AMENDMENT NUMBER 3

TO

MASTER SERVICES AGREEMENT

EXHIBIT 5

Appendix 4.1 - Fee Reductions Weighting Factors

AMENDMENT NUMBER 3 TO THE MASTER SERVICES AGREEMENT

Exhibit 5, Appendix 4.1 (Fee Reductions Weighting Factors)

Appendix 4.1

Service Level Requirements and Fee Reduction Weighting Factors

See Schedule 4 (Fee Reductions)

SLR	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 1 - 25											
SLR 1	Work Order Proposal Response (*e.g.*, timelines, deliverables, pricing, assumptions and constraints, comprehensive and complete written documentation, required Vendor authorized approvals). This SLR Applies to both Legacy Sites and Transformed Sites.	Time to deliver the response to a Work Order Proposal.	Provide Work Order Proposal Response to the County within 10 Business Days of receipt by ATOS of the Work Order Proposal by the County, unless otherwise authorized in writing by an authorized County representative - with the name of such representative and the date of authorization specified in writing in the response (the "WOPR Deadline"). If ATOS notifies the County within 3 business days of receiving a Work Order Proposal that ATOS needs additional information from the County, ATOS can extend the WOPR Deadline by 1 business day for each business day between the business day upon which ATOS requested the additional information and the business day upon which ATOS received the additional information. If ATOS does not notify the County within 3 business days of receiving a Work Order Proposal that ATOS needs additional information from the County, ATOS cannot extend the WOPR Deadline.	95% Transaction Range Amount of Failures that Cause SLR Miss 0-20 >1 = 2 Failures cause a miss Monthly measurement with 21 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of Work Order Proposal responses delivered by Atos on or before the WOPR Deadline during the Month/total number of Work Order Proposals due to be provided by the Performance Target during that same month)	• Current Atos process will be used for first 60 days following Effective Date of Amendment No. 2 • Atos will work with SAIC within 2-weeks of the signing to validate the Work Order reporting. • Longer-term, Atos will implement a bridge from the SAIC-ServiceNow to Atos version of ServiceNow and SLR reports will be create & validate by both County & Atos. This note applies to all SLRs currently being measured from the Atos Remedy System (Incident Management and Work Orders/Service Requests)	3%	2%	2%
SLR 2	Solution Design Implementation This SLR applies to both Legacy Sites and Transformed Sites	Time to Implement Solution Design	Complete implementation of the Solution Design by the County-Approved Deadline provided to Atos in writing in Service Request within SMS. If the County causes a delay in implementation, the County-Approved Deadline will be extended by the number of business days between the business day upon which the County-caused delay began and the business day upon which the County-caused delay ended.	95% Transaction Range Amount of Failures that Cause SLR Miss 0-20 >1 = 2 Failures cause a miss Monthly measurment with 21 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of implementations completed by the County-Approved Deadline within the month/Total number of implementations due to be completed by the County-Approved Deadline during that same month)	Atos-ServiceNow	2%	1%	1%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 3	Service Request completion covered under O&M. This SLR applies to both Legacy Sites and Transformed Sites.	Time to complete Service Request	Complete Service Request within 10 Business Days of receipt by ATOS of the Service Request, unless otherwise specified by County (the "SR Deadline"). If ATOS notifies the County within 3 business days of receiving a Service Request that ATOS needs additional information from the County, ATOS can extend the SR Deadline by 1 business day for each business day between the business day upon which ATOS requested the additional information and the business day upon which ATOS received the additional information. If ATOS does not notify the County within 3 business days of receiving a Service Request that ATOS needs additional information from the County, ATOS cannot extend the SR Deadline. If the County causes a delay in completing a Service Request, the SR Deadline will be extended by the number of business days between the business day upon which the County-caused delay began and the business day upon which the County-caused delay ended.	95% Transaction Range Amount of Failures that Cause SLR Miss 0-20 >1 = 2 Failures cause a miss Monthly measurment with 21 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of Service Requests completed by the SR Deadline within the month/Total number of Service Requests due to be completed by the SR Deadline during that same month)	Atos-ServiceNow	2%	2%	2%
SLRs 4-6	**Response time to L & JA engineering support request (Transaction Based)**		**Vendor will respond to L & JA Agencies engineering support request within required timeframe. Time spent in responding to the requests will be billed on a T& M basis.**								
SLR 4	Time to Respond to L & JA Priority 1 engineering support request. This SLR applies to L&JA Transformed Sites.	Time to respond	<20 minutes for requests received during Business Hours; <2 hours for requests received outside of Business Hours.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful responses provided within the performance target during a month/total of all responses due to be provided by a Performance Target occurring during that same month)	Atos-ServiceNow	0%	0%	0%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 5	Time to Respond to L & JA Priority 2 engineering support request. This SLR applies to L&JA Transformed Sites.	Time to respond	<4 hours for requests received during Business Hours; <5 hours for requests received outside of Business Hours.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful responses provided within the performance target during a month/total of all responses due to be provided by a Performance Target occurring during that same month)	Atos-ServiceNow	0%	0%	0%
SLR 6	Time to Respond to L & JA Priority 3&4 engineering support request. This SLR applies to L&JA Transformed Sites.	Time to respond	<24 hours for requests received during Business Hours (Atos shall respond to requests received during Business Hours on Friday by no later than end of Business Hours on Monday)	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful responses provided within the performance target during a month/total of all responses due to be provided by a Performance Target occurring during that same month)	Atos-ServiceNow	0%	0%	0%
SLRs 7-10	**System Software Refresh and Updates (Transaction Based)**	Vendor will perform System Software version or major release modification and unlimited service pack/minor release modifications and patch modifications per installed system as available from manufacture and approved by the County for application compatibility.									
SLR 7	Deploy Emergency Maintenance Release (e.g., security pack, bug patch, antivirus, anti-SPAM, and anti-Spyware update deployments) This SLR applies to both Legacy Sites and Transformed Sites.	Time to deploy	Perform within same Business Day as signoff, subject to Change Management procedures approved by both parties	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful deployments completed within the performance target during a month/total of all deployments due to be completed by a Performance Target occurring during that same month)	SAIC-ServiceNow-Change Management	2%	1%	1%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 8	Deploy Non-Emergency Maintenance Release (e.g., XYZ Version 8.1.5 to XYZ Version 8.1.6) This SLR applies to both Legacy Sites and Transformed Sites.	Time to deploy	Perform within next regular maintenance time window following availability of release for deployment	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful deployments completed within the performance target during a month/total of all deployments due to be completed by a Performance Target occurring during that same month)	SAIC-ServiceNow-Change Management	1%	0%	0%
SLR 9	Deploy Enhancement Release (e.g., XYZ Version 8.1 to XYZ Version 8.2) This SLR applies to both Legacy Sites and Transformed Sites.	Time to deploy	Perform within 30 Business Days after notification by County or per County approved project schedule	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful deployments completed within the performance target during a month/total of all deployments due to be completed by a Performance Target occurring during that same month)	SAIC-ServiceNow-Change Management	2%	1%	1%
SLR 10	Deployment of Major Release Updates (e.g., XYZ Version 8 to XYZ Version 9) This SLR applies to both Legacy Sites & Transformed Sites.	Time to notify and subsequently deploy	Notify County within 30 Calendar Days of Vendor receiving notice of the availability of the Major Release Update and, in the case the County notifies vendor of request to deploy such update, Vendor to perform within 60 Calendar Days after receipt of notice by County of request to deploy or per County approved project schedule	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total of successful completions of the service measure within the performance target during a month/total of all service measures due to be completed by the Performance Target occurring during that same month)	SAIC-ServiceNow-Change Management	2%	2%	2%
SLRs 11-19	**Incident Resolution (Transaction Based)**										

