

ATTACHMENT J-4C
Service Level Surveillance Plan

The Contractor’s performance for Enterprise Applications Service Technologies (EAST) 2, as explained in Attachment **J-1**, *Performance Work Statement (PWS)*, and Section **B**, shall be evaluated using this Surveillance Plan. The Service Levels to be evaluated are outlined below. The method for determining performance fee for meeting the Service Levels is described in Attachment **J-4A**, *Service Level Method*. The specific Service Level targets for each Service Level are defined in Attachment **J-4B**, *Service Level Matrix*.

1. SUBJECTIVE SATISFACTION RATING

The overall Subjective Satisfaction Rating is an average of the SLS 1.1 Business Management Rating and SLS 1.2 NEACC Technical Monitor Satisfaction Rating.

1. Subjective Satisfaction Rating	
1.1 Business Management Rating	
Critical Service Level	
Service Level Description	The GOVERNMENT Line of Business (LOB) Contracting Officer Representative (COR) rating with the Contractor’s performance for the 6-month rating period.
Definitions	Contractor performance shall be directly tied to measurable and meaningful service level indicators and performance metrics. Measurements include: <ul style="list-style-type: none"> • Identification, tracking and visibility of costs (planned vs. actual) • Timely delivery date projections • Actual performance against delivery date projections
Hours of Operation	N/A
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation of SLS Rating	Rating criteria used to evaluate the Contractor’s achievement toward satisfying the NEACC Contracting Officer Representative (COR) expectations during the 6-month rating period. The rating will span from a satisfaction rating of 1 (Very Dissatisfied) to 6 (Completely Satisfied). The results of the Business Management Survey will be used in the calculation of the Subjective Satisfaction Rating.
Measurement	Contractor performance is formally evaluated in a 6-month cycle. The contractor’s performance is monitored by the NEACC Contracting Officer Representative (COR) assigned to oversee the fiscal responsibility of the

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1. Subjective Satisfaction Rating	
1.1 Business Management Rating	
Critical Service Level	
	Contractor. The COR shall have sole discretion on the final rating. An example of the Business Management Survey is included at the end of this document as Appendix C .
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

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1. Subjective Satisfaction Rating	
1.2 NEACC Technical Monitor Satisfaction Rating	
Critical Service Level	
Service Level Description	The GOVERNMENT Line of Business (LOB) Technical Monitors' (TM) satisfaction rating with the Contractor's performance for the 6-month rating period.
Definitions	<p>Contractor performance shall be directly tied to measurable and meaningful service level indicators and performance metrics. Measurements include:</p> <ul style="list-style-type: none"> • Timeliness of the services provided • Accuracy of the services provided • Quality and completeness of the services provided • Cost control • Customer satisfaction with the services provided, including end user Incident Resolution Satisfaction ratings <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	N/A
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation of SLS Rating	<p>Rating criteria used to evaluate the Contractor's achievement toward satisfying the NEACC/Center Technical Monitor's expectations during the 6-month rating period.</p> <p>The rating will span from a satisfaction rating of 1 (Very Dissatisfied) to 6 (Completely Satisfied).</p> <p>The results of the NEACC Technical Monitor Satisfaction Survey will be used in the calculation of the Subjective Satisfaction Rating.</p>
Measurement	<p>Contractor performance is formally evaluated in a 6-month cycle, with intermediate feedback provided at the mid-point of the cycle. The contractor's performance is monitored by the NEACC Technical Monitors assigned to oversee the individual LOB. Input by the Stakeholders/Customers will be taken into consideration by the Technical Monitors. The COR shall have sole discretion on the final rating. Rating feedback on performance will be provided by the NEACC Technical Monitors informally to the COR after 3 months with formal rating provided at the end of the 6-month period. The COR will administer a NEACC Technical Monitor Survey to evaluate the Contractor's</p>

