Exhibit 3.4 – Reports Matrix – FC 20210810

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VA-180915-XERX –Managed Print Services

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

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Table of Contents

1.0 Introduction 3
2.0 Cross Functional Services Reports 3
3.0 End User Services, Hardware, and Print -Specific Services Reports 49
4.0 Administrative Services Reports 51

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
Project Management	Weekly Project Management Report	Report on the status of all open projects and projects closed during the week. Report the status of each project to the requestor on a periodic basis as agreed with the requester.	• Number of Projects (e.g., new, completed, in progress) • Risks and Issues – open and closed • Schedule, scope and budget status – actual vs. estimated • Overall status	SUSPEND
Project Management	Project Management Performance	Report related to project and project management performance including: • Project performance to schedule (major milestones and completion) • Project performance to budget • Major Project Issues • Major Project changes	• Number or percentage of projects on schedule and on budget (actual vs. planned) • Assessment of value delivered for completed projects (actual vs. planned) • Post implementation reviews conducted and results of same	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Project Management	Project Slippage Report	Report related to projects not currently meeting their task deadlines and milestone dates, or that are over budget: • Project performance to schedule (major milestones and completion) • Project performance to budget	• Number of projects behind scheduled or over budget	SUSPEND
Strategy Analysis	Internal Strengths and Weaknesses	Review of internal strengths and weaknesses though an internal analysis.	Internal analysis should include the following: a.) Existing service analysis (operational and planned services) b.) Cost of services and ROIs (if applicable) c.) Efficiency and effectiveness of day-to-day operations d.) Existing resources and capabilities e.) Existing and planned projects f.) Organization's business strategy 1) g.) Existing technologies	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Strategy Analysis	External Opportunities and Threats	Analyze the opportunities and threats and how they will develop in the future.	The external analysis should include the following: a.) Customers (who the customers are and what challenges they are facing) b.) Partners (who the partners are and what their strengths and weaknesses are)	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day

Report Category	Report Name	Description	KPI Examples	Frequency
			c.) Competitors (how the competitors have differentiated themselves and whether they have found a more cost-effective way of doing things) d.) Political factors (how the current practices are impacted by political changes) e.) Economic factors (what the economic forecast is and how it will impact the current situation) f.) Technology trends (How technological innovation will affect the IT service providers' products, services, or operations) g.) Legal, regulatory, and legislative requirements (how new legislations impact the way service providers conduct business) h.) Industry benchmarks	before initiation anniversary.
Strategy Analysis	Market Spaces	Document current and new market spaces that were identified during the internal and external assessment.	• Unserved or underserved market spaces • Market spaces best served by the current service assets • Market spaces to avoid with the existing service assets	Quarterly update due the last business day of the quarter. Semi-Annually

Report Category	Report Name	Description	KPI Examples	Frequency
			• Investment priorities based on the service providers' potential to service the market space • Strengths, weaknesses, opportunities, and threats in each market space	Annually with in depth analysis due on the last business day before initiation anniversary.
Strategy Analysis	Strategy Success	The success of the strategy should be measured from a number of different points of view.	• Business outcome • Service management processes (see other reports in this Exhibit) • Performance of services and deviations from forecasted results • Organizational learning • Plans (time and budget) • Effectiveness of identified patterns of actions • Adherence to policies • ROI targets for each service	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
IT Technology Planning	Technology Advances	Report related to new technology advances and evolutions applicable to the ITISP environment (uses data from MSI and Service Tower Suppliers)	• Timely development of new services to meet the business objectives • Percentage or number of strategic objectives that are met	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.

Report Category	Report Name	Description	KPI Examples	Frequency
IT Technology Planning	Regulatory Issues and Changes	Report and analysis of regulatory issues and changes that could affect the ITISP environment directly or indirectly	• Issues and changes opened, stoplight status, escalated, and closed	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
IT Technology Planning	Software Life	Report on upcoming software releases and end-of-support dates for ITISP Software	• Issues and changes opened, stoplight status, escalated, and closed	Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
IT Technology Planning	Software Licensing	Report on ITISP Software license renewal dates	• Issues and changes opened, stoplight status, escalated, and closed	Quarterly update due the last business day of the quarter.

Report Category	Report Name	Description	KPI Examples	Frequency
Financial Management		Refer to Section 4 of this Exhibit.		
Service Portfolio Management	Portfolio: Potential Improvements	Report on potential improvements to the portfolio of Tower Services, gathered from Service Towers Suppliers and including Customer feedback	• Number of incidents caused by inaccurate or incomplete service packages • Number of changes made to service packages and SLPs after baseline/approval • Number of service portfolio audits/reviews conducted (actual vs. planned) • Number of differences discovered between actual and documented services (related to retired services, operational services, and planned services)	SUSPEND
Service Portfolio Management	Portfolio Health	**Quarterly** - Report on the requests received, incidents logged, problems identified, and current performance of Catalog Services compared to the SAS tool analysis or expected results during implementation Proper identification of incorrect or incomplete service packages and recommendation for corrective actions.		Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day

