

**APPENDIX 11 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SOW Definitions**

This is Appendix 11 (SOW Definitions) to Schedule 3.3 (Statements of Work) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement").

1.0 SOW Definitions

The following terms, as defined below, shall have the meanings set forth herein and shall apply across all of the Services specified in and covered by the Statements of Work. All capitalized terms used herein or in any Statements of Work that are not defined herein shall have the meanings ascribed to them in Section 28 of the Agreement. In case of conflict, the definitions in Section 28 of the Agreement shall prevail.

Common Term	Definition
ABANDONMENT	Defined as Calls received at Help Desk that enter the queue after voice response unit (VRU) options have been selected and the caller has waited on hold a minimum time of the 30 sec. Average Speed of Answer SLA that are terminated by the caller prior to pickup by human operator.
ACCESS LINE	The connection between a customer premises network interface and the Local Exchange Carrier (LEC) that provides access to the PSTN.
ADMINISTRATIVE FUNCTIONS	Routine functions such as setting up End User IDs, changing authorization tables, changing account codes, and similar functions handled by Vendor.
ADVANCED EXCHANGE	The provision of an appropriately configured and fully operational like-device as a replacement unit for an End-User Device that is diagnosed as failed or inoperable as an Incident Resolution method in advance of receiving and repairing the failed End-User Device at the Depot.
AFTER-HOURS SUPPORT	Refers to all hours outside of normal Help Desk Business Day Hours.
APPLICATIONS SOFTWARE	Refers to a program or group of programs designed for End Users. Applications Software (also called End-User programs) includes database programs, word processors, spreadsheets, email clients, browsers, and other programs used by the End-User to perform work. Applications Software depends upon Systems Software because it is unable to run without the OS and System utilities.
AVAILABILITY OF APPLICATION	Refers to the time Business Software and Applications Software will be running and operable according to Specifications.
AVAILABILITY OF SUPPORT STAFF	Refers to the schedule of time that Vendor will have staff available to respond to Service Requests or Level 2 Help Desk Calls.
BREAK/FIX	An End-User support request placed with the Help Desk due to a Software or hardware Problem encountered in accessing or operating IT resources where support services are required to resolve the Problem.
BUSINESS DAY HOURS	Business Day Hours means the local Business Day "window of coverage" hours within which the Commonwealth requires the Services to be provided for a specific SOW. Unless otherwise specified within a specific SOW Service-Level, normal Business Day Hours exclude Commonwealth holidays, weekends, and similar non-working periods generally recognized by the applicable Commonwealth facility. While 'normal' business hours are generally 0700 – 1900 Eastern time, most SOWs operate or provide support on a 7x24x 365 (0000-2400) basis.

Common Term	Definition
BUSINESS DAY	Business Day means Monday through Friday, excluding Commonwealth designated holidays.
BUSINESS DAY SUPPORT	Refers to those hours during which Vendor personnel will be available to provide consolidated Help Desk support to End-Users. Such support includes answering phone calls and e-mails, opening Incidents in the Incident Management System, First Call Resolution, and categorizing and routing Incidents/Tickets in the Incident Management System.
BUSINESS SOFTWARE	Software applications that are used to support Eligible Customers' business processes (e.g., HR process, finance and accounting, point-of-sale, tax collections). Business Software does NOT include Software used by End-Users for general productivity for word processing, spreadsheets, email, etc.
CALL	A call is counted for each unique Service Request that is received via telephone, voicemail, fax and/or e-mail, involving a separate individual and event that results in opening a Help Desk Trouble Ticket. For Incidents where multiple calls are related to a single point of failure (that is, calls related to a server outage), such calls will be considered as a single call; will not result in opening a separate Help Desk Trouble Ticket. While the intent is to track significant outages against a single incident record in the Incident Management System, calls and the associated call metrics pulled from the Telephony system cannot be segmented, thus all calls will be counted and reported as part of the call volume statistics.
CALL ANSWER	A Call is considered answered when the caller is interacting with a Help Desk agent or when a caller is interacting with a VRU.
CALL BACK	Defined as a follow-up call or e-mail contact to an End-User after a Help Desk Trouble Ticket is closed in the Incident Management System, in order to determine the level of End-User Satisfaction.
CRITICAL FUNCTION(S)	Business activities, processes, and/or Systems, whose degradation, interruption, or loss would significantly jeopardize the operations or safety of its End-Users.
CRITICAL INFRASTRUCTURE	Commonwealth Systems whose incapacity or destruction would have a debilitating impact on the operations, security, or safety of the Commonwealth
DEPOT	Any Location(s) within the Commonwealth that are staffed and managed by the Vendor within which the Vendor performs Services related to the diagnosis, troubleshooting, and repair of End-User Devices
DIRECTORY SERVICES	A Directory Service organizes content on a directory server into a logical and accessible structure. It provides a single, consistent database in which to store information about the network and all network-based resources - users, servers, files, printers, shares, etc. It acts as a central authority that can securely authenticate resources and manage identities and relationships between them.

