

**SECOND AMENDMENT  
TO “MASTER SERVICES AGREEMENT FOR IT SERVICES”**

THIS SECOND AMENDMENT TO AGREEMENT FOR CONTRACT SERVICES (the “Second Amendment”) is made and entered into as of December 10, 2025 (“Effective Date”) by and between The City of Irvine, a municipal entity (“Client”) and Peraton State & Local Inc., an Illinois corporation (“Provider”), for the purpose of amending the written “Master Services Agreement for IT Services” (the “Agreement”), entered into between Client and Provider effective October 1, 2022 as amended by that certain First Amendment to “Master Services Agreement for IT Services” (“First Amendment”) effective October 31, 2023. The parties to this Second Amendment may each individually be referred to as a “Party” and collectively as the Parties.

WHEREAS, the Section 14.1.2(a) - First Renewal Term, of the Agreement states that Client may, in its sole discretion, renew the Term for an additional successive period of up to one (1) year in accordance with the pricing terms and conditions set forth in Schedule 3, by providing written notice delivered to Provider at least ninety (90) days before the end of then-current Term (the “First Renewal Term”) and the Client intends to exercise its extension option.

WHEREAS, the Client wished to amend the original scope of work, by insourcing some of the IT Services currently provided by Provider, as more specifically set forth below.

WHEREAS, the Parties further desire to amend the Agreement to adjust and clarify the personnel and remaining services provided by Provider under the Agreement, effective January 1, 2026.

NOW, THEREFORE, in consideration of the promises and agreements herein contained, and intending to be legally bound, it is hereby agreed between the Parties as follows:

1. The Agreement is renewed for an additional one (1) year through December 31, 2026, in accordance with the pricing terms and conditions set forth in Schedule 3, as per Section 14.1.2(a) – First Renewal Term.
2. The following sections are removed from the Agreement effective January 1, 2026 and replaced with the words “Intentionally Omitted:
  - Section 3.5 - Disaster Recovery Plan & Business Continuity Plan;
  - Section 3.12 – Reconstruction Procedures;
  - Section 10.9 – Fee Reduction;
  - Section 12.5.1 - Hot Backup Requirement.
3. Effective January 1, 2026, Schedule 2A. Statement of Work for IT Life Cycle and IT Service Management Services is amended as per Attachment 1 to this Second Amendment;
4. A new Subsection 3.5 shall be added to Section 3 – FEES of the Agreement, as follows:

**3.5 Firm Fixed Price (FFP) Fees:**

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The “Firm-Fixed-Price Fees” are the predetermined, fixed Fees fee payable for the Services, as set forth in Appendix 3-A.1.

5. A new Section 5 shall be added to Schedule 2B. “Data Center Services SOW” to read in its entirety as follows:

5. Provider shall cease provision of the Data Center Services on January 1, 2026, and shall incur no further obligation related to Data Center Services after such cessation. Client hereby released Provider from any obligation to provide Data Center Services after December 31, 2025. Provider shall provide to Client, for Client’s approval an “Data Center Knowledge Transition Plan” (“Data Center Transition Plan”) by June 1, 2025. The Data Center Transition Plan shall establish a mechanism for a transparent, seamless, and orderly transition of the Data Center Services from Provider to Client or a new service provider. The Data Center Transition Plan shall establish a timeline for transition to be complete as of November 30, 2025, and shall set forth all Data Center Services to be transitioned, and all tasks, activities, and projects necessary for the transition, and all costs associated with the transition authorized by this Agreement. Notwithstanding the foregoing, the Data Center Transition Plan shall provide for the transfer of Provider’s knowledge related to the Data Center Services to Client or Client’s designee as soon as expeditiously possible, but in no event later than November 30, 2025. The Parties may mutually agree in writing to changes to the Data Center Transition Plan.

6. Appendix 2-B.1 to the Agreement - Data Center Hardware, Software, Databases & Middleware, is deleted from the Agreement in its entirety effective January 1, 2026.
7. Effective January 1, 2026, Schedule 2C to the Agreement - Statement of Work for Service Desk Services, is amended as per Attachment 2 to this Amendment.
8. Schedule 2F. “Statement of Work For Converged Network Services” is amended to add a new Section 5 to read in its entirety as follows:

5. Provider shall cease provision of the Converged Network Services on January 1, 2026, and shall incur no further obligation related to Data Center Services after such cessation. Client hereby released Provider from any obligation to provide Converged Network Services after December 31, 2025. Provider shall provide to Client, for Client’s approval an “Converged Network Knowledge Transition Plan” (“Converged Network Transition Plan”) by June 1, 2025. The Converged Network Transition Plan shall establish a mechanism for a transparent, seamless, and orderly transition of the Converged Network Services from Provider to Client or a new service provider. The Converged Network Transition Plan shall establish a timeline for transition to be complete as of November 30, 2025, and shall set forth all Converged Network Services to be transitioned, and all tasks, activities, and projects necessary for the transition, and all costs associated with the transition authorized by this Agreement. Notwithstanding the foregoing, the Converged Network Transition Plan shall provide for the transfer of Provider’s knowledge related to the Converged Network Services

to Client or Client’s designee as soon as expeditiously possible, but in no event later than November 30, 2025. The Parties may mutually agree in writing to changes to the Converged Network Transition Plan.

9. Effective January 1, 2026, Appendix 3-A.1 Fees Matrix (Infrastructure Services) *Summary Charges*, and Appendix 3-A.1 Fees Matrix *IT Infrastructure Services Fees - Service Desk* are accordingly deleted and replaced in their entirety with Attachments 3 and 4 attached hereto, while Appendix 3-A.1 Fees Matrix *IT Infrastructure Services Fees - Data Center Services*, and Appendix 3-A.1 Fees Matrix *IT Infrastructure Services Fees - Converged Network Services* are deleted in their entirety from the Agreement.
10. Appendix 1.1 to Schedule 1 – Provider Key Personnel is deleted in its entirety and is replaced with the following:

**APPENDIX 1.1 TO SCHEDULE 1  
 PROVIDER KEY PERSONNEL AND STAFFING MODEL  
 TO THE  
 MASTER SERVICES AGREEMENT FOR IT SERVICE  
 BETWEEN  
 THE CITY OF IRVINE (“CLIENT”)  
 AND PERATON STATE & LOCAL INC (“PROVIDER”)**

**PROVIDER KEY PERSONNEL**

<b>KEY SERVICE PROVIDER POSITION</b>	<b>PART TIME/FULL TIME ON THE CITY ACCOUNT</b>	<b>DURATION</b>
Account Manager	Part Time	Agreement Term
Customer Services Service Delivery Manager (SDM)	Full Time	Agreement Term

**STAFFING MODEL**

<b>Service Area</b>	<b>Total Staff Supporting Service Area</b>
Account Management	.5
Service Desk/End User Services	15
<b>Total</b>	15.5

Provider shall maintain the 15.5 FTE staffing model throughout the duration of the Agreement. In the event of voluntary attrition, Provider shall identify a suitable replacement candidate and submit the candidate to the City's onboarding process within ten (10) business days of the employee's separation.

11. Section 4 of Schedule 1 – Governance – is deleted in its entirety and replaced with the following:

#### **4. KEY RELATIONSHIP MANAGEMENT ROLES**

Provider's key relationship management roles, including the names of individuals filling such Provider roles as of the Effective Date, are set forth in Appendix 1.1. The Provider must have employed individuals that it proposes to fill the roles below for at least one year prior to the commencement of Agreement unless otherwise approved by the City. The following key relationship management roles must be included:

- (A) Account Manager
- (B) Service Delivery Managers for the following domains:
  - (1) Customer Service

The Parties agree and acknowledge that the objectives of the key relationship management roles include the following:

- (A) Protect the business interests and reputation of City.
- (B) Dedicate sufficient time and resources to make the relationship a success.
- (C) Support City's strategic and tactical planning processes for the Services, including IT linkage to business objectives and technology standards and architectures.
- (D) Monitor Provider's performance against the Performance Standards.
- (E) Ensure that interactions between the Provider and City are proactively managed.

12. Schedule 4-A - Service Level Requirements and Key Performance, is amended as per Attachment 5 to this Amendment, effective January 1, 2026.

13. Schedule 12 - Disaster Recovery and Business Continuity Plan, is deleted from the Agreement in its entirety effective January 1, 2026.

14. Except as set forth in this Second Amendment, all terms, conditions and provisions of the Agreement are unchanged and remain in full force and effect.
15. All capitalized terms not defined in this Second Amendment shall have the meanings set forth in the Agreement.

(Signatures follow on next page)

IN WITNESS WHEREOF, the parties hereto have caused this First Amendment to the Agreement to be executed by their respective duly authorized agents as of the date first set forth above.

**CITY OF IRVINE**

**PERATON STATE & LOCAL INC.**

DocuSigned by:  
By: Kavita Deepak  
497B9598CC64483...  
Kavita Deepak  
Its: Director of Information Technology

Signed by:  
By: Thomas Elliott  
235EB2E202EF47C...  
Thomas Elliott  
Its: Sr. Contracts Manager

DocuSigned by:  
By: Sean Crumby  
D0B788D14D324B0...  
Sean Crumby  
Its: City Manager

By: \_\_\_\_\_  
Its: \_\_\_\_\_

Signed by:  
By: Larry Agran  
76EBB386D1804A7...  
Larry Agran  
Its: Mayor of the City of Irvine

Attest: Signed by:  
By: Carl Petersen  
0FCAD91F02E547D...  
Carl Petersen  
Its: City Clerk

APPROVED AS TO FORM:

RUTAN & TUCKER, LLP

DocuSigned by:  
By: Jeffrey Melching  
D4BE8886180C4BB...  
Jeffrey Melching

**SCHEDULE 2A**  
**STATEMENT OF WORK**  
**FOR**  
**IT LIFE CYCLE AND IT SERVICE MANAGEMENT SERVICES**  
**TO THE**  
**MASTER SERVICES AGREEMENT FOR IT SERVICES**  
**BETWEEN**  
**THE CITY OF IRVINE (“CITY”)**  
**AND**  
**“PROVIDER”**

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**Schedule 2A**  
**Statement of Work for IT Life Cycle and IT Service Management Services**

**1. GENERAL**

This Schedule describes the functions that Provider will perform in order to provide the IT Life Cycle and IT Service Management Services beginning on the applicable Service Commencement Date. Schedule 2 Statements of Work sets forth other provisions applicable to this Schedule, including provisions regarding the definitions for the capitalized terms used in this Schedule, compliance with City Policies and development of the Procedures Manual, and Service Locations that will be used to provide the IT Life Cycle and IT Service Management Services.

**2. IT LIFE CYCLE AND IT SERVICE MANAGEMENT SERVICES OVERVIEW AND OBJECTIVES**

**2.1 IT Life Cycle and IT Service Management Services Overview.**

Provider will perform the common services and activities that apply to the provision, delivery, and management of all IT services across all Service Areas (collectively, the “IT Life Cycle and IT Service Management Services”). In addition, Provider will be responsible for the provision, ongoing maintenance and management of, and upgrades to, the common set of IT life cycle and ITSM processes and Tools that will be utilized across all City IT service delivery organizations including Third Party Providers (the “ITSM Suite”). Fees for the IT Life Cycle and IT Service Management Services will be included within the Fees for each Service Area as specified in Schedule 3 to the Agreement. Provider will ensure that (A) applicable Service Areas are integrated and consistent with the IT Life Cycle and IT Service Management Services, and (B) the Services are delivered utilizing the cross-Service Area processes and Toolsets (e.g., Tools in the ITSM Suite); provided, however, in the event of a conflict, ambiguity or inconsistency between the Schedule to Schedule 2 that describes the Services for a particular Service Area and this Schedule, the Service Area-specific Schedule will control. Provider’s solution to fulfill the requirements of this Schedule will be consistent with the solution described in Schedule 19 unless otherwise approved by the City.