Report Category	Report Name	Description	KPI Examples	Frequency
		Annually - Report on number of changes made to service packages and SLPs after baseline/approval. Number of service portfolio audits/reviews conducted (actual vs. planned)		before initiation anniversary.
Service Portfolio Management	Portfolio: Pipeline priorities	**Monthly** - View of top priority services as identified by VITA in the pipeline. **Quarterly** - And alignment to the Annual Technology Plan	• Status of each and next steps, owner, date targets, issues. Refer to VITA service Portfolio & Lifecycle Management process.	Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter.
Demand Management	Tower Service Consumption - % of PBAs Predicted/Actual	Report on predicted and actual consumption of Tower Services. Include patterns of business activity, identify trends and risks that may cause demand to exceed available Tower Service capacity	• Percentage of User Profiles(UP) and Patterns of Business Activity (PBAs) that are defined for each service, and those that are inaccurate	Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Demand Management	Tower Service Consumption – PBAs Tracked Consumption History	Report that tracks and analyzes patterns of business activity and Tower Service consumption history on an annual and seasonal basis	• Percentage of PBAs that have been translated into work load information by capacity management • Customer satisfaction	Quarterly a update due the last business day of the quarter.

Report Category	Report Name	Description	KPI Examples	Frequency
Complaint Management	Complaint Tracking	Automated report of Complaints from Customers regarding MSI, STS, Third Party Vendor, etc. as designated by VITA. Information on each complaint will contain, at a minimum: • User name and business unit of Customer submitting the Complaint • Complaint ID • Complaint description • Date of complaint • Time of complaint • Source of complaint (department, function, and individual name) • Nature of complaint • Impact, urgency, and priority • Reference • Validation comments • Received and validated by • Actions taken (if any) • Resolution date	• Percentage reduction in the number of complaints • Percentage reduction in the number of escalations	Monthly
Complaint Management	Open Complaint Status	Report on status of corrective actions taken to address open complaints	• Complaints open, stoplight status, escalated, and closed with customer agreement	Monthly
Feedback	Customer Feedback (General)	Report of all feedback given by Customers	• Percentage of business requirements that are documented and signed off • Improvement in customer satisfaction levels	Monthly
Process Management	Process Management Report	Process durations, status, and volume report	• Priority ranking, open requests by lifecycle step, stoplight status, escalated,	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
			risks, issues, and closed with customer agreement	
Process Management	Non-Standard Alternative Solution Designs Report	Report the use and frequency of non-standard alternative solution designs to VITA and ITISP Governance.	• Services by type, counts, reasons for not using standard alternatives, open requests by lifecycle step, stoplight status, escalated, and closed with customer agreement	SUSPEND
Process monitoring	Process Effectiveness	Process effectiveness and satisfaction KPIs	• Reduction in the number of subsequent revisions of the content of SDPs (accuracy) • Percent increase in the number of successful new or changed services in terms of outcomes, quality, cost, and timeliness • Customer satisfaction score for each new or changed service • Percent increase in the number of transitioned services that consistently achieved the agreed-upon service level targets	Monthly
Service Fulfillment	Service Fulfillment Benchmarks	Report on the fulfillment of Service Requests and Service Catalog orders to identify: • Benchmark information (including, but not limited to cost, hours, fulfillment time) for expectation setting with Customers		Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
		• Misaligned incentives of Service Towers and orders and requests from Customers • Standard delivery times for Standard Services and Standard Solutions. • Process effectiveness and satisfaction KPIs • Recurring cost • Approved/Closed for those open • Update first report to show # of items created vs. total number fulfilled and total number of items in the catalog		
Process monitoring	Process	Process effectiveness and satisfaction KPIs	• Number of services defined in the service portfolio • Percentage increase in the number of services defined and managed in the service catalog • Differences discovered between the defined service catalog and reality (in terms of services and attributes) • Business awareness of the service catalog (survey) • Percentage of services that have documented risks	SUSPEND
Continual Service Improvement	OLM Performance	Report on the performance of Operating Level Measures (OLM) as established with Suppliers to VITA and ITISP governance.		Quarterly

Report Category	Report Name	Description	KPI Examples	Frequency
Continual Process Improvement Plan Implementation	Implemented Service Improvements	Progress on implementing Service Improvement Plans.	• Percentage of service improvements implemented (process improvements implemented vs. service improvements planned)	SUSPEND
Process monitoring	Process, in addition to Exhibit 3 Reporting and Service Level Management	Process effectiveness and satisfaction KPIs	• Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage increase/decrease in the customer satisfaction rating • Percentage increase/decrease in the number of customer complaints • Percentage of the total IT services covered in the SLA	Weekly update due the last business day of the week. Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Availability	Outage report – All Towers	Report on all outages, including impact assessments, root causes, related known errors/issues	• Percentage of incidents caused by existing problems or known errors • Mean Time To Restore Service (minutes) • Critical time failure (minutes); i.e., system unavailability during critical times	Current outage real time reporting. Weekly update due the last business day of the week.