Common Term	Definition
DISASTER	Any sudden, unplanned calamitous event causing great damage or loss as defined or determined by a risk assessment and business impact analysis and which creates an inability on the organization's part to provide Critical Functions for some predetermined period of time. This also includes any period when Commonwealth management decides to divert resources from normal production responses and exercises its Disaster Recovery Plan.
DISASTER RECOVERY	Activities and programs designed to return the entity to an acceptable condition of operation. The ability to respond to a Disaster or other interruption in services by implementing a plan to restore an organization's Critical Functions.
EMERGENCY	An unexpected actual or impending situation that may cause injury, loss of life, destruction of property or cause the interference, loss or disruption of an organization's normal business operations to such an extent that it poses a threat
EMERGENCY COORDINATOR	The person assigned the role of coordinating the IT activities of the Emergency Operations Center and/or building designated as location from which the Emergency Services are to be managed.
EMERGENCY OPERATIONS CENTER (EOC)	A site from which response teams/officials (municipal, county, state and federal) exercise direction and control in an Emergency or Disaster.
EMERGENCY PREPAREDNESS	The discipline that ensures an organization or community's readiness to respond to an Emergency in a coordinated, timely, and effective manner to prevent the loss of life and minimize injury and property damage.
EMERGENCY PROCEDURES	A plan of action to commence immediately upon declaration of an Emergency to prevent the loss of life and minimize injury and property damage.
END-USER	As defined in the Comprehensive Service Agreement (CSA)
END-USER DEVICE	A unit of computing hardware, and its associated System Software, that is used and interacted with by an End-User, including both stationary, mobile, and hand-held computing components, consisting of the desktop or laptop computer itself, as well as the associated peripheral components interconnected electronically via wired or wireless connectivity, including keyboards, mice, monitors, hard drives, CD-ROM players, speakers, microphones, printers (network-attached and locally attached), scanners, multi-functional devices, smartphones, PDAs, pagers, and other End-User hardware units
END-TO-END RESPONSE TIME	End-to-End Response Time is defined as the total elapsed time for a discrete data packet (for example, ping) to complete a round-trip traversal of the computing infrastructure from an End-User interface device (e.g., keyboard, mouse) to a specific computing device resource and return. This shall exclude any local processing overhead time that may result from any Commonwealth or third-party computing resources over which the Vendor has minimal control.
END-USER SATISFACTION	A subjective rating obtained through a combination of periodic End-User surveys and feedback from random caller follow-up calls.

