APPENDIX 5 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT

DESKTOP COMPUTING SERVICES SOW

DETAILED PACKAGE DRAFT

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This is Appendix 5 (Desktop Computing Services SOW) to Schedule 3.3 (Statements of Work) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement"). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Appendix 10 (SOW Definitions) to Schedule 3.3 or in the Agreement.

1.0 Desktop Computing Services Overview and Objectives

1.1 Services Overview

This Appendix 5 (Desktop Computing Services SOW) is the Statement of Work (or "SOW") that sets forth the roles and responsibilities of the Parties for the desktop computing services ("Desktop Computing Services") provided under the Agreement as part of the Services. Desktop Computing Services are the services and activities, as further detailed in this SOW, required to provide and support the Commonwealth's desktop computing infrastructure. Vendor shall provide and support the Commonwealth standard approved desktop infrastructure environment that includes:

- Desktop computing hardware devices and associated Operating System (OS) Software
- Laptop/notebook computing hardware devices and associated OS Software
- Business productivity Software and client computing applications that are part of the Commonwealth standard approved computing device image(s)
- Network-attached printers, scanners, multi-functional devices (printer/scanner/fax) and copiers that are attached to the local-area network (LAN)
- Hand-held computing hardware devices and associated OS Software (i.e., smartphones, PDAs, hand-helds)
- Locally-attached peripheral devices (e.g., personal printers, exclusive of consumables)

In addition to the Services described in this SOW, Vendor is responsible for providing the Services described in Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3.

1.2 Service Objectives

The following are the key high-level Service objectives Vendor shall ensure the Commonwealth achieves through the Desktop Computing Services:

- Meet Commonwealth business needs for highly available, reliable, and secure Services
- Acquire third party services with availability guarantees backed by service-level agreements (SLAs)
- Improve desktop and End-User Service Levels
- Improve End-User productivity
- Standardize the desktop and End-User computing environment (hardware and Software)

- Improve security, data management and backup in the desktop and End-User computing environment
- Improve asset management and control
- Improve total cost of ownership management
- Support business initiatives of the Commonwealth

2.0 Service Environment

2.1 Scope of the Infrastructure to be Supported

This paragraph describes the scope of Services described in Section 2. This includes assets, facilities and locations, personnel, policies and procedures, licenses and agreements and work-in-process. Schedules and attachments are associated with each section to allow for quarterly updates and changes. The following sub-sections and related SOW Addenda further describe and scope a number of Desktop Computing Services elements to be supported and/or with which Vendor shall comply. Service Environment Addenda are to be maintained by Vendor, reviewed with VITA, updated by Vendor and made available to VITA on a quarterly basis.

2.1.1 Hardware and Software

a. A listing and description of hardware to be supported as part of the Desktop Computing Services is provided in Addendum 1 - Desktop Computing Hardware.

a. A listing and description of the Software and utilities to be supported as part of the Desktop Computing Services is provided in Addendum 2 - Desktop Computing Software.

b. A listing and description of core images to be supported is provided in Addendum 3 – Desktop Computing Core Images.

2.1.2 Service Locations

A description of the Commonwealth Service facilities for which Vendor will provide Desktop Computing Services is provided in Addendum 4 – VITA-Specified Commonwealth Facilities.

2.1.3 Personnel

Vendor will be responsible for providing appropriately skilled staffing for the Desktop Computing environment to meet the Roles and Responsibilities and Service Levels set forth in this SOW.

2.1.4 Policies, Procedures and Standards

A description of the applicable policies, procedures, standards and regulatory compliance requirements with which Desktop Computing Services will comply is provided in Schedule 13 (Commonwealth Policies) to the Agreement and in the Procedures Manual.

2.1.5 Agreements and Licenses

A list of Desktop Computing related agreements and licenses is provided in Schedule 28.23 (Contracts) and Schedule 28.70 (Licenses).

2.1.6 Current Projects

VITA currently has a number of Desktop Computing related Current Projects that are planned or in progress that are included in the scope of this Appendix and are the responsibility of Vendor to complete within the time frames specified. A list of these projects is provided in Schedule 28.29 (Current Projects).

2.2 Baseline Information

The SOW Baseline data and the seven (7) year volume projections for all applicable Towers that the Vendor shall use for its pricing is located in Schedule 10.1B – Pricing Response Format Microsoft Excel workbook within the worksheet titled "7 Year Volume Projections."

