



## SUPPLY CHAIN MANAGEMENT (SCM)



### **Exhibit 3.3** **Critical Deliverables**

VA-240920-NTT: Managed Public Cloud Services

**COMMONWEALTH OF VIRGINIA**  
**VIRGINIA IT AGENCY**  
**SUPPLY CHAIN MANAGEMENT**

7325 BEAUFONT SPRINGS DR.  
RICHMOND, VA, 23225

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## 1.0 Introduction

This Exhibit sets forth the Critical Deliverables as part of the Supplier's obligations under **Exhibit 3.0 (Reporting and Service Level Management)**. Supplier will comply with these and related requirements in **Exhibit 2.1 (Description of Services – Managed Public Cloud Services)**.

Credits and timing associated with the Critical Deliverables are set forth in **Exhibit 3.1 (Service Level Matrix)**.

### 1.1 Critical Deliverable Acceptance Process

A thorough deliverable acceptance process that addresses deficiencies as early as possible to minimize impacts to the Services is critical. The deliverable acceptance process will comply with Section 10 of the Agreement and be formally documented in the Service Management Manual, **SMM 3.1 Deliverable Management**.

VITA and VITA Governance will review the Critical Deliverables throughout the phases of development. The Supplier shall review the expectations in advance so as to obtain acceptance of the final Deliverable within the Review Period. Feedback and suggestions received from VITA will be promptly incorporated into the Critical Deliverable.

## 2.0 Recurring Critical Deliverables

This section sets forth those Critical Deliverables that reoccur on a periodic basis. The following Critical Deliverables and their descriptions align with **Exhibit 3.1 (Service Level Matrix)** as follows:

### 2.1 <Reserved>

### 2.2 Annual Technology Plan

The Supplier will successfully deliver a Technology Plan each calendar year. The Technology Plan will comply with the requirements of the Agreement and be approved by VITA. The Technology Plan shall be the basis for generation of implementation plans which will include schedules, dependencies and requirements for introduction of new technology changes, as well as acquisition, support, and retirement of software and hardware. The Technology Plan will include a report describing the status and achievements of implementation plans supported by previous Technology Plans.

### 2.3 Annual Refresh and Currency Plan

The Supplier will successfully delivery a Refresh and Currency Plan that addresses the refresh for all Services and currency for all Software.

The initial plan will place all Customer and Supplier Services and Software on a Refresh cycle, with all Equipment to be refreshed within the cycle.

The initial plan will also provide a schedule to upgrade Software to N/N-1 levels as established in the Technology Plan.

Subsequent submissions of the Refresh and Currency Plan, will include a report describing the refresh and currency status of all Equipment and Software.

## **2.4 <Reserved>**

## **2.5 <Reserved>**

## **2.6 Annual Security Plan**

The Supplier will successfully deliver the Security Plan in accordance with the requirements of the Agreement and as approved by VITA. The Security Plan will include the self-verification report of Supplier's achievement of the VITA and VITA's Customer security requirements. The Security Plan will include the results of any Security Incident Management response exercises. The Security Plan will include the schedule of any planned Security Assessments, penetration tests or other Security verification activities. The Security Plan will identify Customer security requirements and planned participation in security improvements and verification. The Security Plan will include changes in policy and processes in managing the Server, Storage and Data Center environment; including updates to background check and other security clearance criteria. The Security Plan will include a report describing the status and achievements of previous Security Plans.

## **2.7 <Reserved>**

## **2.8 Customer Satisfaction Measures – Results Report**

The Supplier will successfully deliver the customer satisfaction measures to determine the satisfaction of VITA and VITA Customers with the Managed Public Cloud Services. The Supplier report on the progress of Customer Satisfaction Measures at least quarterly.

## **2.9 CMDB Reconciliation and Electronic Check-In**

The Supplier will quarterly reconcile, validate, and report that appropriate relationships exist for all selected Customer Configuration Items (CI) in the CMS. The Supplier will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements and the delivery of the Services. Supplier will provide a report detailing the results of the above activities, and will produce Continual Service Improvement Register entries to resolve issues and report on progress to close open items. In addition, the Supplier shall validate that all selected CIs have met Electronic Check-In requirements.