**2.2 Service Objectives.**

The following are the Parties’ key high-level objectives for the IT Life Cycle and IT Service Management Services:

- (A)** Achieve the Service Levels applicable to the IT Life Cycle and IT Service Management Services;
- (B)** Leverage Provider’s IT management and operational process capabilities to increase and maintain City service delivery;

(C) Ensure that IT life cycle and IT service management (ITSM) functions are included and consistent across Service Areas;

(D) Receive IT Life Cycle and IT Service Management Services that consider an end-to-end enterprise view across all Service Areas and across all third-party providers, interfaces, products and solutions

(E) Maintain a security program and deliver services in such a fashion that they adhere to latest state-of-the art security protocols and best practices across all in-scope Service Areas

(F) Provide IT Life Cycle and IT Service Management Services applicable to all current and future Software, hardware and services introduced to the service environment; and

(G) Continually improve Service delivery while lowering IT cost over time through automated Tools, IT process optimization and efficient and optimized transfers between Provider, City and third parties.

### **3. SERVICE ENVIRONMENT**

#### **3.1 Service Locations**

A listing of City-owned, operated or subcontracted facilities providing Services across all Service Areas is provided in Schedule 8. All services for every Service Area have to be performed on-premises at the City of Irvine facilities unless otherwise approved by the City in writing.

#### **3.2 Personnel**

Provider shall provide appropriately skilled and acceptable staffing to meet the SLRs, KPIs and roles and responsibilities for all Service Areas.

#### **3.3 Policies, Procedures and Standards**

The policies, procedures and standards with which any Service Area will comply are provided in Schedule 11. These must be prepared and ready to be adhered to by the Service Commencement Date.

#### **3.4 Supported Environments.**

The service environment descriptions in each Service Area-specific Schedule to Schedule 2 to the Agreement describes and scopes a number of Service Area elements to be supported and with which Provider will comply (e.g., in-scope hardware and Software). This Schedule will apply to the service environments as specified in each such Service Area-specific Schedule.

#### **3.5 IT Life Cycle and IT Service Management Tools.**

The Tools that Provider will provide and use to perform the IT Life Cycle and IT Service Management Services include the Tools set forth in Schedule 17. The associated functionality and capabilities, standard reports and associated Service Area environments supported by each Tool are also set forth in Schedule 17. Provider will update Schedule 17 throughout the Term in accordance with the Agreement.

**4. IT LIFE CYCLE AND IT SERVICE MANAGEMENT SERVICES**

**4.1 General Responsibilities.**

**Table 1. General Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
<b>Requirements</b>		
1. Provide IT Life Cycle and IT Service Management Services that meet City requirements (e.g., business, functional, technical, security, compliance requirements)	X	
2. Conform to changes in Laws and City Policies in accordance with the Agreement. All Changes will be addressed through the Change Control Procedure	X	
3. Deliver IT Life Cycle and IT Service Management Services consistent with industry information technology services delivery standards (e.g., ISO 20000, ITIL)	X	
4. Provide, manage, maintain, operate and utilize the integrated ITSM Suite and integrated web portal in accordance with industry best practices. The modules will include: <ul style="list-style-type: none"> <li>▪ Service Desk</li> <li>▪ Incident management/Problem management</li> <li>▪ Event management</li> <li>▪ Change management and release management</li> <li>▪ Asset management and CMDB</li> <li>▪ Service Request management</li> <li>▪ Knowledge management</li> <li>▪ Software license management</li> </ul>	X	
5. Develop, document, manage, maintain and utilize cross-Service Area ITSM processes based on the ITSM Suite standard processes	X	
6. Provide, manage, maintain and operate the software license database that integrates with the ITSM Suite		X
7. Provide, manage, maintain, operate and utilize the single secure ITSM web portal for City access to all documentation described in the Agreement (e.g., Project plans and schedules, configuration diagrams,	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
management reports, Service Level Reports, procedures, meeting minutes, Change Request Log)		
8. Provide, manage, and maintain Third Party Provider access to the ITSM Suite, integrated components and the ITSM web portal for use in the delivery of IT services in their respective service areas	X	
9. Oversee and enforce use of the integrated ITSM Suite, integrated components and processes and ITSM web portal across Service Areas and Third Party Provider-managed IT service areas	X	
10. Provide City and Third Party Providers inquiry and reporting access into the ITSM Suite via a real-time access reporting portal in exportable and analyzable format and provide ad hoc and recurring (e.g., monthly) reporting		X
11. Review and approve processes and Tools to be used across Service Areas and Third Party Provider-managed IT service areas		X
12. Report performance against Service Level Requirements (“SLRs”)	X	
13. Design, implement and maintain processes and Tools to support management and tracking of Operating Level Agreements (OLAs)	R	A
14. Define Key Performance Indicators (KPIs) for reporting purposes		X
15. Adhere to IT Service Management (ITSM) best practices, such as Information Technology Infrastructure Library (ITIL), and agreed KPIs	X	
16. Develop ITSM Suite reports and dashboards (e.g., performance and balanced scorecard dashboards) to support the execution of responsibilities of key Provider and City roles and governance bodies and meetings, as defined in <u>Schedule 1</u> to the Agreement	R	A
<b>Facilities and Network Access</b>		
17. Provide Provider with physical access to City Service Locations that is necessary to perform the Services		X
18. Provide on-site Provider Personnel at City Facilities, as agreed by City	X	
<b>Compliance and Audit</b>		
19. Provide compliance requirements, including supporting documentation and existing compliance status data		X
20. Support third-party financial, technical, and performance assessment and audit activities conducted in the City and Provider environment (e.g., external and internal audits, infrastructure assessments)	X	
<b>Other</b>		
21. Recommend standard procedures for all Services including any Services for which current procedures are not available	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
22. Review and approve standard procedures for all Services including any Services for which current procedures are not available		X
23. Maintain the Policies and Procedures Manual to reflect operational procedures that are consistent with industry best practices for all Services, for City's review and approval	R	A
24. Interface, manage and coordinate Provider's subcontractors and other third parties (e.g., network circuit provider, Software Providers) as required to meet end-to-end Service requirements and Service Levels	X	
25. Measure and report performance against Service Levels and Key Performance Indicators in accordance with <u>Schedule 4</u> to the Agreement	X	
26. Measure and report performance against Key Performance Indicators as developed as part of Service Area operational and management governance processes	X	
27. Establish OLA policies and requirements		X
28. When required by City, establish OLAs with third parties in coordination with the City	R	A
29. Track and report on OLA performance as required based on the defined OLA approach	X	
30. Coordinate all Changes to the IT Life Cycle and IT Service Management Services that may affect the Services and Service Levels in another Service Area, or the services provided by, and Service Levels applicable to, third parties	X	
31. Develop, maintain and update the comprehensive Disaster Recovery Plan for the Services, in accordance with City's business resiliency requirements		X
32. Participate in Disaster recovery testing and table top exercises as required by City	X	
33. Perform duties as defined in the Disaster Recovery Plan when a Disaster has been declared	X	
34. Perform IT Life Cycle and IT Service Management Services as required to execute Service Requests assigned through the Service Request management and escalation process	X	
35. Provide Service Area data and information in mutually agreed formats to support the City service portfolio and catalog development and maintenance process	X	
36. Provide data as required to support City's invoice and internal chargeback/show back requirements in accordance with the Schedules to <u>Schedule 3</u> to the Agreement	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
37. Provide Service Area operations and technology portfolio (e.g., operational Tools optimization recommendations) optimization and rationalization recommendations on an ongoing basis and provide a recommendations and analysis report on a quarterly basis. Report to include identified optimization opportunities, impact of recommendations, risks, high-level approach and cost estimate	X	
38. Review and approve operations and technology portfolio optimization recommendations		X
39. Provide requirements for Service Area operational reports and reporting frequency and maintain the report list in <u>Schedule 15</u> to the Agreement		X
40. Provide the Service Area operational reports set forth in <u>Schedule 15</u> to the Agreement and ad hoc reports requested by City	X	

**4.2 Project Management Services.**

“Project Management Services” means those functions required to manage Provider scope of services, activities and tasks associated with Projects. Projects will be requested and approved in accordance with the Project request and approval process. The Project Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 2. Project Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
<b>Project Office and Oversight</b>		
1. Provide City Policies related to Project management, guidelines and requirements with which Provider will comply		X
2. Maintain a Project Management Office (PMO) to plan, monitor, manage and report on Project-related work provided by Provider	X	
3. Create, manage, maintain and provide all appropriate Project and Project management artifacts (e.g., Project plans, schedules, Project time and cost estimates, technical specifications, risk and issue management documentation and management reporting) in an City-approved format	X	
4. Maintain appropriate levels of public sector knowledge to support Projects and recommend appropriate solutions	X	
5. Maintain and update Provider-supported Projects and prioritization of Projects	X	
6. Participate in Project governance meetings	X	
<b>Project Initiation</b>		

Roles and Responsibilities	Provider	City
7. Provide Project objectives and requirements (e.g., high-level schedules, scope as applicable) in the Project Request		X
8. Provide the Provider Personnel requirements in terms of background checks, roles, skills, task descriptions, time frame and locations where the resources are required to support Chargeable Projects		X
<p>9. Prepare Project Statements of Work for City’s review and approval. Such proposals, estimates and plans will include the following based on whether the Project is related to in-scope base Services or a Chargeable Project:</p> <ul style="list-style-type: none"> <li>• Deliverable(s) to be provided and Milestones</li> <li>• Technical approach and solution</li> <li>• Total number and type(s) of FTEs required for the Project (for Chargeable Projects)</li> <li>• Description of any equipment, Software, or other materials required for the Project and ongoing support</li> <li>• Expected Project schedule and any time constraints or material assumptions</li> <li>• Total cost of the Project (including Fees to be paid to Provider as well as any retained expenses and the applicable Fees Methodology), and whether the cost is included in the Base Fees</li> <li>• Ongoing annual cost of the Project post-implementation (including Fees to be paid to Provider as well as any retained expenses), and whether the cost is included in the Base Fees</li> <li>• Other material assumptions, including any support required from City or its third parties</li> </ul>	R	A
<b>Project Support</b>		
10. Employ a Project management methodology that conforms to City Policies (consistent with a methodology such as PMI) to initiate, plan, execute, control, and close Projects, in accordance with IT life cycle and ITSM processes, or other processes and methodologies as provided by City	X	
11. Provide skilled resource for Chargeable Projects in accordance with the Project request and approval process	X	
12. Manage tasks and resources associated with Projects and coordinate activities with City as required	X	
13. Manage Change Requests for Projects in accordance with the Change and release management procedures and provide Operational Change Orders to City for review and approval	R	A

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
14. Provide standard Project management and Project status reports and conduct Project status meetings as required by City	X	
15. Create Project documentation and artifacts and store in City's knowledge database	X	
16. Review and approve Deliverables and Milestones in accordance with the Acceptance procedures		X

**4.3 IT Life Cycle (ITLC) & Operations Services.**

“IT Life Cycle and Operations Services” means those functions described in this Section and will apply to all Service Area environments (e.g., applications, Software, hardware, services). Provider will manage all Service Area IT life cycle activities in accordance with the following common life cycle and operational services:

**(A) Planning and Analysis.**

“Planning and Analysis Services” means those functions associated with:

- (1) Researching new technical and functional trends, products and services that offer opportunities to improve the quality, efficiency and effectiveness of Services and functionality to meet City's End User requirements; and
- (2) Planning for the introduction of Changes, enhancements, new Application Systems and Projects aligned to City planning cycles.