Report Category	Report Name	Description	KPI Examples	Frequency
			• Percent reduction in critical time failures	Monthly update due the last business day of the month.
Availability	Current and Historical Availability	Report on current and historical availability metrics with a 12 month rolling forecast. Report will include: • Mean time between failures • Service Availability and Unavailability for Business Functions. • Major Availability incidents (including impact) • Service Outage Reports • Planned versus actual downtime • Customer complements and complaints, related to availability and quality of service	• Percentage of incidents that were resolved without impacting business • Percentage of events indicating availability issues • Number of major incidents for each IT service • Percentage of problems resolved within SLA • Number of repeated incidents (by service) • Percent reduction in the unavailability of IT services and IT infrastructure components • Percent increase in the reliability of services and components • Percent reduction in revenue due to unavailability • Reduction in service outages (as a result of	Monthly update due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
			using the CMDB to identify impact)	
Business Continuity	Customer Summary	Report consisting of: • Customer name, Point of Contact, Locations, other relevant Customer data • Single Point of Contact for MSI, Tower Suppliers, VITA for that Customer • Mission Essential Functions, Primary and Secondary Business Functions, RTO and RPO for each Business Function • Service Configuration Items mapped to Business Functions • Defined recovery activities • Other dependencies • Dates that information was last updated or validated by Customer		SUSPEND
Business Continuity	Disaster Recovery Test, preliminary results	Report that includes preliminary results of disaster recovery tests, including: • Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) • Tests performed • Test not performed, including reason for test not being done • Results achieved • Preliminary comparison of the results to the measures and goals identified in the respective IT Service Continuity plans	• Delay in ITSCM testing (against the schedule)	STS & COV Agencies Within 7 days of disaster recovery test execution (or scheduled date if test was not executed). MSI Within 14 days of disaster recovery test execution (or scheduled date if test was not executed).

Report Category	Report Name	Description	KPI Examples	Frequency
Business Continuity	Disaster Recovery Test, formal results	Report that includes detailed results of disaster recovery tests, including: • Customer, related Mission Essential Functions and Business Functions, Systems tested (specific servers, applications, networks, etc.) • Tests performed • Test not performed, including reasons for test not being done • Results achieved • Comparison of the results to the measures and goals identified in the respective IT Service Continuity plan • Feedback from Users as to the adequacy of continuity for their respective areas • Feedback from Service Towers as to the adequacy of IT Service Continuity Plan, test execution, Customer's expectations, etc. • Plan and schedule, agreed with all Service Towers, to remediate any IT Service Continuity issues identified during testing	• Delay in ITSCM testing (against the schedule)	Within 20 days of disaster recovery test execution (or scheduled date if test was not executed).
Business Continuity	BCP: Gap Analysis	Results of gap analyses, performed at request of VITA or Customers, of the Integrated IT Service Continuity Plan against good industry practice (e.g. Business Continuity Institute www.thebci.org) and Customer's recovery objectives and requirements.		Monthly – Due on the 3rd Thursday of each month.
Process monitoring	ITSM Process Report	Process effectiveness and satisfaction KPIs. Using CMDB Database identifying DR subscription services.	• Number or percentage of services not covered in the ITSCM plan • Delay in ITSCM testing (against the schedule) • Number of audit gaps found in the ITSCM process	Quarterly update due on the last business day of the quarter.

Report Category	Report Name	Description	KPI Examples	Frequency
			• Overall reduction in the risk and impact of the possible failure of IT services	
Process Monitoring	Capacity Analysis	Report that identifies Capacity problems. Includes current resource utilization, trends, forecasts, and exceptions (including those provided by the Service Tower Suppliers).	• Report all KPI's associated and actions to take in response to the current metrics	Monthly update due on the last business day of the month.
Process monitoring	Process - Capacity	Process effectiveness and satisfaction KPIs	• Percentage reduction in business disruptions caused by a lack of adequate IT capacity • Percentage reduction in the number of SLA breaches • Accuracy of forecasts of actual expenditure vs. planned expenditure (capacity related) • Number of incidents related to capacity • Number of unplanned purchases of capacity- and performance-related hardware	Monthly update due the last business day of the month.
Process monitoring	Capacity Plan	Annual Capacity Plan that includes all STS's		Monthly update due the last business day of the month Quarterly update due the last business day of the quarter.

