



Exhibit 3.2 – MOD. 4
Service Level Definitions and Measurement

Effective October 15, 2024

VA-240322-PSLI: Mainframe Services

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

7325 BEAUFONT SPRINGS DR.
RICHMOND, VA, 23225

Table of Contents

1.0	Critical Service Levels	3
1.1	Performance Category – Service Strategy, Design, & Transition.....	3
1.1.1	Security Incidents – Containment Time	3
1.1.2	Security Incidents – Resolution Time.....	4
1.1.3	Security & Vulnerability Patching	7
1.1.4	<Reserved>.....	8
1.1.5	Invoice Dispute – Response to Customer with Findings.....	8
1.1.6	<Reserved>.....	9
1.2	Performance Category – Service Operation	10
1.2.1	Incident Resolution Time – Sev 1	10
1.2.2	Incident Resolution Time – Sev 2	12
1.2.3	Incident Resolution Time – Sev 3	13
1.2.4	Incident Resolution Time – Sev 4	15
1.2.5	Service Request Fulfillment Time	17
1.2.6	<Reserved>.....	18
1.2.7	<Reserved>.....	18
1.3	Performance Category – Supplier Specific	18
1.3.1	Mainframe Availability.....	18
1.3.2	<Reserved>.....	20
1.3.3	<Reserved>.....	20
1.3.4	Percentage of Batch Processing Completed Successfully	20
1.3.5	<Reserved>.....	21
1.3.6	<Reserved>.....	21

1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Mainframe 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	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	All security Incidents are recorded in the Platform Incident System(s) as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Platform Security Incident System(s)
RAW DATA STORAGE (ARCHIVES)	Platform Security Incident System(s)
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	<p>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) from time of Incident identification as described in the SMM.</p> <p>SLA 1.1.1 Security Incident Containment Time and 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.</p>	
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	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	<p>All security Incidents are recorded in the Platform Incident System(s) as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.</p>
REPORTING TOOLS	<p>Platform Security Incident System(s)</p>
RAW DATA STORAGE (ARCHIVES)	<p>Platform Security Incident System(s)</p>
PERFORMANCE CATEGORY	<p>Service Strategy, Design & Transition</p>

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	<p>This SLA measures the percentage of items where a patch was successfully applied within 30 days of the patch becoming available for any Vulnerability identified by the Platform Vulnerability Scanning Tool(s) scanning with a CVSSs (Common Vulnerability Scoring System) of 7.0 or greater.</p> <p>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 30 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 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</p>			
METRIC INCLUSIONS and DATA SOURCES	All System/vulnerability instances with a CVE score of 7 or greater where there is an available patch			
METRIC EXCLUSIONS	None			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	<p>The calculation for this Service Level is the number of scanned systems less the number of systems/vulnerability instances with a CVSS score of 7 or greater that have an available patch where the patch has not been successfully applied within 30 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.</p>			

COLLECTION PROCESS	MSS Supplier will extract from Platform Vulnerability Scanning Tool(s) the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
REPORTING TOOLS	Platform Vulnerability Scanning Tool(s)
RAW DATA STORAGE (ARCHIVES)	Platform Vulnerability Scanning Tool(s)
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.4 <Reserved>

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) from the time the record is opened in the System.		
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	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.6 <Reserved>

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	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 1 Resolution Time by location is listed below:</p> <ul style="list-style-type: none">• 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	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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 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	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS
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	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2.</p> <p>If an Incident is downgraded from a Severity 1 to a Severity 2, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 2 Resolution Time by location is listed below:</p> <ul style="list-style-type: none">• 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	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS
PERFORMANCE CATEGORY	Service Operation

1.2.3 Incident Resolution Time – Sev 3

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 3	1.2.3	
ACTIVE?	Yes	

SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 3 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 3, then the Resolution Time measurement restarts upon escalation to Severity 3.</p> <p>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.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 3 Resolution Time is 16 hours.</p>	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 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	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS
PERFORMANCE CATEGORY	Service Operation

1.2.4 Incident Resolution Time – Sev 4

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 4	1.2.4	
ACTIVE?	Yes	

SHARE TYPE and CORRESPONDING METRIC(S)	R	
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 4 Incidents within the applicable timeframes.</p> <p>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.</p> <p>Severity 4 Resolution Time is 72 hours.</p>	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 4 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	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (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	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS
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 recorded, agreed upon and maintained in Keystone Edge.		
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		
MEASUREMENT TIMEFRAME	As recorded, agreed upon and maintained in Keystone Edge		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	<p>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.</p> <p>Also, the following apply:</p> <p>(a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond</p>		