The Planning and Analysis Services include the functions identified as Provider's responsibility in the following matrix.

**Table 3. Planning and Analysis Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Define City requirements at the enterprise and the operating unit level for all Service Areas (e.g., business, technology strategy, functional, Availability, capacity, performance, backup and IT business continuity)		X
2. Recommend services, processes, and standards for planning and analysis	X	
3. Perform Planning and Analysis Services based on City requirements (e.g., functional, Availability, capacity, performance, business continuity and Disaster recovery)	X	
4. Provide analysis of alternatives and recommendations to meet City functional and technical objectives and requirements for City's review and approval	X	X

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
5. Provide information and data as available for Planning and Analysis Services (e.g., business planning reports, enterprise architecture)		X
6. Monitor technical trends and provide, as requested by City or as otherwise required, reports on products and services with potential use for City as they align with City’s business and technology strategy		X
7. Perform assessments for the implementation of new applications and technologies that best meet City requirements and cost objectives, as requested by City or as otherwise required		X
8. Participate in technical and business planning sessions to establish standards, architecture and Project initiatives, as requested by City or as otherwise required	X	
9. Conduct regular planning and conduct planning meetings with City for technology refreshes and upgrades, as requested by City or as otherwise required	X	
10. Participate in regular planning and planning meetings with Provider for technology refreshes and upgrades		X
11. Perform technical reviews, as requested by City or as otherwise required, and provide recommendations for improvements that increase scalability, reliability, Availability, security, efficiency and effectiveness or reduce costs	X	
12. Participate in ongoing initial Project-specific planning activities and provide proposals in accordance with the IT life cycle services and processes described in this Schedule		X
13. Provide analyses of business impacts related to Provider’s IT planning and analysis roles and responsibilities described herein based on Provider’s utility industry knowledge and capabilities and other business knowledge as applicable (e.g., business process improvements resulting from IT improvement, customer satisfaction improvements, revenue generation, business cost savings)	X	
14. Develop and document technology architecture service designs and plans that meet requirements and adhere to defined policies		X
15. Implement design for changes to existing or new IT service towers	X	

**(B) Requirements Definition.**

“Requirements Definition Services” means those functions associated with the assessment and definition of information technology requirements necessary for Provider to deliver Service Area technology and Services. These requirements will drive the functional and

technical design and operations for the Service Areas. The Requirements Definition Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 4. Requirements Definition Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Provide appropriate technical support staff (e.g., domain functional experts, solution architects and engineers) to participate in functional and technical requirements development	X	
2. Facilitate and conduct requirements gathering activities (e.g., functional and technical) with City stakeholders as required to determine Service Area requirements	X	
3. Participate in Provider-led requirements gathering activities		X
4. Review and approve requirements with key stakeholders		X
5. Document requirements necessary to deliver the Services	X	
6. Document cross-Service Area and Third Party Provider integration requirements	X	
7. Develop and provide Service Area testing policies		X
8. Define Service Area testing requirements and criteria (e.g., performance, regression, requirements traceability, security and user acceptance testing) based on City Policies for City’s review and approval	R	A
9. Document requirements and testing criteria for City’s review and approval	R	A
10. Work with City or Third Party Providers for end-to-end test plan development (e.g., provide testing requirements, scheduling)	X	
11. Provide Service Area and Project hours and cost estimates, as applicable, following requirements gathering activities as required	X	

**(C) Technology Architecture**

Technology Architecture Services are the activities associated with the design and development of the IT infrastructure and tools that support the Service Areas. The following table identifies the Technology Architecture Development roles and responsibilities that Provider will perform.

**Table 5. Technology Architecture Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Recommend Technology Architecture Services for the design and development of the IT infrastructure and tools required to support the Service Areas.		X

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
2. Review and approve Technology Architecture Services design and development requirements.		X
3. Develop and document Technology Architecture Service designs and plans that meet requirements and adhere to defined policies.	X	
4. Review and approve Technology Architecture Service designs and plans.		X
5. Implement design for changes to existing or new Service Areas.	X	

**(D) Design Specifications.**

“Design Specifications Services” means those functions and Deliverables associated with translating City information requirements and standards (e.g., architectural, business, security, performance, Availability, regulatory requirements) into detailed logical and physical designs and specifications for City’s review and approval. The Design Specification Services include the functions identified Provider’s responsibility in the following matrix.

**Table 6. Design Specifications Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Provide Provider with design specification requirements		X
2. Conduct site surveys for design efforts to deliver design specifications and plans as required	X	
3. Document and deliver design specifications, including cross-Service Area integration specifications, for City’s review and approval	R	A
4. Provide Service Area and Project hours and cost estimates, as applicable, following design gathering activities as required	X	

**(E) Software License Tracking**

Software Tracking Services are the activities associated with the identification, tracking and reporting of Software products and their agreements. The following table identifies the Software Tracking Services roles and responsibilities that Provider will perform for in scope Software.

**Table 7. Software Tracking Service Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Track City installed and owned software products	X	
2. Provide monthly reports of all installed Software on City equipment and in inventory		X
3. Where Provider is financially responsible for Software associated with the Services, provide the Software and acquire the correct number of the licenses to be compliant with Third-Party supplier requirements	X	
4. Where City is financially responsible for Software, provide the Software and acquire the correct number of the licenses to be compliant with Third-Party supplier requirements based on Providers Software tracking information		X
5. Report on license entitlement compliance of tracked Software		X
6. Provide enterprise management system to perform necessary activities including: <ul style="list-style-type: none"> <li>• Checking for particular Software signatures</li> <li>• Reporting the presence of Software installed on a particular device.</li> <li>• Providing monthly reporting of scanned Software information.</li> </ul>		X

**(F) Integration and Testing.**

“Integration and Testing Services” means those functions associated with ensuring that all individual Service Area components (e.g., hardware, Software, middleware, interfaces, network) configured with or added to the environment (e.g., Changes) work together cohesively to achieve the intended results and meet City requirements. Provider will coordinate with and respond to the City for end-to-end testing and testing life cycle requests and execute test plans in accordance with City-approved test plans (e.g., planning, execution, documentation, reporting). All testing activities will be conducted in accordance with City Policies and programs relating to QA/testing, unless otherwise approved by the City. The Integration and Testing Services include the functions identified as Provider’s responsibility in the following matrix. All QA/testing life cycle activities are in the Services unless associated with a Chargeable Project.

**Table 8. Integration and Testing Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Develop technical system test plans and criteria for Changes to Service Area components (e.g., unit, system, integration, security, regression)	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
2. Prepare test plans for proposed Changes to Service Area components based on City quality assurance and testing policies and processes for City’s review and approval	R	A
3. Assess and communicate to the City the overall impact and potential risk to Service Area components prior to implementing Changes	X	
4. Evaluate all new and upgraded Service Area components, configurations or services for compliance with City Policies and requirements related to security	X	
5. Implement and support test environments as required by the City	X	
6. Provide test environment requirements		X
7. Conduct testing of Changes to Service Area components in non-production environments unless otherwise approved by City	X	
8. Test new releases of supported hardware and Software to ensure required performance and functionality is maintained and in conformance with City Policies and requirements	X	
9. Provide the City with test results for Changes to Service Area components and configurations for the City’s review and Approval	R	A
10. Validate all new and upgraded components or services for compliance with City security policies	X	
11. Perform modifications and adjustments to new and upgraded components or services as a result of testing and validate results	X	
12. Perform configuration management and change management activities related to integration and testing services	X	
13. Ensure path to production environments maintain consistent configuration across all components	X	

**(G) Implementation and Migration.**

“Implementation and Migration Services” means those functions associated with the installation of new and upgraded Service Area components (e.g., hardware, Software, middleware, utilities, networks, peripherals, configurations). Implementation and Migration Services are coordinated through the Change Control Procedure. The Implementation and Migration Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 9. Implementation and Migration Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Coordinate and review all implementation and migration plans and schedules with City in advance, to obtain City's review and approval, in accordance with Change and release management procedures	R	A
2. Conduct pre-installation site surveys as required to meet implementation requirements	X	
3. Perform engineering functions required to implement design plans for additional or new Service Area components and services	X	
4. Develop and deliver engineering plans where there is an impact on City Service Locations and third parties, for City's review and approval	R	A
5. Install new or upgraded Service Area components	X	
6. Perform Service Area component upgrades as a result of new and enhanced applications, architectures and upgrade plans and requirements	X	
7. Perform modifications and performance enhancement adjustments to Service Area components as a result of implementing Changes	X	
8. Coordinate implementation and migration activities, including Change communication, with City, third parties and the Service Desk	X	
9. Coordinate and support data migration and conversion by electronic or manual methods as a result of implementation or migration (e.g., databases)	X	
10. Perform appropriate tests as part of implementation and migration activities (e.g., tests on IMACDs)	X	
11. Prepare hardware for disposal according to City Policies relating to disposal	X	
12. Deliver hardware disposals to City-designated disposal staging locations for Third Party Provider disposal	X	
13. Arrange pickup of disposed hardware at City disposal staging locations for Third Party Provider disposal		X
14. Dispose of hardware in accordance with City Policies relating to disposal policies where Provider is responsible for hardware disposal (e.g., end user devices)	X	
15. Determine User Acceptance Testing (UAT) and Provider testing support requirements		X
16. Conduct UAT		X
17. Support UAT as required	X	

**(H) Environment and Facilities Support**

Environment and Facilities Support Services are the activities associated with maintaining environmental requirements at City facilities. The following table identifies Environment and Facilities Support roles and responsibilities that Provider will perform.

**Table 10. Environmental and Facilities Support Roles and Responsibilities**

Roles and Responsibilities	Provider	City
1. Identify and recommend Environment and Facilities Support requirements.	X	
2. Review and approve Environment and Facilities Support requirements.		X
3. Develop, document and maintain Environment and Facilities Support procedures that meet requirements and adhere to defined policies.	X	
4. Review and approve Environment and Facilities Support procedures.		X
5. Remotely monitor environmental systems required to support Service Tower components housed in City facilities (e.g., computer rooms).		X
6. Forward alerts from existing environmental monitoring systems in City facilities where available.		X
7. Recommend improvements for City-monitored facilities as needed to maintain an effective and secure computing environment.	X	
8. Work with the appropriate City facilities personnel to schedule the maintenance	X	
9. Coordinate the implementation of all approved upgrades and installations associated with Environment and Facilities Support		X
10. Coordinate City site activities of all authorized personnel working in equipment locations (e.g., equipment rooms, Network equipment closets)		X
11. Ensure that all Environment and Facilities Support activities conform to Change Management processes		X

**(I) Training and Knowledge Transfer.**

“Training and Knowledge Transfer Services” means those functions associated with:

(1) Training Provider Personnel, and any subcontractors managed by Provider, as required to perform the Services. In addition, Provider will participate in any initial and ongoing training required to support the City’s evolving technical and regulatory environment;

(2) Training and knowledge transfer for City technical staff regarding the Provider-managed City environment (e.g., Service delivery processes, technical configurations); and

(3) End User training support.