3.0 Desktop Computing Support Services Requirements

3.1 Service Descriptions and Roles & Responsibilities

In addition to the Services, activities, and roles and responsibilities described in Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3, Vendor shall be responsible for providing the following Desktop Computing Services.

3.1.1 Desktop Computing Services

The Desktop Computing Services provided by Vendor under this SOW include End-User Device provisioning and support required by End-Users, including the following:

a. **Workstation Services** (e.g., locally attached desktop computers, laptop computers, printers, scanners, Network-attached copiers, personal digital assistant (PDA) devices, CD/DVD burners and, multi-functional devices (printer/scanner/fax), tablet PCs, LCD)

   - Procurement Services
   - Installs, Moves, Adds, Changes (IMACs)
   - Operational monitoring
   - Problem determination and resolution
   - Level 2 and Level 3 Technical Support
   - Break/fix Services
   - End-User desk-side Technical Support
   - Depot Repair
   - System platform image configuration and test management
   - System and office productivity Software deployment and management

b. **File/Print/Storage Services**: Coordinate with the Mainframe & Server Services provider to facilitate delivery and management of the file, print, and storage Services essential for supporting Desktop Computing, including Problem determination and resolution, Capacity Management, trending analysis, and Technical Support as needed to support:

- Data storage, backup, and recovery of shared-storage file systems accessed by End-User Devices
- Network-attached servers supporting printers, copiers, scanners

c. **Data Backup, Storage, and Recovery Services**: Coordinate with the Mainframe & Server Services provider to facilitate delivery of data backup and storage Services including the hardware, Software and staff resources necessary to support VITA-specified requirements for providing End-Users with data backup and storage of non-shared information on VITA and Eligible Customer End-User Devices.

d. **End-User Productivity Software Services**: End-User productivity Software Services include the IT resources necessary to support VITA-certified standard business productivity Software. Included are personal productivity and office applications services (in accordance with VITA and Commonwealth policies), and other basic IT resources necessary to install and configure to meet the End-User requirement for performing typical office and business functions using commercially developed applications and office suites.

e. **Remote Access Services**: Remote access support Services to install and configure VITA-approved computing devices for End-Users who are operating from mobile, remote, and home locations (e.g., VPN clients, modem, etc.)

3.1.2 General Responsibilities

The following table identifies General roles and responsibilities associated with Desktop Services. An "X" is placed in the column under the Party that will be responsible for performing the task. Vendor responsibilities are indicated in the column labeled "Vendor".

Table 1. General Roles and Responsibilities

General Roles and Responsibilities	Vendor	VITA
1. Define desktop/End-User business requirements and platform standards		X
2. Recommend Services and standards for supporting the Commonwealth desktop/End-User business requirements and platform standards	X	
3. Review and approve recommendations for Services and standards for supporting the desktop/End-Users		X
4. Procure and own desktop and laptop hardware and Software	X	
5. Deploy and manage desktop and laptop hardware and Software (e.g., OS, personal productivity and office automation Software and Services)	X	
6. Procure and own Network-attached printers, copiers, scanners, and multi-functional devices	X	
7. Deploy and manage Network-attached printers, copiers, scanners, and multi-functional devices	X	
8. Procure locally-attached printers, storage devices and miscellaneous peripherals, as authorized by VITA	X	
9. Deploy and manage locally-attached printers, storage devices and miscellaneous peripherals on a non-Priority, best-effort basis	X	
10. Provide End-User data back-up, storage, and recovery Services	X	

General Roles and Responsibilities	Vendor	VITA
11. Provide and support Remote Access Services for VITA-approved for End-Users Devices in mobile, remote, and home locations	X	
12. Provide Level 2 and Level 3 support for VITA-approved Commonwealth End-User personal productivity and office automation Software and in-scope hardware and Software	X	
13. Provide Level 2 and Level 3 support for Applications Software on the supported applications list		X
14. Provide Problem determination and resolution for all in-scope devices	X	
15. Provide Dispatch for in-scope End-User Devices for hardware and System diagnosis and repair as coordinated through the Vendor Help Desk	X	
16. Provide Depot Services for in-scope End-User Devices for hardware and System diagnosis and repair as coordinated through the Vendor Help Desk	X	
17. Coordinate Service delivery with Help Desks, as well as other support groups within each of the other Towers in coordination with Eligible Customers, VITA, and all appropriate third-parties, as necessary	X	
18. Provide VIP Support Services as necessary	X	