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1. Subjective Satisfaction Rating	
1.2 NEACC Technical Monitor Satisfaction Rating	
Critical Service Level	
	performance in each LOB. An example Rating Survey is included at the end of this document as Appendix C . NEACC Technical Monitors will provide a completed Rating Survey to the COR within ten (10) business days after each rating period ends.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. APPLICATIONS MAINTENANCE

2. Applications Maintenance	
2.1 Application Availability	
Critical Service Level	
Service Level Description	The percentage of time that production applications are Available during their Scheduled Uptime, as defined in Appendix B , <i>Availability Schedule</i> .
Definitions	<p>Applications consist of two categories, Tier 1 and Tier 2. Each tiers performance measurements are defined in Attachment J-4B, <i>Service Level Matrix</i>.</p> <ul style="list-style-type: none"> • List of Tier 1 applications is defined in Attachment J-21, <i>Inventory of Enterprise and Center Applications</i>. • Tier 2 applications are all applications not defined as Tier 1. • Production systems are defined as the production instance as well as the production support systems including center facing sandboxes. <p>“Outages” are defined when an application service is unavailable to more than one (1) user.</p>
Hours of Operation	24 X 7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>Availability = (Actual Uptime / Scheduled Uptime) x 100% in each calendar month</p> <p>For example, if a Production Application was expected to be available for normal business use 24 hours per day, 7 days per week, except during a mutually agreed Maintenance Window, (using a 4-hour hypothetical Maintenance Window) the Scheduled Uptime for this system would be 9,840 minutes per week ((60 [minutes] * 24 [hours] * 7 [days]) – (60 [minutes] * 4 [hours])).</p>

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2. Applications Maintenance	
2.1 Application Availability	
Critical Service Level	
	<p>If the Actual Uptime for this Production Application during a month (in this example, 28 days) was 39,160 minutes, Availability for that month would be 99.49% $((39,160 \text{ minutes} / 39,360 \text{ minutes}) * 100)$.</p>
Measurement	<p>The Contractor shall employ a suitable monitoring tool to measure and report actual availability. Monthly performance reports shall calculate actual service level measurements as described above. Availability for Tier 1 applications shall be calculated on an individual application basis. Failure to meet the SLS 2.1.1, specified in Attachment J-4B, <i>Service Level Matrix</i>, for any individual application shall be deemed a failure for meeting SLS 2.1.1. Availability for Tier 2 applications shall be calculated by averaging the availability for all Tier 2 applications. The availability service level standard for Tier 2 applications is specified in SLS 2.1.2 in Attachment J-4B, <i>Service Level Matrix</i>.</p>
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Downtime excludes any period that the environment is not Available due to:</p> <ul style="list-style-type: none"> • scheduled outages (Refer to Appendix B, <i>Availability Schedule</i>) • unscheduled Downtime or outages directed by NEACC Management, • errors in, or the restoration of, functionality or data related to underlying system or network functions managed by another Contractor, except those conditions where the Contractor is responsible for the system error.

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2. Applications Maintenance	
2.2 Application Security Compliance	
2.2.1 Application Security Findings Compliance	
Critical Service Level	
Service Level Description	The percentage of NEACC Application Security Findings due to audits or vulnerability scans that are closed on time.
Definitions	<p>Definitions of GOVERNMENT Security Requirements are documented in the Attachment J-1, <i>Performance Work Statement</i>.</p> <p>The contractor shall resolve findings/vulnerabilities in the time allotted.</p> <ul style="list-style-type: none"> • POAMs must adhere to the guidance provided by OMB. • Vulnerabilities resulting from OS or application scans or notifications must be resolved in time established by the categorization (0 day expedited, 7 day expedited, high, medium, or low) • Audit findings must be resolved according to the schedule established by NEACC audit coordinator.
Hours of Operation	N/A
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is determined by the number of findings against all NEACC applications (as specified in Attachment J-21, <i>Inventory of Enterprise and Center Applications</i>) that have been closed on time.</p> <p>This Service Level is computed by dividing (i) the number of Application Security Findings logged against all NEACC applications (as specified in Attachment J-21, <i>Inventory of Enterprise and Center Applications</i>) resolved by the Target Delivery Date by (ii) the total number of Application Security Findings logged against all NEACC applications (as specified in Attachment J-21, <i>Inventory of Enterprise and Center Applications</i>) during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolutions to Application Security Findings) / (total # of Application Security Findings)) x 100%</p> <p>For example, if Contractor logs 50 Application Security Findings during a Measurement Window, and resolved 49 of those Application Security Findings by the Target Delivery Date, then the results for that Measurement Window would be 98%.</p>