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 11	Time to Notify County of a Priority 1 or 2 Incident and impact the affected agency (s) This will be the existing basic notification to the OCIT distribution list that includes the CI (equipment impacted) and Agency information This SLR applies to both Legacy Sites and Transformed Sites.	Time to Respond	<15 minutes	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of all successful notifications completed within the performance target during a month/total number of all notifications due to be provided during that same month)	County-approved tool for notifying the proper agency	1%	1%	1%
SLR 12	Red, Yellow & Green Notification ("RYG") Time to Notify County of a Priority 1 or 2 Targeted, agency specific Incident with Business Impact and Information on What Is Being Done to Address with RYG Status Provided to CEOIT and the Affected Agency or Agencies. This SLR applies to both Legacy Sites and Transformed Sites.	Time to Respond with Required Information	<45 minutes after Incident creation and updates every <60 minutes thereafter.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of successful notifications completed within the performance target during a month/total number of all notifications due to be provided during that same month)	• Current Atos process will be used for first 60 days following Effective Date of Amendment No. 2. • During this 60-days, Atos will develop a tools which will be approved by the County. • On the 1st full month following the earlier of County approval or after the 60th day time period • Current Atos process will be used for first 60 days following Effective Date of Amendment No. 3. • During this 60-days, Atos will develop a tools which will be approved by the County. • On the 1st full month following the earlier of County approval or after the 60th day time period	4%	4%	4%
SLR 13	Time to Notify County of a Priority 3 or 4 Incident This SLR applies to both Legacy Sites and Transformed Sites. This is the SAIC-ServiceNow automated notification upon ticket creation	Time to Respond	<30 minutes	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of successful notifications completed within the performance target during a month/total number of all notifications due to be provided during that same month)	SAIC - ServiceNow Subscription Notification	2%	2%	2%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 14	Incident Resolution - Priority Level 1 This SLR applies to both Legacy Sites and Transformed Sites.	Time to Resolve	<3 hours	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of incidents successfully resolved within the performance target during a month/total number of incidents due to be resolved within the same month)	Atos-ServiceNow-Incident Management	8%	5%	10%
SLR 15	Incident Resolution - Priority Level 2 This SLR applies to both Legacy Sites and Transformed Sites.	Time to Resolve	<8 hours	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of incidents successfully resolved within the performance target during a month/total number of incidents due to be resolved within the same month)	Atos-ServiceNow-Incident Management	5%	5%	5%
SLR 16	Incident Resolution - Priority Level 3 This SLR applies to both Legacy Sites and Transformed Sites.	Time to Resolve	<3 Calendar Days excluding holidays or if County defers to a later date/time.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of incidents successfully resolved within the performance target during a month/total number of incidents due to be resolved within the same month)	Atos-ServiceNow-Incident Management	2%	2%	2%
SLR 17	Incident Resolution - Priority Level 4 This SLR applies to both Legacy Sites and Transformed Sites.	Time to Resolve	<5 Calendar Days or within the time frame approved by the County	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of incidents successfully resolved within the performance target during a month/total number of incidents due to be resolved within the same month)	Atos-ServiceNow-Incident Management	2%	1%	2%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 18	Draft Root Cause Analysis ITIL FORM This SLR applies to both Legacy Sites and Transformed Sites.	Time to provide Draft RCA Report	By no later than the next Business Day following Incident Resolution for Priority Level 1 or 2	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of successful Draft RCA Reports provided within the performance target during a month/total number of Draft RCA Reports due to be provided within the same month)	SAIC-ServiceNow-Problem Management	2%	2%	2%
SLR 19	Final Root Cause Analysis ITIL FORM. This SLR applies to both Legacy Sites and Transformed Sites.	Time to provide FINAL RCA Report that includes, at a minimum: 1) Complete assessment of impacted Services 2) Explanation of technical cause and CI impacted 3) Detailed plan to prevent future occurrences	Within 20 business days of Incident Resolution for Priority Level 1 or 2 or within the time frame approved by the County. The Problem ticket will be placed in Pending at the time the RCA is submitted to the County for Review, and taken out of pending once the County's review is finished.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss Monthly measurment with 51 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x (Total number of successful Final RCA Reports provided within the performance target during a month/total number of Final RCA Reports due to be provided within the same month)	SAIC-ServiceNow-Problem Management	3%	5%	5%
☐	**Backup and Restoration (Transaction Based)**	**Vendor shall implement and maintain backup and restoration capabilities for specified in-scope Service Area data, applications and component configurations as defined in the table labled "Device Type" in Schedule 4 - Fee Reduction. Vendor shall perform backups and retain configuration files according to the table**									
SLR 20	Production Data Restore Requests. This SLR applies to both Legacy Sites and Transformed Sites. (Transactional)	Completion time for data 30 days old or less	Commence restoration ≤ 8 Business hours from County request. Device configuration data available ≤ 30 minutes when requested for incident response and resolution.	98% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss	Monthly	Monthly	100 x (Total number of successful restorations completed during a month/total number of all restorations due to be completed during the same month)	County approved ATOS tool that provides logging data.	8%	5%	7%
	Asset Tracking and Management (Transaction Based)	**Within five (5) Business Days after the first Business Day of each calendar quarter. Vendor shall select a statistically valid sample (recommend 10% of total assets), based on the approved asset management report and in accordance with the process specified in the Policies, Standards and Procedures Manual, to**									