Common Term	Definition
FIRST CALL RESOLUTION	Applies when the Help Desk support personnel answers the question or Resolves the Incident or Problem on the first Call.
FIRST CONTACT	Initial contact with a Help Desk human operator is defined as Vendor response via telephone, email, web chat resulting from an Incident or Service Request.
HELP DESK OR HELP DESKS	An information and assistance Service dedicated to the Commonwealth that responds to Service Requests via a toll-free number, email, and/or website and records, troubleshoots, monitors, manages, and provides status reports on Incidents and Problems. Refers to a Vendor-provided Service, as well as any similar service that may be provided by an Eligible Customer.
HELP DESK TROUBLE TICKET OR TROUBLE TICKET	Refers to a unique logical electronic record that Vendor will create, update, maintain and archive for each Incident. A Help Desk Trouble Ticket is used to record all End-User/Vendor interaction pertaining to an Incident and all Vendor-related actions, and corresponding date/time, taken to Resolve an Incident, from the time it is first reported to the Help Desk until Incident Resolution and closure by the Help Desk. Also, it is used for application change-control traceability.
HOW TO	An End-User request regarding how to use a feature or function of Help Desk supported software or hardware.
IMAC	Installations, Moves, Adds, Changes - General term for the routine work performed on computer equipment including installations, relocations and upgrades. Changes refer to modifications to features or functions of existing devices.
INCIDENT	Incidents are any Calls that are forwarded to Vendor for Level 2 Help Desk support. For example, Incidents may be for "How-To" use a particular application function or may be to fix a Problem or defect in an application, such as an abnormal end of application (ABEND). Time will be measured between dispatch of the Trouble Ticket from the Help Desk to the resolution of the Problem, signified by acceptance by the Commonwealth.
INCIDENT RESOLUTION	An Incident (either a Problem or an inquiry) has been Resolved when: <ul style="list-style-type: none"> - A reported Incident has been identified, and assistance has been provided to correct both the results and the cause of the Incident, including the replacement of a Workaround with a resolution that is non-temporary, or - An answer to an inquiry or informational question has been provided and understood by the End-User. In both cases, the Incident is not Resolved until the End-User is convinced and satisfied that it has been Resolved.
INCIDENT RESOLUTION TIME (AKA TIME TO REPAIR)	The time elapsed from the initiation of a Trouble Ticket until Service is restored and/or Call is resolved to caller satisfaction. Calculation: Performance = Actual time to resolve/target Time to Resolve
IT SERVICE CONTINUITY	The ability of an organization to ensure continuity of IT service and support for its customers and to maintain its viability before, after, and during an IT Service Interruption event.
IT SERVICE INTERRUPTION	Any event, whether anticipated (e.g., public service strike) or unanticipated (e.g., blackout, flooding) which disrupts the normal course of business operations at an organization location.

Common Term	Definition
LEVEL 1	Refers to the initial level of End-User support for a Service Request typically provided by a Help Desk and which is the human single-point-of-contact for all technology-related Incidents, Problems (e.g., issues with Business Software, Application Software, Networks, End-User Devices) and Service Requests. Incidents not resolved at the Level 1 support are escalated and passed to Level 2 and/or Level 3 support. Level 1 is primarily involved in Service Request and Incident case management, management of End-User interactions and requests (e.g., password resets), monitoring Problem Management resolution activities, providing End-User training and support for Application Software, monitoring/reporting on Service Levels, and management of IMACs.
LEVEL 2	Refers to the resources needed to troubleshoot, diagnose, and Resolve Incidents and Problems requiring specialized knowledge. Level 2 support Resolves escalated Incidents that require greater depth of knowledge than the Level 1 Help Desk can deliver (i.e., Tower subject matter expert), standard desk side support and executive desk side and/or phone support.
LEVEL 3	Refers to the resources needed to troubleshoot, diagnose, and Resolve highly-complex Incidents and Problems. Level 3 support Resolves escalated Incidents and Problems that require highly specialized expertise and/or knowledge to effect Incident Resolution or Problem Management, where such expertise or knowledge is held by non-Vendor entities such as hardware and software vendors, Commonwealth technical resources, and/or other third-party service providers.
LOCAL TIME	The standard time at the locations where Services are provided, adjusted for Daylight Savings Time (Summer time) where it applies.
MESSAGING DELIVERY	End-to-end delivery of all mail messages.
MESSAGING INFRASTRUCTURE	The integrated set of physical Hardware and Software components inclusive of server Operating Systems, applications and systems management product applications, configured to architectural blueprint specifications in accordance with a design framework and arranged in logical roles that operate as a single solution to provide enterprise messaging and collaboration services.
MEASUREMENT INTERVAL	Any specified time period within which the metrics shall be measured and reported on for determining the Vendor's performance to the Service Levels as specified with the SOW.
MIDDLEWARE	Software that serves as a data-passing intermediary between System Software and Applications Software. Also used to describe separate products that serve as the glue between two applications; distinct from import and export features that may be built into one of the applications.
MILESTONE	A point in a project plan when completion of a significant event, component, or module is to be completed.
MINIMUM PERFORMANCE %	The percentage of time or instances that the target Service Level must be met.