Report Category	Report Name	Description	KPI Examples	Frequency
Security Management	Security Assessment Report	Report on compliance of services and systems with VITA Rules. Includes remediation steps for non-compliant services or systems. (See Section 4.7.2 Security Assessments in Exhibit 2.1).	• Percentage increase/decrease in the number of non-conformances of the information security policies (audit related) • Percentage increase in SLA conformance (related to information security)	Monthly
Security Management	Applicable Security Requirements	Report available to each Customer detailing the Security Requirements that are being applied to the Customer's systems.		Monthly
Security Management	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.		Monthly
Security Management	Security Remediation Status Reports	Current status of all on-going, security-related work and identified actions (e.g., from POAMs)	• Number of improvements (security related) planned and implemented	Monthly
Security Management	Emerging Threats	Report that highlights emerging threats and the status of known risks.		Weekly update due last business day of the week. Monthly update due the first Friday following reporting period.

Report Category	Report Name	Description	KPI Examples	Frequency
				Quarterly update due last business day of quarter. Annually with in depth analysis due on last business day before initiation anniversary.
Security Management	Security Incidents Summary	Report of Security Incidents that occurred	• Percentage increase/decrease in security incidents/breaches	Monthly
Security Management	Security Incident Management Response	Detailed information on the Security Incident Management response for each Security Incident		Monthly
Risk Management	Risk Monitoring, Identification and Assessment	Report includes: • Risks, including the service impact assessment, arising from the activities of the Supplier and Service Tower Suppliers in the delivery of the end-to-end services. • Trends, changes and emerging risks		Weekly update due the last business day of the week. Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last day before initiation anniversary.

Report Category	Report Name	Description	KPI Examples	Frequency
Risk Management	Risk Mitigation Activities	Report on activities of the Supplier and Service Tower Suppliers to address any control weaknesses identified in the assurance activities detailed in Section 4.8 of Exhibit 2.1).		Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last day before initiation anniversary.

Risk Management	Formal Risk Assessment	Report will, at a minimum, include:
		• Assets
		  • Asset name
		  • Asset category
		  • Asset owner
		• Risk assessment
		  • Risk analysis (threats and vulnerabilities)
		  • Business impact
		  • Likelihood
		  • Risk evaluation
		• Risk treatment (controls)
		  • Risk appetite
		  • Risk mitigation
		Controls
		• Risk residual
				Monthly update due the last business day of the month.
				
				Quarterly update due the last business day of the quarter.
				
				Annually with in depth analysis due on the last day before initiation anniversary.

Issues Management	Services Issues Report	Status of major pending issues, Status of Improvement Action Plans, Report of major changes to the environment having an unforeseen impact on costs or utilization	• Number of issues for each IT service tower • Percentage of issues resolved	Weekly update due the last business day of the week.

Report Category	Report Name	Description	KPI Examples	Frequency
				Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Service-Level Management	Monthly Service Level Performance Report	Comparison of actual results vs. Service Level requirements as prescribed in **Exhibit 3 (Reporting and Service Level Management)**	• Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage increase/decrease in the customer satisfaction rating • Percentage increase/decrease in the number of customer complaints	Monthly update due the last business day of the month.
Incident Management	Open Incident Report	Report that provides a summary of all open Severity Level 1, 2, 3 and 4 Incidents and details for Severity Level 1 and 2 service affecting occurring in the previous 24-hour period	• Percentage of incidents resolved by service desk in the previous 24-hour period	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
Incident Management	Monthly Incident Management Report	Trending and Categorization Reports for all incidents which include: days open by severity, trends by top closing codes, trends by VITA customer, etc.	• Mean time to resolve incidents • Percentage of incidents resolved by service desk • Percentage of incidents incorrectly assigned • Percentage of incidents reopened • Number of major incidents for each IT service • User satisfaction survey score - incidents • Number of incidents incorrectly categorized	SUSPEND
Problem Management	Root Cause Analysis (RCA) Report	Details of the results of each Root-Cause Analysis (RCA) performed by VITA or Supplier Includes the nature of the incident and plans to prevent or avoid future incidents	• Percentage of incidents reduced due to elimination of root cause • Percentage of incidents closed by first line support using the KEDB • Percentage of accuracy of the KEDB (from database audits) • Number of repeated incidents (by service) • Percentage of problems resolved within SLA • User satisfaction ratings - RCSs	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Availability Management	Availability Reports	A variety of reports necessary to depict the availability of the MSI infrastructure and where specific VITA Customer reporting related to availability is currently reported, continuing that reporting	• Mean Time To Restore Service (minutes) • Critical time failure (minutes); i.e., system unavailability during critical times • Percent reduction in the unavailability of IT services and IT infrastructure components	Monthly
Request Management	Request Management Performance Report	Monthly report of Service Requests including acknowledgement, scheduling, request completion, past due requests, etc.	• Percentage of service requests completed within SLA • Number of service requests recorded for a specific period • Mean time taken to handle service requests • Average costs per request fulfillment • Percentage of self-service requests compared to total number of service requests • User satisfaction score for handling of service requests	Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.
Configuration Management	Configuration Management Performance Reports	Report related to updates and profile of the Configuration Management Database	• Percentage of CIs that are not included in the CMS compared to the actual CI in the IT infrastructure	Monthly update due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
			• Number of unauthorized configurations found during audits	Quarterly update due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.
Asset Management	Asset Management Reports	Asset Management report that provide a profile of resources utilized in delivery of services.	• Number of issues and incidents related to assets (e.g., licenses)	Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.
Security Management	Unified Threat Management Report	Threat management report which will include a view of intrusions, threats, vulnerabilities, failed logins and other brute-force attempts to access the system, scheduled assessments, scheduled updates	• Percentage increase/decrease in security incidents/breaches • Percentage increase/decrease in the number of non-conformances of the information security policies (audit related)	Monthly summary due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
			• Number of improvements (security related) planned and implemented • Number of access requests processed (per day/week) • Percentage of access requests automated • Number of security breaches caused by incorrect access settings • Average time taken to process an access request • Number of audit findings that discovered incorrect access settings for users • Number of incidents requiring a reset of access rights	
Change Management Performance Reports	Change Management Activity •	Change Management Report describing Change Activity: • Exception Changes • Cancelled Changes • Past Due Changes • Unauthorized Changes • Past Due Measurement • Change Success • Change Failures • Include: Breakdown of Changes by Type: Standard, Normal (minor/Major), Emergency	• Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance)	Monthly summary due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
		• Define Month as "Reporting Month as 1st Day of the Month through Last day of month" • - Add Executive Summary, or synopsis of the month in review. • - Add rolling 13 month comparison of monthly data.	• Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time	

