Problem Resolution Report

CoSD Contract No. 554833
Service Level 31 Hardware IMAR Update
ES/CoSD 062

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 clarify the performance targets and formulas for Service Level (SL) 31 Hardware IMAR.

Resolution:

1. SL 31 Hardware IMAR is amended by replacing one performance target, which accounted for all hardware IMARs in the same way, with three distinct performance targets which take into account availability of hardware at the time of Service Request and the type of IMAR (install/add versus move / remove) requested. The revised performance targets and their associated formulas are effective November 1st, 2019.

2. Section 8.3 of Schedule 4.8 Service Levels is revised as follows:

Service Level	Completion of Hardware IMAR		
Service Level ID	31		
Definition	Acceptable time required to Install, Move, Add or Remove Hardware upon County authorization of Service Request (SR). This applies to End User Resource Unit hardware such as desktop computing devices, network printers, and telephones.		
Service Measure	**Performance Target**	**SL Performance (%)**	**SL Earnback**
Elapsed Time	31a) 3 business days after an add or install SR is authorized by County or by requested date in SR or date scheduled by Contractor and accepted by requestor when hardware is available at time of SR	31a) 90%	31a) 95%
	31b) 7 business days after an add or install SR is authorized by County or by requested date in SR or date scheduled by Contractor (based on vendor delivery date) and accepted by	31b) 90%	31b) 95%

	requestor if hardware is not available at the time of the SR 31c) 3 business days after a move or remove SR is authorized by County or by requested date in SR or date scheduled by Contractor and accepted by requestor Business Day Monday — Friday 6 a.m. to 6 p.m., excluding the County Holidays	31c) 90%	31c) 95%
Formula	Number of instances within Performance Target/Total Number of instances during Measurement Interval. Service Requests that specify IMAR execution will be measured from the point of the scheduled time. 31a) Number of requests completed within 3 business days or by requested date in SR or date scheduled by Contractor and accepted by requestor (when hardware is available) divided by number of requests completed (when hardware is available) >= 90% 31b) Number of requests completed within 7 business days or by requested date in SR or date scheduled by Contractor and accepted by requestor (when hardware is not available) divided by number of requests completed (when hardware is not available) >= 90% 31c) Number of hardware move/remove requests completed within 3 business days or by requested date in SR or date scheduled by Contractor and accepted by requestor divided by number of hardware move/remove requests completed >= 90% For clarity, 31a, 31b, and 31c must be met for this Service Level. Clock may only be suspended if County approval is required.		
Measurement Interval	Monthly		
Reporting Period	Monthly		
Measurement Tool/Source Data	Contractor-provided		

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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