TRANSPORT

ATTACHMENT 13-A

to Exhibit 13 (Service Reports)

DESCRIPTION OF SERVICE REPORTS

26 SEPTEMBER 2014

VERSION 1.0

Table of Contents

1.0 INTRODUCTION

This Attachment 13-A contains a summary description of the format, content, and frequency of key reports required by Transport. This Attachment may not include all reports currently provided by Displaced Suppliers or otherwise required by the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Attachment.

2.0 CROSS-FUNCTIONAL SERVICES TOWER REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Incident Management Report	1. Total Incident response times against Service Levels for all priorities (1 -3) 2. Total Incident restoration times against Service Level for all priorities (1 -3) 3. Aged Incidents :- all priorities not in a status of restored greater than 30, 60 and 90 days 4. Total number of P1/2 Incidents (all priorities) v P1/2 Incidents closed as Repeat 5. Total number of Incident for all priorities v total number of rejected assignments 6. Total number of Re-assignments that were rejected by the receiving party ÷ total number of re-assignments for all priorities	Monthly	Transport Service Owners	Web Based (no paper)	Incident performance
Problem Management Report	1. Total number of Problems (all priorities) with approved PCA implementation dates v actual implementation date 2. Total number of Problem (all priorities) with assignment and RCA approval dates	Monthly	Transport Service Owners	Web-Based	Problem Performance
Change	1. Total changes attempted v closure status (successful or Failed)	Monthly	Transport Service	Web-Based (no	Change

Report Name	Description	Frequency	Recipient	Media	Reference
Management	2. Total number of changes Implemented v implementation status (all categories) of emergency 3. Total changes attempted v total changes attempted with a type of emergency all categories 4. Rejected or unauthorised changes observed during the period		Owners	paper)	performance
Release Management	1. Total Releases attempted vs. closure status (successful or Failed) 2. Total number of Releases v number of Release communications received 3. Release rollbacks observed during the period	Monthly	Transport Service Owners	Web	Release Performance
Configuration Management	Summary of updates made to the CMDB during the period	Monthly	Transport Process Owners	Web	SACM accuracy
Capacity Management	1. Summary of all Service components that have active and up to date Capacity Plans 2. Correlation of Major Incidents and Capacity planning issues 3. Summary of Capacity tuning activities performed during the period	Monthly	Transport Process Owners	Web	
Availability Management	1. Summary of all Service components that have active and up to date Availability Plans 2. Trending report of Availability issues / statistics	Monthly	Transport Process Owners	Web	
Event Monitoring	1. Summary of major event alerts during the period 2. Summary of service components that have synthetic monitoring agents deployed	Monthly	Transport Process Owners	Web	

Report Name	Description	Frequency	Recipient	Media	Reference
Request Fulfillment Report	The total number of Service Work Requests approved and due for fulfillment vs. number of Service Work Requests fulfilled for all grades	Monthly	Transport Delivery Owners	Web	RF performance
Security and Malware Incidents	Logical security violations observed. Document the nature of such incidents and the plan and status of such incidents.	1. Weekly 2. Daily during major outbreaks	Applicable Transport Service Managers	Web Based	
Project Status Report	Report on the status of all open Projects greater than 40.0 hours (or one month elapsed time), including actuals vs. planned for schedule, cost, risk, and change of scope. Report the status of each Project to the requestor on a periodic basis as agree with the requester.	Weekly	Applicable Transport Service Managers	Web Based	
Issues Management	Status of major pending issues, Incidents, status of improvement action plans. Report changes to the environment that have cost impact or utilization implications	Monthly	All Transport Service Managers, Transport Contract Manager	MS Word File	
Service Level Report	Comparison of actual results vs. Service Level requirements.	Monthly	Transport Customer Service	Web	SLAM report
IT Service Continuity Management	As applicable, total ITSMs plans (as a Configuration Item) vs. ITSM plans that have been updated (CI change)	Monthly	Transport Process Owner	Web	ITSM governance
IT Service	Number of Business Continuity Plans completed, number of disaster	Monthly	Transport Process	Web	

Report Name	Description	Frequency	Recipient	Media	Reference
Continuity Management	recovery drills, average time for application restoration		Owner		

3.0   CENTRALISED COMPUTING TOWER REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Daily Centralised Computing Major Incident report	Morning report to highlight any issues from overnight as well as any issues inherent from previous day,	Daily by 10am	Operational Line Management	Web	
Server / Appliance / Device Performance	System performance and availability statistics, based on agreed thresholds; − CPU usage statistics % (Extended and After hours); ☐ By user ☐ By system ☐ By Wait on I/O ☐ Idle − Memory usage statistics % (Extended and After hours); ☐ Free memory ☐ Used memory − SAN, NAS and local disk capacity statistics and trends; ☐ Capacity used (Gb and %)	Real Time and Historical	Operational Line Management	Portal	

Report Name	Description	Frequency	Recipient	Media	Reference
	☐ Capacity available (Gb and %) − Backup completion statistics and trends; − Down-time statistics and trends; − Database statistics and trends ☐ Capacity used by database (Gb and %) ☐ Capacity available database (Gb and %) ☐ Software Media Library, dictionary and database cache hit ratio trends by business critical database ☐ Database extents (and other criteria) − License compliance − Patch and version compliance				
	Request for Information - Audit - Technical analyses - Compliance - Management reporting, etc	Ad hoc	Authorised Requestor	As per request	

4.0   FINANCIAL REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Resource Consumption Summary & Detail	Summary and detail level information on resources consumed by a particular unit and/or Authorised User and the associated charges due	Monthly	Finance Manager	Excel Spreadsheet	
Billing Detail Information	Detailed billing information on-line for Transport access in a database that lends itself to searching and ad hoc reporting	Monthly	Finance Manager	Excel Spreadsheet	
P x Q Reports	Rolling thirteen (13) month "P x Q" billing reports where each report lists the "P" or discrete pricing element (price and description) and the associated "Q" or quantity procured by Transport	Monthly	Finance Manager	Excel Spreadsheet	
Electronic Access to Lists of Charges	For all charges that are billable on a Resource Baseline basis, and all Pass-Through Charges	Monthly	Finance Manager	Excel Spreadsheet	
Budget and Forecasting Report	Quarterly budget and forecasting report for a calendar year and remainder of the Term	Quarterly	Finance Manager	Excel Spreadsheet	
Transport Cluster Spend Summary	Summary reporting on a quarterly basis on Transport Cluster spend (invoice based)	Quarterly	Finance Manager	Excel Spreadsheet	
Quarterly Spend Summary	Quarterly spend summary	Quarterly	Finance Manager	Excel Spreadsheet	
Annual Trend Analysis	Annual trend analysis of Transport spend by subaccount and business unit	Annual	Finance Manager	Excel Spreadsheet	
Actual Resource Unit Volumes	Identifies the number of Resource Units actually utilised by Transport	Monthly	Finance Manager	Excel Spreadsheet	