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2. Applications Maintenance	
2.2 Application Security Compliance	
2.2.1 Application Security Findings Compliance	
Critical Service Level	
Measurement	The measurement will be based on an audit of Service Requests related to Application Security Findings.
Requirements and Dependencies	None.
Exceptions and Exclusions	If a finding cannot be resolved because a solution is pending from a COTS vendor, the finding will not be included in the calculation. Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i> . The exception and exclusions only exist if an Accepted Risk Form (ARF) is signed by the Application Owner.

2. Applications Maintenance	
2.2 Application Security Compliance	
2.2.2 Application Security Annual Deliverables	
Critical Service Level	
Service Level Description	The percentage of annually performed security tasks that are completed by the Target Delivery Date.
Definitions	<p>Annual deliverables include but are not limited to:</p> <p>Security Compliance—Annual Application Security Plans (ASP) must be updated, reviewed, and authorized by the date established by the Center Information Security Officer. This includes scans and privacy analysis of the data (IPTA).</p> <p>Access Management—Creating NAMS workflows prior to release to production; working with the LOBs to establish a SOD analysis; and conducting an account revalidation.</p> <p>Business Continuity—The contractor must review contingency plans and business impact assessment (BIA) with the LOBs to assure the content is current prior to releasing the ASP to the RMT for review; complete the recovery exercises as governed by NIST guidelines.</p> <p>Continuous Monitoring—monitoring all applications, databases, and servers for compliance and suspicious activities 24x7; review/analyze/dispose findings, the findings come from various sources such OS scans, application scan, SOC monitoring, external/internal audits, IG, etc.</p> <p>Definitions of GOVERNMENT Security Requirements are</p>

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2. Applications Maintenance	
2.2 Application Security Compliance	
2.2.2 Application Security Annual Deliverables	
Critical Service Level	
	documented in the Attachment J-1 , <i>Performance Work Statement</i>
Hours of Operation	N/A
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	This Service Level is calculated by the number of planned annual deliverables completed on schedule divided by the total number of planned annual deliverables.
Measurement	The measurement will be based on an audit of Service Requests related to Annual Deliverables.
Requirements and Dependencies	None.
Exceptions and Exclusions	If a deliverable cannot be completed because a solution is pending from a COTS vendor, the deliverable will not be included in the calculation. Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i> . The exception and exclusions only exist if an Accepted Risk Form (ARF) is signed by the Application Owner.

2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.1: Severity 1 Resolved within 4 Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 1 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p> <p>Example of Severity levels from the Financial LOB is located in Appendix A of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>

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2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.1: Severity 1 Resolved within 4 Hours	
Critical Service Level	
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%</p> <p>For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.</p>
Measurement	The “Resolution Time” is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Excludes wait time for database re-loads, tape retrieval, or GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i>.</p> <p>Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner.</p> <p>Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix.</p> <p>Excludes Attachment J-22, <i>NEACC Support Systems</i>.</p>

2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.2: Severity 2 Resolved within 8 Primary Business Hours	

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Critical Service Level	
Service Level Description	The percentage of Severity 2 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p> <p>Examples of Severity levels from the Financial LOB is located in Appendix <u>A</u> of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Severity 2 Incidents resolved within the target response time, by (ii) the total number of Severity 2 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%</p> <p>For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.</p>
Measurement	The “Resolution Time” is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Excludes wait time for database re-loads, tape retrieval, or GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i>.</p> <p>Excludes SRs that are actually corrected/fixed within the set</p>

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2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.2: Severity 2 Resolved within 8 Primary Business Hours	
Critical Service Level	
	standards even if the completion time was not recorded in a timely manner.
	Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix.
	Excludes Attachment J-22 , <i>NEACC Support Systems</i> .

