



Exhibit 3.4
Reports Matrix
Effective July 10, 2024
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VA-240322-PSLI: Mainframe Services

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

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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
Security	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

3.0 Tower Specific Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Mainframe Services	Production Control Report	Average online and batch ABENDS, average number of jobs per night, average job duration.		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)

Report Category	Report Name	Description	KPI Examples	Frequency
Mainframe Services	Mainframe Performance Metrics Report	System and CPU performance, utilization, average response time, database and transaction volume. Will include Supplier analysis of Mainframe performance. <ul style="list-style-type: none"> • Average and peak CPU utilization and by the entire mainframe complex • Storage performance and utilization. • Average and peak memory utilization 		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)
Mainframe Services	Monthly ABEND Report	On-line and batch ABENDS report that affect End-Users.		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August) Collected at least daily, summarized and reported monthly
Mainframe Services	Application Service response times	Average and peak response times for online/interactive application transactions, by application, by LPAR		Monthly; on or before the 20th of the month following the measurement period

Report Category	Report Name	Description	KPI Examples	Frequency
				(i.e., July measurement report will be due no later than the 20th Day of August)
Mainframe Services	Transaction Volume	Average and peak application transaction counts for selective applications, by application, by LPAR		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)
Mainframe Services	Disk Storage Utilization	Allocated and used Disk Storage utilization, by LPAR, and separately by application		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)
Mainframe Services	Mainframe Network Utilization	Average and peak Mainframe Network bandwidth and utilization by application, by LPAR		Monthly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)
Mainframe Services	Daily Backup Report	Success and unsuccessful backup processes, by agency by function		Daily

Report Category	Report Name	Description	KPI Examples	Frequency
Mainframe Services	Software Maintenance and License Report	Software maintenance and license expiry for Exhibit 4.7 (Software Assets) . The generated reports focus on key data elements for new and existing licensed software assets and on the changes that occur during the asset's life cycle.		Quarterly; on or before the 20th of the month following the measurement period (i.e., July measurement report will be due no later than the 20th Day of August)

4.0 Administrative Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
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
Invoicing and Chargeback	Service Level Agreement Credits Report	Details about Service Level credits included on the monthly invoice		Monthly detail due 1st business day of month. Monthly report to be an in depth analysis of SLC and Earn back eligibility.
Service Level Performance	Individual Service Level Compliance Report	Monthly report for Service Levels with total performance per service level. This report should contain the full list of service levels as agreed in Exhibits 3.1 (Service Level Matrix) .		SUSPEND
Service Level Performance	Reports and Data Validating Service Levels	This report(s) contains the detailed data required to validate service level performance. The totals should match those in the Individual Service Level Compliance report and include all detailed elements for VITA to replicate service level calculations.		SUSPEND
Finance	D&B Credit Report & Audited Financial Statements	This report contains your firm’s current year full D&B Business Report as well as the past two years reports (3-years in total), if D&B issues reports on Supplier. The report also contains certified, audited financial statements (i.e., income statements, balance sheets, cash flow statements) for the most recent three years.		Annually