

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

ATTACHMENT 13-A

DESCRIPTION OF REPORTS

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1.0 INTRODUCTION

This Attachment contains a summary description of the form, format, content, and frequency of certain Reports.

2.0 CROSS-FUNCTIONAL (CF) SERVICES TOWER REPORTS

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Cross-Functional	Support Center Call Report	Number of Calls, Average Time to Answer, Average Call Duration, Number of Abandoned Calls.	Monthly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Problem Management Report	Problem and requests tracking. Inclusive of batch and online availability. Includes Trending for chronic problems.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Root-Cause Analysis Report	Details the results of each Root-Cause Analysis (RCA) performed by DIR or Service Provider. Includes the nature of the incident and plans to prevent or avoid future incidents.	Within 14 days of the associated problem and Monthly summary of outstanding RCAs	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-	Change	List and description of scheduled changes for the	Daily	DIR Service Manager and	Email and	Reportname.html	clientname/reports

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Functional	Management	next 14 days.		Authorized Users	Web Portal		/crossfunctional
Cross-Functional	Change Management Reports	<ul style="list-style-type: none"> • Change Schedule Meeting Notes • Exception Changes • Past Due Changes • Unauthorized Changes • Past Due Measurement • Change Success • Change failures 	Weekly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Customer Satisfaction Survey Results	Summaries and findings of customer satisfaction surveys.	Monthly Survey results are posted to web site immediately	DIR Executive Director, Statewide Technology Division Director, Service Manager, and DIR Customers	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Project Status Report	<p>Report on the status of all open projects.</p> <p>Report the status of each project to the requestor on a periodic basis as agreed with the requester.</p>	Weekly	DIR Service Manager and Authorized Users	MS Word File	Reportname.doc	clientname/reports/crossfunctional
Cross-Functional	Issues Management	Status of major pending issues, Status of Improvement Action Plans, Report changes to the environment having an	Weekly	DIR Service Manager and Authorized	MS Excel File	Reportname.html	clientname/reports/crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		impact on costs or utilization.		Users			
Cross-Functional	Service-Level Report	Comparison of actual results vs. Service-Level requirements as prescribed in Exhibit 3.	Monthly	DIR Service Manager and Authorized Users	Web Portal MS Excel File	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Services Morning Report	Report that encompasses all Priority 1, Priority 2, and service affecting Priority 3 tickets for the previous 24-hour period.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Problem Tickets by Category	Report of problem tickets created in past 24-hour time period, categorized by Trouble Ticket Trouble Code.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Problem Ticket Time per Closing Code	Report of Problem tickets closed within the past 24-hour time period, categorized by Trouble Ticket Closing Code.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Generator Exercise Report	Report showing generator run start and end times and if generator failed to run.	Monthly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	1. Availability Environment 2. Outage	Availability Reports Provide a variety of reports necessary to depict the	Monthly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
	Summary	availability of infrastructure and where specific application availability is currently reported, continuing that reporting.					
