



## **Exhibit 2.2**

### **Description of Services – Cross Functional**

VA-240322-PSLI - Mainframe Services

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

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## 1. Introduction

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

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

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

Ref#	Requirement	Comply (Y/N)	Supplier Response
R1.	<b>1.1. Service Management Practices</b>		
R2.	<i>The ITISP bases its service management practices on the Information Technology Infrastructure Library which focuses on the Service Management Lifecycle and the linkages between service management components. In alignment with the framework, Supplier is to adhere to the Enterprise processes as directed by the SMM as represented in Exhibit 2.1 (Description of Services – Mainframe), section 15, Service Management Manual (SMM) Responsibilities Table. Supplier responsibilities include:</i>		
R3.	1. Align Supplier's service management practices, which are used to support the Services, to the ITIL-based services as adopted by VITA.	Y	
R4.	2. Conform and deliver to a set of processes based on ITIL guidance to enable consistent management of IT Services.	Y	
R5.	3. Ensure that internal Supplier processes effectively integrate with the processes described in <i>Exhibit 2.1 (Description of Services – Mainframe), section 15, Service Management Manual (SMM) Responsibilities Table</i> , including processes, functions and roles deployed within and used by VITA.	Y	
R6.	4. Internal supplier processes will need to meet the requirements of, and not interfere or conflict with, VITA Enterprise core processes. Any Supplier internal processes provided will serve as the basis for the Supplier's SMM/SMM-like operating procedural document and will need to be approved by VITA. Core Processes include:	Y	

R7.	4.1. Incident Management – Document, as an Incident ticket, issues related to "break/fix" conditions that affect services provided, or impacted infrastructure or other impacted service supplier services.	Y	
R8.	4.2. Problem Management – Document, as a Problem ticket, relating to Root Cause Analysis (RCA) of service impacting issues	Y	
R9.	4.3. Change Management – Document, as a Change ticket, relating to Services provided and coordinated with Customer business objectives.	Y	
R10.	4.4. Service Asset & Configuration Management (SACM) – Documentation and reporting on those assets associated with the delivery of service. Maintain update of key configuration items and respective attribute data relating to those items.	Y	
R11.	4.5. Service Catalog - Work with the MSI to review and update the Service Catalog with additions and other changes in support of the Services.	Y	
R12.	4.6. Request Management – Document, as a Request ticket, actions relating to the Service Requests relating to the delivery of services.	Y	
R13.	4.7. Request for Solution (RFS) – Document, as requests or projects, actions relating to new or modified services relating to business objectives and service delivery.	Y	

R14.	4.8. Disaster Recovery/Business Continuity – Provide continuation of service delivery as well as disaster recovery to ensure consistent and continual service delivery.	Y	
R15.	5. Align and adhere to the design and documentation of processes representing the Enterprise execution of processes for consistent, effective and seamless management services provided to Customers.	Y	
R16.	6. Deploy any necessary processes, procedures and controls to provide monitoring and effective end-to-end management and reporting of the Services.	Y	
R17.	7. Deploy and integrate any tools and systems necessary to enable such processes, procedures and controls.	Y	
R18.	8. Participate in the operational governance entities (e.g., meetings, teams) established by VITA that are needed to ensure consistent, effective and seamless management of Services.	Y	
R19.	9. Comply with VITA Rules (e.g., Security Standards, Federal and Commonwealth mandates, records retention policies) for all Commonwealth data and all systems that contain Commonwealth data and metadata.	Y	
R20.	10. Conform to changes to VITA Rules for all Commonwealth data and all systems that contain Commonwealth data and metadata.	Y	
R21.	<b>1.2. Main Processes</b>		

R22.

The Service Management Lifecycle for ITIL v3 consists of five stages: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The major sections of this **Exhibit 2.2 (Description of Services - Cross Functional)** are based on those five stages. Within each of those Service Management Lifecycle stages are Main Processes for which Supplier responsibilities are described in this Description of Services. The stages and Main Processes are listed in the following table:

R23.