## **2.10 Service Catalog Accuracy Assessment**

The Supplier will quarterly reconcile, validate, and report that the Service Catalog and Service Portfolio systems are accurate and up-to-date in accordance with the SMM. Supplier will produce Continual Service Improvement Register entries to resolve issues and report on progress to close open items.

## **2.11 <Reserved>**

**2.12 <Reserved>****2.13 <Reserved>****2.14 Operating Level Agreements Improvements Register and Release Schedule**

The Supplier is required to document an implementation schedule in the Continual Service Improvements Register and update it on a quarterly basis to establish and improve Operating Level Agreements (OLAs), and other supporting measures and controls, for the Main Processes with Service Tower Suppliers. Where Operating Level Agreements (OLAs) do not exist, Supplier will proactively work with Service Tower Suppliers, VITA, Customers and Third Party vendor(s) to deliver to the objectives and overall success of the Main Process. Supplier will also establish Operating Level Measures (OLMs), and other supporting measures and controls, to be approved by VITA, for the Main Process with Customers. Supplier will produce Continual Service Improvement Register (CSIR) entries with action plans and report progress towards closure.

**2.15 Training Plan**

The Supplier is required to provide a plan on a quarterly basis to achieve effective training on the Main Processes (e.g. the purpose, activities, policies, procedures, tools, interfaces) for all stakeholders to ensure effective execution of the process. Supplier will (i) provide on-going methods for training Supplier staff, other Service Tower Supplier(s), Customers and designated Third Party vendors on the Main Process And (ii) regularly provide guidelines, FAQs and access to appropriate tools to other Service Tower Supplier(s), Customers and authorized Third Party vendors to promote and reinforce the appropriate use of the Main Process and its supporting policies, other processes, sub-processes and procedures.

**2.16 <Reserved>****2.17 <Reserved>****2.18 Transition Out Plan**

The Supplier will successfully deliver to VITA a Transition Out Plan as specified in Section 13.2 of the Agreement. The Supplier will deliver a Transition Out Plan prior to service commencement and, thereafter, an updated Transition Plan Annually.

**2.19 <Reserved>****2.20 Holistic Architecture Review Process (HARP) As Built Section (ABS) Documentation**

The Supplier is required to develop, participate and continuously update the Commonwealth's technical architecture so that it remains current. The Supplier will deliver the As Built Section (ABS)

Documentation that is current within the last calendar year on the 10th day of each quarter per the prescribed template and specifications.

### **2.21 Billing RU Reconciliation**

The Supplier will successfully deliver to VITA a report each quarter validating the information contained in the Billing RU fields in the CMDB, Entitlements Table, or other VITA defined system of record, demonstrating the remediation of items with inaccurate information identified in prior reports, and demonstrating remediation of items identified through billing disputes.

### **2.22 <Reserved>**

### **2.23 Request for Solution (RFS)**

The Supplier will provide a quarterly report on all Request for Solution activity. This report will provide information on all demands processed during the quarter, the health of the process, and information to identify process improvements and services that can be processed in more efficient manners, to include moving to a standard catalog form. This report will provide overall activity and analysis to include trends on poor performing demands, demands requiring changes and any gaps within the process.

## **3.0 One-Time Critical Deliverables**

This section sets out those Critical Deliverables that are assessed only once.

### **3.1 Services Detailed Implementation Plan**

The Supplier will deliver a detailed plan that will address all implementation activities that will result in the successful completion of transition of Service Obligations from the Incumbent and the full delivery of the Services. Specific dates for such full delivery are to align with the dates defined under **Exhibit 2.4.1 (Implementation Milestones)**.

### **3.2 Services Implementation Readiness Plan**

The Supplier will provide an Implementation Readiness Plan approximately thirty (30) days prior to the take-on of service obligations as the supplier of services for Managed Public Cloud Services. The purpose and scope of such plans are to outline the specific tasks for completing the transition of Managed Public Cloud Services from the Incumbent. Items to be addressed include Software license transfers status, lease transfers status, staff employment status, billing process including detail for invoices, status of operating agreements between Suppliers, knowledge transfer programs, status of operations documentation, web portal status including service desk functions, and any other issue for implementation of management and operations.

The Supplier will provide a checklist that details all activities and assigned owners required to implement the Services and the successful transition of obligations to the Supplier.