Common Term	Definition
N-1 (a.k.a. N MINUS ONE)	The process of ensuring that the version of any System Software or Application Software installed within the Commonwealth IT environment is kept up-to-date with the most current commercially-available version of the respective Software or within one immediately previously available version of the most current release, where "N" represents the number or name assigned by the manufacturer of the most current full version of a COTS Software and "-1" represents the immediately previously available release of the product (e.g., Microsoft Office 2003 or Microsoft Office 2000). N-1 does not refer to incremental "patches" or "dot" / "point" releases.
NETWORK	The Network is comprised of all hardware, software and the interconnecting circuits of the LAN, WAN, MAN, and VPN.
NETWORK TRANSIT DELAY	Round trip transit delay from ingress and egress ports on premise devices.
OUTAGE	A telecommunications or distributed computing system service condition in which a user is completely deprived of service by the system or service of the system is materially degraded. Note: For a particular system or a given situation, an outage may be a service condition that is below a defined system operational threshold, i.e., below a threshold of acceptable performance.
PASSWORD RESET	The modification of an End-User's or account's protected/private character string associated with their assigned network or application identification name which is used to authenticate an identity or to authorize access to the network, application or data establishing or regaining access privileges to IT resources.
PATCH MANAGEMENT	Patch Management is the process of administering the deployment and maintenance of interim software releases into production environments and facilitating the ability to maintain operational efficiency and effectiveness, overcoming security vulnerabilities, and maintaining the stability of System production environments.
PERFORMANCE TARGET	The desired level of Service the Commonwealth is seeking for that particular Service Level.
PERSON-DAY OR PERSON-DAYS	The amount of effort expended by a single individual applied during the course of a single eight-hour working day, excluding lunch breaks to complete a defined task. By example, one Person-day is equal to eight hours, which could be performed by two different individuals each working a total of four hours or any combination of time equaling a total of eight hours.
PRIORITY LEVELS	"Priority Levels" (a.k.a. Severity Levels) are defined categories that identify the degree of business criticality and importance to the Commonwealth (the "Business Impact") of specific Incidents, and the associated Vendor response requirements attributed to any such Incident. The following Priority Level table categories and descriptions apply to all Services:

Common Term	Definition	
	Priority Level 1 – Emergency/Urgent <i>Critical Business Impact</i>	The Problem has caused a complete and immediate work stoppage affecting a primary business process or a broad group of users such as an entire department, floor, branch, line of business, or external customer. . . If a Workaround is achieved that fully restores the business process, the Problem is reclassified as a Priority 2 Problem. Examples: <ul style="list-style-type: none"> ● Major application Problem (e.g., payroll, call center, etc.) ● Severe Problem during critical periods (e.g., month-end processing, General Assembly sessions) ● Security violation (e.g. denial of service, port scanning) ● VIP Support Services
	Priority Level 2 – High <i>Major Business Impact</i>	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. . . If a Workaround is achieved that fully restores the business process, the Problem is reclassified as a Priority 3 Problem, provided that Problems originally classified as a Priority 1 Problem cannot be reclassified as a Priority 3 or Priority 4 Problem . Examples: <ul style="list-style-type: none"> ● Major application
	Priority Level 3 – Medium <i>Moderate Business Impact</i>	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. . . If a Workaround is achieved that fully restores the business process, the Problem is reclassified as a Priority 4 Problem, provided that Problems originally classified as a Priority 1 or Priority 2 Problem cannot be reclassified as a Priority 4 Problem. Examples: <ul style="list-style-type: none"> ● Telecommunication Problem (e.g. Blackberry, PBX digital/analog card) ● Workstation Problem (e.g. hardware, software)
	Priority Level 4 – Low <i>Minimal Business Impact</i>	An Incident that has little impact on normal business processes and can be handled on a scheduled basis. A Workaround is available, but does not constitute resolution for purposes of the Service Level. Example: <ul style="list-style-type: none"> ● Peripheral Problems
PROBLEM	The underlying root cause, defect, or failure of the System or related Services resulting in an Incident or Incidents.	

