



# Problem Resolution Report



CoSD Contract No. 554833  
Service Levels 44 and 45 Update  
Perspecta/CoSD 086

**Date:** December 16, 2020

**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 Perspecta Enterprise Solutions LLC ("Perspecta" 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 replace the performance targets for Service Level (SL) 44 – Server Provision (Production) and SL 45 – Server Provision (Test) based on the outcome from interim targets SL 44-1 Server Provisioning – Physical (Excludes Oracle), SL 44-2 Server Provisioning – Virtual, and SL 44-3 Server Provisioning – Oracle.

**Resolution:**

1. SL 44 – Server Provision (Production) and SL 45 – Server Provision (Test) are amended effective September 2020, based on the outcome from interim targets established in SL 44-1 Server Provisioning – Physical (Excludes Oracle), SL 44-2 Server Provisioning – Virtual, and SL 44-3 Server Provisioning – Oracle.
2. Section 10.6 Server Provisioning of Exhibit 4.3-8 is replaced with the table below. The weight of each of the three performance targets is 2% for a sum total of 6%.

**10.6 Server Provisioning**

<b>Service Level</b>	Server Provisioning		
<b>Service Level ID</b>	44		
<b>Definition</b>	Provisioning a physical production or test Server for use in the network following date of Solution Design Document (SDD) approval.  Note: Server provisioning is defined as Operating System is installed, and tools (as defined in the Build Docs) are installed for management, monitoring, backups and anti-virus, network configuration and on-line, and project team has access and authorization in-place.		
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>	<b>SL Earnback</b>



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Completion	<ul style="list-style-type: none"> <li>• <b>44-a Physical (excluding Oracle):</b> within 40 business days from SDD approval</li> <li>• <b>44-b Virtual:</b> within 8 business days from SDD approval</li> <li>• <b>44-a Physical (Oracle):</b> within 59 business days from SDD approval</li> </ul>	<ul style="list-style-type: none"> <li>• 95%</li> <li>• 95%</li> <li>• 95%</li> </ul>	<ul style="list-style-type: none"> <li>• 97.5%</li> <li>• 97.5%</li> <li>• 97.5%</li> </ul>
<b>Formula</b>	<ul style="list-style-type: none"> <li>• <b>44-a</b> Number of Servers Requested for Provisioning within Performance Target / Total Number of Servers Requested</li> <li>• <b>44-b</b> Number of Servers Requested for Provisioning within Performance Target / Total Number of Servers Requested</li> <li>• <b>44-c</b> Number of Servers Requested for Provisioning within Performance Target / Total Number of Servers Requested</li> </ul> <p>Business Day: Monday - Friday 6 a.m. to 6 p.m., excluding the County Holidays</p>		
<b>Measurement Interval</b>	Monthly		
<b>Reporting Period</b>	Monthly		
<b>Measurement Tool/Source Data</b>	Contractor-provided		

3. The following sections of Exhibit 4.3-8 is amended to “Reserved” sections and any associated weighting is reset to zero:

- a. 10.7 Server Provisioning — Physical (Excludes Oracle)
- b. 10.8 Server Provisioning — Virtual
- c. 10.9 Server Provisioning — Oracle
- d. 10.10 Server Provisioning — Test

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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.



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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**

**PERSPECTA ENTERPRISE SERVICES LLC**

By: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Effective Date: \_\_\_\_\_

Date: December 16, 2020