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)

SLR 21	Accuracy of Data Elements in Asset Tracking Database with the following fields:
	1) Serial Number
	2) Site Full Name
	3) Site Address
	4) Site City
	5) Site State
	6) Floor
	7) Room
	8) Agency / Department
	9) Make
	10) Model
	11) IP Address
	12) Software Version
	13) Host Name
	14) County Fixed / Controlled Asset Number
	  This is an auditable field following the following events:
	  - Dispatch of an Atos engineer to perform service at the site
	  - Decomissioning of the legacy asset per the Transformation Project
	15) Criticality of device
	16) CI Billable
	17) Accounting Code
	18) Budget Code (RU Description)
	19) Asset Ownership (Atos or County)
	
	This SLR applies to both Legacy Sites and Transformed Sites.
		Accuracy and Completeness of Data	Sample size of 100% of the entire CMDB based on the applicable data fields in which the County will select a random sampling 1% of the defined data elements for verification.
			
			Parties agree to develop a process for randomly selecting the 1% to be included in the Procedure Manual. County will notify Atos with 72 hours after reciept of the CMDB submission as to which sites the county will audit.
				97%	Quarterly	Quarterly
						
						This SLR is applicable for the months of January, April, July, and October
							100 x (Total number of audited data elements that are accurate/Total number of audited data elements). *	Single CMDB that reports on all reportable items. (Asset information will be consolidated into the County SMS Asset Management System)	0%	4%	4%

SLRs 22-23	**IT Service Management and Life Cycle Management Tools**	**System availability of Vendor tools proposed in the delivery of all ITIL processes and the Web Portal for real time display of system output. SLR is applicable to Vendor tools that provide real time and periodic reporting data and information on the in scope Vendor managed environment.**									

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 22	IT Service Management and Life Cycle Management Tools • ITSM Management Platform (Remedy or Atos-ServiceNow) • SourceFire - Security Intrusion Detection • Hawk - Security Operations and Management • HDLP - Data Loss Prevention • NDLP - Data Loss Prevention • RedSeal - Risk Management/Compliance Management • Tangoe - Billing Accuracy • SevOne - Network Monitoring This SLR applies to Transformed Tools only	System Availability	Per Number of Days in Monthly Measuring Intervals and Reporting Periods defined in Row 3 of this Appendix 4.1	99.90%	Monthly	Monthly	$100 \times ((TA - O)/TA)$ Where: O = ∑ of (total Outages of IT Service Management and Life Cycle Management Tools - total Outages of IT Service Management and Life Cycle Management Tools that are excludable under this Appendix 4.1) TA = ∑ of the Total Availability of Hours for tools listed column 1 of this SLR for that month	Report from each tool defined in column 1 of this SLR	3%	3%	3%
SLR 23	Web Portal Availability	System and County Access Availability	Per Number of Days in Monthly Measuring Intervals and Reporting Periods defined in Row 3 of this Appendix 4.1	99.00%	Monthly	Monthly	$100 \times ((TH - O)/TH)$ Where: O = ∑ of (total Outages of the Web Portal - total Outages of the Web Portal that are excludable under this Appendix 4.1) TH = Total Hours for that month • End User access issue(s) resolved within the Incident Resolution SLR 14-17 GM: Performance Target will be excluded as an Outage in this calculation.	Atos Hosted SharePoint Availability Report	0%	2%	2%
SLRs 24-25	**End User Scheduled Survey**		**Vendor shall establish a mutually agreed upon End User satisfaction survey, that may be facilitated by a Third Party and designed with County and Vendor input.**								
SLR 24	End User Scheduled Survey (conducted semi-annually)	End User Satisfaction	End Users surveyed should be very satisfied or satisfied	90%	Semi-annual	Semi-annual This SLR is applicable for the months of January and July.	$100 \times$ (Surveys Received - Surveys not Meeting Performance Target)/Surveys Received.	CEOIT Survey Template	0%	5%	0%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 25	County Program Management	Program Management Satisfaction	Those surveyed should be very satisfied or satisfied	90%	Semi-annual	Semi-annual This SLR is applicable for the months of January and July. During the months in which this SLR applies, Atos is solely responsible for reporting the results of this survey as a part of its monthly reporting for such month.	100 x (Surveys Received - Surveys not Meeting Performance Target)/Surveys Received.	CEOIT Survey Template	0%	5%	0%
SLRs 26-34	**Network Availability (Non Transaction)**	See Schedule 4 (Fee Reductions)									
SLR 26	WAN and Voice Availability at all Class 1 Transformed Sites	Availability Measured monthly in the Aggregate	WAN or Voice available at all times during the Total Availability Hours at all Class 1 Transformed Sites for the Calendar Month	99.99%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) - (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) that are excludable under this Appendix 4.1)) at every Class 1 Transformed Site TA = ∑ of Total Availability Hours at every Class 1 Transformed Site For the sake of clarity, an Outage is defined as the sum of the total outages for WAN service plus the total outages when WAN Service was Available but Voice Service was not Available minus the total of all outages for WAN Service plus the total outages when WAN Service was Available but Voice Service was not Available that are excludeable under Appendix 4.1.	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	40%	40%	40%