3.1.3 Core Software Build and Deployment Services

Core Software Build and Deployment Services are the activities associated with building and deploying Core Software. Core Software is defined as the set of components that comprise the suite of software programs used to build a VITA-defined standard End-User Device image(s), including OS Software, office productivity and messaging Software, database Software, security tools, remote connectivity Software, and remote management and deployment tools. Vendor will perform the Core Software Build and Deployment activities associated with the provision of Desktop Computing infrastructure. The following table identifies the Core Software Build and Deployment roles and responsibilities that Vendor and VITA will perform.

Table 2. Core Software Build and Deployment Roles and Responsibilities

Core Software Build and Deployment Roles and Responsibilities	Vendor	VITA
1. Recommend Core Software Build and Deployment Management policies and procedures, including periodic Core Software image updates	X	
2. Review and approve Core Software Build and Deployment Management policies and procedures, including periodic Core Software image updates		X
3. Comply with Core Software platform architectural requirements for which Core Software Build and Deployment Services must be provided	X	

Core Software Build and Deployment Roles and Responsibilities	Vendor	VITA
4. Provide technical assistance for defining Core Software image(s) specifications for desktops, laptops, and other in-scope End-User Devices	X	
5. Develop and document detailed technical specifications that define and support the build, test, and deployment plans for the standard Core Software image(s)	X	
6. Approve standard Core Software image(s) specifications and deployment plans		X
7. Build Core Software End-User Device image(s) and provide documentation of results to VITA	X	
8. Conduct System-level and End-User testing of the Core Software image(s) to validate that they perform in accordance with the approved specifications	X	
9. Review and approve System-level and End-User testing of the Core Software image(s) to validate that they perform in accordance with the approved specifications		X
10. Approve Core Software image(s) for deployment		X
11. Coordinate with the Vendor Help Desk, and other support groups as applicable, to ensure that each of the appropriate IT Service groups are prepared to support the deployment of the Core Software image(s)	X	
12. Provide necessary utilities/tools to maintain and ensure compliance with Core Software deployment policies and procedures	X	
13. Manage deployment efforts using formal project management tools, methodologies and standards (e.g., ITIL change and Configuration Management practices)	X	
14. Deploy approved Core Software image(s) on all in-scope desktop and End-User Devices	X	
15. Provide, staff, and administer a software distribution service	X	
16. Recreate End-User desktop environment to previous state including Core Software image plus all End-User specific features, functions and applications	X	
17. Conduct Core Software deployment reviews and provide results to VITA	X	
18. Review and approve results of Core Software deployment reviews		X

3.1.4 Eligible Customer-specific Software Image Build and Deployment Services

Eligible Customer-specific Software Image Build and Deployment Services are the activities associated with building and deploying Customer Specific Software. Eligible Customer-specific Software is defined as any software package that is required to support the specific business processes or End-User computing requirements. Vendor will perform the Eligible Customer-specific Software Image Build and Deployment activities associated with the provision of Desktop Computing Services that are supported by VITA. The following table identifies the Eligible Customer-specific Software Image Build and Deployment roles and responsibilities that Vendor and VITA will perform.

Table 3. Eligible Customer-specific Software Image Build and Deployment Roles and Responsibilities

