



Problem Resolution Report

CoSD Contract No. 554833
Service Level 53-1 Application Response Time
(Interim) Update
Perspecta/CoSD 082



Date: November 2, 2020

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

Issue or Problem:

The Parties seek to modify performance targets for Service Level (SL) 53-1 Application Response Time (Interim) for the period October through December 2020.

Resolution:

1. The Parties agree to an alternative approach for SL 53-1 Application Response Time (Interim) for the months of October through December 2020 only. The goal of this alternative approach is to gather information that will help diagnose application performance issues and define a new approach to SL 53 – Application Response Time effective January 2021. If no agreement is reached for a new approach by 01/31/2021, the Parties agree to apply the measurement described in Attachment 1 to this PRR starting January 2021 until an agreement is reached.

The alternative approach will be based on expanded use of the Contractor’s Application Performance Management (APM) suite of tools to monitor and analyze application performance. This requires the Contractor to install and explore the use of additional tools in the suite (e.g., OBM, as well as the BPM tool already in place). For this reason, rather than set specific performance targets for the months of October through December, the Parties agree to define specific activities and deliverables for each month that progressively build on each other, similar to the approach the County has taken on Critical Milestones.

2. The Parties agree to replace the language in Section 11.10 of Schedule 4.8 Service Levels as follows:

Service Level	Response Time of the Application for End-User to include measurable functions of the Application provided via Operational Bridge Manager (OBM).		
Service Level ID	53-1		
Definition			
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Deliverables	October 2020 Deliverable 1: By 10/9/2020, Contractor shall have at least 15 applications set up to be monitored and reportable by the OBM tool. The		



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	<p>list of applications must be provided to the County and shall include: 1) applications that have continuously failed the original SL 53 performance targets; 2) applications that have continuously passed the original SL 53 performance targets; and 3) applications that both passed and failed the original SL 53 performance targets.</p> <p>Deliverable 2: By 10/9/2020, for each application identified in Deliverable 1, Contractor shall install the applicable OBM Management Pack, based on the technology that the application uses.</p> <p>Deliverable 3: By 10/25/2020, for each application identified in Deliverable 1, Contractor shall provide a report that will include measures and metrics related to application performance including:</p> <ol style="list-style-type: none">1. Application response time based on original SL 53 (as currently being monitored)2. Application Availability3. Application Performance4. Failures5. Network Availability6. Network Performance7. System Availability8. System Performance9. BPM Synthetic Transaction (as currently being monitored) <p>Deliverable 4: By 10/30/2020, Contractor shall provide a detailed description of the base measures provided by APM tools and the metrics (e.g., Network Performance) that consist of these measures and formulas.</p> <p>Deliverable 5: Contractor shall demonstrate the active, on-line OMI dashboards for the 15 applications defined in Deliverable 1 on or before October 30, 2020.</p> <p>November 2020</p> <p>Deliverable 1: By 11/9/20, Contractor shall increase the number of applications monitored by the OBM tool by at least 15 applications for an overall total of at least 30 applications. The County will provide guidance on these applications prior to the end of October 2020, otherwise Contractor will select. This list may also include applications that were previously considered exempt due to third-party vendor status. The County in conjunction with Contractor, will have the opportunity to revise specific measures in the OBM tool based on analysis of October results.</p> <p>Deliverable 2: By 11/9/20, for each application identified in Deliverable 1 (November), Contractor shall configure and build the OBM reports and</p>
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	<p>shall install additional OBM Management Packs to facilitate monitoring of added applications.</p> <p>Deliverable 3: By 11/30/20, Contractor shall provide the reports generated from OBM.</p> <p>Deliverable 4: Contractor shall demonstrate the active, on-line OMI dashboards for the 15 applications defined in Deliverable 1 for November, on or before November 30, 2020.</p> <p>December 2020</p> <p>Deliverable 1: By 12/9/2020, Contractor shall increase the number of applications monitored by the OBM tool by at least 15 applications for an overall total of at least 45 applications. The County will provide guidance on these applications prior to the end of November 2020, otherwise Contractor will select. The County in conjunction with Contractor, will have the opportunity to revise specific measures in the OBM tool based on analysis of October results.</p> <p>Deliverable 2: By 12/9/2020, for each application identified in Deliverable 1 (December), Contractor shall configure and build the OBM reports and shall install additional OBM Management Packs to facilitate monitoring of added applications.</p> <p>Deliverable 3: By 12/31/2021, Contractor shall provide the reports generated from OBM.</p> <p>Deliverable 4: Contractor shall demonstrate the active, on-line OMI dashboards for the 15 applications defined in Deliverable 1 for December, on or before December 31, 2020.</p>
Formula	For October through December 2020, formula is replaced with activities and deliverables.
Measurement Interval	Monthly
Reporting Period	Monthly
Measurement Tool/Source Data	Application Performance Management (APM) suite of tools.