SLR 27	LAN Availability at all Class 1 Transformed Sites	Availability Measured monthly in Aggregate	LAN Availability at all times during the Total Availability Hours at all Class 1 Transformed Sites for the Calendar Month	99.99%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of LAN Service - total Outages of LAN Service that are excludable under this Appendix 4.1) at every Class 1 Transformed Site TA = ∑ of Total Availability Hours at every Class 1 Transformed Site	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	10%	12%	12%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 28	WAN and Voice Availability at all Class 2 Transformed Sites	Availability Measured monthly in Aggregate	WAN or Voice available at all times during the Total Availability Hours at all Class 2 Transformed Sites for the Calendar Month	99.95%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) - (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) that are excludable under this Appendix 4.1)) at every Class 2 Transformed Site TA = ∑ of Total Availability Hours at every Class 2 Transformed Site For the sake of clarity, an Outage is defined as the sum of the total outages for WAN service plus the total outages when WAN Service was Available but Voice Service was not Available minus the total of all outages for WAN Service plus the total outages when WAN Service was Available but Voice Service was not Available that are excludeable under Appendix 4.1.	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	25%	25%	25%
SLR 29	LAN Availability at all Class 2 Transformed Sites	Availability Measured monthly in Aggregate	LAN Availability at all times during the Total Availability Hours at all Class 2 Transformed Sites for the Calendar Month	99.95%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of LAN Service - total Outages of LAN Service that are excludable under this Appendix 4.1) at every Class 2 Transformed Site TA = ∑ of Total Availability Hours at every Class 2 Transformed Site	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	5%	7%	7%
SLR 30	WAN and Voice Availability at all Class 3 Transformed Sites	Availability Measured monthly in Aggregate	WAN or Voice available at all times during the Total Availability Hours at all Class 3 Transformed Sites for the Calendar Month	99.7%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) - (total (Outages of WAN Service + Outages for which WAN Service was Available but Voice Service was not Available) that are excludable under this Appendix 4.1)) at every Class 3 Transformed Site TA = ∑ of Total Availability Hours at every Class 3 Transformed Site For the sake of clarity, an Outage is defined as the sum of the total outages for WAN service plus the total outages when WAN Service was Available but Voice Service was not Available minus the total of all outages for WAN Service plus the total outages when WAN Service was Available but Voice Service was not Available that are excludeable under Appendix 4.1.	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	10%	12%	12%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 31	LAN Availability at all Class 3 Transformed Sites	Availability Measured monthly in Aggregate	LAN Availability at all times during the Total Availability Hours at all Class 3 Transformed Sites for the Calendar Month	99.7%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of LAN Service - total Outages of LAN Service that are excludable under this Appendix 4.1) at every Class 3 Transformed Site TA = ∑ of Total Availability Hours at every Class 3 Transformed Site	Atos-ServiceNow, Priority Incident Tracker, Final RCA and Sev-One Report	3%	3%	3%
SLR 32	Remote Access Availability at all Legacy Sites and Transformed Sites of all Classes County provided Hardware & Software, limited to services only	Availability Measured monthly in Aggregate	Remote Access Availability at all times during the Total Availability Hours at all Legacy and Transformed Sites of Every Class for the Calendar Month	99.99%	Monitor continuously, measure monthly	Monthly	100 x ((TH - O)/TH)) Where: O = ∑ of (total Outages of Remote Access Availability - total Outages of Remote Access Availability that are excludable under this Appendix 4.1) TH = Total Hours for the month	Atos-ServiceNow, Juniper VPN and Safeword	2%	2%	2%
SLR 33	Internet Access Availability at all **Legacy Sites** (*i.e*., this SLR represents the aggregate availability of all infrastructure components required to provide Internet Services: Internet Circuits, Internet Routers, DNS, Content Filtering, and Firewall).	Availability Measured monthly in Aggregate	Internet Availability at all times during the Total Availability Hours at all Legacy for the Calendar Month	99.99%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Internet Service - total Outages of Internet Service that are excludable under this Appendix 4.1) at every Legacy Site TA = ∑ of Total Availability Hours at every Legacy Site	ATOS-ServiceNow Priority Incident Tracker and RCA Sev-One Report	3%	3%	3%
SLR 34	Internet Access Availability at all **Transformed Sites** of all Classes (*i.e*., this SLR represents the aggregate availability of all infrastructure components required to provide Internet Services: Internet Circuits, Internet Routers, DNS, Content Filtering, and Firewall).	Availability Measured monthly in Aggregate	Internet Availability at all times during the Total Availability Hours at all Transformed Sites of Every Class for the Calendar Month	99.99%	Monitor continuously, measure monthly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Internet Service - total Outages of Internet Service that are excludable under this Appendix 4.1) at every Transformed Site of all Classes TA = ∑ of Total Availability Hours at every Transformed Site of all Classes	ATOS-ServiceNow Priority Incident Tracker and RCA Sev-One Report	7%	6%	7%
SLRs 35-37	**Network Performance (Non-Transaction Based).**	**Network Performance includes the ability of the network components to deliver IP traffic timely and accurately.** **Measured packet size is 128 bytes.** **Network Performance SLRs shall be measured and calculated and reported based on measurements taken during Business Hours**								