Service Life Cycle Stage	Main Processes	Applicable to Mainframe Supplier
Service Strategy	Strategy Generation and Management	
	Financial Management	Yes
	Service Portfolio Management	
	Demand Management	
	Business Relationship Management	
Service Design	Design Coordination	
	Service Catalog Management	Yes
	Service Level Management	
	Availability Management	
	Capacity Management	
	IT Service Continuity Mgmt.	
	Supplier Management	
	Information Security Mgmt.	Yes
Service Transition	Change Management	Yes
	Release and Deployment Management	

	<table><tr><td></td><td>Service Asset and Configuration Management</td><td>Yes</td></tr><tr><td></td><td>Knowledge Management</td><td>Yes, Document Data Store</td></tr><tr><td rowspan="7">Service Operation</td><td>Service Desk</td><td></td></tr><tr><td>Incident Management</td><td>Yes</td></tr><tr><td>Event Management</td><td></td></tr><tr><td>Problem Management</td><td>Yes</td></tr><tr><td>Request Management and Fulfillment</td><td></td></tr><tr><td>Access Management</td><td>Yes</td></tr><tr><td>Supplier IT Operations</td><td></td></tr><tr><td rowspan="3">Continual Service Improvement (CSI)</td><td>Service Review and Reporting</td><td></td></tr><tr><td>Process Evaluation and Currency</td><td></td></tr><tr><td>Technology Currency</td><td>Yes</td></tr></table>		Service Asset and Configuration Management	Yes		Knowledge Management	Yes, Document Data Store	Service Operation	Service Desk		Incident Management	Yes	Event Management		Problem Management	Yes	Request Management and Fulfillment		Access Management	Yes	Supplier IT Operations		Continual Service Improvement (CSI)	Service Review and Reporting		Process Evaluation and Currency		Technology Currency	Yes		
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R24.	1.3. Service Management Systems																														
R25.	<p>Supplier is required to use or integrate, through e-bonding or another preapproved integration method, with a system provided by the MSI (i.e., Incident Management System, Change Management System, , etc.). These systems and any systems Supplier provides that integrate with the MSI systems are collectively referred to herein as Service Management Systems (SMS). <b><u>Exhibit 4.7 (Software Assets)</u></b> defines the specific MSI toolset.</p> <p>The table below describes the purpose as defined by VITA to guide the MSI in providing the SMS, of which the Mainframe Service Tower Supplier will be Users and providers of management information:</p>																														



R26.

MSI-Provided Service Management Systems	Purpose
IT Information Portal	Integrated Portal which provides access and customizable views for the data processed in the Service Management Systems.
Data Warehouse System	Mechanism to collect data from all Service Management Systems and provide access to the Customers for report generation, with ability to save queries by Customer and individual.
Billing, Chargeback and Utilization Tracking System	Mechanism for billing VITA for Services across all Service Tower Suppliers and enable VITA to establish overhead charges and provide billing to Customers.
Service Catalog and Request Management System(s)	Mechanism for Customers to view and order and track Standard Service and Solution Requests/Proposals.
Asset Management System	Mechanism for Customers to track all assets.
Security Clearance System	Mechanism to manage, validate and allow Customers and Users to view the security clearance check status for all individuals providing Services under the MSI and STS.
Document Data Store	Mechanism for the common storage of artifacts and data related to projects and program management.
Change Management System	Mechanism to track and facilitate the Change Management process.

	<p>Project Portfolio Management and Project Management Reporting System</p> <p>Incident Management System</p> <p>Problem Management System and Known Error Database</p> <p>Risk Management System</p> <p>Information Security Management System (ISMS)</p>	<p>Mechanism to track and report the portfolio of projects and programs associated with the ITISP. The system should enable reporting of status, schedules, task assignments, issues and risks.</p> <p>Mechanism for the tracking and managing Incidents.</p> <p>Mechanism to collect previous errors and resolutions which are accessible by MSI, STS, VITA, Third Party Suppliers and designated Users.</p> <p>Mechanism to identify, track, analyze, report and demonstrate remediation of identified risks as part of Risk Management.</p> <p>Information Security Management System (ISMS) to maintain the policies, processes, standards, guidelines and tools to support Customers in achieving their Information Security Management objectives.</p>		
R27.	<i>For all Service Management Systems, in collaboration with and coordinated through the MSI, Supplier responsibilities include:</i>			
R28.	1. Utilize the Service Management Systems provided by the MSI to meet the objectives for the Main Processes.		Y	
R29.	<b>1.4. Financial Management</b>			
R30.	<i>Supplier will provide Financial Management for IT Services as described in this Description of Services and as set forth in <b>Exhibit 4 (Pricing and Financial</b></i>			

	<p><b><u>Provisions</u></b>). Financial Management covers the function and processes responsible for managing all the MSIs' budgeting, accounting and charging requirements associated with the delivery of the Services. Proper IT Financial Management will provide cost-effective stewardship of the IT assets and the financial resources used in providing IT Services, enabling the dissemination of information to feed critical decisions and activities.</p> <p>In collaboration with and coordinated through the MSI, Supplier responsibilities include:</p>		
R31.	1. Cost-effective management of all resources used in providing the Services.	Y	
R32.	2. Utilization of the Service Management System(s) that will track and show assets through their full life cycle, including ordering, provisioning, billing, decommissioning, etc.	Y	
R33.	<b>1.4.1. Billing, Chargeback and Utilization Tracking System</b>		
R34.	The Billing, Chargeback and Utilization Tracking System is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:		
R35.	1. Interface with the MSI's Billing, Chargeback and Utilization Tracking System (the "Chargeback System" of IT Financial Management (ITFM) System that will serve as the single source of information regarding all IT Financial information for Supplier Service charges and Customer chargeback .	Y	
R36.	2. Provide financial management data for both run operations and Project management services as described in <b><u>Exhibit 4 (Pricing and Financial</u></b>	Y	