The Training and Knowledge Transfer Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 11. Training and Knowledge Transfer Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Develop, for the City’s review and approval, and deliver the City-approved training program to instruct City personnel on the provision of the Services and the Provider-managed City environment (e.g., “rules of engagement,” requesting services)	R	A
2. Provide the City IT with training related to the implementation of new products and Services as required	X	
3. Develop and implement a training program to ensure that Provider Personnel understand key components of the City business, technical and regulatory environment	X	
4. Provide instruction on the City business, technical and regulatory environment as required		X
5. Cause Provider Personnel to participate in City-provided training on City’s business, technical and regulatory environment	X	
6. Conduct new Service (e.g., Application System, technology, third party service) on boarding to prepare for support of new Service	X	
7. Develop technical training materials, training plan and documentation and provide training to City when substantive (as defined between City and Provider) technology Changes (e.g., new systems or functionality) are introduced into the City environment	X	
8. Provide and maintain training materials in a format that is acceptable to the City (e.g., electronic, hard copy)	X	
9. Provide Service Desk agent training as required for Service Desk agents to provide Level 1 Support and Level 1.5 Support	X	
10. Develop and maintain Service Desk dialogue scripts and knowledge database entries as required for Service Desk agents to provide Level 1 Support and Level 1.5 Support	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
11. Deposit and maintain training and systems documentation in City designated knowledge database, training delivery tools or systems	X	
12. Provide End User documentation and training as required	X	
13. Support End User training provided by City (e.g., by providing training materials, training scripts)	X	
14. Review and approve all training delivery tools or systems and script materials		X

**(J) Documentation.**

“Documentation Services” means the functions associated with developing, revising, maintaining, reproducing, and distributing Service Area information (e.g., deliverables, artifacts, operations documents) in hard copy and electronic form in the City knowledge database. The Documentation Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 12. Documentation Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Provide cross-Service Area and Service Area-specific knowledge management policies and requirements		X
2. Provide City project documentation formats, content standards and document control procedures where required		X
3. Recommend project documentation formats and content in accordance with industry standards (e.g., CMMI-SW Software project best practices, IEEE documentation standards) for City’s review and approval	R	A
4. Define and provide the document control procedures, including distribution, document numbering, version control, and naming standards to be used to perform the Services and the City document currency requirements		X
5. Develop, deliver and maintain documentation formats and content in accordance with City-approved formats, content, and document control procedures and in accordance with City currency requirements	X	
6. Document Service Area component specifications and configurations, including ongoing updates during the course of normal Change activities	R	A

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
7. Develop, document and maintain operating procedures documentation (e.g., run books, service desk scripts, boot, failover, batch processing, backup, systems operations and scheduling) through normal Change or update activities for City’s review and approval	R	A
8. Provide City access to any Provider or Third Party Provider documentation	X	
9. Maintain documentation and metadata in accordance with City Policies and requirements related to knowledge management	X	
10. Document Services Area as-built configurations in accordance with the configuration management procedures	X	
11. Review and approve Service Area configuration as-built documents		X

**(K) Break/Fix and Maintenance.**

“Break/Fix and Maintenance Services” means those functions associated with the maintenance and repair of Service Area components, including break/fix and Software maintenance (e.g., deploying emergency and standard Software updates, patches, hot packs). In addition, Provider will maintain installed commercial Software at no more than two previous sequential versions behind the then-current commercial release.

The following provides guidance on the Software updates that are within the scope of the Services:

- Patch version updates (e.g., XYZ Version 8.1.5 to XYZ Version 8.1.6) are within the scope of the Services
- Enhancement updates (e.g., XYZ Version 8.1 to XYZ Version 8.2) are within the scope of the Services if the total effort is less than 100 Productive Hours (i.e., Minor Enhancements)
- Major Enhancements (i.e., if the total effort is greater than 100 Productive Hours) shall be treated as a chargeable Project
- Major release upgrades (e.g., XYZ Version 8 to XYZ Version 9) are not within the scope of the Services, but will be performed as a chargeable Project

The Break/Fix and Maintenance Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 13. Break/Fix and Maintenance Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Develop and implement maintenance schedules for Changes and preventive maintenance based on City-approved Maintenance Windows	X	
2. Provide special dispatch requirements for City Service Locations		X
3. Perform maintenance and break/fix support in City-designated facilities as required to meet applicable Service Levels	X	
4. Perform diagnostics and maintenance on Service Area components (e.g., hardware, Software, peripherals)	X	
5. Install manufacturer field change orders, service packs, firmware, and Software maintenance releases	X	
6. Perform product patch, "bug fix," service pack installation or upgrades to the current installed version in accordance with City Policies and Change and release management procedures	X	
7. Perform major release upgrades (as described above) as a Chargeable Project	X	
8. Perform maintenance-related Software distribution and version control (e.g., Software updates, emergency and standard patches) across applicable Provider-supported technology and Service Areas	X	
9. Maintain Software release matrices across all supported IT environments (e.g., development, QA, and production environments)	X	
10. Coordinate with the City and third parties (e.g., Software Providers and developers) to develop the Software release matrix for City's review and approval	R	A
11. Recommend Software release schedules based on the City Software environment	X	
12. Replace defective parts and perform preventive maintenance according to the manufacturer's published mean-time-between failure rates	X	
13. Conduct maintenance and parts management and monitoring during warranty and off-warranty periods	X	
14. Advise the City of asset obsolescence conditions	X	
15. Manage hardware, Software, peripherals, Services and spare parts to meet Service Levels, minimize downtime and minimize City resource requirements, and provide related reporting in accordance with City requirements	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
16. Provide routine and ad hoc break/fix reporting in accordance with City requirements	X	
17. Ensure disposal of assets in accordance with City disposition policies	X	

**(L) Backup and Recovery.**

“Backup and Recovery Services” means those functions associated with providing ongoing backup and recovery capabilities according to City schedules and requirements for identified Service Area components (e.g., servers and storage, router table configurations). Provider will meet or exceed City’s ongoing backup and recovery requirements. The Backup and Recovery Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 14. Backup and Recovery Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Procure and manage backup media	X	
2. Develop and maintain backup schedule in accordance with City requirements	X	
3. Provide backup schedule requirements for Service Area components		X
4. Perform Service Area component backups and manage to established retention periods	X	
5. Maintain systems backups at a secure off-site location as required	X	
6. Encrypt all data prior to being written to media and sent off-site for storage and archiving	X	
7. Provide ongoing backup testing for ability to recover data	X	
8. Ensure ongoing capability to recover archived data from media as specified (i.e., backward compatibility of newer backup equipment)	X	
9. Test backup media quarterly to ensure incremental and full recovery of data is possible and ensure Service Area component integrity, or as required or requested by City	X	
10. Recover files, file system or other data required from backup media, as required or requested by City	X	
11. Provide recovery and backup requirements and updates as they change		X
12. Provide full backup, files or other data on City-supplied media (e.g., tape, optical disk) as requested by City	X	

**(M) Technology Refreshment and Replenishment.**

“Technology Refreshment and Replenishment Services” are those activities associated with modernizing the Service Area components on a continual life cycle basis to ensure that the Service Area components stay current with evolving industry standard technology platforms based on City’s asset replacement policy. The Technology Refreshment and Replenishment Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 15. Technology Refreshment and Replenishment Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Update and maintain the Technology Refresh Plan for each applicable Service Area in accordance with City Policies related to technology refresh	X	
2. Perform the necessary services and tasks required to comply with the Technology Refresh Plans	X	
3. Provide management reports on the progress of the Technology Refresh plans	X	
4. Implement the Technology Refresh Plan and provide status reports regarding implementation status as required	X	
5. Provide assets for technology refreshment and replenishment, unless otherwise specified by City		X
6. Review and approve technology refreshment and replenishment implementation plans		X
7. Periodically review the approved technology refreshment and replenishment implementation plans to ensure they properly support ongoing City business requirements		X

**(N) Innovation Management**

“Innovation Management Services” encompass both technology and business change. The technology change can include specific technologies, such as automation and virtualization, new software applications, communications and/or technologies in specific industries, such as robotics in manufacturing, enhanced reality, big data, network acceleration and social media. The business change must include both industry-specific and general market trends. The Provider must continuously monitor these trends to ensure that the City’s leadership are kept up-to-date with what is happening in the market and the opportunities open.

Business and technology improvement and innovation brings together organizational business and technology management, including sourcing managers and staffs. The oversight process refers to the methods that business and technology managers use to coordinate, guide, and link business-related and technology-related activities.

**Table 16. Innovation Management Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Drive Continuous Improvement and Innovation	X	
2. Provide a framework to capture, screen and develop ideas; and to implement change based on those ideas		X
3. Formulate an Innovation Plan and refresh on an annual basis		X
4. Review and approve the Innovation Plan		X
5. Facilitate the Innovation Management process by producing relevant content for, organizing, providing a facilitator and conducting a series of workshops (as defined in Schedule 5): <ul style="list-style-type: none"> <li>• Business and Technology Monitoring Workshop</li> <li>• Innovation Visioning Workshops</li> <li>• Business Context and Choices Workshop</li> <li>• Actionable Improvement and Innovation Workshop</li> </ul>		X
6. Attend and actively participate in the workshop series	X	
7. Identify business or technology innovation opportunities, originating externally (typically new products or services entering the market) or internally (business problems requiring solutions, or new business and technology ideas)		X
8. Screen ideas and opportunities according to practicality, risk, benefits and likely cost		X
9. Record and track ideas in a manner that: <ul style="list-style-type: none"> <li>• Provides appropriate confidentiality (to protect intellectual property and potential total patent rights)</li> <li>• Encourages collaborative working — which includes the business — to build on and develop ideas</li> </ul>		X
10. Promote ideas that have passed screening criteria within the appropriate City business and IT communities	X	
11. Promote an environment that encourages and rewards individuals for creating and developing innovative ideas and solutions	R	A
12. Formalize the method by which City plans to achieve the above	R	A
13. Document and agree on the 12-month Innovation Management action plan	X	
14. Validate the funding for agreed-on activities and progress through the demand management process		X
15. Manage the innovation fund		X
16. Communicate the approved and funded action plan to all appropriate stakeholders		X

Roles and Responsibilities	Provider	City
17. Communicate innovation project progress to all appropriate stakeholders		X

(1) Financial Responsibility

Continuous Improvement and associated identification and execution are part of ongoing maintenance. Provider will deliver all identified continuous improvement initiatives as part of its obligations under the Agreement to continuously improve the efficiency and effectiveness of the IT services that drive the agreed and committed year-over-year cost efficiency improvements. Any new and discrete projects that fall outside the scope of the continuous improvement initiatives will be treated as a separate project and will require a business case for which funding will have to be agreed.

The Parties agree that the steps outlined below define the high level approach that the Parties will follow for the scoping and contracting of any new project that City and Provider will execute as a result of the improvement and innovation process.

Process:

- i. Both parties will follow a defined process for any new project resulting from the innovation process and using an agreed-on new technology direction for City
- ii. Once all changes to the preliminary design are agreed on, City and the Provider shall complete a final design. At this point, Provider will create a project proposal. Authorized individuals from City and the Provider will approve the design
- iii. If City accepts the Provider’s proposal, the Provider shall conduct the implementation, as agreed on, in a separate SOW resulting from the above steps
- iv. City and the Provider shall conduct a quality review of the new technology/implementation

**4.4 Service Delivery.**

**(A) Availability Management.**

The goal of availability management is to understand the overall availability requirements of City business needs and to plan, measure, monitor and continuously strive to improve the availability of the IT Infrastructure, services, and supporting IT organization to ensure these requirements are met consistently with a focus on providing cost-effective availability improvements that deliver measurable City business benefits. availability management covers the evaluation, design, implementation, measurement and management of the IT infrastructure availability from a component and an end-to-end perspective (i.e., services), including new or modified IT Service Management processes, procedures and tools, as well as technology modifications or upgrades of IT infrastructure and components. The goal of the availability management processes is to optimize the capability of the IT Infrastructure, services and supporting organization to deliver a cost-effective and sustained level of availability that enables the business to satisfy its business objectives.