2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.3: Severity 3 Resolved within 24 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 3 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p> <p>Examples of Severity levels from the Financial LOB is located in Appendix A of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Severity 3 Incidents resolved within the target response time, by (ii) the total number of Severity 3 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%</p> <p>For example, if Contractor logs 50 incidents in this category during</p>

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2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.3: Severity 3 Resolved within 24 Primary Business Hours	
Critical Service Level	
	a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The “Resolution Time” is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i> . Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes Attachment J-22 , <i>NEACC Support Systems</i> .

2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.4: Severity 4 Resolved within 8 Business Days	
Critical Service Level	
Service Level Description	The percentage of Severity 4 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Severity 1 - problems are immediate and total loss of application accessibility. Severity 2 - problems are significant loss of critical business functions. Severity 3 - problems are partial loss of critical business functions. Severity 4 - problems are partial loss of critical business functions for individual users.

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2. Applications Maintenance	
2.3 Incident Resolution Time	
2.3.4: Severity 4 Resolved within 8 Business Days	
Critical Service Level	
	<p>Examples of Severity levels from the Financial LOB is located in Appendix <u>A</u> of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Severity 4 Incidents resolved within the target response time, by (ii) the total number of Severity 4 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%</p> <p>For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.</p>
Measurement	The “Resolution Time” is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i>.</p> <p>Excludes SRs that are actually corrected/fixed within the set even if the completion time was not recorded in a timely manner.</p> <p>Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix.</p> <p>Excludes Attachment J-22, <i>NEACC Support Systems</i>.</p>

2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	

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2.4.1: Master Data Emergency – Resolved within 1 Business Day	
Critical Service Level	
Service Level Description	The percentage of Emergency Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p> <p>Examples of Severity levels from the Financial LOB is located in Appendix A of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Emergency Master Data requests completed within the target resolution time, by (ii) the total number of Emergency Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolution of Emergency Master Data requests) / (total # of Emergency Master Data requests)) x 100%</p> <p>For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.</p>
Measurement	The “Completion Time” is measured as the elapsed time between the time the Master Data request was received by the NEACC to the time the request is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i> .

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2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.1: Master Data Emergency – Resolved within 1 Business Day	
Critical Service Level	
	<p>Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner.</p> <p>Excludes service requests that have been incorrectly classified as Master Data.</p> <p>Excludes Attachment J-22, <i>NEACC Support Systems</i>.</p>

2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.2: Master Data Changes – Resolved within 2 Business Days	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p> <p>Examples of Severity levels from the Financial LOB is located in Appendix A of this document.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100%</p> <p>For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within</p>

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2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.2: Master Data Changes – Resolved within 2 Business Days	
Critical Service Level	
	the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The “Completion Time” is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i>.</p> <p>Excludes the SLS 2.4.3 Master Data Requests – Exceptions service types.</p> <p>Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner.</p> <p>Excludes service requests that have been incorrectly classified as Master Data.</p> <p>Excludes Attachment J-22, <i>NEACC Support Systems</i>.</p>

2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.3: Master Data – Exceptions - Resolved w/n 8 business days	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	<p>Severity 1 - problems are immediate and total loss of application accessibility.</p> <p>Severity 2 - problems are significant loss of critical business functions.</p> <p>Severity 3 - problems are partial loss of critical business functions.</p> <p>Severity 4 - problems are partial loss of critical business functions for individual users.</p>