3. The Effective Date of the PRR is October 1st, 2020.



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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.

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: 11/5/2020

Date: November 2, 2020

PR 082 – Service Level 53-1 Update
 Schedule 4.8 – Service Levels

11.10. APPLICATION RESPONSE TIME (INTERIM)

Service Level	Response Time of the Application for End-User to include all functions of the Application. Application environments that have performance issues not within control of the Contractor to correct and as demonstrated by the Contractor will be eligible for an exclusion at the County CIO's discretion.																										
Service Level ID	53-1																										
Definition	Effective Response Time for End-Users accessing the Application																										
Service Measure	Performance Target	SL Performance (%)	SL Earnback																								
Response Time	Response Time 24/7	Aggregate 98% Per Application	NA																								
Formula	<p>Use the Step Reduction Schedule Table to determine the applicable Fee Reduction percentage and subsequently calculate the Fee Reduction amount for a given month. Determine the Fee Reduction percentage based on sum total of Applications that missed the SL Performance and interval in which given month occurs. For example, in January 2021, two Priority 1 Applications missed the SL Performance. Since January 2021 is in the 'Months 1-9' interval, a 50% Fee Reduction percentage applies for calculating the Fee Reduction amount.</p> <p>Step Reduction Schedule Tables for Priority 1, 2, and 3 Applications:</p>																										
	<table border="1"> <thead> <tr> <th>Priority 1 Applications</th> <th>*Months 1-9</th> <th>**Months 10-22</th> <th>***Months 23+</th> </tr> </thead> <tbody> <tr> <td>Fee Reduction Percentage</td> <td>Applications Missing Target</td> <td>Applications Missing Target</td> <td>Applications Missing Target</td> </tr> <tr> <td>0%</td> <td>0</td> <td></td> <td></td> </tr> <tr> <td>25%</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>50%</td> <td>2</td> <td>1</td> <td>1</td> </tr> <tr> <td>100%</td> <td>3+</td> <td>2+</td> <td>2+</td> </tr> </tbody> </table>			Priority 1 Applications	*Months 1-9	**Months 10-22	***Months 23+	Fee Reduction Percentage	Applications Missing Target	Applications Missing Target	Applications Missing Target	0%	0			25%	1			50%	2	1	1	100%	3+	2+	2+
	Priority 1 Applications	*Months 1-9	**Months 10-22	***Months 23+																							
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	Priority 3 Applications	*Months 1-9	**Months 10-22	***Months 23+
	Fee Reduction Percentage	Applications Missing Target	Applications Missing Target	Applications Missing Target
	0%	0-3	1-2	0-1
	25%	4-6	3-5	2-3
	50%	7-8	6-8	4-5
	100%	9+	9+	6+
*January – September 2021 ** October 2021 – August 2023 *** September 2023 and after				
Measurement Interval	Monthly			
Reporting Period	Monthly			
Measurement Tool/Source Data	Measured based on submittals that incorporate measurements from Application Performance Management tool			