**Table 17. Availability Management Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Establish criteria and SLRs for availability management support requirements, including services to be covered		X
2. Develop availability management policies, processes and procedures and determine appropriate availability management tools and methods that support City availability management		X
3. Participate in the development of availability management policies, processes and procedures and identifying the tools and availability methods to be used		X
4. Implement agreed-upon availability management policies, processes and procedures	X	
5. Provide unrestricted read access by City-authorized staff and designated personnel to all availability knowledge base data and records from the applicable commencement date	X	
6. Provide unrestricted read access to City-authorized provider staff and designated personnel to all historical availability knowledge base data and records		X
7. Ensure that availability requirements are included when requirements are identified when upgrading and/or designing new services to support business users		X
8. Participate in user requirements gathering and analysis when upgrading and/or designing new services to ensure that services are designed to deliver the required levels of availability (mapped to the SLRs)	X	
9. Create availability and recovery design criteria to be applied to upgrades and/or new or enhanced IT infrastructure design		X
10. Participate in creating availability and recovery design criteria to be applied to upgrades and/or new IT infrastructure and services design		X
11. Coordinate with the IT service support and IT service delivery process owners and managers from City to research, review, and assess availability issues and optimization opportunities	X	
12. Define the availability measures and reporting required for the IT Infrastructure and its components		X
13. Participate with City in defining the availability measures and reporting requirements	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
14. Recommend appropriate tools and practices to measure and report on agreed-upon availability measures for upgraded and/or enhanced IT infrastructure	X	
15. Ensure that approved availability measurement tools and practices are implemented	X	
16. Monitor and maintain an awareness of technology advancements and IT best practices related to availability optimization and periodically provide updates to City IT management	X	
17. Ensure that all availability management improvement initiatives conform to defined change management procedures set forth in the operating procedures manual	X	
18. Work with City and third parties (e.g., public carriers, Internet service providers, third-party providers) to meet availability SLRs.	X	
19. Monitor actual availability achieved versus targets and ensure shortfalls are addressed promptly and effectively	X	
20. Conduct availability review sessions and provide improvement recommendations	X	
21. Participate in availability review sessions		X
22. Coordinate with City and third-party providers to gather information on availability management issues and trends to be used for trend analysis	X	
23. Produce and maintain an availability plan which prioritizes and plans approved availability improvements	X	
24. Provide availability management reporting to ensure that agreed levels of availability, reliability, and maintainability are measured, reported and monitored on an ongoing basis	X	
25. Promote availability management awareness and understanding within all IT support organization including third-party providers	X	
26. Perform regular reviews of the availability management process and its associated techniques and methods to ensure that all are subjected to continuous improvement and remain fit for purpose	X	
27. Periodically audit the availability management process to ensure that it continues to deliver desired results in compliance with agreed-upon policies, processes and procedures		X

**(B) Capacity Management**

Capacity management services are the activities associated with ensuring that the capacity of the service towers matches the evolving demands of City business in the most cost-effective and timely manner.

**Table 18. Capacity Management Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Define capacity management requirements (SLRs) and policies		X
2. Develop, document and maintain capacity management procedures that meet requirements and adhere to defined policies	X	
3. Establish a comprehensive capacity management planning processes	X	
4. Define, develop and implement tools that allow for the effective capacity monitoring/trending of IT infrastructure, software and components	X	
5. Identify future business requirements that will alter capacity requirements		X
6. Develop a quarterly capacity plan	X	
7. Develop and implement capacity models to validate the quarterly capacity plan	X	
8. Participate in capacity planning activities where applicable		X
9. Assess capacity impacts when adding, removing or modifying software and IT infrastructure components	X	
10. Continually monitor resource utilization to enable proactive identification of capacity and performance issues	X	
11. Capture trending information and forecast future City capacity requirements based on City-defined thresholds	X	
12. Assess incidents/problems related to capacity and provide recommendations for resolution	X	
13. Recommend changes to capacity to improve service performance	X	
14. Assess impact/risk and cost of capacity changes	X	
15. Approve capacity-related recommendations		X
16. Maintain capacity levels to optimize use of existing IT resources and minimize City costs to deliver services that meet SLRs	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
17. Ensure adequate capacity exists within the IT environment to meet SLRs, considering daily, weekly and seasonal variations in capacity demands	X	
18. Validate asset utilization and capital efficiency		X

**(C) Performance Management.**

“Performance Management Services” means those functions associated with proactively monitoring and tuning Service Area components across all Service Areas for optimal performance. The Performance Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 19. Performance Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Provide performance requirements for each Service Area (e.g., Service Levels, transaction times, throughput, response time, batch schedules)		X
2. Perform Service Area component tuning to maintain optimum performance in accordance with the Change and release management procedures	X	
3. Manage Service Area component resources to meet the Service Levels relating to Availability and performance	X	
4. Provide regular monitoring and reporting of Service Area component performance, utilization and efficiency	X	
5. Proactively evaluate, identify and recommend configurations or changes to configurations that will enhance performance	X	
6. Develop and deliver improvement plans as required to meet City requirements	X	
7. Review and approve improvement plans		X
8. Develop and deliver improvement plans as required to meet SLRs	X	
9. Implement improvement plans and coordinate with third parties as required	X	
10. Provide technical advice to City and Third Party Provider-managed IT service areas as required to meet City’s end-to-end IT service area requirements	X	

**(D) Asset Management.**

“Asset Management Services” means those functions associated with ongoing management and tracking of new and upgraded Service Area components in the asset management system. The Asset Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 20. Asset Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Utilize the asset management module of the ITSM Suite to manage the life cycle of all assets from requisition, ordering, inventory, installation, preventive maintenance to disposal	X	
2. Develop asset type list that would be included in the asset management system	R	A
3. Fully replace the new missing asset at its own cost if the asset has not been recorded in the asset management module of the ITSM Suite within two (2) weeks of receipt	X	
4. Review asset type list and maintain asset types in the asset management system	X	
5. Provide City with inquiry and reporting access into the asset management system for all assets, including data access via a real-time access reporting portal in exportable and analyzable format and ad hoc and recurring (e.g., monthly) reports	X	
6. Input, maintain, update, track and report all in-scope assets throughout the asset life cycle (i.e., acquisition to retirement) via an automated self-discovery Tool and manual processes where required	X	
7. Maintain the accuracy of the data of in-scope assets in the asset management system, in accordance with applicable Service Levels	X	
8. Provide extracts from asset management system for City to implement into its various systems	X	
9. Provide a list of asset data elements to be maintained in the asset management module of the ITSM Suite		X
10. Establish, update, maintain and utilize the asset management information	X	
11. Administer and manage warranty periods for all applicable Service Area-related assets	X	
12. Administer maintenance contracts for End User assets within the scope of the Services		X
13. Update in-scope asset records related to all Change activities (e.g., IMACD activities, break/fix activities, enterprise reorganization and Change and release management activities)	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
14. Perform ongoing asset inventories including at time of refresh to validate that data in the asset management system is accurate and current and that City has the data it requires	X	
15. Provide, and upon City approval, implement remediation plans for asset management system and process deficiencies	R	A
16. Review and approve physical asset inventory reports		X
17. Provide physical and logical City asset tag specifications and asset ID numbers to Provider		X
18. Provide Provider secure access to the asset management system		X
19. Create and apply or affix a City-approved asset tag (e.g., bar code label, RFID tag, or other identification mechanism) to any asset designated by City	X	
20. Where the application of a tag is not possible or practical, use City-approved alternative methods (e.g., etching, engraving, dye marking, die stamping)	X	
21. Record asset data (e.g., asset ID, asset owner, location, loaded Software) in City-required format in the asset management system	X	

**(E) Software License Management.**

“Software License Management Services” are those activities associated with the acquisition, and ongoing management and tracking of software licenses. The Software License Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 21. Software License Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Manage and maintain Software licenses information through software license life cycle using the Software license management module of the ITSM Toolset		X
2. Provide Software license and maintenance agreement terms and conditions and license ownership data to Provider as required to execute the Services described in this Section		X
3. Input, maintain, update, track and report all in-scope Software throughout its life cycle via an automated self-discovery Tool and manual processes where required	X	
4. Conduct Provider agreement negotiations for non-City-retained license agreements	X	
5. Inform City of impacts of non-City-retained license agreements	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
6. Coordinate and conduct Software license and maintenance agreements reviews allowing for sufficient time prior to expiration for negotiations		X
7. Provide City with reports and recommendations to use in making Software acquisition and discontinuance decisions	X	
8. Provide timely and regular recommendations to purchase additional license capacity, recommending alternatives, or curtailing usage where necessary and appropriate, to restore, or continue to maintain, license compliance taking into account City's budget cycle	X	
9. Proactively manage and perform license audits to prevent license compliance issues	X	
10. Report known license compliance issues	X	
11. Review known license compliance issues		X
12. Conduct periodic reviews 120 days prior to expiration of a Software license and maintenance agreements and provide results to City		X
13. Obtain approval from City for any license change or replacement	X	

**4.5 Service Support.**

**(A) Event Management.**

“Event Management Services” means those functions associated with managing Service Area events through their life cycle, including detecting events, analyzing them and determining the appropriate action. Event Management Services include monitoring and logging the health and performance of City Application Systems and Service Area components. The Event Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 22. Event Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Work collaboratively with all Service Areas to identify and develop a comprehensive set of automated alerts and alert thresholds	X	
2. Integrate Service Area-specific monitoring solutions into event management Tools and processes		X
3. Review thresholds and provide feedback on areas of concern		X
4. Create automated Incident tickets for events that exceed acceptable thresholds	X	
5. Collect, correlate and analyze event data and make recommendations for service improvements	R	A

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
6. Provide read access to event monitoring, correlation reporting Tools	X	

**(B) Incident and Problem Management.**

“Incident and Problem Management Services” means those functions associated with restoring normal Service operation in accordance with applicable Service Levels and minimizing the adverse impact on City’s business operations so that the best possible levels of Service quality and Availability are maintained.

Incident and Problem Management Services include functions associated with minimizing adverse impacts that are caused by Incidents and Problems in the Service Areas and preventing the recurrence of Incidents related to Problems. In order to achieve this goal, Problem management seeks to get to identify the root cause of Incidents and initiate actions to Resolution.

The Incident and Problem Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 23. Incident and Problem Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Provide IT service management quality assurance standards		X
2. Maintain the Priority Level Incident classifications set forth in <u>Appendix 4.1 to Schedule 4 to the Agreement</u>		X
3. Establish and implement Incident and Problem workflow, escalation, communication and reporting processes	X	
4. Review and approve Incident and Problem workflow, communication, escalation and reporting processes		X
<b>Incident and Problem Resolution Owners</b>		
5. Perform quality control activities in accordance with City IT service management quality assurance standards	X	
6. Interface and coordinate with the Service Desk, City and Third Party Providers for Incident and Problem Management Services activities and take ownership of end-to-end Incident and Problem Resolution		X
7. Manage Incident and Problem life cycle, including detection, escalation, diagnosis, City status reporting, and Resolution		X
8. Provide Level 2 Support and Level 3 Support as required		X
9. Authorize Closure of Priority Level 1 and Priority Level 2 Incidents		X

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
10. Conduct Incident Closure activities (e.g., verify initial Incident categorization, confirm satisfaction survey of the End User regarding the way the Incident was handled)	X	
11. Detect, correlate, and report recurring Incidents to be defined as Problems	X	
12. Conduct Problem review sessions and provide listing and status of Problems categorized by Problem impact		X
13. Monitor, control, and manage Problems until Resolved		X
14. Coordinate Problem tracking efforts and notifications to City until Resolution	X	
15. Perform trend analyses and report on the volume and nature of Incidents and Problems and identify areas for improvement	X	
16. Identify possible Enhancement opportunities for improved operational performance and potential cost savings based on results of Incident and Problem Resolution activities	X	
17. Review and approve Projects to implement Enhancement opportunities in accordance with <u>Section 4.2</u>		X
18. Implement approved Projects to implement Enhancement opportunities	X	

**(C) Root Cause Analysis.**

“Root Cause Analysis Services” means those functions associated with diagnosing and analyzing the root cause of Incidents, Problems and trends, and recommending and taking corrective measures to prevent the recurrence of such Incidents, Problems and trends. The Root Cause Analysis Services include those functions identified as Provider’s responsibility in the following matrix.