Eligible Customer-specific Software Image Build and Deployment Roles and Responsibilities	Vendor	VITA
1. Recommend Eligible Customer-specific Software deployment policies and procedures	X	
2. Review and approve Eligible Customer-specific Software deployment policies and procedures		X
3. Coordinate and define with the various Eligible Customers to determine the Eligible Customer-specific Software requirements		X
4. Document Eligible Customer-specific Software image specifications and deployment plans	X	
5. Provide technical assistance for defining Eligible Customer-specific Software image specifications	X	
6. Review and approve Eligible Customer-specific Software image specifications and deployment plans with appropriate Eligible Customer		X
7. Build Eligible Customer-specific Software image	X	
8. Coordinate with End-User in conducting End-User acceptance testing of the Eligible Customer-specific Software image(s) and with VITA as required	X	
9. Review and approve Eligible Customer-specific Software image(s) for deployment, as necessary		X
10. Assist in the End-User testing, as required by VITA	X	
11. Coordinate with Eligible Customers for the deployment of approved and test images	X	
12. Coordinate with the Vendor Help Desk, and other support groups as applicable, to ensure that each of the appropriate IT Service groups are prepared to support the deployment of the Eligible Customer-specific Software image(s)	X	
13. Manage deployment efforts using formal project management tools, methodologies and standards (e.g., ITIL change and Configuration Management practices)	X	
14. Deploy Eligible Customer-specific Software images	X	
15. Provide, staff, and administer a software distribution service	X	
16. Conduct Eligible Customer-specific Software deployment reviews and provide results to VITA	X	
17. Review and approve results of Eligible Customer-specific Software deployment reviews		X

3.1.5 Operations and Administration

Operations and Administration Services include the activities associated with the day-to-day management of the installed hardware and Software environment. The following table identifies the Operations and Administration roles and responsibilities that Vendor and VITA will perform.

Table 4. Operations and Administration Roles and Responsibilities

Operations and Administration Roles and Responsibilities	Vendor	VITA
1. Perform and support hardware and Software IMACs, re-installations, updates and downloads for in-scope End-User Devices	X	
2. Coordinate with all appropriate IT service delivery management teams for ensuring delivery and support related to delivery of Services	X	
3. Provide on-site Technical Support to End-Users for maintenance and break/fix activities for End-User Devices for VITA-specified Commonwealth facilities	X	
4. Provide Depot repair Technical Support for in-scope End-User Devices for maintenance and break/fix activities as required	X	
5. Conduct data and applications migration that is necessary due to any hardware or Software IMACs and re-installations for End-User Devices	X	
6. Recommend and implement approved retention, backup, and recovery requirements	X	
7. Review and approve retention, backup, and recovery requirements		X

NOTE: Eligible Customer End-Users will retain responsibility for procurement, installation, and management of all consumables and for management and distribution of all End-User print jobs.

3.1.6 On-Site Technical Support

On-Site Technical Support Services are the activities related to the provision, dispatch, and management of Level 2 and Level 3 Incident Resolution Services associated with providing onsite troubleshooting, diagnosis, and resolution of Incidents for End-User Devices situated in Eligible Customer locations. The following table identifies the On-Site Technical Support roles and responsibilities that Vendor and VITA will perform.

Table 5. On-Site Technical Support Roles and Responsibilities

On-Site Technical Support Roles and Responsibilities	Vendor	VITA
1. Define Eligible Customers and End-Users that are eligible for On-Site Technical Support Service		X
2. Recommend appropriate processes and procedures for supporting the On-Site Technical Support Service	X	
3. Review and approve processes and procedures for supporting On-Site Technical Support Service		X
4. Implement, manage, and maintain On-Site Technical Support Service in accordance with approved processes and procedures	X	
5. Establish, procure, own, and maintain appropriate equipment sparing requirements and spares inventory levels to meet Service Levels for On-Site Technical Support	X	
6. Coordinate with the Help Desk and all other necessary Vendor and VITA support organizations to manage all On-Site Technical Support requests	X	
7. Dispatch appropriate Level 2 or Level 3 Technician(s) in response to an escalated Incident or Service Request	X	
8. Notify VITA End-User of date/time of planned arrival of technician	X	
9. Provide ready access to the End-User Devices upon arrival of technician		X

On-Site Technical Support Roles and Responsibilities	Vendor	VITA
10. Perform appropriate on-site diagnostic activities to determine if Problem can be resolved during the on-site visit and repair those Problems	X	
11. Arrange for the End-User Device to be shipped to the appropriate Depot to perform necessary repair activities to correct the Problem if Problem cannot be corrected onsite	X	
12. Arrange for End-User Device loaner equipment as appropriate for the duration of time that the End-User Device is being repaired	X	
13. Perform necessary corrective repairs and verification tests for devices sent to Depot and return repaired End-User Device to originating End-User location	X	
14. Conduct appropriate tests of repaired End-User Device to ensure the End-User Device is operating appropriately		X

3.1.7 Advanced Exchange and Depot Carry-in Maintenance

Advanced Exchange and Depot Carry-in Maintenance Services are the activities associated with Depot operation for repairs and retirement activities. All remote End-Users with VITA/Vendor supplied assets, not having a regular office at a VITA-specified Commonwealth facility identified in Addendum 4 to this SOW shall be provided with Advanced Exchange and Depot Carry-in Maintenance Services. The following table identifies the Advanced Exchange and Depot Carry-in Maintenance roles and responsibilities that Vendor and VITA will perform.