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 35	Network Transit Delay This SLR applies to Transformed Sites.	Elapsed Time – round trip transit delay from ingress and egress ports on premise devises	≤50 ms	99%	Monitor every 5 minutes, measure monthly	Monthly average of measurements taken for each WAN link based on performance data for Business Hours	95th percentile of (T2-T1) for Business hours defined in Row 3 above. Where: T1 = The time at which a packet leaves the egress premise for a Site T2 = The time at which a packet arrives at the ingress premise for the same Site Latency shall be measured at every Transformed Site, and the failure to hit the Performance Target is measured in the total aggregate across all Transformed sites.	SevOne - By Site	2%	2%	2%
SLR 36	Packet Delivery Ratio across all WAN Links This SLR applies to Transformed Sites.	Successful packet transmission	99.95%	99.90% (data loss ≤ 0.10%)	Monitor every 5 minutes, measure monthly	Monthly average of measurements taken for each WAN link based on performance data for Business Hours	PDR = 1 - ((PS - PD)/PS) Where: PS = Total Packets Sent PD = Total Packets Delivered Packet Delivery Ratio shall be measured at every Transformed Site, and the failure to hit the Performance Target is measured in the total aggregate across all Transformed sites.	SevOne - By Site	2%	2%	2%
SLR 37	Jitter across all WAN links This SLR applies to Transformed Sites.	Variation in timing, or time of arrival, of received packets	≤1.0 ms	99% (i.e., ≤1.0 ms)	Monitor every 5 minutes, measure monthly	Monthly average of measurements taken for each WAN link based on performance data for the Business Hours	Jitter = ΔTi - ΔTi' Where: Jitter is for two consecutive packets i and i+1 and, Ti = time 1st byte of packet is received by the source port (ingress time) Ti+1 = time 1st byte of packet i+1 is received by the source port (ingress time) Ti' = time 1st byte of packet is received by the destination port (egress time) Ti+1' = time 1st byte of packet i+1 is received by the destination port (egress time) and ΔT = Ti+1 - Ti (Δ is the time interval between packets at ingress) ΔT = Ti+1' - Ti' (Δ is the time interval between packets at egress) Jitter shall be measured at 5 minute intervals Business Day defined above at every Transformed Site, and the failure to hit the Performance Target at any aggregate of total transformed Sites constitutes a failure to meet this SLR.	SevOne - By Site	2%	2%	2%
SLRs 38 - 41	**Network Administration (Transaction Based)**										