**Table 24. Root Cause Analysis Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Track and report on all Incidents of all Priority Levels, including the associated impact of such Incidents	X	
2. Perform a Root Cause Analysis (“RCA”) for all Priority Level 1 Incidents and recommend appropriate Resolution action	X	
3. Perform a Root Cause Analysis for Priority Level 2, Priority Level 3, and Priority Level 4 Incidents at City’s request and recommend appropriate Resolution action	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
4. Identify and correlate recurring Incidents to identify and report Problems		X
5. Provide reporting on status of open Problems (e.g., aging, reoccurrence)	X	
6. Conduct RCA trend analysis to diagnose recurring Incidents and Problems, and performance degradation, identify associated impacts and report to City		X
7. Recommend solutions to City to address the root cause of all Incidents, Problems and performance degradation for City's review and approval	R	A
8. Implement City-approved solutions to address root cause of Incidents, Problems and performance degradation	X	
9. Provide RCA status reporting on action items and action item closure status for City's review and approval	R	A
10. Monitor and report on success of RCA solutions implemented	X	
11. Authorize closure of RCAs		X

**(D) Configuration Management.**

“Configuration Management Services” means those functions associated with providing a logical model of the Service Areas by identifying, documenting, controlling, maintaining, and verifying the service environment (e.g., Hardware, Software, databases, middleware, interfaces, network). The goal of configuration management is to account for all IT assets and configurations, provide accurate information on configurations and relationships between them to provide a sound basis for Incident management, Problem management, Change management and release management. The Configuration Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 25. Configuration Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Define configuration management requirements and policies		X
2. Develop, document and maintain configuration management procedures that meet requirements and adhere to defined policies	X	
3. Identify and document the Configuration Item (CI) structure	X	
4. Approve the configuration item structure		X
5. Enter or upload and maintain configuration data into the CMDB on an ongoing basis	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
6. Establish automated process interfaces to Incident and Problem management, Change management, Disaster recovery, technical support, maintenance and asset management processes		X
7. Update appropriate authorization controls for modifying configuration items and verify compliance with software licensing	X	
8. Proactively update and incorporate deficiencies into CMDB and interfaced tools and processes	X	
9. Provide configuration item requirements for the environments (e.g., development, test and production)		X
10. Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies	X	
11. Establish guidelines for separation between environments (e.g., development, test and production)	R	A
12. Establish configuration baselines as reference points for rebuilds, and provide ability to revert to stable configuration states	X	
13. Provide a configuration management deficiency report and steps taken to address the issues identified		X
14. Provide configuration management reports as required and defined by City	X	
15. Audit configuration management process and accuracy of configuration data		X
16. Track and flag configurations that are not in conformance (e.g., exceptions list) with City-defined standards and requirements (e.g., City-approved and unapproved non-standard configurations) and recommend remediation	X	
17. Review and approve recommended remediation		X

**(E) Change and Release Management.**

“Change and Release Management Services” means those functions associated with ensuring that standardized methods and procedures are used for efficient and prompt handling of all Changes and Software releases in City service environment, in order to minimize the impact of Change upon Service quality and consequently to improve the day-to-day operations of City environment. Change and release management cover all aspects of managing the introduction and implementation of all Changes affecting all Service Areas and in any of the

management processes, Tools, and methodologies designed and utilized to support the Service Area components.

Change and Release Management Services include those functions associated with providing a holistic view of a Change to existing Service Area components or Services or the addition of new Service Area components or Services to ensure that all aspects of a release, both technical and non-technical, are planned for and Changes are successfully implemented. The Change and Release Management Services also include ensuring that only correct, authorized and tested versions are installed and that Changes are traceable and secure.

Provider and City will participate in the Change advisory board (“CAB”) with the purpose of ensuring that all Hardware, Software, and environmental configuration Changes that are requested and approved in accordance with the Change Control Procedure are planned, analyzed, implemented, tested, approved, and seamlessly transitioned to a production support state. Provider will participate in the CAB on a regularly scheduled basis to discuss and approve planned Changes. City and Provider will establish an agreed upon industry best practice process. Provider will facilitate the CAB for all Changes to the Services. City will review and provide Changes. Provider will also participate on an as needed basis with City on all other changes occurring outside of the Services under the direction of the CAB.

Provider will provide Change and release management for any configuration item under Change control.

The Change and Release Management Services include the functions identified as Provider’s responsibility in the following matrix.

**Table 26. Change and Release Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Establish Change and Release management policies and lead regularly scheduled CAB meetings with City’s Change and release management approvers		X
2. Recommend Software release plans and schedules based on business, architectural, functional and technical requirements and best practices to optimize release process cost and benefits	R	A
3. Implement and manage Software release plans and schedules	X	
4. Facilitate and participate in all scheduled CAB meetings	X	
5. Establish Change classifications (impact, severity, risk) and Change authorization process, including a list of contacts authorized to request Changes to scope by level of authority (e.g., dollar amount impact), and any updates thereto		X
6. Document and classify proposed Changes to the CAB, where required risk, impact and back out plans of those Changes and establish release management plans for major Changes	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
7. Develop and maintain a forward schedule of planned Changes and provide to City for review as required		X
8. Develop CAB agenda items based on a forward schedule of planned Changes; perform impact analysis on Changes and provide City with options for review		X
9. Communicate and coordinate recommended Changes with all affected parties	X	
10. Approve scheduled Changes or alter the schedule of any or all Change Requests		X
11. Review release management details with City and alter Change documentation as appropriate (e.g., back out plan, go/no go decision)	X	
12. Notify City and other third parties of Change timing and impact	X	
13. Ensure Change and release management processes are applied across all environments (e.g., development, test and production)	X	
14. Implement Change and adhere to detailed release plans	X	
15. Modify and update systems and documentation impacted by implemented Changes (e.g., CMDB, asset management system, Definitive Software Library (DSL), Service catalog (if applicable), Disaster Recovery Plan)	X	
16. Verify that Change met objectives and resolve negative impacts from the Change	X	
17. Monitor Changes and report results of Changes and impacts and provide single portal access to reports and Change Request Logs	X	
18. Manage Change communication with City and third parties, including a web-based Change approval application	X	
19. Perform Change validation activities and approve Change results		X
20. Secure and maintain master copies of all in-scope Software versions in a secured software library and update CMDB	X	
21. Implement and document out-of-CAB-cycle Changes related to the Service Area components (e.g., emergency Changes)	X	
22. Review and approve out-of-CAB-cycle Changes (e.g., emergency Changes) per City requirements		X
23. Recommend Release Management policies, procedures, processes, and training requirements per the Release Management process components outlined above	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
24. Participate in the development of the Release Management process and procedures and policies		X
25. Review and approve Release Management process procedures and policies		X
26. Maintain an appropriate secure environment(s) where all authorized versions of all Software, in physical or electronic form as applicable (Definitive Software Library or DSL) and where all Equipment spares (Definitive Hardware Store or DHS) are stored, protected and accounted.	X	
27. Maintain an appropriate secure environment(s) where all Equipment spares (Definitive Hardware Store or DHS) are stored, protected and accounted.	X	
28. Ensure that all Equipment spares are secured in the DHS and reflected in the configuration management database(s)	X	
29. Establish, manage, update, and maintain the overall Release Management Plan and Release Schedule for all planned Releases		X
30. Establish and administer the version control schema as it relates to Release Management of City custom applications		X
31. Develop, manage, update and maintain formal Release Management Plans for each Release in coordination with Change Management		X
32. Develop quality plans and back-out plans as appropriate for each Release	X	
33. Provide Release Management Plans and Release Schedules to City for review	X	
34. Review and approve Release Management Plans and Release Schedules		X
35. Conduct site surveys, as necessary, to assess existing Equipment and Software being used to validate Release package requirements and dependencies	X	
36. Plan resource levels and requirements for supporting a Release	X	
37. Ensure that any new Software, Equipment, or support services required for the Release are procured and available when needed	X	
38. Ensure that all necessary testing environments are available and properly configured to support Release testing		X
39. Ensure there is segregation of duties between the Application developer testers and the Release Management testers.		X
40. Conduct User Acceptance Testing (UAT) as required	X	

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
41. Schedule and conduct Release Management meetings to include review of planned releases and results of changes made		X
42. Identify and document all Configurable Items (CIs) that need to be included in the Release, as well as all system inter-dependencies		X
43. Plan and manage the acceptance testing process for each Release		X
44. Review and approve Release acceptance testing plans		X
45. Provide Release documentation as required		X
46. Authorize and approve scheduled Releases or alter the schedule as defined in the Release Management procedures		X
47. Review Release Management details and alter as appropriate to meet the needs of the City (e.g., back out plan, go/no go decision)	X	
48. Prepare user communication	X	
49. Review and approve communication		X
50. Notify City affected Providers of Release timing and impact and provide communications to the service desk	X	
51. Implement Release in compliance with Change Management requirements and adherence to detailed release plans	X	
52. Modify configuration database, asset management items, and service catalog (if applicable) to reflect changes to CIs due to the Release	X	
53. Conduct post-mortem of Releases that necessitated implementation of the blackout plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences		X
54. Perform quality control audits and approve Release control results	X	

**(F) Identity and Access Management**

Identity and Access Management (IAM) is a broad administrative area that establishes a unique identity for individuals and associates their established identity with user rights and privileges. It is an enterprise business strategy that governs the definition, storage, use and management of identities. The solution integrates business processes and technologies to authenticate, authorize provision and de-provision user access rights for resources across the enterprise.

Provider will take over support for the existing City IAM environment.

The following table identifies the IAM roles and responsibilities that Provider will perform for the Services.

**Table 27. Identity and Access Management Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Support provisioning/de-provisioning of accounts for City End User, service and system accounts as per City policies and procedures	X	
2. Support provisioning/de-provisioning as currently defined	X	
3. Provide account re-validation (for example annual account attestation) and/or job role change process according to defined standards	X	
4. Maintain workflow processes to support multiple approvers, as currently defined by City system with email notification used as a part of the workflow process	X	
5. Provide reporting on all access assigned to End-Users, service and system accounts	X	
6. Provide ability to de-provision all access as defined in the Operations and Procedures Manual (automatically via integration with City systems or manually)	X	
7. Provide reporting capabilities to support audit and compliance requirements (ability to audit the requests and approvals)	X	
8. Enable requestor to track their requests and/or approvals	X	
9. Support delegation of approvals		X
10. Provide self-service account requests via web interface		X
11. Provide Self-service password reset capability via web interface		X
12. Synchronize password resets with all provisioned endpoints		X
13. Provide Application and server infrastructure support and maintenance for City IAM system.		X
14. Support SSO connections including application and server infrastructure support and maintenance		X
15. Support Privileged Identity Management implementation, including application and server infrastructure support and maintenance.		X

**(G) Invoicing**

Invoicing includes the activities associated with providing data that allows City to charge back its internal business units for actual usage of IT resources and to receive accurate visibility that meet City requirements. The following table identifies the invoicing roles and responsibilities that Provider will perform.

