

MASTER SERVICES AGREEMENT

between

**THE STATE OF TEXAS, ACTING BY AND THROUGH
THE TEXAS DEPARTMENT OF INFORMATION RESOURCES**

and

INTERNATIONAL BUSINESS MACHINES CORPORATION

DATED NOVEMBER 22, 2006

EXHIBIT 2

STATEMENTS OF WORK

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1. Service Provider's obligations under this Agreement include performing all the services, functions, tasks, obligations and responsibilities described in the Statements of Work attached to this Exhibit, as well as any additional services, functions, tasks, obligations and responsibilities that Service Provider has committed to perform as described in this Agreement, in each case at or above applicable Service Levels and in accordance with the terms of this Agreement.
2. The following attached Exhibits are hereby incorporated into and deemed part of this Exhibit and all references in this Agreement to this Exhibit or the Statements of Work shall be read and understood to include the following attached Exhibits:
 - 2.1 **Exhibit 2.1**: Cross-Functional – General Services (CF-G);
 - 2.2 **Exhibit 2.2**: Cross-Functional – Equipment and Software (CF-ES);
 - 2.3 **Exhibit 2.3**: Server and Mainframe Services (SMS); and
 - 2.4 **Exhibit 2.7**: Production Print and Mail Services (Print/Mail).
3. To the extent Services characterized in the Statements of Work as being performed for or provided to, or received by or used by, DIR are also being performed for or provided to, or received by or used by, the DIR Customers, references to DIR will be deemed to also be references to such DIR Customers. For purposes of this Agreement, Services provided to a DIR Customer shall be deemed Services provided to DIR.
4. Service Provider acknowledges and agrees that Service Provider has end-to-end responsibility for the Services without regard to technology platform, and without regard to the use by Service Provider of any Third Party Materials or third party services, or any Subcontractors or suppliers.
5. Except as otherwise stated, (a) references to time in the Statements of Work shall be in Central Time and (b) all Services shall be provided on a seven (7) days-per-week, twenty-four (24) hours-per-day, three hundred sixty-five (365) days-per-year basis.