Table 6. Advanced Exchange and Carry-in Depot Maintenance Roles and Responsibilities

Advanced Exchange and Depot Carry-in Maintenance Roles and Responsibilities	Vendor	VITA
1. Define End-Users that are eligible for Advanced Exchange and Depot Carry-in Maintenance		X
2. Recommend appropriate processes and procedures for provisioning the Advanced Exchange and Depot Carry-in Maintenance Services	X	
3. Review and approve processes and procedures for supporting Advanced Exchange and Depot Carry-in Maintenance Services		X
4. Implement, manage, and maintain Advanced Exchange and Depot Carry-in Maintenance Service in accordance with approved processes and procedures	X	
5. Establish, procure, own, and maintain appropriate equipment sparing requirements and spares inventory levels to meet Service Levels for Advanced Exchange and Depot Carry-in Maintenance	X	
6. Coordinate with Vendor Helpdesk and all other necessary Vendor and VITA support organizations to manage all Advanced Exchange and Depot Carry-in Maintenance support requests	X	
7. Perform appropriate evaluation and diagnostics to determine if Advanced Exchange or Depot Carry-in Maintenance is appropriate based upon the situation and initiate appropriate corrective actions as defined in the Procedures Manual	X	

Advanced Exchange and Depot Carry-in Maintenance Roles and Responsibilities	Vendor	VITA
8. Manage replenishment and disposition in accordance with VITA and Commonwealth approved policies and procedures if the equipment is determined to be in need of replacement	X	
9. Monitor, track, and analyze equipment failures to identify any emerging or developing trends that will have negative impact on operational performance and develop recommendations on corrective action plans	X	
10. Implement corrective action plans for those corrective actions that do not require prior review and approval from VITA	X	
11. Provide VITA with management reports with recommended corrective actions plans for those corrective actions that require VITA approval prior to undertaking such corrective action	X	
12. Review management reports and approve recommendations for corrective actions, where appropriate		X
13. Implement approved corrective action plans	X	
14. Monitor and report on the success of the corrective actions	X	

3.1.8 Special Support Services

Special Support Services are the activities associated with special installation/deployment, maintenance, support, break/fix, Software and other technical training, upgrades, etc. for the following:

a. VIP Support Services

b. Planned and Unplanned Events— Provide additional resources as needed during planned and unplanned events (e.g., General Assembly, annual and interim meetings, board meetings, annual/monthly events)

3.2 Exclusions

The following items are specifically excluded from this SOW:

NONE

3.3 Service Specific Milestones

Milestones specific to the deployment of Desktop Computing Services are listed in the following:

Milestone Description	Milestone Date
TBD – Vendor to provide as part of its Transition Plan	

4.0 Service Management

4.1 Objectives

A key objective of the Agreement is to attain Service Levels with Performance Credits where business is impacted through failure to meet significant mission critical Systems or Services, Critical Milestones or objectives, or when Service performance requirements are not met.

Service Levels are detailed in the following sections and those associated with Performance Credits are identified in Schedule 3.12 (Service Level Methodology) of the Agreement..

Vendor shall provide written reports to VITA regarding Vendor's compliance with the Service Levels specified in this SOW.

4.2 Definitions

Appendix 10– Schedule Definitions provides a list of terms that apply to this SOW and the following Service Levels.

4.3 Service Level Requirements

The following minimum Service Levels are required commencing on the Service Commencement Date. Vendor must consistently meet or exceed the following Service Levels. The Service Level methodology and the identification of Service Levels associated with Performance Credits are detailed in Schedule 3.12 (Service Level Methodology) of the Agreement. **All times referenced are Eastern Time.**

NOTE: Vendor must provide recommended Minimum Performance % for each Service Level type identified in the Tables below.