Cross-Functional	Configuration Management Activity	Various Reports TBD.	Monthly	DIR Service Manager	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Asset Profile	Various Asset Management Reports that provide a profile of resources utilized in delivery of services and change in ownership over time.	Monthly	DIR Service Manager	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Security Reports	Various reports (TBD) which will provide a view of Host Intrusion Detection; Vulnerability Scans; Vulnerability Assessment.	Weekly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	DR Test Results	Provide a formal report of DR test results within 30 days of each test.	As Tests are Completed	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Summary Executive Reports	Various reports (TBD) which will provide DIR and DIR Customer Executive Management with a “dashboard” summary view	Monthly	DIR Executive Steering Committee	Web Portal Paper Copies as requested	Reportname.html	clientname/reports/crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		of at least the following areas: <ul style="list-style-type: none"> • Service Performance • Critical Deliverables Status • Transformation Status • Transition Status • Key Issues 					
Cross-Functional	DIR Executive Steering Committee Meeting Minutes	Meeting Minutes	Quarterly	DIR Executive Steering Committee	Web Portal Paper Copies as requested	Reportname.html	clientname/reports/crossfunctional
Cross-Functional	Data Center Services Management Committee Meeting Minutes	Meeting Minutes	Weekly	Data Center Services Management Committee	Web Portal Paper Copies as requested	Reportname.html	clientname/reports/crossfunctional
Cross Functional	Planned Changes	Rolling quarterly schedule for ongoing and planned changes for the next three months	Quarterly	DIR	MS Excel File and Web Portal	Reportname and Reportname.html	clientname/reports/crossfunctional
Cross Functional	Notice of Decommissioning	Report of DIR or DIR-Customer owned or leased equipment including identification, date no longer required, and reason for decommissioning	Upon decommissioning of applicable equipment	DIR and DIR-Customers	MS Word File	Reportname	clientname/reports/crossfunctional
Cross Functional	Technology Audit	Assessment of technology on operations, performance, and	Semi-annually	DIR	MS Word File	Reportname	clientname/reports/crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		possible cost savings					
Cross Functional	Annual Review Report	Report of review of Services being performed by Service Provider including a review of actual volumes against forecasts, consistency of charges, quality of performance, delivered cost savings and efficiencies, level and currency of technologies and processes, operations and technology strategy and direction.	Annually	DIR	MS Word File	Reportname	clientname/reports/crossfunctional
Cross Functional	Technology Plan	The Plan shall include refresh plans, adoption of new technology and processes from technology evolution, implementation plans for achievement of the Strategic Plan and DIR Standards and means for flexibility.	Annually	DIR	MS Word File	Reportname	clientname/reports/crossfunctional
Cross Functional	Consolidation Plan	A detailed Project plan for data center consolidations through 2008 and identify those high level strategy and steps for the remaining plan. Thereafter an updated plan will be required in March of each year until the end of term of this Agreement.	Initial Plan delivered within 6 months of Commencement Date. Annually starting March 2009	DIR	MS Word File	Reportname	clientname/reports/crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Cross Functional	Customer Satisfaction Improvement Plan	Initial Plan is due three (3) months after the results of the first Annual Authorized User Customer Satisfaction Survey are available the Service Provider shall provide a Customer Satisfaction Improvement Plan to measure the applicable improvement of Service Provider provided Services identified in the Annual Authorized User Customer Satisfaction Survey as requiring improvement. The Customer Satisfaction Improvement Plan shall be approved by DIR and reported on a monthly basis. Annually, this Customer Satisfaction Improvement Plan shall be adjusted based on the latest Annual Authorized User Customer Satisfaction Survey results.	Initial Plan three (3) months after first Annual survey. Results reported monthly. Plan adjusted annually.	DIR	MS Word File	Reportname	clientname/reports /crossfunctional
Cross Functional	New Customer Integration Plan	Detailed plan that documents how new customers will be integrated into the existing Services. Plan should include a strategy for sharing infrastructure and transition costs with all customers	Within six (6) months of Commencement Date.	DIR	MS Word File	Reportname	clientname/reports /crossfunctional

