

**ADDENDUM 1 TO SCHEDULE 3.12
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SLA REPORTING TABLE**

SERVICE LEVEL INITIATION PERIODS

This is Addendum 1 to Schedule 3.12 to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the “Agreement”).

References to “SCD” in the table below are references to Service Commencement Date. The Parties agree that Vendor shall commence reporting on Vendor’s performance of the Services, for which the reporting tools have been established, for the Service Levels as of the date set forth in the “Begin Limited Interim Reporting” column below and that the Parties shall establish objectives for the Service Levels against which Vendor’s performance of the Services will be measured and managed. Performance Credits will not apply to the Service Level objectives during this period. The Parties agree that Vendor shall commence performance of the Services so as to meet or exceed the Service Levels set forth in the appendices to Schedule 3.3 as of the date set forth in the “Date to Begin Performance Credits” and Performance Credits shall apply to the Service Levels as of such date in accordance with Schedule 3.12.

Service Area	SLA Category	Begin Limited Interim Reporting	Date to Begin Performance Credits
Help Desk Services	Service Availability	SCD +11	SCD+24
	End User Satisfaction	SCD +11	SCD +32
	Response Time	SCD +11	SCD +32
	Incident Resolution	SCD +11	SCD +32
	Account Administration	SCD +11	SCD +32

Service Area	SLA Category	Begin Limited Interim Reporting	Date to Begin Performance Credits
Messaging Services	Availability	SCD +13	SCD +35
	Performance	SCD +16	SCD + 35
	Message Monitoring and Management	SCD +13	SCD + 35
	Software Refresh	SCD +11	SCD + 35
Cross Functional Services	Critical Data Center – Incident Resolution	SCD +11	SCD+35
	Data Center Services – Backup	SCD+ 10	SCD+35 RESC Only – SCD+24
	Restore Services	SCD +10	SCD+35 RESC Only – SCD+24
	Disaster Recovery	SCD +15	SCD+25
	Asset Tracking	SCD + 9	SCD+35
	User Satisfaction	SCD + 11	SCD+35

Service Area	SLA Category	Begin Limited Interim Reporting	Date to Begin Performance Credits
	Non-Critical Locations – Incident Resolution	SCD + 12	SCD+35
Mainframe & Server Services	System Availability	SCD +11	SCD+35 RESC only SCD+24
	Response Time	SCD +14	SCD+35 RESC only SCD+24
	General Administrative Functions	SCD +14	SCD+35
	Batch Processing	SCD +11	SCD+24
	Output Delivery	SCD +11	SCD+35
	System Server Administration	SCD +12	SCD+35
	Server Software Refresh	SCD +12	SCD+35
	System Hardware Updates/Refresh	SCD + 12	SCD+35
	Database Administration Service	SCD + 12	SCD+35

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Service Area	SLA Category	Begin Limited Interim Reporting	Date to Begin Performance Credits
Data Network Services	Network Availability	SCD +10	SCD+30
	Performance	SCD +10	SCD+30
	Administration Services	SCD +11	SCD+30
Voice & Video Telecom	Availability	SCD +10	SCD+24
	Responsiveness	SCD +10	SCD+24
Desktop Computing	Break/Fix Repairs	SCD +11	SCD+32
	Installs, Adds, Moves	SCD +11	SCD+32
	Software Installation	SCD +11	SCD+32
	Procurement New Devices	SCD + 12	SCD+24
	System Updates/Refresh	SCD +10	SCD+32

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Service Area	SLA Category	Begin Limited Interim Reporting	Date to Begin Performance Credits
Security Services	System Service Administration	SCD +10	SCD+35
	Network Administration	SCD +10	SCD+30
	Security Intrusion Detection	SCD +10	SCD+30
	Security Penetration	SCD +10	SCD+24
Internal Applications Services	Applications Operations and Maintenance	SCD +11	SCD+24
	Application Development	SCD +11	SCD+24