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 38	Network Capacity Monitoring 75 % Utilization Alert This SLR applies to all Legacy Sites and Transformed Sites	Proactive continuous monitoring of each circuit and supporting network components and proactive notification to advise the County of need to increase capacity per County requirements	Report to County within 1 Business Day if during County, sustained 95th percentile avg. utilization reaches 75% of circuit provisioned capacity sustained for a 1 hour period (applies to both legacy and transformed sites and includes reporting about out-of-scope agencies, equipment, facilities, components and applications where they interface with in-scope components).	95% Transaction Range Amount of Failures that Cause SLR Miss 0-20 >1 = 2 Failures cause a miss Monthly measurment with 21 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of events during County where the sustained 95th percentile average utilization reaches 75% of circuit provisioned capacity (applies to both Legacy and Transformed Sites, and includes in-scope components) FE = Total number of TEs for which the Vendor failed to notify Customer within 1 Business Hours of the TE.	SevOne	2%	2%	2%
SLR 39	Network Capacity Monitoring 90 % Utilization Alert This SLR applies to all Legacy Sites and Transformed Sites	Proactive continuous monitoring of each circuit and supporting network components and proactive notification to advise the County of need to increase capacity per County requirements	Report to County within 2 Business Hours if during County, sustained 95th percentile avg. utilization reaches 90% of circuit provisioned capacity (applies to both legacy and transformed sites and includes reporting about out-of-scope agencies, equipment, facilities, components and applications where they interface with in-scope components).	90% Transaction Range Amount of Failures that Cause SLR Miss 0-10 >1 = 2 Failures cause a miss Monthly measurment with 11 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of events during County defined where the sustained 95th percentile average utilization reaches 90% of circuit provisioned out-capacity (applies to both Legacy and Transformed Sites, and includes in-scope components) FE = Total number of TEs for which the Vendor failed to notify Customer within 2 Business Hours of the TE.	SevOne	3%	3%	3%
SLR 40	Implementation of Non-emergency Firewall Changes (*e.g.*, IMACs, routers, switches) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time to successfully complete from County authorized request	≤3 business day from the time the Work Order was submitted or per approved County schedule/requirements. Note: Most changes do not have to be completed in a maintenance window. They can be implemented during the work day. Changes that will impact production or have downtime need to be identified as such with clear impact statements in order for the OCIT team to make an informed decision	95% Transaction Range Amount of Failures that Cause SLR Miss 0-20 >1 = 2 Failures cause a miss Monthly measurment with 21 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of implementations of non-emergency firewall changes FE = Total number of TEs that the Vendor failed to successfully complete within the Performance Target	SAIC-ServiceNow-Change Management	1%	1%	1%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 41	Implementation of Emergency Firewall Changes (changing, adding/deleting firewall rules) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time to successfully complete from County authorized request	≤2 hours after County approval or per approved County schedule/requirements	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of implementations of emergency firewall changes FE = Total number of TEs that the Vendor failed to successfully complete within the Performance Target	SAIC-ServiceNow-Change Management	1%	1%	1%
SLR 42	**Content Filtering of Email (Non-Transaction Based)**										
SLR 42	Timely update of SPAM and other Malware Signatures County provided Hardware & Software, limited to services only	Applying of signatures and definitions have been applied in the last 30 days	Apply signatures within no less than 1 day of release from manufacture	99.0%	Monitor continuously, measure monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of signatures or Definitions released by the manufacture FE = Total number of TEs that the Vendor failed to successfully apply within the Performance Target	SPAM and Malware Patch Update Report	1%	1%	1%
SLRs 43 - 44	**Security Intrusion Detection (Transaction Based)**	See Escalation Procedures Attached at Schedule 3 of Appendix 4.1									
SLR 43	NIDS – Monitor for current attack signatures, retained for 90 Days then archive for 365 days	Provide report confirming that Vendor successfully monitored attack signatures on a 24 x7 x 365 basis and archived logs for 90 Days, then Archived for 365 days	Provide Report no later than the 15th of each Month	100%	Monitor continuously, measure monthly	Monthly		Source Fire	3%	1%	1%
SLR 44	NIDS – Review all positive Priority Level 1 and Priority Level 2 alerts and notify the County via the escalation procedures.	Elapsed time	The Local SOC will notify CISO through the Security Operations Manager on all positive reports when discovered	99.9% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-1000 >4 = 5 Failures cause a miss Monthly measurment with 1001 or more Transactions will follow the normal percentage calculation.	Monitor continuously, measure monthly	Monthly	Events completed within performance target / total number of events occurring during the Measurement Interval	Source Fire	5%	2%	2%
SLRs 45 - 55											

