# DSHS logo - TransLives SM

**Service Level Requirements**

**#**2223-808

**ACES Maintenance and Operations**

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| **Service Level Requirement Towers** | |
| Q | [Quality](#Quality) |
| E | [Efficiency](#Efficiency) |
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| SLR Tower – Quality | | | | **Fee reduction for this SLR tower applies to each category, with failures in subsequent categories adding to the cumulative reduction amount.** | | | |  |  |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** |
| **Q1** | Software | All platforms in production region | Software Defect Leakage to Production | | Less than 2% of total software defects found in production after each release. | 98% | Software Defects discovered in production / Total Software Defects discovered prior to production (not including defects found in unit test and as detailed in a Software Problem Report) following one release and up to the next release | Quarterly | N/A |
| **Q2** | Software | All platforms and regions up to production | Defect rework | | > or = to 85% defects initial fix works correctly | > or = 85% | Total Defects Fixed/Defects Fixed returned for rework | Quarterly | N/A |
| **Q3** | All | Customer Satisfaction | Customer (internal and external) satisfaction surveys provide insight into the usability of the solution | | 90% of all responses must have a satisfaction score of seven (7) out of ten (10) (or equivalent) or higher (10 being the highest score) | % of surveys below 90% rating their satisfaction lower than seven (7) out of ten (10) | (# of respondents rating their satisfaction higher than or equal to 7) / (# of respondents received) | Per Survey | N/A |
| **Q4** | All | Quality of Services Provided | DSHS expects the Contractor to identify quality staff and teams to provide all services. DSHS will incur significant costs if the proposed staff/team do/does not have the qualifications/skills required and/or they need to change the staff/team due to quality issues | | No key staff need to be replaced for the duration of the additional service request | No more than two staff changes required | Number of staff change required | Per Staff Change | .5% of the monthly fee for fixed price services |

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| \* Definitions: | | |  |
| 1 | Total Software Defects | Total Software Defects are defects discovered prior to production (not including defects found in unit test) following one release and up to the next release | |
| 2 | Requirements Specification Miss | Code does not match the requirements and/or design specification documentation | |
| 3 | Defects Fixed | Fixes made to defects found during testing | |
| 4 | Release | An agreed upon body of work scheduled for requirements definition through deployment to production environments. Can include problem resolution requests and well as change requests. | |
| 5 | Defect |  | |

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| SLR Tower – Efficiency | | | | **Fee reduction for this SLR tower applies to each category, with failures in subsequent categories adding to the cumulative reduction amount.** | | | |  |  |  |
|  | **Include: Items like automating business processes (automating scripts, etc.)** | | | | | | | |  | | |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** | | |
| **E1** | Scheduled Production Batch | Server | Per Scheduled Time | | Complete core jobs per Client's approved schedule | 99.5% | Total number of jobs completed within Performance Target ÷ Total number of jobs executed during Measurement Interval | Measure Daily, Report Monthly | N/A | | |
| **E2** | Set up or modify job scheduler definition and dependencies | Server | Response Time | | Next Business Day (all daily requests) | 98.% | Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval | Measure Weekly, Report Monthly | N/A | | |
| **E3** | Notification of Incident Priority Level 1 Outage to Help Desk | All Systems | Response Time | | 10 minutes of discovery | 99.9% | Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval | Measure Weekly, Report Monthly | 2% of the monthly fee for fixed price services | | |

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| \* Definitions: | | |  |
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| SLR Tower – Availability | | | | **Fee reduction for this SLR tower applies to each category, with failures in subsequent categories adding to the cumulative reduction amount.** | | | |  |  |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** |
| **A1** | Application Availability1,2 | Production ACES System (Address Verification, Eligibility Service, ACES 3G, ACES Online, Washington Connection, Letters Management System, etc | Per System Availability | | Sunday to Saturday 0000-2400 | 99.9% | Availability (%) = 100% — Unavailability (%) | Measure Hourly  Report Monthly | 2% of the monthly fee for fixed price services |
| **A2** | System Availability1,2 | OS and Subsystems  Windows Production Servers  Linux Production Servers | Per System Availability | | Sunday to Saturday 0000-2400 | 99.9% | Availability (%) = 100% — Unavailability (%) | Measure Daily  Report Monthly,  Annualized | 2% of the monthly fee for fixed price services |
| **A3** | System Availability1,2 | Development, Test and Pre-Production Environments | Per System Availability | | Monday to Saturday 0400-1900 | 99.671% | Availability (%) = 100% — Unavailability (%) | Measure Daily  Report Monthly  Annualized | 2% of the monthly fee for fixed price services |