Common Term	Definition
PROJECT ESTIMATION METHODS AND TOOLS	A set of disciplines and techniques that allow an IT professional to quantify labor and materials to determine schedule and cost, which is adjusted for risk. Project Estimation Methods and Tools provide a series of questions that allow the professional to input values to a System. The System provides a common frame of reference for the Vendor and the Commonwealth to understand how cost and schedule were derived.
PUBLIC SWITCHED TELEPHONE NETWORK (PSTN)	The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.
QUALITY	Quantitative measure of the level of services performed and/or error or defects found in deliverables provided, as mutually agreed upon by the Vendor and the Commonwealth. These units of measure address such factors as Service Level agreements, design defects and anomalies with regard to defined and approved requirements.
RECOVERY PERIOD	The time period elapsed between the occurrence of a Disaster and the return to normal functions of the affected Services, during which the Disaster Recovery plan is employed.
REPORTING INTERVAL	The time span between regular performance reporting periods
RESOLVE	To repair, replace, reconfigure, re-install, re-route, or otherwise provide a complete solution to an Incident that returns the System and/or End-User(s) to non-degraded full functionality. A Workstation Incident at a virtual office/remote access (VORA) site is considered "resolved" by the overnight shipment of a repaired or a replacement Workstation that is fully operational. Implementing a Workaround is a partial or temporary resolution.
RESPOND TIME (A.K.A. TIME TO RESPOND)	Duration between when an Incident is reported to the Help Desk and logged in the Incident Management System and a Vendor support technician or engineer providing initial Acknowledgement to the End User reporting the Incident. Calculation: Performance = Actual time to respond/target time to respond
RESPONSE TIME OF THE APPLICATION	Refers to the elapsed time from when the "return" key is pressed to the response back to the screen, fully refreshed by the Business Software or Applications Software, as applicable. Sometimes, this is called End-to-End response time. Vendor will only be responsible for this metric if it has responsibility for all components of the Systems and Network.
ROOT CAUSE ANALYSIS	An analysis process undertaken to identify and quantify the underlying cause(s) of Incidents or Problems, documenting the necessary corrective actions to be taken to prevent recurring problems/trends.
SCHEDULE	All references to schedule (for example, 0730 hours) in the SLR tables are local time for the point of Service.
SCHEDULED TIME	The time during which Service is to be operational as designated in the applicable SLR table.