**Invoicing Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Define invoicing requirements and policies, including level of detail and reporting formats		X
2. Develop, document and maintain invoicing processes and procedures	X	
3. Provide invoicing reports and data at level of detail and in a format, as defined in City requirements	X	
4. Conduct invoicing review meetings	X	

**(H) City Account Management**

City Account Management Services are the activities associated with the ongoing management of the in-scope Service environment. The following table identifies Account Management roles and responsibilities that Provider will perform.

**Table 28. City Account Management Services Roles and Responsibilities**

<b>Roles and Responsibilities</b>	<b>Provider</b>	<b>City</b>
1. Define City Account Management requirements and policies		X
2. Develop, document and maintain City Account Management procedures that meet requirements and adhere to defined policies	X	
3. Review and approve City Account Management process and procedures		X
4. Recommend criteria and formats for administrative, Service activity and Service Level Reporting	X	
5. Review and approve criteria and formats for administrative, Service activity and Service Level Reporting		X
6. Develop and implement End-User Satisfaction Survey program for tracking the Quality of Service delivery to End-Users		X
7. Provide reporting (e.g., statistics, trends, audits)	X	



## Schedule 2C

### Statement of Work for Service Desk Services

#### 1. GENERAL

This Schedule describes the functions that Provider will perform in order to provide the Service Desk Services beginning on the applicable Service Commencement Date. Schedule 2 sets forth other provisions applicable to this Schedule, including provisions regarding the definitions for the capitalized terms used in this Schedule, compliance with City Policies and development of the Policies and Procedures Manual, and Service Locations that will be used to provide the Service Desk Services.

#### 2. OVERVIEW AND OBJECTIVES

##### 2.1 Service Desk Services Overview.

Provider will provide and staff a single point of contact service desk according to the following requirements:

- Onsite Support: 24 hours per day, 365 days per year, *or other reduced Onsite Support schedule as directed in writing by City of Irvine IT Department.*
- Live Phone Answer: 24 hours per day, 365 days per year, *or other reduced Live Phone Answer schedule as directed in writing by City of Irvine IT Department.*

The single-point-of-contact service desk (the “Service Desk”) will coordinate and respond to Incidents and Service Requests, across all Service Areas and Third Party Service Areas, that are communicated to the Service Desk by Authorized Users through the agreed channels (collectively, the “Service Desk Services”). The Service Desk Services will include the Services described in this Schedule.

(A) The Provider Personnel performing Service Desk Services will be assigned to City and shall be trained and will provide services in accordance with ITIL guidelines and ISO 20000 practices per the City’s requirements. The Service Desk managers shall also be

trained and will provide services in accordance with ITIL guidelines and ISO 20000 practices per the City’s requirements. The Service Desk will provide end-to-end ownership (i.e., logging, Resolving or escalating, and tracking to Closure) of all Incidents and Service Requests. The Service Desk will support Level 0 Support and will Resolve Incidents and fulfill Service Requests through Level 1 Support and Level 1.5 Support. The Service Desk will escalate Incidents and Service Requests requiring Level 2 Support or Level 3 Support to more specialized resolver groups for Resolution or fulfillment. All remote personnel, inclusive of help desk personnel, will be required to comply with live scan background checks and other checks which may be required by various departments of the City of Irvine and the United States Department of Justice. If travel to the City is required for remote Provider personnel for the live scan or other checks, the City will not reimburse Provider for travel costs.

(B) The Service Desk will support end-to-end Resolution of Incidents and fulfillment of Service Requests originating from all City Application System and infrastructure environments, including COTS Application Systems, custom Application Systems, common business productivity packages and End User devices. The types of Incidents and Service Requests to be handled by the Service Desk through direct Level 0 Support, Level 1 Support and Level 1.5 Support and escalations to Level 2 Support and Level 3 Support include those described in Table 1 below:

**Table 1. Service Desk Scope**

Infrastructure Incidents	
Hardware support	<ul style="list-style-type: none"> <li>• Computing Hardware (e.g., desktops, laptops, servers, mobile data computers)</li> <li>• Mobile devices (e.g., feature phones, smartphones, tablets)</li> <li>• Desktop Printers (installs only)</li> <li>• Scanners</li> <li>• Plotters</li> <li>• Conference room devices (e.g., projectors, audio/visual systems, conference phones, smart boards)</li> </ul>

System Software	<ul style="list-style-type: none"> <li>• Operating systems support</li> <li>• Database support</li> <li>• Middleware support</li> </ul>
Integration and telecommunications	<ul style="list-style-type: none"> <li>• Third party connectivity</li> <li>• Network components and circuits (e.g., WAN, LAN)</li> <li>• Converged and traditional telephony system (e.g., handsets, softphones, PBX)</li> <li>• Internet connectivity</li> </ul>
<b>Application Systems Incidents</b>	
Application Systems Incidents and “how to” support	<ul style="list-style-type: none"> <li>• Packaged COTS office productivity Software (e.g., Microsoft Office)</li> <li>• Third-party Application Systems (e.g., Esri, document management Application Systems)</li> <li>• City custom Application Systems</li> </ul>
<b>Service Requests</b>	
End User requests	<ul style="list-style-type: none"> <li>• Password Resets</li> <li>• IMACDs requests</li> </ul>

**Appendix 3-A.1  
Fees Matrix (Infrastructure Services)**

**Summary Charges**

<b>Summary Charges</b>	<b>Contract Year 4 (Optional)</b>	<b>Contract Year 5 (Optional)</b>	<b>Contract Year 6 (Optional)</b>	<b>Contract Year 7 (Optional)</b>	<b>Total</b>
<b>RU Baseline Fees</b>					
Data Center Services	\$ -	\$ -	\$ -	\$ -	\$ -
Converged Network Services	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk/End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	\$ -	\$ -	\$ -	\$ -	\$ -

<b>Firm Fixed Price Fees</b>					
Data Center Services	\$ -	\$ -	\$ -	\$ -	\$ -
Converged Network Services	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk/End User Services	\$ 2,316,000	\$ 2,384,448	\$ 2,455,992	\$ 2,529,660	\$ 9,686,100
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	\$ 2,316,000	\$ 2,384,448	\$ 2,455,992	\$ 2,529,660	\$ 9,686,100

<b>Estimated Pass-Through Expenses</b>					
Data Center Services	\$ -	\$ -	\$ -	\$ -	\$ -
Converged Network Services	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk/End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	\$ -	\$ -	\$ -	\$ -	\$ -

<b>Total RU Baseline Fees and Fixed Price Fees and Estimated Pass-Through Expenses</b>					
Data Center Services	\$ -	\$ -	\$ -	\$ -	\$ -
Converged Network Services	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk/End User Services	\$ 2,316,000	\$ 2,384,448	\$ 2,455,992	\$ 2,529,660	\$ 9,686,100
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	\$ 2,316,000	\$ 2,384,448	\$ 2,455,992	\$ 2,529,660	\$ 9,686,100

<b>Monthly Infrastructure Fees</b>					
Data Center Services RU Fees	\$ -	\$ -	\$ -	\$ -	\$ -
Converged Network Services RU Fees	\$ -	\$ -	\$ -	\$ -	\$ -
Service Desk Services RU Fees	\$ -	\$ -	\$ -	\$ -	\$ -
End User Services RU Fees	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	-	-	-	-	-

Attachment 4 to Amendment 2

Appendix 3-A.1  
Fees Matrix (Infrastructure Services)  
IT Infrastructure Services Fees - Service Desk

RU Group and Resource Unit (RU)	Unit of Measure <i>(Quantity of operational RUs to receive services from Service Provider as of the first day of the applicable calendar month)</i>	RU Definition	Contract Year 4 (Optional)			Contract Year 5 (Optional)			Contract Year 6 (Optional)			Contract Year 7 (Optional)			Total Year 4-7 (Optional)
			RU Baseline Volume (per month)	RU Rate (per month)	RU Baseline Fee (per month)	RU Baseline Volume (per month)	RU Rate (per month)	RU Baseline Fee (per month)	RU Baseline Volume (per month)	RU Rate (per month)	RU Baseline Fee (per month)	RU Baseline Volume (per month)	RU Rate (per month)	RU Baseline Fee (per month)	
<b>Service Desk Contacts</b>															
Service Desk Users	Qty of authorized users	Total number of authorized End Users that may utilize the Service Desk services	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	
Off-Hour 24/7 Coverage	Qty of Off-Hour Shifts	Shifts M-F 10pm-6am; Sat/Sun Additional Shifts	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	
<b>Total Monthly RU Baseline Fees</b>					\$0.00			\$0.00			\$0.00			\$0.00	
<b>Firm Fixed Price Fees</b>															
Firm Fixed Price Description	Firm Fixed Price Description				Monthly Firm Fixed Price Fees			Monthly Firm Fixed Price Fees			Monthly Firm Fixed Price Fees			Monthly Firm Fixed Price Fees	
Service Desk/End User Services	15 FTEs (1 manager, 14 analysts)				\$193,000.00			\$198,704.00			\$204,666.00			\$210,805.00	\$807,175.00
<b>TOTAL MONTHLY Fixed Price Fee</b>					\$193,000.00			\$198,704.00			\$204,666.00			\$210,805.00	\$807,175.00
<b>Estimated Pass-Through Expenses (e.g., third-party provided products, services)</b>															
Pass-Through Description & Provider	Pass-Through Definition				Monthly Estimated Pass-Through Expenses			Monthly Estimated Pass-Through Expenses			Monthly Estimated Pass-Through Expenses			Monthly Estimated Pass-Through Expenses	
<b>TOTAL MONTHLY Estimated Pass-Through Expenses</b>					\$0.00			\$0.00			\$0.00			\$0.00	
<b>TOTAL MONTHLY RECURRING FEES</b>					\$193,000.00			\$198,704.00			\$204,666.00			\$210,805.00	\$807,175.00
<b>ANNUAL SERVICE AREA FEES</b>					\$2,316,000.00			\$2,384,448.00			\$2,455,992.00			\$2,529,660.00	\$9,686,100

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

Key Performance Indicator (KPI)	KPI Measure	Performance Target	Performance Level Requirement	Measurement Interval	Reporting Interval	Formula	Measurement Tool (to be defined during Transition)
<b>IT Life Cycle and IT Service Management Services</b>							
<b>System Software Refresh and Updates</b>							
Deploy Emergency Maintenance Release (e.g., security pack, bug patch, antivirus, anti-SPAM, and anti-Spyware update deployments)	Time to deploy	Perform same business day as signoff, subject to agreed upon Change Management procedures ; all failures automatically generate a Priority 2 incident	95.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	TBD
Deploy Non-Emergency Maintenance Release (e.g., XYZ Version 8.1.5 to XYZ Version 8.1.6)	Time to deploy	Perform within next regular maintenance time window; all failures automatically generate a Priority 3 incident	95.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	TBD
Implementation of Enhancement Release (e.g., XYZ Version 8.1 to XYZ Version 8.2)	Time to deploy	Within 30 business days after notification by City or per City approved project schedule	95.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	TBD
Implementation of Major Release Updates (e.g., XYZ Version 8 to XYZ Version 9)	Time to deploy	Within 60 business days after notification by City or per City approved project schedule	95.0%	Monthly	Monthly	Number of events completed on time/total of events occurring during Measurement Period	TBD
<b>Staff Management</b>							
Attrition Rate		% of Vendor resources that rotate out of the account on an annual basis due to reassignments initiated by the Provider	10.0%	Monthly	Semi-Annually	Number of resources replaced on the account/total resources on the account	TBD
Staff Vacancies		Within 10 business days of the last day on the account of the specific resource	95.0%	Monthly	Semi-Annually	Number of vacancies filled within the specified period/total number of vacancies filled	TBD

