



**SUPPLY CHAIN MANAGEMENT (SCM)**  
**REQUEST FOR PROPOSAL**



**Exhibit 3.2**  
**Service Level Definitions and Measurement**

VA-240920-NTT: Managed Public Cloud Services

**COMMONWEALTH OF VIRGINIA**  
**VIRGINIA IT AGENCY**  
**SUPPLIER STRATEGY AND PERFORMANCE DIVISION**

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## 1.0 Critical Service Levels

This Section sets forth qualitative descriptions of the Critical Service Levels for the Managed Security 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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>Incident tickets will be logged in Archer and Keystone Edge. Incidents will be categorized and assigned for Incident containment. The ticket will be updated to track progress through the incident containment lifecycle. Incident ticket data will be uploaded to Archer and Keystone Edge on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Archer
<b>RAW DATA STORAGE (ARCHIVES)</b>	Archer
<b>PERFORMANCE CATEGORY</b>	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 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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>Incident tickets will be logged in Archer and Keystone Edge. 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. Incident data will be uploaded to the MSI Service Level Management Application on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Archer
<b>RAW DATA STORAGE (ARCHIVES)</b>	Archer
<b>PERFORMANCE CATEGORY</b>	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	<p>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 with a CVSS (Common Vulnerability Scoring System) score of 7.0 or greater.</p> <p>If the item has an unpatched Vulnerability with a CVSS score 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 score of 7.0 or greater with a patch that has been available for at least 30 days at the time of the scan have had the patch/patches successfully applied.</p>		
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	<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>		

<b>COLLECTION PROCESS</b>	MSS Supplier will extract from Tenable 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.
<b>REPORTING TOOLS</b>	Tenable
<b>RAW DATA STORAGE (ARCHIVES)</b>	Tenable stores data within a database accessible via the platform.
<b>PERFORMANCE CATEGORY</b>	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	<p>This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget.</p> <p>A Project fails this Service Level if the project fails to deliver on the agreed upon scope by the Planned Due Date (&lt;= 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 in accordance with the SMM.</p>		
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	N/A		
MEASUREMENT TIMEFRAME	Business Days		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

<b>ALGORITHM</b>	<p>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.</p> <p>Also, the following apply for Projects:</p> <ul style="list-style-type: none"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>When a project proposal is approved a Change ticket of type, the MSI program manager will create a Project in Keystone Edge. 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 Change ticket. Projects implementation data will be uploaded from the ztrr System to the Service Management Application on a daily basis. The Service Level Management Application will filter change tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries
<b>PERFORMANCE CATEGORY</b>	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 with Findings		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	<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 (&lt;=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> <p>(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).</p> <p>(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.</p>			

<b>COLLECTION PROCESS</b>	We will record Customer contacts of invoice dispute as “dispute requests”, a specific sub-category of Service Requests, within the Keystone Edge™ platform. As with other Service Requests, disputes are recorded within Keystone edge as a result of contacts via any channel (e.g. calls to the Service Desk or Business Relationship Managers) and are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition. SAIC implemented automated workflow will immediately assign dispute requests to SAIC’s IT Financial Management team for processing within the financial management component of our SMS, but the request will remain tracked to resolution within Keystone Edge™.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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		