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLRs 44 - 48	**Voice Communications Service Availability (Non-transactional)**										
SLR 45	County Legacy Sites Overall System Availability (*i.e.*, SL100, Option PBXs, Call Pilot Servers, and Voice Messaging) County-Provided Hardware and Software, limited to services only	Availability Measured monthly in Aggregate	24x7x365	99.00%	Monitor Continuously, Measure Weekly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Legacy Voice Service - total Outages of Legacy Voice Service that are excludable under this Appendix 4.1) at every Legacy Site TA = ∑ of Total Availability Hours at every Legacy Site with SL100, Option PBX's and Call Pilot Servers	Atos-ServiceNow, Priority Incident Tracker, and RCA	2%	0%	0%
SLR 46	Vendor Provided Voice Messaging Services This SLR applies only to Transformed Sites	Availability Measured monthly in Aggregate	24x7x365	99.99%	Monitor Continuously, Measure Weekly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Vendor Provided Voice Messaging Services - total Outages of Vendor Provided Voice Messaging Services that are excludable under this Appendix 4.1) at every Transformed Site TA = ∑ of Total Availability Hours at every Transformed Site	Atos-ServiceNow, Priority Incident Tracker, and RCA	5%	2%	3%
SLR 47	Vendor Provided Voice Conferencing Services This SLR applies to both Legacy Sites and Transformed Sites, but with respect to Legacy Sites, limited to services only	Availability Measured monthly in Aggregate	24x7x365	99.99%	Monitor Continuously, Measure Weekly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Vendor Provided Voice Conferencing Services - total Outages of Vendor Provided Voice Conferencing Services that are excludable under this Appendix 4.1) TA = ∑ of Total Availability Hours per Voice Conferencing Service	Atos-ServiceNow, Priority Incident Tracker, and RCA	0%	0%	0%
SLR 48	Vendor Provided Call Center Services This SLR applies only to Transformed Sites	Availability Measured monthly in Aggregate	24x7x365	99.99%	Monitor Continuously, Measure Weekly	Monthly	100 x ((TA - O)/TA)) Where: O = ∑ of (total Outages of Vendor Provided Call Center Service - total Outages of Vendor Provided Call Center Service that are excludable under this Appendix 4.1) TA = ∑ of Total Availability Hours for Vendor Provided Call Center Service	Atos-ServiceNow, Priority Incident Tracker, and RCA	3%	2%	2%
SLRs 49 - 55	**Service Responsiveness** Transaction Based	**The ability of the Vendor to respond to, process, and fulfill client-requested changes and reconfiguration of various services.**									