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

<b>Reporting</b>							
Reporting Accuracy	Accuracy	% of report data elements that accurately reflect performance, consumption, pricing or status of services	99.0%	Monthly	Monthly	Accuracy (%) is based on the number of individual reported data elements that are in line with actuals, divided by the total number of data elements contained in all reports presented within the month	TBD
Reporting Timeliness	Schedule	Provision of reports within the defined timelines in of the Agreement	99.0%	Monthly	Monthly	Schedule Adherence (%) is based on the number of agreed actions that are completed within the target dates, divided by the total number of agreed actions in the measurement period. Accuracy (%) is based on the number of individual reported data elements that are in line with actuals, divided by the total number of data elements contained in all reports presented within the month.	TBD
<b>Asset Management</b>							
Asset Management: Timeliness of Updates	Updated asset information on a timely basis so that the City may better leverage its capabilities with regard to purchasing, service contracts and technology refreshes. This applies to assets owned by the organization and managed by the Provider	1 business day	95.0%	Monthly	Monthly	Number of assets updated and tagged within target/total number of updated and tagged assets	TBD
<b>Data Center Services</b>							
<b>Unscheduled Downtime</b>							
Application Stability	Number of unplanned outages for the same City-Critical Application during the measurement interval	Per schedule for planned availability	1 ≥ unplanned outage for the same City-Critical Application	Monthly	Monthly	Count of number of unplanned outages on each City-Critical application. For clarity, an unplanned outage can be of any duration	City-Critical applications will be identified during transition
Application Reliability	Number of unplanned outages on the same City-Critical Application in consecutive measurement intervals	Per schedule for planned availability	0 unplanned outages for the same City-Critical Application in consecutive months	Monthly	Monthly	Count of number of unplanned outages on each City-Critical application. For clarity, an unplanned outage can be of any duration	
<b>Non-Critical System Availability</b>							
<b>Service Desk Notification</b>							

**Exhibit 4-A**  
**Service Level Requirements and Key Performance Indicators**  
**Key Performance Indicators**

Notification of Priority 1, 2 or 3 Outages to City Service Desk and End Users	Online response time Priority 1 Priority 2 Priority 3	Within 15 minutes Within 30 minutes Within 4 business hours	95% 95% 90%	Monthly	Monthly	Number of requests completed within performance target /total of all requests occurring during Measurement Interval	TBD
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**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

Server Administration							
User ID Administration	Time to provision	One (1) Business Day	95.0%	Monthly	Monthly	Number of requests/events completed within performance target /total of all requests/events occurring during Measurement Interval.  (Expedited Requests will be handled via an exception process but not included as part of this monthly metric)	TBD
System Availability							
Non-Critical System Availability		Per schedule for planned availability	99.5%	Monthly	Monthly	100% - Unavailability (%)  Unavailability = [Number of minutes of Unscheduled Downtime / Scheduled Uptime] * 100%  "Available" means the system is operating at full functionality and baseline performance. Availability shall be measured based on the fully functional availability of each City Application System (i.e. excludes Service Area out-of-scope components as determined by Root Cause Analysis) to conduct the normal business operation by all End Users of the applicable City Application System. Availability shall be measured based on 1) logical components such as the application, integration and interfaces and data and 2) the Application System's supporting infrastructure components such as servers (e.g., server CPU, memory, internal storage, virtual instances), external storage (e.g., SAN storage, fiber channel), database farms, platform systems (e.g., SharePoint), system software.  "Downtime" means the number of minutes during the Measurement Interval in which the System is not Available  "Scheduled Uptime" means the number of minutes in the Measurement Interval less the number of minutes in applicable Maintenance Window	

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

Service Desk Services							
Incident Resolution							
First Contact Resolution	Effectiveness of Service Desk to resolve end user issues within scope	End User in-scope incidents resolved before end user disconnects from contact	>85%	Monthly	Monthly	Number of in-scope incidents resolved before end user disconnects the contact divided by the number of in-scope incidents opened; In-scope incident types are to be mutually defined during transition and reviewed subject to mutual agreement on a no less than semi-annual basis	TBD
First Contact Efficiency	Effectiveness of Service Desk to resolve end user issues	End User incidents resolved before end user disconnects from contact	>60%	Monthly	Monthly	Number of incidents resolved before end user disconnects the contact divided by the number of incidents opened	TBD
Incident Reopen (including Provider-identified Incidents)	Number of Incidents reopened within 3 business days of being "resolved"	N/A	<3%	Monthly	Monthly	Number of incidents reopened within a Measurement Interval/total incidents closed within a Measurement Interval	TBD
End User Account Administration							
Password Reset	Elapsed time	TBD	95%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD
Terminate End User Account	Elapsed time	After 1 business day of authorized request, unless otherwise requested	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD
Response Time							
Speed to Answer	Calls or chats answered and emails acknowledged	≤45 seconds from the time the caller or chat requestor selects the option to speak or chat with a Service Desk agent or a corresponding Service Request created within 4 hours of receiving the request via email	85% for all contacts	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained	TBD
Call Abandonment Rate	Phone or chat response time	≤5%	100%	Monthly	Monthly	Number of events per event type within performance target / total number of events per type during Measurement Interval = percent (%) attained <b>Exclusions:</b> Calls abandoned before the elapsed Speed to Answer time	TBD
Incident Resolution							

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators**

**Key Performance Indicators**

End User Account Administration							
Disable End User Account	Elapsed time	<4 hours	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

<b>Client Satisfaction</b>							
Periodic Customer Satisfaction	Satisfaction rate	End Users surveyed should be very satisfied or satisfied, based on a <del>10%</del> statistically valid survey response rate of all Service Desk tickets closed in the Reporting Interval	90%	Semi-Annually	Semi-Annually	[Number of surveys conducted during the Measurement Period where the End User response was "very satisfied" or "satisfied" / number of surveys for which responses were received during the Measurement Interval] * 100%  Note: A statistically valid sample is one with at least 95% confidence level and no greater than 5% margin of error. The specific sample size depends on the user population, and is determined via calculators found in the public domain. Examples can be found at select-statistics.co.uk, qualtrics.com, raosoft.com, etc.	The City uses a four-point scale (very satisfied, satisfied, dissatisfied, very dissatisfied)
<b>Application Development and Maintenance Services</b>							
<b>Minor Enhancements</b>							
Enhancement Delivery Time	Enhancement delivery	Enhancements delivered by the date agreed in the Project Statement of Work	97%	Monthly	Monthly	[Number of Enhancements required to be delivered during the Measurement Interval that are delivered in the required time frame / number of Enhancements required to be delivered during the Measurement Interval] * 100%	TBD
Enhancements Delivered Within Estimate	Enhancement delivery	Enhancements delivered within +2% of estimate using the agreed number of Productive Hours set forth in the Project Statement of Work	90%	Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	TBD
Enhancements - Adherence to Scope	All functional requirements met	All functional requirements met by the completion of UAT	98.00%	Monthly	Monthly	Performance = Number of transactions completed within required time/Total number of transactions	TBD
<b>Maintenance Quality</b>							
Maintenance Quality	Maintenance Related Changes (e.g., Minor Enhancements, break/fix changes) placed into production	Maintenance Related Changes (e.g., Minor Enhancements, break/fix changes) placed into production Defect-free	98% of changes are subject to warranty for 60 calendar days	Monthly	Monthly	[Number of maintenance related changes placed into production that are defect-free during the Measurement Interval / number of maintenance related changes placed into production during the Measurement Interval] * 100%	TBD

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Key Performance Indicators**

<b>Converged Network Services</b>							
<b>Network Availability</b>							
WAN Availability (to WAN edge only)	Availability	24 x7 x 365 Excluding Maintenance Window	99.99%	Monitor continuously, measure monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval – Maintenance Window time)	TBD
LAN Availability	Availability	24 x7 x 365 Excluding Maintenance Window	99.99%	Monitor continuously, measure monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval – Maintenance Window time)	TBD
Remote Access Availability	Availability	24 x7 x 365 Excluding Maintenance Window	99.99%	Monitor continuously, measure monthly	Monthly	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: [(Sum of Outage Duration) / (Scheduled Time)]% Scheduled Time = (Total possible time in Measurement Interval – Maintenance Window time)	TBD
<b>End User Services</b>							
<b>Software Installation</b>							
Supported Software Deployment (e.g., Shrink Wrap, City custom and COTS Applications)	Elapsed time to deploy	Within 3 business days of request	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained <b>Provisions:</b> For software products outside of the approved standard software list, city approval is required (measurement starts upon receipt of approval)	TBD
<b>IMACS</b>							
1 to 10	Elapsed time to deploy	Within 3 business days of request	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD
> 10	Date and time scheduled	As agreed case by case	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD
Urgent request, single move (e.g., unanticipated personnel change)	Elapsed time to deploy	Per agreed schedule	95.0%	Monthly	Monthly	Number of instances within performance target / total number of instances during Measurement Interval = percent (%) attained	TBD

**Exhibit 4-A  
Service Level Requirements and Key Performance Indicators  
Service Level Requirements**

Service Level	Service Measure	Performance Target	Service Level Requirement	Measurement Interval	Reporting Interval	Formula	Measurement Tool (to be defined during Transition)	Fee Reduction Weighting Factor	Standard Exclusions and Provisions
<b>IT Life Cycle and IT Service Management Services</b>									
<b>Incident Resolution</b>									
Incident Resolution - Priority Level 1	Time to Resolve	≤2 hours	90.0%	Monthly	Monthly	Number of requests (including security incidents) completed within performance target/total of all requests occurring during Measurement Interval	TBD	TBD	<b>Exclusions:</b> Recommend exclusions to time duration for Priority 1 and 2 be reviewed before/during monthly performance management meeting and are subject to mutual agreement  Incidents that require escalation to an OEM for resolution (e.g., hardware replacement) where the City does not have a maintenance agreement in place that supports this restoration time.  <b>Provisions:</b> a. If the City changes the priority on an incident for any reason other than error on the part of the agent, the resolution time starts from the point of the change. b. Incidents are considered to be resolved when service is restored.
Service Request Completion	Completion of Service Request within identified timeframes	Per timeframe in service catalog (City approved) or as agreed by end user	95.0%	Monthly	Monthly	[Number of Service Requests Completed on target/total number of Service Requests during the Measurement Interval] * 100%	TBD	TBD	
<b>Security Patch Implementation</b>									
Security Patch Implementation	Successful implementation of security patch within timeframe based on criticality of patch	Per schedule; all failures automatically generate a Priority 2 incident	99.0%	Monthly	Monthly	[Number of patches implemented during the Measurement Interval which were completed on time and free of errors and omissions / number of patch implementations performed during the Measurement Interval] * 100%	TBD	TBD	The City will provide patch implementation timeframes based on criticality of patch
<b>KPI Compliance</b>									
Key Performance Indicator Compliance	The ability of the Service Partner to meet all non-Critical SLRs within the Reporting Period	Number of missed KPIs	<3	Monthly	Monthly	[Total number of Key Performance Indicators where the performance target was not attained during the Measurement Interval]	TBD	TBD	