Report Category	Report Name	Description	KPI Examples	Frequency
			• Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status	
Change Management	Change Management Report	Provide monthly Change Management reports in a format agreed with Customers as described in Exhibit 3 (Reporting and Service Level Management). List the status of scheduled Operational Changes.	• Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on	Weekly detail due the last business day of the week. Monthly update due the last business day of the month. Quarterly update due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.

Report Category	Report Name	Description	KPI Examples	Frequency
			the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status	
Change Evaluation	Baseline Performance Report	Report of the actual performance of the environment prior to implementing any major changes.	• Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements	

Report Category	Report Name	Description	KPI Examples	Frequency
			• Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status	
Change Evaluation	Post Change Performance Report	Report of the actual performance of the environment post implementing any major changes.	• Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period)	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			• Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes • Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage reduction in production incidents related to changes • Number of incidents and issues found after changes are applied by status	

Report Category	Report Name	Description	KPI Examples	Frequency
Change Evaluation	Post Implementation Review Report	Report after implementation that compiles all findings which will inform the Post Implementation Review (PIR) carried out by Change Management. Changes by PIR Code (Successful vs Unsuccessful) with rationale for all Unsuccessful change. (Data can be extracted from Change Record under the PIR Tab)	• Percentage of change evaluations conducted (actual vs. planned) • Average cycle time to conduct a change evaluation • Increase in the number of change evaluations conducted on time (within the agreed-upon timelines) • Number of changes rejected due to deviations (predicted and actual performance) • Number of incidents reported as a result of new or changed services • Number of emergency changes deployed into the live environment (per given period) • Percentage of changes completed on time (deployed on time) • Percentage of changes deployed successfully on the first attempt (change success rate) • Reduction in the number of service disruptions due to new changes	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
			• Number of changes implemented outside the change management process (deviations from the defined process) • Percentage of changes that meet customer requirements • Increase in the number of releases that meet the agreed-upon requirements in terms of cost, quality, scope, and time • Reduction in the number of audit and compliance issues • Number of testing projects completed on time • Percentage of service transitions completed on time • Percentage reduction in production incidents related to changes • Percentage reduction of number of post transition incidents • Number of incidents and issues found after changes are applied by status	

Report Category	Report Name	Description	KPI Examples	Frequency
Customer Satisfaction	Customer Satisfaction Survey Results	Results from Change Management Process Customer Satisfaction Surveys	• Increased stakeholder satisfaction due to reduced number of failed changes (customer satisfaction is usually measured through customer surveys) • Percentage increase/decrease in customer/user satisfaction	SUSPEND
Release and Deployment Management	Release and Deployment Metrics Report	Report showing the success and failure of Releases, including recording Incidents related to Release.	• Number of post-release incidents (service disruptions) reported as a result of ineffective release planning • Percentage of releases deployed into the live environment on time • Percentage of releases that meet customer expectations in terms of cost, time, and quality	SUSPEND
Service Validation and Testing (SV&T)	Service Validation and Testing Metrics Report	Report showing the success and failure of testing as a service including recording failed testing plans and any incidents related to failed testing activities in the period following a deployment of Services	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test).	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			• Percentage increase in test case reuse	
Pre-Production Testing	Pre-Production Validation Report	Report validation that an integrated pre-production test has been performed across all affected Service Towers prior to migrating a system and service into the Customer's Production Environment. Consolidate and provide test reports to Change Management, VITA and Customer that outlines test outcomes and actions being taken to address failures.	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse.	SUSPEND
Post Deployment End User Support	Post-Deployment FAQ Report	Capture, document and report frequently asked questions.	• Number of post-release incidents (service disruptions) reported as a result of ineffective release planning • Percentage of releases deployed into the live environment on time • Percentage of releases that meet customer expectations in terms of cost, time, and quality	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
License Management and Compliance	Unauthorized Software Report	Report on Equipment with the presence of any unauthorized or non-standard Software.	• Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues. • Number of unauthorized configurations found during audits	Monthly
License Management and Compliance	License Compliance Report	Report of license information and compliance to Customers.	• Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues. • Number of unauthorized configurations found during audits	Monthly
Training and Education	Training and Education Report	Report of staff who has attended training to include Users, Supplier Personnel and Key Users. Identify potential training requirements, and provide recommended training actions to VITA and ITISP Governance.	• Percentage reduction in number of audit/compliance gaps. • Reduction in the number of audit and compliance issues.	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the