### **3.3 Service Management Manual**

The Supplier will develop documentation in accordance with the requirements in the Agreement for the Service Management Manual.

The Supplier will deliver the Service Management Manual in two stages, the contents of each stage being jointly determined by VITA and the Supplier.

### **3.3.1 Service Management Manual Initial Draft**

The Supplier will provide an initial draft of the Service Management Manual to support the take-on of services as the supplier for Managed Public Cloud Services.

### **3.3.2 Service Management Manual Final Document**

The Supplier will complete the final document of the Service Management Manual to support the take-on of services as the Service Tower Supplier for Managed Public Cloud Services.

## **3.4 Service Performance and Reporting**

The Supplier will implement tools, processes, and other mechanisms to measure and report on the Supplier's performance at a level of detail sufficient to verify the Supplier's compliance with those reporting and Service Levels described in **Exhibit 3.0 (Reporting and Service Level Management)** and the requirements of the Agreement.

### **3.4.1 Service Performance and Reporting Phase 1**

The Supplier will show the complete implementation of those reports and Service Levels that will begin with the transition of obligations to Supplier.

### **3.4.2 Service Performance and Reporting Phase 2**

The Supplier will show the complete implementation of all reports and Service Levels as identified in **Exhibit 3.0 (Reporting and Service Level Management)**.

## **3.5 Initial Security Plan**

The Supplier will successfully deliver an initial draft of the Security Plan that will address planned security for the environment, the Supplier Facilities, Software and Equipment deployment specifically for data and online security, annual security assessments and other standard security concepts for ensuring the safety, security and confidentiality of Commonwealth Data. This initial draft of the Security Plan will govern security activities and policies until the delivery of the first Annual Security Plan.

## **3.6 Reserved**

## **3.7 Complete Asset Inventory and CMDB Data Population**

The Supplier will provide to VITA all the inventory and relationship mapping data of Equipment, Software, and related information items and services provided in the support of the Services whether deployed at Customer Sites or at Supplier locations. The Supplier will create an initial CMDB that properly represents all items.



The Supplier will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) and updated in the CMDB in order to support Service delivery processes and service level measurements.

The Supplier will accomplish the completion of the CMDB and any necessary reconciliation or True Up, in cooperation with the VITA, for support of the Services being provided and the take-on of Managed Public Cloud Services obligations by the Supplier.

### **3.8 Reserved**

### **3.9 Service Management Systems Integration**

Each Service Management System shall be implemented with initial Transition phase requirements, as agreed by VITA, supported by the production environment.

### **3.10 Operating Level Agreements**

#### **3.10.1 Operating Level Agreements– Initial Draft**

The Supplier will collaborate with the MSI and all other Service Tower suppliers (STS) within the Integrated Services Platform to develop and provide to VITA initial draft Operating Level Agreements (OLAs) that have been mutually agreed to by MSI, Supplier and every applicable STS. Supplier will obtain VITA approval on all OLA drafts, per the acceptance criteria in Ex. 2.4.1 (Implementation Milestones).

#### **3.10.2 Operating Level Agreements - Final Document**

The Supplier will collaborate with the MSI and all other Service Tower suppliers (STS) within the Integrated Services Platform to obtain VITA approval on Operating Level Agreements between Supplier and every applicable STS.

### **3.11 Software Asset Management (SAM) Reconciliation – Initial Report**

The Supplier will provide an initial report of relationships for all Customer Configuration Items (CI) in the CMS. The Supplier will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements and the delivery of Services. The Supplier shall validate that all selected CIs have met Electronic Check-In requirements.

### **3.12 Current Environment Remediation Plan**

The Supplier will provide an assessment of the current service environment(s) identifying any issues that may require remediation, fully documenting those issues, and delivering a remediation plan to address the issue, meeting best practices and Commonwealth requirements.

### **3.13 Current Environment Modernization Plan**

The Supplier will provide an assessment of the current service environment(s) identifying any modernization opportunities, documenting those modernization items, and delivering a

modernization plan to implement the opportunities that meet the best practices and Commonwealth requirements.

### **3.14 Transition Closure Report**

The Supplier will provide a Transition Closure Report reflecting completion of all Implementation and Transition Project activities.