	<p>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).</p> <p>(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.</p>
COLLECTION PROCESS	Data Collection process shall be in accordance with platform standards and will use the MSI SMS.
REPORTING TOOLS	MSI SMS
RAW DATA STORAGE (ARCHIVES)	MSI SMS

1.2.6 <Reserved>

1.2.7 <Reserved>

1.3 Performance Category – Supplier Specific

1.3.1 Mainframe Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Mainframe Availability		1.3.1	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	<p>This Service Level measures the percentage of time Applications are Available to the end-user during the applicable Measurement Window.</p> <p>This Service Level is counted by Application. If Downtime occurs for an Application, the Application is considered unavailable for purposes of this Service Level. Downtime begins upon the Start Time of the Outage. If an LPAR itself appears to be operational, but the Application(s) running on the LPAR are not Available, then the Application is considered unavailable.</p>
METRIC INCLUSIONS and DATA SOURCES	Mainframe Applications, LPARs, System Software, supporting Mainframe Infrastructure and related CIs are identified in the CMDB. Scheduled hours of operations and maintenance windows for each infrastructure element related to the Mainframe Applications will be maintained in the SMM.
METRIC EXCLUSIONS	<p>Time required for scheduled maintenance windows, as defined in the SMM, or other planned outages is excluded from this calculation.</p> <p>If Root Cause Analysis reveals that an agency application is responsible for application unavailability, such downtime is excluded from this calculation.</p>
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 sum of Actual Uptime for all Mainframe Applications divided by the sum of Scheduled Uptime for all Mainframe Applications, with the result expressed as a percentage.
COLLECTION PROCESS	<ol style="list-style-type: none"> 1) System Management Facilities (SMF) Type 30 records captured on Mainframe system on an ongoing basis tracking LPAR uptime and Mainframe Applications (CICS, DB2, ADABAS) started task start and stop times. 2) Calendar review to determine actual scheduled uptime for identified components applicable to this SLA. 3) Application supporting infrastructure started task names (e.g., CICS, DB2 regions) are used to apply to SMF data to be measured against VITA defined maintenance/processing start and end times, to produce scheduled and unscheduled availability data for SLA reporting. Published up and down times of each item in #1 with LPAR and Mainframe Application maintenance windows.

REPORTING TOOLS	Microsoft Excel Peraton will process daily SMF data and produce monthly availability of each VITA LPAR and Mainframe Application and for each identified interactive system that supports an agency application, in Excel format.
RAW DATA STORAGE (ARCHIVES)	SharePoint site
PERFORMANCE CATEGORY	Supplier Specific

1.3.2 <Reserved>

1.3.3 <Reserved>

1.3.4 **Percentage of Batch Processing Completed Successfully**

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Percentage of Batch Processing Completed Successfully		1.3.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percentage of time Supplier completes Batch jobs successfully and on time, during the applicable Measurement Window. For avoidance of doubt, successful completion includes: 1. Job completing successfully within the designated time frame for the job, 2. job failure notifications and escalations occurring as defined within the SMM (including initial notification within thirty (30) minutes of a failure in job processing), and 3. all other specifications included in the SMM.		
METRIC INCLUSIONS and DATA SOURCES	Scheduled Batch jobs include normally scheduled and recurring production jobs, as well as production jobs that are run on an as-needed basis.		
METRIC EXCLUSIONS	Unsuccessful batch jobs scheduled during planned outages and scheduled maintenance windows are not counted as failed under this metric.		

	If Root Cause Analysis reveals that agency application code or JCL error is responsible for batch process failure such failure is excluded from this calculation.
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366).
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of scheduled Batch jobs that are completed successfully divided by the total number of scheduled Batch jobs that should have been completed during the applicable Measurement Window, with the result expressed as a percentage.</p> <p>Joint VITA/Supplier effort to document, by LPAR/CONTROL-M instance, what is considered under production scheduling batch processing to be included in this metric—to be jointly discussed and documented in the batch support policy and procedure manual chapter for batch support; to be reviewed annually for any modifications.</p> <p>VITA and Supplier will mutually agree on definition of successful completion. For example, application teams may do an empty file check step that issues a non-zero return code, which application team considers okay but scheduling tool may not treat as okay. The second issue to discuss and document is identifying agency application caused job failures and scheduling impacts and whether to exclude and exempt those failures (and downstream batch delays) as out-of-scope. These rules will be documented in the batch support policy and procedure manual within the SMM.</p>
COLLECTION PROCESS	CONTROL-M and/or SMF data collected daily and compiled into a monthly status metric.
REPORTING TOOLS	CONTROL-M and Excel worksheet to allow audit review support and process improvement efforts to reduce failures, when possible.
RAW DATA STORAGE (ARCHIVES)	SharePoint site
PERFORMANCE CATEGORY	Supplier Specific

1.3.5 <Reserved>

1.3.6 <Reserved>