Report Category	Report Name	Description	KPI Examples	Frequency
				last business day before initiation anniversary.
Contract Management	Contract Management Report	Report on the execution of the Services against contractual obligations.	• Percentage of critical contracts renewed on time • Percentage reduction in supplier-related complaints • Percentage increase in the number of suppliers that meet contractual agreements • Percentage of critical suppliers meeting performance levels	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
	ECA Adjustment	Reports calculation of the Annual Economic Change Adjustment (ECA) for Supplier pricing as described in Exhibit 4.0	•	Not applicable for Xerox as no items in the Contract are inflationary sensitive.
	Report of Sales	Reports Supplier's monthly sales data and IFA fees owed to VITA under this agreement. (Section 14.7 of MSA)	• IFA fees related to Supplier's monthly sales	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
	Small Business and Procurement Subcontracting Report	Described in Section 14.7 of MSA	• Percentage of Supplier's monthly revenue from VITA spent on SWaM certified subcontractors; • Percentage of Supplier's monthly subcontractor spend spent on SWaM certified subcontractors.	Monthly
Service Desk Reporting	Service Desk Activity Report	Provide daily, monthly, and as requested ad hoc reports to VITA on Service Desk activities and performance, which at a minimum includes: • Key issues relating to Service Desk processes, improvements, script development. • Status as to Service Desk staffing, training, and authorization. • Integration activities and issues with other Service Desks belonging to VITA, Customers and other Service Tower Suppliers as directed by VITA. • Trend analysis during the thirteen (13) most recent months. • Number of contacts, to include all methods of contacts (e.g., calls, email, web, chat) • Percent of calls abandoned, % of tickets resolved, average speed to answer, average call duration, and average time to abandon • Number and percentage of contacts passed to other Service Desks. • Daily and Month-to-date numbers for Incidents and Service Requests by priority. • Aging reports of tickets left unresolved	• Regular reporting on cost of service • Customer satisfaction • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage reduction in production incidents related to newly transitioned services • Percentage reduction in time and effort required to support services	Monthly

Report Category	Report Name	Description	KPI Examples	Frequency
		• Other reports as needed regarding Service Desk operation and performance and any report included in exhibit 3.4		
Incident Management	Critical Incident Report	Report of Critical Incidents, which at minimum include a review of completeness of Critical Incidents (e.g. work detail notes) and perform a management review by Service Tower every week and report accordingly	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Incident Management	Knowledge Base Statistical Report	Report knowledge base usage statistics to VITA on a monthly basis, or as requested by VITA (i.e. the number of Incidents Resolved using the knowledge base). At a minimum, the SMS, SKMS and other systems needs to have the ability to report on the number of tickets logged against a critical outage (Parent/child relationship).	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test).	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter.