Common Term	Definition
SEI/CMM LEVEL	The Software Engineering Institute/Capability Maturity Model is a reference model that is used for determining a software development organization's level of competency. CMM Level 1 is characterized by an organization's ad-hoc development processes, CMM Level 2 has repeatable processes, CMM Level 3 has defined or documented processes that are consistently used, CMM Level 4 has metrics for managing the processes, and CMM Level 5 includes processes for optimization and improvement.
SELF-HELP SUPPORT	Refers to automated/electronic means made available directly to End Users to assist in fulfilling various Service Requests not requiring personal assistance, including End Users' ability to track Trouble Ticket status and enter Service Requests without calling the Help Desk.
SERVICE REQUEST	A request for Service made to Vendor via Call, e-mail, web chat, etc. regarding a range of support-specific Service offerings. For Internal Application Services, this is a request by the Commonwealth submitted to Vendor for application enhancements or new development.
SERVICE LEVELS (OR SLR OR SERVICE LEVEL REQUIREMENTS)	Service Level is defined in Section 28 of the main body of the Agreement.
SERVICE TOWER (OR TOWER)	"Tower" is defined in Section 28 of the main body of the Agreement.
SPECIFICATIONS	Specifications are defined in Section 28 of the main body of the Agreement.
SPEED-TO-ANSWER	Total elapsed time from the point that the Help Desk automated call director (ACD) call-circuitry places a Call into queue until a human operator picks up the Call.
STAFFED SUPPORT	Refers to those hours during which vendor must have skilled Help Desk staff available to personally answer Calls and provide Help Desk support to the End-Users. Such support includes answering phone calls and e-mails, opening trouble tickets, First Call Resolution, categorizing and routing Trouble Tickets, monitoring open Trouble Ticket status, and escalating Problems which are unresolved within the Incident Priority Level time requirements.
SYSTEM SOFTWARE	Refers to the operating system and all utility programs that manage computer resources at a low level and enable it to function. System Software includes tools and utility programs, as well as compilers, loaders, linkers, and debuggers.
TARGET	The desired level of Service the Commonwealth is seeking for that particular Service Level metric.
TECHNICAL SPECIALISTS	VITA personnel who have a high level of knowledge and proficiency in specific information technologies employed at the Commonwealth. These personnel are considered experts.
VIP SUPPORT SERVICES	Services associated with the daily operational support for senior executives of Eligible Customer who are specified by VITA as providing mission Critical Functions and require a Priority Level 1 support and availability for the Services which they use to perform their daily business tasks.

Common Term	Definition
WEEK	A week is seven days, Sunday through Saturday, including Commonwealth holidays.
WORKAROUND	Method of avoiding an Incident or Problem, either by a temporary fix or by a technique that temporarily relieves the Commonwealth of being reliant on a particular aspect of the Service that is known to have a Problem.
WORKSTATION	An End-User computing device, ranging in power and function from a desktop or laptop PC to a high-end engineering or graphic workstation.

2.0 Acronyms

Acronym	Definition
ACF2	Access Control Facility 2 (a.k.a. CA-ACF2)
ACL	Access Control List
CMM	Capability Maturity Model
COTS	Commercial Off-The-Shelf
CMS	Common Management System
CPU	Computer Processing Unit
CRM	Customer Relationship Management
CSUs/DSUs	Channel Service Unit/Data Service Unit
CTI	Computer-Telephony Integration
DASD	Direct-Access Storage Device
DBMS	Database Management System
DC	Data Center
DR	Disaster Recovery
ERP	Enterprise Resource Planning
ESD	Electronic Software Distribution
FDR	Fast Dump Restore
FEP	Front-End Processor
FRAD	Frame Relay Assembler/Disassembler
HIDS	Host-based Intrusion Detection Service
HIPS	Host-based Intrusion Protection Service
IP	Internet Protocol
IT	Information Technology
KPA	Key Process Area
LAN	Local Area Network
MAN	Metropolitan Area Network
MTTR	Mean Time To Repair
NAS	Network-Attached Storage
NIDS	Network Intrusion Detection Service
NIPS	Network Intrusion Protection Service
NOC	Network Operations Center
OEM	Original Equipment Manufacturer

APPENDIX 11 TO SCHEDULE 3.3 TO THE COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SOW DEFINITIONS

Acronym	Definition
OES	Operational Equipment Specifications
OS	Operating System
PAD	Packet Assembler/Disassembler
POC	Point of Contact
RACF	Resource Access Control Facility
RAID	Redundant Array of Independent Disks
RM	Relationship Manager
SAN	Storage-Area Network
SDEE	Software Development Effort Estimation
SDM	System Development Method
SEI	Software Engineering Institute
SOW	Statement of Work
T&M	Time and Material
TR&R	Technology Refreshment and Replenishment
TTY	Telecommunications Device for the Hearing Impaired
UPS	Uninterrupted Power Supply
VLAN	Virtual Local Area Network
VPN	Virtual Private Network
WAN	Wide-Area Network
YTD	Year-To-Date