



Problem Resolution Report



CoSD Contract no. 537863
MASL 30 - Back-up Completion
HP/CoSD-131

Date: August 12, 2014

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on June 24, 2014 (“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.

Issue or Problem:

The current wording of MASL 30 calculates the number of successful backups over the number of attempted backups – which measures the effectiveness of the tool being used. Instead, the scope of the MASL should be to measure the number of successful backups over the number of backups that were supposed to be completed – measuring the success rate of protecting the data.

In addition, in the current wording, there is no indication, nor way to measure or track the actual number of backups that were actually expected to run.

Resolution:

1. The Algorithm definition in Section 1.3.5.11 Back-up Completion of Schedule 4.3 – Exhibit 4.3.8 MASLs is amended as follows:

Algorithm	(Number of backup jobs that successfully complete / Number of scheduled backup jobs) x 100
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2. The Data Creation definition in Section 1.3.5.11 Back-up Completion of Schedule 4.3 – Exhibit 4.3.8 MASLs is amended as follows:

Data Creation	Metric data is created by tallying the results of all back-up completions against all scheduled back-ups.
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3. In light of the above, Section 1.3.5.11 Backup Completion of Schedule 4.3 – Exhibit 4.3.8 MASLs is hereby amended as per Attachment 1 to this PRR
4. For the avoidance of doubt, this PRR does not change or reduce Contractor’s obligation to restore County data as required by the Agreement, including, but not limited to, Sections 6 Data Center Services and 7 Cross-Functional Services of Schedule 4.3.



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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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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.

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, LLC

By: *John M. Pellegrino*

By: *Max Pinna*

Name: John M. Pellegrino

Name: Max Pinna

Title: Director Department of Purchasing and Contracting

Title: Contracts Manager

Date: _____

Date: August 12, 2014

J. M. Pellegrino

Attachment 1 to PRR 131 – MASL 30 Back-up Completion

1.3.5.22 Back-up Completion

Identification Number	30.0
Name	Back-up Completion
Definition	Percentage of time that back-ups must complete successfully. Back-ups must be verified and re-run if not successful.
Applicability	All Back-ups for Mainframe, Mid-range, VAX, and AS400.
Hours of Availability	Not Applicable
Measurement Period	Monthly
Algorithm	$(\text{Number of backup jobs that successfully complete} / \text{Number of scheduled backup jobs}) \times 100$
Base Measures	Percentage of the backups which were not completed during the Month.
Performance Requirement	99%
Data Creation	Metric data is created by tallying the results of all back-up completions against all scheduled back-ups.