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		equally.					
Cross Functional	Draft of Disaster Recovery Plan	Draft of a Disaster Recovery Plan that documents and demonstrates, in the event of a loss of Service Provider’s ability to provide the Services, the Service Provider’s plan and capability to restore those Systems identified as necessary to DIR Customer’s ability to conduct its business on Critical Applications.	Within three (3) months of the Commencement Date.	DIR	MS Word File	Reportname	clientname/reports /crossfunctional
Cross Functional	Final Disaster Recovery Plan	Final Disaster Recovery Plan that clearly documents and demonstrates, in the event of a loss of Service Provider’s ability to provide the Services, the Service Provider’s plan and capability to restore those Systems identified as necessary to DIR Customer’s ability to conduct its business on Critical Applications.	Initial within nine (9) months of the Commencement Date. Updated - TBD	DIR	MS Word File	Reportname	clientname/reports /crossfunctional
Cross Functional	Service Level Measurement Tools	List of those Service Level Measurement Tools that will be used to collect and measure all Service Levels contained as of the	At Commencement Date	DIR			

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		Commencement Date.					

3.0 SERVER AND MAINFRAME SERVICES (SMS) TOWER REPORTS

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Server	Hardware and Software Installation Report.	Hardware and Software installation details.	Monthly	DIR Service Manager and Authorized Users	Web Portal PDF File	Reportname.html	clientname/reports/server
Server	Monthly Storage Report.	Storage performance and utilization report for servers.	Monthly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/server
Mainframe	Mainframe Performance & Capacity Reports.	<p>Various capacity management reports representative of current utilization and/or performance.</p> <p>Standard trending reports for selective resources.</p> <ol style="list-style-type: none"> 1. CICS Daily Response Time 2. CICS Hourly Response Time 3. CICS Monthly Response Time 4. MVS CPU Box Utilization 5. MVS CPU LPAR Usage by Service Class 6. MVS CPU LPAR Usage by Workload 7. DASD Capacity Monthly 8. Tape Capacity Monthly 9. Tape mounts and/or tape mount time 	<p>Monthly</p> <p>Ad Hoc</p>	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/server

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
		10. VSE CPU Box Utilization 11. UNISYS CPU Utilization					
Server	Distributed (e.g., Unix, Wintel, Novell) Capacity Reports.	Various capacity management reports representative of current utilization and/or performance. Standard trending reports for selective resources. 1. Daily CPU Utilization 2. Daily Disk Utilization 3. Daily Memory Utilization 4. Daily File System Utilization 5. Daily Paging Rates 6. Hourly CPU Utilization 7. Hourly Disk Utilization 8. Hourly Memory Utilization 9. Hourly File System Utilization 10. Hourly Paging Rates	Monthly Ad Hoc	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/server

4.0 PRODUCTION PRINT AND MAIL SERVICES REPORTS

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Print/Mail	Daily Production Report Performance	Status report of all outgoing print and mail jobs.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/print
Print/Mail	Quality Check Results	Results of quality assurance checks on outgoing print and mail documents.	Daily	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/print
Print/Mail	Document Reprint Statistics	Report tracking reprint volumes, including form types, root cause analysis on significant reprints.	Monthly	DIR Service Manager and Authorized Users	Web Portal	Reportname.html	clientname/reports/print
Print/Mail	Stock Inventory Report	Usage, quantity on hand, reorder points, etc.	Weekly	DIR Service Manager and Authorized User(s)	Web Portal	Reportname.html	clientname/reports/print

5.0 ADMINISTRATIVE REPORTS

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Admin-HR	Turnover Report	Employee Turnover Report.	Monthly for first 24 months	DIR Data Center Services Manager and Authorized User(s)	Web Portal	Reportname.html	clientname/reports/admin
Admin-HR	Staff Changes Report	Material changes to staffing on DIR Account.	Monthly for first 12 months	DIR Data Center Services Manager and Authorized User(s)	Web Portal	Reportname.html	clientname/reports/admin
Admin-Invoicing	DIR Invoice Summary	Total amount due for the current month, amount due carried forward from disputes, credits, payments, Individual Resource Unit totals, Individual Resource Unit total fees.	Monthly	DIR	Web Portal	Reportname.html	clientname/reports/admin
Admin-Invoicing	DIR Customer Invoice Summary	Total amount due for each DIR Customer including DIR cost recovery fees, DIR Customer Resource Unit totals, DIR Customer Resource Unit total fees.	Monthly	DIR	Web Portal	Reportname.html	clientname/reports/admin

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Admin-Invoicing	DIR Customer Invoice Detail	Detail data for each Resource Unit and extended fee by DIR Customer.	Monthly	DIR and DIR Customer(s)	Web Portal	Reportname.html	clientname/reports/admin
Admin-Invoicing	DIR Customer Email Accounts	Listing of all DIR Customer Email Accounts.	Ad Hoc	DIR and DIR Customer(s)	Web Portal	Reportname.html	clientname/reports/admin
Admin-Invoicing	DIR Customer LAN Attached IDs	Listing of all DIR Customer LAN Attached IDs.	Ad Hoc	DIR and DIR Customer(s)	Web Portal	Reportname.html	clientname/reports/admin
Admin	Prime Contractor Progress Assessment Report	Verifies compliance with HUB Sub-contracting Plan.	Monthly	DIR	MS Excel File	ProgressAssessm entReport.xls	clientname/reports/admin

6.0 TRANSITION

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Transition	Weekly Transition Report	Detail report on the status of Transition including progress towards meeting the timetable and milestones.	Weekly	DIR and DIR Customer(s)	MS Word File and Web Portal	Reportname.html	clientname/reports/transition

7.0 TRANSFORMATION

Tower	Report Name	Description	Frequency	Recipient	Media	Report Name	Report Location or Link to Document
Transformation	Weekly Transformation Report	Detail report on the status of the Transformation project including progress towards meeting the timetable and milestones.	Weekly	DIR and DIR Customer(s)	MS Word File and Web Portal	Reportname.html	clientname/reports/transformation