<b>METRIC DESCRIPTION</b>	<p>This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.</p> <p>Changes are not successfully implemented if they:</p> <ul style="list-style-type: none"> <li>(i) do not comply with the Change Management procedures, the SMM (including any VITA Customer and notification requirements), and any associated Project Plan ,</li> <li>(ii) cause either a Severity 1 Incident or Severity 2 Incident,</li> <li>(iii) exceeded the Change Window,</li> <li>(iv) backed out if completed outside of the approved implementation window (Planned Start and Planned End Date/Time),</li> <li>(v) partial success of change is backed out or unsuccessful.</li> </ul> <p>Changes executed without going through the Change Management processes are also classified as failed.</p>
<b>METRIC INCLUSIONS and DATA SOURCES</b>	All Changes resolved in the measurement window
<b>METRIC EXCLUSIONS</b>	None
<b>MEASUREMENT TIMEFRAME</b>	24 Hours per Day for All Calendar Days (365/366)
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<p>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.</p> <p>Changes will be reported in the Measurement Window that the Change ticket is resolved, allowing sufficient time to determine if the Change was successful.</p>
<b>COLLECTION PROCESS</b>	Change tickets will be logged in Keystone Edge™. Changes will be documented, categorized, and assigned to implementer teams who will work to plan, review, obtain approvals, and progress the ticket through the change management lifecycle. Change data will be uploaded to the Service Level Management Application on a daily basis. The Service Level Management Application will filter change tickets based on appropriate measurement criteria.
<b>REPORTING TOOLS</b>	Keystone Edge™



<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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	<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"><li>• Within centralized Data Centers: 2 hours</li><li>• Outside of centralized Data Centers: 4 hours</li></ul>		
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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>Incident tickets will be logged in Keystone Edge™. 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. Incident data will be uploaded to Keystone Edge on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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"><li>• Within centralized Data Centers: 4 hours</li><li>• Outside of centralized Data Centers: 8 hours</li></ul>		
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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	Incident tickets will be logged in Keystone Edge™. 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. Incident data will be uploaded to Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	Incident tickets will be logged in Keystone Edge™. 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. Incident data will be uploaded to Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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		

<b>ALGORITHM</b>	<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"> <li>(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).</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>Incident tickets will be logged in Keystone Edge™. 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. Incident data will be uploaded to the Keystone Edge™ on a daily basis. The Service Level Management Application will filter incident tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	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		
MEASUREMENT TIMEFRAME	As Recorded and Approved 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 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,</p>		

	it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
<b>COLLECTION PROCESS</b>	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.
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Service Operation

#### 1.2.6 <Reserved>

#### 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 as defined in the SMM 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		

<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<p>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.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> <li>(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)</li> <li>(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.</li> </ul>
<b>COLLECTION PROCESS</b>	<p>Problem investigations (requests for Root Cause Analysis) will be logged and tracked in Keystone Edge. 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. Problem data will be uploaded to Service Level Management Application on a daily basis. Service Level Management Application will filter Problem tickets based on appropriate measurement criteria.</p>
<b>REPORTING TOOLS</b>	Keystone Edge™
<b>RAW DATA STORAGE (ARCHIVES)</b>	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
<b>PERFORMANCE CATEGORY</b>	Service Operation

### 1.3 Performance Category – Supplier Specific

#### 1.3.1 Virtual Machine Managed Service Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Virtual Machine Managed Service Availability		1.3.1	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percent of time that virtual machine instances are available during the scheduled uptime excluding Azure service issues.		
METRIC INCLUSIONS and DATA SOURCES	A virtual machine instance will be deemed to be available for normal business operations unless the applicable reporting tool (Azure Monitor) shows it to be unavailable for normal business operations, provided that the reporting tool is functioning correctly or an Azure Service issue is reported and verified using the applicable reporting tool (Azure Service Health).		
METRIC EXCLUSIONS	Scheduled Downtime and Azure Service Issues		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	Availability = (Uptime / Scheduled Uptime) x 100%  Scheduled Uptime = # of Database Instances x (Total Uptime for the Reporting Period – Scheduled Downtime for the Reporting Period – Time Reported by Microsoft as an Azure Service Issue for the Reporting Period that impacts the virtual machine resource)		

<b>COLLECTION PROCESS</b>	The Supplier will receive from the applicable approved monitoring 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 the VITA monitoring tool, the data shall be delivered in accordance with the established measurement criteria for this metric.
<b>REPORTING TOOLS</b>	Database Monitoring Tool (Azure Monitor) Azure Service Health Tool (for Azure Service Issues)
<b>RAW DATA STORAGE (ARCHIVES)</b>	The database monitoring tool must also retain uptime information in alignment with the expectations for all such monitoring 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 VITA's request for purposes including but not limited to audit and validation.
<b>PERFORMANCE CATEGORY</b>	Supplier Specific