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 49	User Account Changes (including only those fields explictly within the User Account as of the date that the SLR is calculated, including, for example, Telephone Number, Device Type, Name Change, Location Change, Password Change, Calling Restriction Level Change, etc.)	Elapsed time	≤ 4 Business Hours of request	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of User Account Changes FE = Total number of User Account Changes that the Vendor failed to successfully complete within the Performance Target • Requests need to be submitted as a Priority 2 Incident Resolution to be included in the SLR calculation • County ticketing system (SMS) must provide the "User Account Change" information transmitted to Atos over the SMS bridge as the request is created in the Service Catalog form. • This "User Account Change" information is only available through the Service Catalog forms of the County ticketing system (SMS)	Atos-ServiceNow	2%	2%	2%
SLR 50	IMAC ((1-5 devices (phones) per request)) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time	≤ 1 Business Day of request or per mutually agreed-upon schedule	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of IMACs FE = Total number of IMACs that the Vendor failed to successfully complete within the Performance Target	TSR for Legacy Atos-ServiceNow-Service Requests for Transformed Sites	3%	3%	3%
SLR 51	IMAC (6-10 devices per request) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time	≤ 3 Business Days of request or per mutually agreed-upon schedule	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of IMACs FE = Total number of IMACs that the Vendor failed to successfully complete within the Performance Target	TSR for Legacy Atos-ServiceNow-Service Requests for Transformed Sites	2%	2%	2%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 52	IMAC (11-20 devices per request) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time	≤ 5 Business Days of request or per mutually agreed-upon schedule	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of IMACs FE = Total number of IMACs that the Vendor failed to successfully complete within the Performance Target	TSR for Legacy Atos-ServiceNow-Service Requests for Transformed Sites	0%	0%	0%
SLR 53	IMAC (21+ devices per request) This SLR applies to all Legacy Sites and Transformed Sites	Elapsed time	Per mutually agreed-upon schedule	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of IMACs FE = Total number of IMACs that the Vendor failed to successfully complete within the Performance Target	TSR for Legacy Atos-ServiceNow-Service Requests for Transformed Sites	0%	0%	0%
SLR 54	Generation and Delivery of Accurate Telephone Billing to County Agencies This SLR applies to both Legacy Sites and Transformed Sites	Time to Deliver	Per County approved schedule	99%	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of Billings due to be delivered during the month FE = Total number of Billings that the Vendor failed to successfully deliver within the Performance Target	Avotus	2%	2%	2%

	SLR	Service Measure	Performance Target	Minimum Performance	Measurement Interval	Reporting Period	Formula	Measurement Tool	Standard Period Fee Reduction Weighting Factor (Applicable for the February, March, May, June, August, September, November, and December)	CMDB & Survey Period Fee Reduction Weighting Factor (Applicable for the months of January and July)	CMDB Period Fee Reduction Weighting Factor (Applicable for the months of April and October)
SLR 55	Verify the proper ELIN information is assigned after any IMAC activity This SLR applies to Transformed Sites.	Elapsed time from End User notification of location change	Same Calendar Day as the Transformation/IMAC Event Occurs	99% Transaction Range Amount of Failures that Cause SLR Miss 0-25 >1 = 2 Failures cause a miss 26-50 >2 = 3 Failures cause a miss 51-75 >3 = 4 Failures cause a miss 76-100 >4 = 5 Failures cause a miss Monthly measurment with 101 or more Transactions will follow the normal percentage calculation.	Monthly	Monthly	100 x ((TE - FE)/TE)) Where: TE = Total number of end user physical location change notices provided to Vendor during the month FE = Total number of failed ELIN Information changes to successfully executed within the Performance Target	Cisco Emergency Responder	0%	0%	0%
									200%	**200%**	**200%**

Appendix 4.1
Priority Matrix/Severity Levels Definitions

The following is used to represent priority as a factor of both impact and urgency.

Priority Levels:

• P1: The Incident has caused a complete and immediate work stoppage affecting a primary business process or a broad group of End Users such as an entire department, floor, branch, line of business, or external customer. No Workaround is available.
• P2: A business process is affected in such a way that business functions are severely degraded, multiple End Users are impacted or a key customer is affected. A Workaround may be available; however the Workaround is not easily sustainable.
• P3: A business process is affected in such a way that certain functions are unavailable to End Users or a system and/or service is degraded. A Workaround may be available.
• P4: An Incident that has little impact on normal business processes and can be handled on a scheduled basis. A Workaround is available.

		Urgency			
		Critical	High	Medium	Low
Impact	Extensive/Widespread	P1 - Critical	P1 - Critical	P2 - High	P3 - Medium
	Significant/Large	P1 - Critical	P2 - High	P3 - Medium	P4 - Low
	Moderate/Limited	P2 - High	P2 - High	P3 - Medium	P4 - Low
	Minor/Localized	P3 - Medium	P3 - Medium	P3 - Medium	P4 - Low

Priority Matrix/Severity Levels

Impact answers the question of "Who/How many?" and is determined as follows:

• "Extensive/Widespread" – Impact causing loss of or severe degradation in service to two or more agencies
• "Significant/Large" – Impact to a single agency
• "Moderate/Limited" – Impact to a group of users within agency
• "Minor/Localized" – Impact to a limited number of users.

Urgency answers the question "How important?" and is determined as follows:

• "Critical" – is determined as affecting defined agency-critical systems, multiple external customers, or a loss / severe degradation in service.
• "High" – is determined as restricted functionality that slows the ability to complete agency-critical processes or a request from VIP user.
• "Medium" – is determined as affecting a business process in a way that certain functions are unavailable.
• "Low" – is determined as having little impact on normal business processes and can be handled on a scheduled basis.