



Problem Resolution Report

CoSD Contract no. 537863

Category 2 Applications Precedence

CoSD/HP 129

Date: June 9, 2014

Summary:

In accordance with the provisions of the IT and Telecommunications Services Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP or Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issues or Problem

The Agreement does not provide a method to indicate the order of precedence for Category 2 Applications break/fix. Such order of precedence will show the importance each Category 2 Application has for the County.

Resolution:

1. The following language is added at the end of Section 1.3.1. Portfolio Applications Category Codes of Schedule 4.3.8 MASL:

"Category 2 Applications are classified by order of precedence based on the importance of each CAT 2 Application (e.g. C2-P1, C2-P2, etc.) . Such order of precedence expresses the precedence of each CAT 2 Application over another CAT 2 Application with a lower precedence number. Such order of precedence does not relate in any way to the priorities listed in Section 1.3.2 Break-Fix MASL Priorities below."

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES

By: _____

John M. Pellegrino

Name: John M. Pellegrino

Title: Director Department of Purchasing and Contracting

Date: 7-14-14

John Hession

By: _____

Max Pinna

Name: Max Pinna

Title: Contracts Manager

Date: June 9, 2014