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2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.3: Master Data – Exceptions - Resolved w/n 8 business days	
Critical Service Level	
	<p>Examples of Severity levels from the Financial LOB is located in Appendix <u>A</u> of this document.</p> <p>Master Data Requests – Exceptions include (but not limited to) these service types: Approval Chain Modification, Asset Class Change, Job Title Modification, Reason Code, Region Code, Regulatory, Published DOI Master Data, Lenel Data Restoration, Multiple Users/UUPICS, Building/Location Change, or Release Strategy/Pgroup.</p> <p>Customer is defined as consumer of NEACC services.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage.</p> <p>On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100%</p> <p>For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.</p>
Measurement	The “Completion Time” is measured as the elapsed time between the time the Master Data request was received by the NEACC to the time the request is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	<p>Changes associated with reorganization Service Requests may be excluded from the calculation with prior GOVERNMENT approval. Excludes GOVERNMENT approved ‘hold’ conditions and other conditions as defined in DRD MA-006, <i>NEACC Operational Model</i>.</p> <p>Excludes SRs that are actually corrected/fixed within the set even if the completion time was not recorded in a timely manner.</p>

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2. Applications Maintenance	
2.4 Master Data On-Time Completion Rate	
2.4.3: Master Data – Exceptions - Resolved w/n 8 business days	
Critical Service Level	
	<p>Excludes service requests that have been incorrectly classified as Master Data.</p> <p>Excludes Attachment J-22, <i>NEACC Support Systems</i>.</p>

2. Applications Maintenance	
2.5 Applications Maintenance On-Schedule Delivery	
Critical Service Level	
Service Level Description	The percentage of completed Applications Maintenance requests delivered by the agreed-upon Delivery Date
Definitions	On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Delivery Date for that request. This measure is used for PWS 3.1 change request discrepancy type service requests and discrepancy break/fix service requests that the GOVERNMENT excludes from other stated service level targets.
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the total number of such requests that are completed on or before the Target Delivery Date by (ii) the number of completed Applications Maintenance requests.</p> <p>On-Schedule Delivery = ((# of Applications Maintenance requests delivered on or before the Target Delivery Date) / (# of completed Applications Maintenance requests)) x 100%</p> <p>For example, if Contractor completes 10 Applications Maintenance requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.</p>
Measurement	“Delivery Date” means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.

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2. Applications Maintenance	
2.5 Applications Maintenance On-Schedule Delivery	
Critical Service Level	
Requirements and Dependencies	As part of GOVERNMENT retained authority the GOVERNMENT will approve or disapprove service requests that have been completed by the Contractor. The GOVERNMENT'S disapproval of a service request that the Contractor believes to be completed does not relieve the Contractor from their responsibility to deliver the service request by the Target Delivery Date.
Exceptions and Exclusions	Excludes Job Requests, Master Data or Operational Support Tasks (based on Attachment J-1 , <i>Performance Work Statement</i> definition). Excludes Attachment J-22 , <i>NEACC Support Systems</i> .

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Service Level Surveillance Plan

3. APPLICATIONS ENHANCEMENT

3. Applications Enhancement	
3.1 Applications Enhancement On-Schedule Delivery	
Critical Service Level	
Service Level Description	The percentage of completed Applications Enhancement requests delivered by the agreed-upon Delivery Date. (Including regulatory)
Definitions	On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Delivery Date for that request and meets all requirements as defined by the Government.
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the total number of such requests that are completed on or before the Target Delivery Date by (ii) the number of completed Applications Enhancement requests.</p> <p>On-Schedule Delivery = ((# of Applications Enhancement requests delivered on or before the Target Delivery Date) / (# of completed Applications Enhancement requests)) x 100%</p> <p>For example, if Contractor completes 10 Applications Enhancement requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.</p>
Measurement	“Delivery Date” means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	As part of GOVERNMENT retained authority the GOVERNMENT will approve or disapprove service requests that have been completed by the Contractor. The GOVERNMENT’S disapproval of a service request that the Contractor believes to be completed does not relieve the Contractor from their responsibility to deliver the service request by the Target Delivery Date.
Exceptions and Exclusions	Excludes Attachment J-22 , <i>NEACC Support Systems</i> . Excludes Strategic Initiatives.