Report Category	Report Name	Description	KPI Examples	Frequency
			• Percentage increase in test case reuse • Reduction in the average time taken to diagnose and resolve incidents/problems • Percentage reduction in the dependency of people on knowledge	Annually with in depth analysis due on the last business day before initiation anniversary.
Incident Management Reporting	Incident Management Compliance Report	Report on compliance with Supplier ability to record detailed audit trail information, as requested by Customers. Provide monthly report(s) in electronic copy to Customers, in the VITA approved format, which at a minimum includes: • Key issues relating to Incident Management processes. • Number of Incidents during the month, grouped by severity, service and STS, agency, region, classification or other criteria as appropriate. • List of Incidents, short description, reference number, and a shortcut to detailed description. • Detailed description, including timing of activities. • Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months.	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	Monthly summary due the last business day of the month. Annually with in depth analysis due on the last business day before initiation anniversary.
Event Management	Event Management Tracking Report	Report of event monitoring and tracking of all in-scope Services, including those of other Service Tower Suppliers where required and where the Service Tower Supplier's systems are collecting such information. This includes all environments within the ITISP services (e.g. Production, Pre-production,	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services.	Monthly summary due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
		Test and Development Environments, Applications, Network, Midrange and Distributed Environments).	• Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	
Problem Management	Quarterly Problem Management Report	Report on the volume and nature of Problems in order to identify areas for improvement, and report on the trend analyses and improvements to Customers and Service Tower Suppliers on at least a quarterly basis. At a minimum will include Any backlog of unresolved Problems on at to the Customer Problem Manager, or more frequently as requested by Customers.	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	SUSPEND
Problem Management	RCA Reports	Provide RCA reporting as documented in the Service Management Manual.	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
Problem Management	Problem Management Activity Report	Report in a format approved by VITA as described in Exhibit 3 (Reporting and Service Level Management). This report will include: • The number of Problems in total and grouped by type, severity, status, Customer, region, reason code, classification or other criteria as appropriate and whether a Known Error; • Problem reviews; • Problem trend analysis findings and recommendations; • Any issues relating to the Problem Management service, such as any other information that may improve or facilitate a better Problem Management process, including decisions to be made by VITA and the Supplier; and • Trend analysis of Problems reported during the thirteen (13) most recent months.	• Number of testing projects completed on time. • Percentage reduction in production incidents related to newly transitioned services. • Number of defects found during testing by status (open, closed, fix in progress, ready for re-test). • Percentage increase in test case reuse	Monthly summary due the last business day of the month.
Service Request Reporting	Knowledge Base Fulfillment Report (Service Requests)	Report showing the use of the knowledge base to fulfil Service Requests.	• Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort required to support services	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			• Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches	
Service Request Reporting	Online Service Request Fulfillment Report	Report via an online tool that would allow on-demand by VITA and Customers reporting the following: • Progress toward fulfilment and the status of all Service Requests. • Committed fulfilment timeframes, anticipated completion times, and status. • Ownership and activities toward fulfilment for all open Service Requests. • Changes in Service Request status throughout the Service Request lifecycle. • Categories of Service Requests, by Customer • Staff activities on Service Requests. • Outstanding and aging Service Requests and the trends thereof.	• Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort required to support services • Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches	Monthly Quarterly Annually
Service Request Reporting	Request for Solution Reporting	Metric report on the effectiveness of the Request for Solution process, including (but not limited to): time-to-solution, time-to-respond, accuracy of proposals, accuracy of forecast and comparing captured to cancelled requests.	• Percentage reduction in the dependency of people on knowledge • Percentage of errors related to lack of knowledge in the service life cycle • Percentage reduction in time and effort	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
			required to support services • Increase in the access to SKMS by managers and IT staff • Increase in the number of SKMS searches	Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.
Access Management	Separation of Duty Report	Report and alert on separation-of-duty access requirements for accounts as defined by the Customer.	• Customer satisfaction • Number or percentage of SLA targets met • Number or percentage of SLA targets missed • Percentage reduction in production incidents related to newly transitioned services	Weekly detail due the last business day of the week. Monthly summary due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due on the last business day before initiation anniversary.

Report Category	Report Name	Description	KPI Examples	Frequency
Continual Service Improvement	Overall Program Measures Report	The Overall Program Measures Report describes suggested improvements to the program measures used to monitor quality and performance of the MSI and service tower suppliers. Included are corrective actions to improve the program measure approach and track improvements.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	Monthly detail due the last business day of the month. Annually with in depth analysis due the last business day before initiation anniversary.
Continual Service Improvement	Quality Assurance Report	The Quality Assurances Report describes the ongoing quality, reliability, speed, cost-effectiveness, security, customer experience and Customers' satisfaction.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after	Monthly detail due the last business day of the month. Annually with in depth analysis due the last business day before initiation anniversary.

Report Category	Report Name	Description	KPI Examples	Frequency
			improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Improvement Planning Report	The Improvement Planning Report outlines the improvement activities associated with the ITIL Continual Service Improvement Framework (CIF) and the Service Improvement Programs, as approved by ITISP Governance.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	Monthly detail due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.
Continual Service Improvement	Process Evaluation Report	The Process Evaluation Report includes the results of routine process evaluation, assessment of process currency and the accomplishment of process improvements in the delivery of ITISP Services.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service	SUSPEND

Report Category	Report Name	Description	KPI Examples	Frequency
			improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	
Continual Service Improvement	Corrective Action Resolution Report	The Corrective Action Resolution Report describes the progress on implementing corrective actions.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	**SUSPEND**

Report Category	Report Name	Description	KPI Examples	Frequency
Continual Service Improvement	Technical Currency Report	The Technical Currency Report describes the usability of existing assets and reviews alternatives to replace, re-lease, consolidate, or retain the assets. The report also describes open agreements related to assets that are retired or will retire within 180 days of the report date and the completion progress of Currency Plan implementation.	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	Monthly detail due the last business day of the month. Quarterly summary due the last business day of the quarter. Annually with in depth analysis due the last business day before initiation anniversary.
Continual Service Improvement	SMM Currency Report	SMM Currency and the progress on process improvements in the delivery of ITISP Services	• Percentage of improvement in customer satisfaction rating • Percentage of service improvements implemented (service improvements implemented vs. service improvements planned) • IT cost reduction as a result of service improvement efforts (compare original	Monthly detail due the last business day of the month.