	<b>Provisions)</b> in a machine-readable format with agreed attributes and timing, agreed to by VITA and the MSI, for use in the MSI IT Financial Management supply-side billing and Customer chargeback invoice processing.		
R37.	3. Provide the MSI and VITA with detailed monthly data that accounts for Supplier and designated Third Party Vendors Charges; which includes Customer's ordering request IDs, and billing charge identifiers to support charges. Submission of this data will follow process and format defined in the SMM and Mainframe Billing Triggers.	Y	
R38.	4. Provide the MSI information and insight that identifies significant variances from expected volumes (as driven by historical volumes, seasonal patterns, known projects, etc.)	Y	
R39.	5. Actively participate with the MSI in the invoice validation process to identify anomalies based on VITA approved variance thresholds, prior to the release of the Customers Chargeback invoices.	Y	
R40.	<b>1.4.2. Invoice Dispute Processing</b>		
R41.	<i>In collaboration with, and coordinated through the MSI, Supplier responsibilities include:</i>		
R42.	1. Participate with the MSI in the management of Customers invoice disputes.	Y	
R43.	2. Research and review invoice disputes for completeness and supporting data accuracy and, when necessary, request clarifying data from the MSI.	Y	

R44.	3. Allow VITA or VITA-designated organization to monitor, audit and validate invoice dispute process on an ongoing basis.	Y	
R45.	4. Provide a process for escalating to Supplier's management Incidents of invoice disputes not resolved within the time frames established in the SMM.	Y	
R46.	<b>1.5. Security Management</b>		
R47.	<i>Security Management processes and procedures that support various service delivery actions. This program produces the Enterprise policies and established procedures for conducting various security related activities. In collaboration with, and coordinated through the MSI, Supplier responsibilities include activities as described within the related Security Management SMMs and VITA Rules:</i>		
R48.	1. Security Management 4.1.3.7	Y	
R49.	2. Risk Management 4.1.3.8	Y	
R50.	3. Security Incident Management 4.1.5.7	Y	
R51.	4. Implement Security management processes, procedures and controls with other STS to address interdependencies, use of tools and workflows required to operate integrated Security Management across the Services.	Y	
R52.	5. Ensure the Solution will comply with Commonwealth security policies and standards and all Customers' individual Information Security Policies and applicable Federal standards (e.g., FedRAMP CJIS, FISMA, PCI, ISO27001,	Y	



	FERPA, FTI (IRS PUB-1075), SSA, HIPAA-HITECH). As depicted in 2.1, Security Requirements, supplier will provide required reports and perform analysis for compliance.		
R53.	6. Implement, maintain, and continuously comply with VITA Rules and Security Baseline Configuration Standards as defined in the VITA approved hardening guides, SMM, or as defined by specific Customer security requirements.	Y	
R54.	<b>1.6. Document Data Store</b>		
R55.	<i>The Document Data Store is a Service Management System. In collaboration with, and coordinated through the MSI, Supplier responsibilities include:</i>		
R56.	1. Utilize the processes, procedures and tools defined in the SMM for integration to the Document Data Store.	Y	
R57.	2. Execute the defined processes and procedures for the storage of Documentation, including the SMM, Training Materials, FAQs, and similar Documentation for Supplier's organization.	Y	
R58.	3. Cooperate with the MSI, other Service Tower Suppliers, Third Party Vendors, Customers' business units, as specified by VITA, to facilitate effective data sharing and profiling.	Y	
R59.	<b>1.7. Access Management</b>		
R60.	<i>Identity and Access Management (IAM) seeks to provide authoritative identification of Users (Users may be limited, i.e., not all Users) to grant Users the right to use a Service, while preventing unauthorized access.</i>		

	<i>In collaboration with, and coordinated through the MSI, Supplier responsibilities include:</i>		
R61.	1. Through the MSI IAM, partner with the MSI to provide Users with the capability to exercise authority for approval of all data and System access requirements.	Y	
R62.	2. Maintain Security rules and Access Rights according to User's notifications and revise as needed.	Y	
R63.	3. Monitor, report and Resolve access management exceptions and violations.	Y	