### 1.3.2 Database Managed Service Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Database Managed Service Availability		1.3.2	
CURRENTLY MEASURED	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the percent of time database instances are available during the scheduled uptime.		
METRIC INCLUSIONS and DATA SOURCES	A database instance will be deemed to be available for normal business operations unless the applicable reporting tool (Azure Monitor) shows it to be unavailable for normal business operations, provided that such tools are functioning correctly, or an Azure Service issue is reported and verified using the applicable reporting tool (Azure Service Health).		
METRIC EXCLUSIONS	Scheduled Downtime and Azure Service Issues		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		

<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	<p>Availability = (Uptime / Scheduled Uptime) x 100%</p> <p>Scheduled Uptime = # of Database Instances x (Total Uptime for the Reporting Period – Scheduled Downtime for the Reporting Period – Time Reported by Microsoft as an Azure Service Issue for the Reporting Period that impacts the virtual machine resource)</p>
<b>COLLECTION PROCESS</b>	The Supplier will receive from the applicable approved monitoring 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 the VITA monitoring tool, the data shall be delivered in accordance with the established measurement criteria for this metric.
<b>REPORTING TOOLS</b>	<p>Database Monitoring Tool (Azure Monitor)</p> <p>Azure Service Health Tool (for Azure Service Issues)</p>
<b>RAW DATA STORAGE (ARCHIVES)</b>	The database monitoring tool must also retain uptime information in alignment with the expectations for all such monitoring 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 VITA's request for purposes including but not limited to audit and validation.
<b>PERFORMANCE CATEGORY</b>	Supplier Specific

### 1.3.3 Successful Recovery

SERVICE LEVEL NAME			EXHIBIT 3.1 REFERENCE	
Successful Recovery			1.3.3	
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures the percent of applications for which the Azure infrastructure is recovered within the agreed-upon recovery time			

	objective (RTO). The specific process for documenting agreed-upon RTO for each application will be established in the SMM.
<b>METRIC INCLUSIONS and DATA SOURCES</b>	All applications for which there is a documented, agreed-upon RTO.
<b>METRIC EXCLUSIONS</b>	None
<b>MEASUREMENT TIMEFRAME</b>	24 Hours per Day for All Calendar Days (365/366)
<b>SERVICE LEVEL TARGET</b>	Maintained in Exhibit 3.1
<b>ALGORITHM</b>	$((\# \text{ of applications for which there has been a declared disaster and for which the Azure infrastructure has been recovered and is available for the application team within the agreed-upon RTO}) / (\# \text{ of applications with declared disasters and agreed-upon RTO})) * 100\%$
<b>COLLECTION PROCESS</b>	<p>Keystone Edge™ stores the time that a disaster is declared for each application. The Supplier will provide the MSI a delimited file with application identifiers and agreed-upon RTO for each application. The Supplier will maintain documentation to support each change to this delimited file.</p> <p>To support SLA calculation, the Supplier will receive from the applicable approved Azure monitoring tool(s) the data required for measuring when Azure infrastructure is available for the application team and will deliver such data in the approved format to the MSI by the designated delivery date for consolidation, validation, and delivery to VITA. The data shall be delivered in accordance with the established measurement criteria for this metric.</p>
<b>REPORTING TOOLS</b>	<p>Keystone Edge™</p> <p>Azure Reporting Tools (Azure Monitor)</p>
<b>RAW DATA STORAGE (ARCHIVES)</b>	The Azure monitoring tool(s) must also retain resource availability information in alignment with the expectations for all such monitoring 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 VITA's request for purposes including but not limited to audit and validation.
<b>PERFORMANCE CATEGORY</b>	Supplier Specific