ATTACHMENT J-4C
Service Level Surveillance Plan

3. Applications Enhancement	
3.2 Application Enhancement On-Schedule Delivery for Strategic Initiatives	
Critical Service Level	
Service Level Description	The percentage of completed Strategic Initiative Applications Enhancement requests delivered by the agreed-upon Delivery Date. (Including regulatory)
Definitions	<p>On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Delivery Date for that request.</p> <p>A Strategic Initiative is a business system infrastructure or process investment that supports the health of the business application portfolio and positions the Agency to operate more cost-effectively in the future; may involve one or multiple service requests. Strategic Initiatives are defined by the Government throughout the fiscal year.</p>
Hours of Operation	24x7
Service Level Target	See Attachment J-4B , <i>Service Level Matrix</i>
Calculation	<p>This Service Level is computed by dividing (i) the total number of such requests that are completed on or before the Target Delivery Date by (ii) the number of completed Applications Enhancement requests.</p> <p>On-Schedule Delivery = ((# of Strategic Initiatives service requests delivered on or before the Target Delivery Date) / (# of completed Strategic Initiatives service requests)) x 100%</p> <p>For example, if Contractor completes 10 Strategic Initiative service requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.</p>
Measurement	“Delivery Date” means the date that Contractor has agreed to Deliver the request to NASA in completed form while meeting all requirements specified by the GOVERNMENT. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	As part of GOVERNMENT retained authority the GOVERNMENT will approve or disapprove service requests that have been completed by the Contractor. The GOVERNMENT’S disapproval of a service request that the Contractor believes to be completed does not relieve the Contractor from their responsibility to deliver the service request by the Target Delivery Date. The Government will inform the contractor of LOB Major Initiatives at the beginning of each fiscal year.

ATTACHMENT J-4C
Service Level Surveillance Plan

Exceptions and Exclusions	Excludes Attachment <u>J-22</u> , <i>NEACC Support Systems</i> .
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ATTACHMENT J-4C

Appendix A
Availability Schedule**Severity Level Examples from Financial Line of Business****Severity 1:**

- All users unable to access Core Financial SAP R/3

Severity 2:

- **Period End** closing problems.
(Period End refers to month end, quarter end and year-end.)
- **Daily disbursements**
 - Treasury Interface
 - Accounts Payable

Severity 3:

- Multiple users unable to execute functions within
 - Financial Reporting /Standard General Ledger (SGL)
 - Full Cost
 - Accounts Receivable
 - Purchase Order (PO) to Payment Confirmation
 - Business Warehouse (BW)
- Multiple users unable to print
- Multiple users experience errors in accessing tools or submitting products from tools
- Total loss of non-critical business functions
- Total loss of multiple users productivity

Severity 4:

- Individuals unable to execute functions within:
 - Financial Reporting /SGL
 - Full Cost
 - Accounts Receivable
 - PO to Payment Confirmation
 - Business Warehouse (BW)
- Individual users experience errors in accessing SAP tools or submitting products from tools
- Total loss of an individual's productivity

ATTACHMENT J-4C

Appendix B
Availability Schedule

NEACC managed applications are available to customers 24/7 excluding planned outages, maintenance events (see tables below), and unavoidable events.

Planned Maintenance Windows for NEACC Managed Applications	
<u>Day</u>	<u>Time</u>
Monday – Sunday	12AM – 4AM (CST)
Wednesday	4AM – 6AM (CST)
Thursday	7PM – 12AM (CST)
Saturday	4AM – 12PM (CST)
Sunday	4AM – 2PM (CST) *

** Note: NEACC managed applications are unavailable until Sunday, 4PM (CST) on the third weekend of the month.*

Planned NASA Data Center Operations Maintenance Windows	
<u>Window Recurrence</u>	<u>Window Time</u>
Weekly	Thursday 7PM – 12AM (CST)
Monthly (3 rd Weekend of the Month)	Friday 7PM – Sunday 4PM (CST)
Annual Facility Maintenance (scheduled event)	One Weekend/Year