Normal Vendor Desktop Support Business Day Hours—For the purposes of coverage and critical Respond Times, VITA has set forth the normal Business Day Hours. Days and times falling out of these ranges are considered outside of normal Business Day Hours. Normal Vendor Desktop Support Business Day Hours are as follows:

Category	Business Day Hours
Desktop Support	Mon-Fri. 0700-1900
VIP Support	7x24x365 (as needed)

Table 7. Break/fix Repairs – End-User Devices

DEFINITION	Defined as the correction of reported Problems with End-User Devices to a state of proper operation of the respective VITA standard operational specifications and configuration for the in-scope End-User Device.

Break/Fix Repairs – End-User Devices			
Request	**Service Measure**	**Performance Target**	**Minimum Performance %**
On-site Dispatch	Elapsed time	___ Business Day Hour response to desk-side from time of request during normal Business Hours	
Advanced Exchange	Elapsed time	___ Business Day turn-around from date of receipt of request for service	

Break/Fix Repairs – End-User Devices			
Request	**Service Measure**	**Performance Target**	**Minimum Performance %**
Depot Repair	Elapsed time	___ Business Days turn-around once equipment is received from Remote Location	
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Method	TBD	

Table 8. Install, Moves, Adds and Changes – Workstation and Peripherals

DEFINITION	Defined as the Installation, Move, Add, Change of any hardware or Software included within the scope of Desktop Computing.

Installs, Moves, Adds, Changes			
Request	**Service Measure**	**Performance Target**	**Minimum Performance %**
1-10 in a single request	Elapsed Time to Deploy	Within ___ days of request	
More than 10 in a single request	Date and Time Scheduled	As agreed case by case	
Urgent request, single move	Elapsed Time to Deploy	Per agreed schedule	
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Method	TBD	

Note: Most IMACs performed after Business Day Hours.

Table 9. Software Installation Service Level

Software Installation			
Request	**Service Measure**	**Performance Target**	**Minimum Performance %**
Core Software (Shrink Wrap)	Elapsed Time to Deploy	Within ___ days of VITA-approved request	
Operating System (including service packs and non-critical security patches)	Elapsed Time to Deploy	As agreed per project plan	

Software Installation			
Request	**Service Measure**	**Performance Target**	**Minimum Performance %**
Agency-specific Software	Elapsed Time to Deploy to target population	As agreed per project plan	
Core Software (messaging, browser, etc.)	Elapsed time to Refresh	As agreed per project plan	
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Method	TBD	

Table 10. Procurement - New End-User Devices

DEFINITION	Procurement and deployment, including configuration, of new End-User Devices as a result of a Commonwealth-authorized and VITA-submitted Service Request.

Procurement– New Device			
Category	**Service Measure**	**Performance Target**	**Minimum Performance %**
New End-User Device	Elapsed Time to Deliver from Approval Date	As agreed per project plan	
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Method	TBD	

Table 11. End-User Device Updates/Refresh Requirements Service Level

DEFINITION	Maintaining technology and performance currency.

System Updates/Refresh Requirements			
Type	**Service Measure**	**Performance Target**	**Minimum Performance %**
Desktops	Frequency of Refresh		
Laptops	Frequency of Refresh		
Hand-held devices	Frequency of Refresh		
Network-attached Printers – B/W	Frequency of Refresh		

System Updates/Refresh Requirements			
Type	**Service Measure**	**Performance Target**	**Minimum Performance %**
Network-attached Printers – Color	Frequency of Refresh		
Network-attached Scanners	Frequency of Refresh		
Network-attached Copiers	Frequency of Refresh		
Network-attached Multi-functional Devices	Frequency of Refresh		
	Formula	Number of instances within Target / Total number of instances during Measurement Period = "Service Level Attained"	
	Measure Interval	Measure Weekly, Report Monthly	
	Measurement Method	TBD	

4.4 Reports

Vendor shall provide written reports to VITA regarding Vendor's compliance with the Service Levels specified in Section 4.3. In addition, the following reports are required:

Table 12. Desktop Computing Services Reports

Report Description	Timing
TBD – Example reports to be provided by Vendor as part of its response	

5.0 Referenced SOW Addenda

SOW Addenda	Description
Addendum 1	Desktop Computing Hardware
Addendum 2	Desktop Computing Software
Addendum 3	Desktop Computing Core Images
Addendum 4	VITA-specified Commonwealth Facilities