Report Category	Report Name	Description	KPI Examples	Frequency
			cost vs. cost after improvement for a specific section, process, or project) • Reduction in "waste" in time for executing a certain process or processes	

3.0 End User Services, Hardware, and Print -Specific Services Reports

The Tower Specific reports should be available for all services in support of End User Services, Hardware, and Print services within **Exhibit 2.1: Description of Services – End User Services, Hardware, and Print.** The data used to generate the reports needs to be in a format that can delivered to the MSI for warehousing and be able to be broken out by agency and service. The table below represents some of the types of reports that should be generated. Supplier should also be able to support the generation of ad hoc reports as requested by VITA or VITA Customers.

Report Category	Report Name	Description	KPI Examples	Frequency
End User Support	End User Device Report	Trends and statistics related to end User devices performance, availability and usage.	• Number of repairs completed on time. • End User Device failures by type and model • Incident trends related type of devices • Percentage of incidents by type and severity • Comparison of Device failures for previous twelve (12) months • List of End of Life and End of Support Devices	Monthly on the 20th day.

	Patch Deployment Report	Trends and statistics related to patch deployments	• Percentage of current Patch levels for each Device model. • Percentage of Patch level compliance across each Device • Summary of pending Patch deployments • Number of patches completed on time. • Percentage of patches failed by type and reason	Monthly on the 20th day.
	IMAC Report	Trends and statistics related to Number of devices installed, moved, added and changed	• Number of IMACs completed on time. • IMAC trends • Percentage of IMACS by type	Monthly on the 20th day.
	Device Age Report	Trends and statistics related to devices by type that are eligible for refresh.	• Percentage of device refresh completed • Percentage of patches delayed reason • Refresh trends and forecasts Number and type of devices targeted for refresh next reporting period • Number and type of devices refreshed per reporting period	**SUSPEND**
	End User Device Inventory Report	Trends, statistics and installation dates related to End User Device inventory by type, customer and location for refresh.	• Percentage of accuracy of CMDB changes for End User devices by Serial number, Model, Manufacturer, Manufacturing date,	Monthly on the 20th day.

			Deployment date, End User name. Location, etc.	
Managed Print	Printer Availability Report	Trends and statistics related to Printer Availability.	• Availability by type of Printer and location • Outage percentage by date and time	**SUSPEND**
	Printer Usage and Performance Reports	Trends and statistics on printer usage by type and function Model number and Printer category	• Stats on Asset Tag number and printer location • B&W /Color Clicks printed/ copied • Number of scans	**SUSPEND**
	Printer Device Performance Report	Trends and statistics on printer performance.	• Percentage of printer failures and repairs by type of device and location • Fault Codes by Printer • Paper jam frequency (paper jams per Clicks printed / copied) by Printer • Comparison of Printer trending for previous twelve (12) months • List of End of Life and End of Support Printer Devices	**SUSPEND**
	Printer Fleet Availability	Trends and statistics of the printer fleet availability	• Outage time across Printer fleet by device type and location	**SUSPEND**

4.0 Administrative Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Contract Management	Contract Change Request Status Report	Monthly report specifying the status of all Contract Change Requests		Monthly on the 20th day.

Report Category	Report Name	Description	KPI Examples	Frequency
Human Resources	Human Resource Report	Employee turnover report		Monthly on the 20th day.
Human Resources	Personnel Projection Matrix	Report of material changes to staffing on VITA Account		Monthly on the 20th day.
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 on the 20th day.
Chargeback	Chargeback and Other Charges Report	Enterprise level Chargeback report and supporting details by Service Category, Customer, Resource Units showing RU consumption amounts. Including any Project Services, Pass-through, or Milestone Charges that may also be due in current month.		**SUSPEND**
Invoicing and Chargeback	Outstanding Disputes Report	A list of all outstanding dispute items and amounts with status by VITA Customer, including Resource Unit Category, Dollar Dispute amount, units in dispute, dispute description, aging status and amounts with status and escalation priority.		**SUSPEND**
Invoicing and Chargeback	Settled Disputes Amount	A list of settled disputed items and amounts due to or by VITA, clearly differentiating due to VITA or to a VITA Customer.		**SUSPEND**
Invoicing and Chargeback	Service Level Agreement Credits Report	Details about Service Level credits included on the monthly invoice		**SUSPEND**
Invoicing and Chargeback	Credit Report	Provide detail of monthly Credits		**SUSPEND**
Invoicing and Chargeback	Financial Planning and Forecasting	Provide forecast of Charges and associated volumes by Customer and Resource Unit Category		Semi-Annual

Report Category	Report Name	Description	KPI Examples	Frequency
		(or other charge type as appropriate) for the next 3 years immediately following the time in and for which each such forecast is provided.		