



Problem Resolution Report

CoSD Contract No. 554833
Edgemoor Skilled Nursing Facility
Active Directory (AD) Account Creation
Perspecta/CoSD 102



Date: October 1, 2021

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, a Peraton company (“Perspecta” or “Contractor” and hereinafter collectively referred to as the “Parties”), agreement is reached on the Effective Date shown below.

Issue or Problem:

In order to accommodate temporary staffing needs at the Edgemoor Skilled Nursing facility, County is requesting 1-hour turnaround for the creation of an Active Directory (AD) account during business hours (8:00am – 5:00pm, Mon – Fri), which would allow any temp nursing resource to access the Edgemoor NetSolutions application.

Resolution:

1. Contractor shall create an AD account within 1-hour from the Edgemoor Skilled Nursing Facility Service Request submittal, during business hours (8:00am – 5:00pm, Mon – Fri). Such requirement will be performed at no additional charges to the County. Although the new AD account creation requirement is added to Schedule 4.8 – Service Levels, such new requirement will not be counted for Service Level 13.1 - Add End-User Account measurement purposes.
2. Schedule 6.6 of Schedule 4.8 – Service Levels is amended a per Attachment 1 to this PRR.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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



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Peraton

COUNTY OF SAN DIEGO

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Date: _____

Date: October 1, 2021

6.6 Add End-User Account

Service Level	Time duration for creation of and/or changes to End-User account from time of Service Request (SR)		
Service Level ID	13-1		
Definition	Measures the time to add and/or modify new End-User account		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
End-User account addition or modification SR completion	13-1a. 3 business days or by the date described in the SR or scheduled due date	13-1a. 60%	13-1a. 80%
	13-1b. 5 business days or by the date described in the SR or scheduled due date	13-1b. 95%	13-1b. 97.5%
	13.1c. Edgemoor NetSolutions application - 1 hour from the receipt of the SR during business hours (8:00am - 5:00pm Mon-Fri)	NA	NA
Formula	<p>13-1a. Total # of requests for account and/or access creation and/or change completed within 3 business days or by date described in the service request or by scheduled due date divided by number of requests $\geq 60\%$</p> <p>Algorithm: $100 \times ((A - E) / (B - D)) \geq 60\%$ where</p> <p>A – # of requests for account and/or access creation and/or change completed within 3 business days or by date described in the service request or by scheduled due date</p> <p>B – Total # of requests for account and/or access creation and/or change</p> <p>D – # of requests for account and/or access creation and/or change for non-County employees (i.e. external agencies, Contractor staff, Contractor managed vendors)</p> <p>E – For non-County employees (i.e. external agencies, Contractor staff, Contractor managed vendors), # of requests for account and/or access creation and/or change completed within 3 business days or by date described in the service request or by scheduled due date.</p> <p>13-1b. Total # of requests for account and/or access creation and/or change completed within 5 business days or by date described in the service request or by scheduled due date divided by number of requests $\geq 95\%$</p> <p>Algorithm: $100 \times ((A - E) / (B - D)) \geq 95\%$ where</p>		

	<p>A – # of requests for account and/or access creation and/or change completed within 5 business days or by date described in the service request or by scheduled due date</p> <p>B – Total # of requests for account and/or access creation and/or change</p> <p>D – # of requests for account and/or access creation and/or change for non-County employees (i.e. external agencies, Contractor staff, Contractor managed vendors)</p> <p>E – For non-County employees (i.e. external agencies, Contractor staff, Contractor managed vendors), # of requests for account and/or access creation and/or change completed within 5 business days or by date described in the service request or by scheduled due date.</p> <p>For clarity, only 13-1a and 13-1b must be met for this Service Level. 13-1c will not be measured for SL purposes.</p> <p>Clock starts when parent ticket and line items created by Service for account creation and/or access requests to be processed via manual provisioning and any incomplete items or items open to interpretation resolved.</p> <p>Requests for User IDs received from the same County department on the same day, in excess of twenty (20) or more, Contractor team member will contact the requestor to determine the required delivery date for some or all of the User IDs requested, and/or solicit approval for an exception from the CIO or designee.</p>
Measurement Interval	Monthly
Reporting Period	Monthly
Measurement Tool/Source Data	Contractor-provided