



Problem Resolution Report
CoSD Contract No. 568996
Revision to Service Level 52 Documentation
Update Accuracy
Peraton/CoSD – 146



Date: March 17, 2025

Title: Revision to Service Level 52 Documentation Update Accuracy

PRR Number: 146

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor” and hereinafter collectively referred to as “the Parties”) with the effective date November 15, 2016 agreement (“the Agreement”) is reached on the effective date shown below.

Issue or Problem:

Service Level (SL) 52 requires changes due to the new capabilities introduced by the ServiceNow Platform. The Parties seek to update the SL to meet ongoing applicable changes to business applications that improve customer confidence using completeness and correctness scores.

Resolution:

1. Parties agree to amend SL 52 and redefine In-scope fields as the following:
 - a. Application Services without Business Applications
 - b. Servers without an Application Service Relationship
 - c. Business Applications without Business Capabilities

2. Parties agree that reporting of SL 52 per this PRR shall be effective May 1, 2025. Contractor shall perform an analysis 6 months after the first reporting period of the revised SL and identify to the County additional patterns of business or operational activities that may contribute to deficiencies in the correctness scores and work with the County on amending the SL, if needed.

3. No changes are made to the SL Performance and SL Earnback.

4. Schedule 4.8 Service Levels, Section 11.8 for Documentation Update Accuracy is hereby amended as per Attachment 1 to this PRR effective May 1, 2025.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



Problem Resolution Report
CoSD Contract No. 568996
Revision to Service Level 52 Documentation
Update Accuracy
Peraton/CoSD – 146




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

ALLEN R. HUNSBERGER, Director
Department of Purchasing and Contracting

By: 
Allen Hunsberger (Apr 1, 2025 15:28 PDT)
Name: Allen Hunsberger
Title: Assistant Director, Purchasing and
Date: Apr 1, 2025

PERATON ENTERPRISE SOLUTIONS LLC

By: 
Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Apr 1, 2025

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABA81XRmZymwnhGs4zkQlwC85qySRI06VAv

Schedule 4.8 – Service Levels

11.8 Documentation Update Accuracy

Service Level	Measure adherence to completeness and correctness of the portfolio of applications based on specific types of changes as described below.		
Service Level ID	52		
Definition	<p>This SL applies to in scope fields or related records of business applications that require updates based on Normal, Standard and Emergency changes where the ‘Support Bundle’ of the business application is not SaaS, and the field(s) or related records of the business application is/are changing.</p> <p>In scope fields:</p> <ol style="list-style-type: none"> 1. Application Services without Business Applications 2. Servers without an Application Service Relationship 3. Business Applications without Business Capabilities 		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Document updated	In scope fields or relationships updated per schedule planned start and end dates of the change will be derived from open actions during Change Advisory Board (CAB) readiness review. CAB readiness review items are determined from the weekly approved and completed Request for Change (RFC) items.	95%	97.5%

PRR 146 – REVISION OF SERVICE LEVEL 52 DOCUMENTATION UPDATE ACCURACY
 – ATTACHMENT 1

<p>Formula</p>	<p>There are three formulas used to calculate this SL:</p> <ol style="list-style-type: none"> 1. % of Application Services without Business Applications $\frac{[[\text{Application Services Missing Business App Relationships}]]}{[[\text{Number of Business Applications}]]} * 100$ 2. % of Servers without an Application Service Relationship $\frac{[[\text{Servers (Pre-PROD / In PROD) Missing Application Services}]]}{[[\text{Number of servers in Pre-production and In production}]]} * 100$ 3. % of Business Applications without Business Capabilities $\frac{[[\text{Business Applications without Business Capability}]]}{[[\text{Number of Business Applications}]]} * 100$ <p>All three of the in-scope fields or relationships must meet the Service Level performance to pass.</p>
<p>Measurement Interval</p>	<p>Daily</p>
<p>Reporting Period</p>	<p>Monthly</p>
<p>Measurement Tool/Source Data</p>	<p>Field or relationship compliance is measured via the KPIs listed in the EA Health Dashboard. The data sources include the Business Applications, Business Capabilities, Application Services, Servers and Configuration Management Database (CMDB) Relationship tables.</p>