Problem Resolution Report

CoSD Contract No. 554833
Extension of Interim Service Levels
ES/CoSD 061

Date: September 30, 2019

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:
The Parties seek to extend the interim Service Levels (SL) established for SL 44 – Server Provision (Production), SL 45 – Server Provision (Test), and SL 53 – Application Response Time through November 2019.

Resolution:

1. SL 44-1 Server Provisioning – Physical (Excludes Oracle), SL 44-2 Server Provisioning – Virtual, and SL 44-3 Server Provisioning – Oracle, which were established as interims for SL 44 – Server Provision (Production) and SL 45 – Server Provision (Test) are amended with addition of September through November 2019 targets as per tables below.

SL 44-1 Server Provisioning – Physical (Excludes Oracle):

Performance Target	SL Performance (%)	SL Earnback
Physical (excluding Oracle): • December 2018 – January 2019: within 52 business days from SDD approval • February 2019: within 51 business days from SDD approval • March 2019: within 50 business days from SDD approval • April 2019: within 49 business days from SDD approval • May 2019: within 48 business days from SDD approval • June 2019: within 48 business days from SDD approval • July 2019: within 47 business days from SDD approval • August 2019: within 46 business days from SDD approval • September 2019: within 45 business days from SDD approval • October 2019: within 44 business from days SDD approval • November 2019: within 43 business from days SDD approval Monday — Friday 6 a.m. to 6 p.m., excluding the County Holidays	95%	97.5%

SL 44-2 Server Provisioning – Virtual:

Performance Target	SL Performance (%)	SL Earnback
Virtual: • December 2018 – January 2019: within 12 business days from SDD approval • February – April 2019: within 11 business days from SDD approval • May – July 2019: within 10 business days from SDD approval • August 2019: within 9 business days from SDD approval • September 2019: within 9 business days from SDD approval • October 2019: within 9 business days from SDD approval • November 2019: within 8 business days from SDD approval Monday — Friday 6 a.m. to 6 p.m., excluding the County Holidays	95%	97.5%

SL 44-3 Server Provisioning – Oracle:

Performance Target	SL Performance (%)	SL Earnback
Oracle: • December 2018 – January 2019: within 72 business days from SDD approval • February 2019: within 71 business days from SDD approval • March 2019: within 70 business days from SDD approval • April 2019: within 69 business days from SDD approval • May 2019: within 68 business days from SDD approval • June 2019: within 68 business days from SDD approval • July 2019: within 67 business days from SDD approval • August 2019: within 66 business days from SDD approval • September 2019: within 65 business days from SDD approval • October 2019: within 64 business days from SDD approval • November 2019: within 63 business days from SDD approval Monday — Friday 6 a.m. to 6 p.m., excluding the County Holidays	95%	97.5%

For each month SL 44-1, 44-2, and/or 44-3 are weighted, the following sub-process measurements will also be provided:

- Virtual – Server Build, Pre-Application Team Phase
- Physical (Excludes Oracle) and Oracle – Procurement Approval, Procure Hardware, Data Center Place Hardware, Server Build, Pre-Application Team Phase

2. Interim SL 53-1 Application Response Time, which was established for SL 53 Application Response Time, is amended with addition of September through November 2019 targets per table below.

	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019
Metric 1 – How many 'deep dive' 4-Ups and associated Corrective Action Plans (CAP) are completed each month.	3	3	3	3	4	4	4	4	5	5	5	5
Metric 2 – How many Applications have been resolved or a Budgetary Estimate provided as a necessary step to improve performance.	2	2	2	2	3	3	3	3	4	4	4	4

- Monthly performance targets reflect analytic activities completed within the month (i.e., there is no carryover from one month to the next)
- CAP will contain specific recommendation to correct response time issue per application with sufficient detail for County Technology Office (CTO) and Application owner to execute next steps, including estimated timeframe and Contractor level of effort.
- 4-Ups will include, at a minimum, for applications designated for review each month:
  - Selection criteria and relevant Service Level data
  - Preliminary observations about the Service Level data
  - Analysis results
  - Recommendations and status and/or final disposition
- Contractor will alert the CTO in advance as to the Applications which will be in scope for each month
- Contractor will schedule a review with CTO after the close of each month to present four-ups and review overall progress.

3. Parties agree that the changes to weighting percentages for the Service Levels within this PRR are irrespective of the provisions pertaining to Changes to Weighting Factors in the Agreement.

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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		**ENTERPRISE SERVICES, LLC**	
By:		By:	
Name:	John M. Pellegrino	Name:	Max Pinna
Title:	Director, Department of Purchasing and Contracting	Title:	Contracts Manager
Effective Date:	10/8/2019	Date:	September 30, 2019