and any associated Project Plan (ii) cause either a Severity 1 Incident or Severity 2 Incident (iii) exceeded the Change Window, (iv) are backed out (v) partial success of change is backed out or unsuccessful Changes executed without going through the Change Management processes are also classified as failed.	
METRIC INCLUSIONS and DATA SOURCES	All Changes closed in the measurement window	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	The calculation for this Service Level is the number of Changes that are successfully implemented by Supplier, divided by the number of Changes implemented by Supplier, with the result expressed as a percentage to two decimal places. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.	

COLLECTION PROCESS	All requests for change are created and tracked as records within Keystone Edge™ over their full lifecycle from initial request through final disposition. The system tracks and timestamps all changes in status, scope, scheduling and disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within a REDACTED accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.2 Performance Category – Service Operation

1.2.1 Incident Resolution Time – Sev 1

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 1		1.2.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes. If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM. Severity 1 Resolution Time by location is listed below: • Within centralized Data Centers: 2 hours • Outside of centralized Data Centers: 4 hours		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 1 Incidents.		

METRIC EXCLUSIONS	Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period.
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1

ALGORITHM	The calculation for this Service Level is the total number of Severity 1 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 1 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places. Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved. (c) If an open Severity 1 Incident is not resolved within double its relevant resolution timeframe, then the Supplier will automatically incur a Minimum Service Level Default for this Service Level, which will not be subject to Earn Back. For example, if a Severity 1 Incident within a centralized Data Center with a 2 hours resolution timeframe is not Resolved for greater than 4 hours, this clause (c) applies.
COLLECTION PROCESS	Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to NTT DATA resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Keystone Edge™ will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™

RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.2 Incident Resolution Time – Sev 2

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 2	1.2.2	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes. If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2. If an Incident is downgraded from a Severity 1 to a Severity 2, then the resolution timeframe does not restart upon downgrading the incident. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM. Severity 2 Resolution Time by location is listed below: - Within centralized Data Centers: 4 hours - Outside of centralized Data Centers: 8 hours	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 2 Incidents.	
METRIC EXCLUSIONS	Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period.	

MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	The calculation for this Service Level is the total number of Severity 2 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 2 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places. Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to NTT DATA resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Keystone Edge™ will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.

PERFORMANCE CATEGORY	Service Operation

1.2.5 Service Request Fulfillment Time

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Service Request Fulfilment Time	1.2.5	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully completes Service Requests within the applicable timeframes.	
METRIC INCLUSIONS and DATA SOURCES	All items that are orderable via a Service Request shall be included in the SLA unless a specific exception is granted by VITA.	
METRIC EXCLUSIONS	Requests submitted using the General Service Request Form. Teams Voice Enterprise Service requests will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Service Requests associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these service requests during this period.	
MEASUREMENT TIMEFRAME	Maintained in Keystone Edge	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Service Requests that are completed within the committed timeframes, divided by the total number of completed Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage to two decimal places. Teams Voice Enterprise Service requests will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Service Requests associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these service requests during this period. Also, the following apply: (a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	All Service Requests with an agreed upon timeframe in Keystone Edge™ submitted via approved contact methods, including but not limited to calls, email and service portal are recorded in Keystone Edge and are maintained for the full fulfillment life cycle within this platform including the time stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.7 Formal Root Cause Analysis Delivery

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Formal Root Cause Analysis Delivery	1.2.7	

Active?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers a required or requested Root Cause Analysis to the VITA Customer of required quality and within the required timeframe of 10 Business Days.	
METRIC INCLUSIONS and DATA SOURCES	All Root Cause Analysis deliveries associated with Severity Level 1 Incident Resolution, VITA or VITA Customer Request, or SLA Default The measurement time ends when an accepted RCA is delivered. If an RCA is deemed to be insufficient, regardless of the number of times submitted, the clock will resume while the RCA is corrected.	
METRIC EXCLUSIONS	None	
MEASUREMENT TIMEFRAME	10 business days	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of written Root Cause Analyses that are delivered to VITA Customer within the delivery timeframe, divided by the total number of delivered Root Cause Analyses plus the total number of open Root Cause Analyses that have exceeded the delivery timeframe, with the result expressed as a percentage to two decimal places. Also, the following apply: (a) If a Root Cause Analysis is initiated within the current Measurement Window, but its relevant delivery timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such RCA is delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) An open RCA that has exceeded the relevant delivery timeframe is also carried forward into subsequent Measurement Windows until delivered; if it is delivered within twenty-eight (28) days following its relevant delivery timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the delivery timeframes in each subsequent Measurement Window's calculation until delivered.
COLLECTION PROCESS	Problem investigations (requests for Root Cause Analysis) will be logged and tracked in the MSI SMS. Problems will be categorized and assigned to teams who will analyze the request and perform and document the root cause analysis. The problem ticket will be progressed through the problem management lifecycle.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.3   Performance Category – Supplier Specific

1.3.1   Incident Resolution Time – P3 – Business Hours

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – P3 – Business Hours	1.3.1	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 3 Incidents within the applicable timeframes. If an Incident is escalated to Severity 3, then the Resolution Time measurement restarts upon escalation to Severity 3. If an Incident is downgraded from a Severity 2 or higher to a Severity 3, then the resolution timeframe does not restart upon downgrading the incident. The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM. Severity 3 Resolution Time is 16 business hours.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 Incidents.	
METRIC EXCLUSIONS	Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period.	
MEASUREMENT TIMEFRAME	Business Hours	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Severity 3 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 3 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places. Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to NTT DATA resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Keystone Edge™ will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific

1.3.2   **Incident Resolution Time – P4 – Business Hours**

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 4	1.3.2	

ACTIVE?	Yes	
SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier Resolves Severity Level 4 Incidents within the applicable timeframes. If an Incident is downgraded from a Severity 3 or higher to a Severity 4, then the resolution timeframe does not restart upon downgrading the incident. Severity 4 Resolution Time is 72 hours.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 4 Incidents.	
METRIC EXCLUSIONS	Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period.	
MEASUREMENT TIMEFRAME	Business Hours	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	

ALGORITHM	The calculation for this Service Level is the total number of Severity 4 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 4 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places. Teams Voice Enterprise Service incidents will be excluded for 2 months after the month in which it reaches 5000 subscribers, or for 6 months from Modification 21 effective date, whichever is earlier. Incidents associated with ShareGate will be excluded from the computation for determining SLA compliance for 90 days after implementation of the service. NTT Data will provide response and reporting of these incidents during this period. Also, the following apply: (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	Incident tickets will be logged in Keystone Edge™. Incidents will be categorized and assigned to NTT DATA resolver teams who will work to resolve the incident and progress the ticket through the incident management lifecycle. Keystone Edge™ will filter incident tickets based on appropriate measurement criteria.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Supplier Specific