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| \* Definitions: | | |  |
| 1 | Availability | The availability of the in-scope infrastructure components required to conduct the normal business operation of Client application systems, including processors (e.g., mainframe CPU, memory, and storage), external storage, system Software and Network connection. Excludes scheduled maintenance. | |
| 2 | Pre-Scheduled Downtime Requirements | All pre scheduled system downtime, unless otherwise agreed on in advance by the Client, will occur:   1. For the systems with 24/7 requirements — all pre scheduled maintenance shall be performed based on the Client's Change Management policy 2. For systems having non 24/7 requirements — pre scheduled maintenance shall be performed outside of the normal System Availability time frame | |
| 3 | Unavailability | (∑ Outage Duration × 100%) ÷ (Schedule Time — Planned Outage) | |

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| SLR Tower – Security | | | |  | | | |  |  |
|  | **Include:** | | | | | | | |  |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** |
| **S1** | Vulnerabilities | All languages, OS, utilities, firmware, middleware, and hardware platforms | Existing vulnerabilities | | Current level of vulnerabilities decrease quarter over quarter | Current quarterly count < current quarterly count of security vulnerabilities | Current Quarter Count < Previous Quarter Count\*  (\*Incidences of previously documented vulnerabilities) | Quarterly | N/A |

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| \* Definitions: | | |  |
| 1 | OWASP Top 10 Vulnerabilities | **Current top 10 vulnerabilities as published by the Open Web Application Security Project.** | |
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| SLR Tower – Application Development | | | | **Fee reduction for this SLR tower is limited to a maximum of 1% of the monthly fee for fixed price services.** | | | |  |  |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** |
| **D1** | Cost | All platforms | Release/Project Estimate Hours | | Actual not more than +/- 10% of estimate | > OR = 90% | Estimate hours ÷ Actual hours | Per Release | 1% of the monthly fee for fixed price services |
| **D2** | Incident Response | All platforms | Time to application incident resolution | | SEV 1 - <= 2 hours | 99% | Time completed – time incident identified | Monthly |
| **D3** | Incident Response | All platforms | Time to application incident resolution | | SEV 2 - <= 8 hour | 99% | Time completed – time incident identified | Monthly |

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| \* Definitions: | | |  |
| 1 | Release/Project Estimate Hours | Development hours estimated to perform development tasks per release work package | |
| 2 | Actual Hours | Hours burned to perform development tasks per release work package | |
| 3 | Milestone | Requirements, Design, Code Complete, Unit & Integration Testing | |
| 4 | SEV 1 | Incident occurs in the production environment that meets the following criteria:   * A blocking system issue (stops system functionality) without an implementable workaround. * System outage (ACES Systems, WaCon) * Instability exists in critical functions causing a significant impact to the field and/or stakeholders. * Current security vulnerability includes an active data or Federal Tax Information (FTI) breach. * Incorrect calculations affecting a significant population causing HBE to take HPF off-line. | |
| 5 | SEV 2 | Critical system issue that inhibits normal system function, or results in error condition(s) but for which there is an implementable workaround | |

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| SLR Tower – Computing Services | | | | **Fee reduction for this SLR tower is limited to a maximum of 1% of the monthly fee for fixed price services.** | | | |  |  |
|  | **Area** | **System/Type** | **Service Measure** | | **Performance Target** | **SLR Performance %** | **Formula** | **Intervals** | **Monthly Fee Reduction** |
| **C1** | Application Platform Response1 | Storage Systems | End-to-End Response Time | | 80% transactions complete ≤5ms  15% transactions complete ≤15ms  5% transactions complete ≤25ms | 99.9% | Performance = Transactions completed within Performance Target ÷ Total Transactions | Measure every 30 Minutes, Report Monthly | 1% of the monthly fee for fixed price services |
| **C2** | Application Platform Response1 | Internet Web Services and Web Frontends | End-to-End Response Time | | 90% of transactions complete ≤1.0 seconds  95% of transactions complete ≤1.5 seconds  100% of transactions complete ≤3.0 seconds | 99.9% | Performance = Transactions completed within Performance Target ÷ Total Transactions | Measure every 30 Minutes, Report Monthly |
| **C3** | Advise Client of need to allocate additional processing resources or allocate additional storage resource based on predefined parameters and observed growth patterns5 | All Systems | Proactive monitoring and reporting to Client of need to increase capacity | | Sustained average daily CPU utilization approaches 70% for Open Systems, 90% for Mainframe, of installed processor capacity—Inform Client within 1 Business Day  Total monthly storage capacity utilization measured in GBs used approaches 80% of installed capacity—Inform Client within 1 Business Day | 99% | Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval | Measure Weekly, Report Monthly |
| **C4** | Notification of vendor Software upgrades and new releases | All Systems | Vendor supplied software report (Patch management) | | Contractor managed software is not more than N-2 version. | 100% | Number of applications exceeding N-2 standards. | Measure Quarterly, Report Quarterly |

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| \* Definitions: | | |  |
| 1 | Application Platform Response | Online response time for critical online applications including ERP, data warehouse, financial, HTTP, etc. | |
| 2 | Completion Time to Request |  | |
| 3 | Database Administration |  | |
| 4 | System Software Refresh |  | |
| 5 | System Administration |  | |