ATTACHMENT J-4C

Appendix C
Subjective Satisfaction Survey Example

Business Management Rating Survey

Numeric score (1 – 6) for Rating Period MM/YYYY – MM/YYYY

Performance Area:	Very Dissatisfied 1	Somewhat Dissatisfied 2	Somewhat Satisfied 3	Satisfied 4	Very Satisfied 5	Completely Satisfied 6
Identification, tracking and visibility of cost planned vs. actual						
Timely delivery date projections						
Actual performance against delivery date projections						
Cost control including accuracy of cost estimates and use of resources.						

ATTACHMENT J-4C

Appendix C
Subjective Satisfaction Survey Example

NEACC Technical Monitor Satisfaction Rating Survey
Numeric score (1 – 6) for Rating Period MM/YYYY – MM/YYYY

Performance Area:	Very Dissatisfied 1	Somewhat Dissatisfied 2	Somewhat Satisfied 3	Satisfied 4	Very Satisfied 5	Completely Satisfied 6
Competence and availability of Contractor personnel.						
Responsiveness (unique requests, special assignments, change management, emergencies, etc.).						
Quality of deliverables (appropriateness, completeness, comprehensive, integrated, etc.).						
Collaboration, integration and proactive communication among team OCIO, other Contractors, and with customers.						
Recognition of, and improvement in, critical problem areas.						

ATTACHMENT J-4C

Appendix C
Subjective Satisfaction Survey Example

Cost control including accuracy of cost estimates and use of resources.						
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ATTACHMENT J-4C

Appendix C
Subjective Satisfaction Survey Example**SATISFACTION RATING DESCRIPTION NUMERICAL SCORE:****Completely Satisfied – 6**

Performance is exceptional and of high quality. Performance exceeds standard by a substantial margin, with no elements for improvement.

Very Satisfied - 5

Performance is consistently of high quality with only negligible issues. Performance exceeds standard, with few elements for improvement, all of which are minor.

Satisfied - 4

Performance is generally above average with only minor issues. Performance meets standard; and although there may be elements for improvement, they are more than offset by better performance in other elements.

Somewhat Dissatisfied - 3

Average performance level from a competent Contractor with few issues noted. Performance is considered standard; and several elements for improvement are approximately offset by better performance in other elements.

Dissatisfied - 2

Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements.

Very Dissatisfied -1

Numerous performance issues noted. Performance is less than standard by a substantial margin; and there are many elements for improvement which are not offset by better performance in other areas.

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Appendix C
Subjective Satisfaction Survey Example

NUMERICAL RATING SCALE AND PERFORMANCE FEE PERCENTAGE EARNED

The scored rating is decided by the NEACC Contracting Officer Representative (COR) for each rating period. Performance Fee for this element will then be calculated by averaging the Business Management Rating with the NEACC Technical Monitor Satisfaction Rating and applied to the following scale in Table J-4-C-1 below:

<u>Average Score on Survey(s)</u>	<u>Percent of Performance Fee Earned</u>
6.00	100%
5.66 – 5.99	98%
5.33 – 5.65	96%
5.00 – 5.32	93%
4.66 – 4.99	90%
4.33 – 4.65	83%
4.00 – 4.32	75%
3.66 – 3.99	64%
3.33 – 3.65	59%
3.00 – 3.32	50%
0.00 – 2.99	0%

Table J-4C-1

In the event that the Contractor’s SLS 1.0 Subjective Satisfaction Rating is below a 3.00 (Somewhat Satisfied), the Contractor shall receive **\$0.00 Performance Fee** for the rating period. This rating is at the sole discretion of the Government and is not subject to the DISPUTES clause. Specific comments or suggestions for performance improvements will be discussed with the Contractor by the COR/CO after each assessment.

ATTACHMENT J-4C

Appendix C
Subjective Satisfaction Survey Example