

**SCHEDULE 3.8
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
PROCEDURES MANUAL OUTLINE**

Procedures Manual Outline

This is Schedule 3.8 (Procedures Manual Outline) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the “Agreement”).

Process / Procedure

- I. Configuration Management**
 - Asset Reconciliation
 - Asset Disposal Process
 - Hardware / Software Standard Configuration Updates
 - Configuration Management Data Base (CMDB) Updates
 - Catalog Maintenance Process
 - Audit Process

 - II. Communications Management**
 - Program Communications
 - Escalation, Corrective Action and Issue Resolution

 - III. Executive Support**
 - Executive List Changes
 - Executive Call Handling
 - Executive Field Support

 - IV. Program Management**
 - New Product/Service Implementation
 - Out of Scope and Project Requests
 - Quality Assurance Standards
 - Root Cause Analysis
 - Service Level Agreement Management

 - V. Change Management**
 - Infrastructure Change and Decision Request Process

 - VI. Knowledge Management**
 - Process Development and Management Lifecycle
 - Technology Plan Development
 - Technology Standards Development

 - VII. Financial Processes**
 - Billing Reconciliation

 - VIII. Contract Management**
 - Contract Credits/Debits
 - Contract Management/Contract Changes
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IX. Procurement

Order Processing

X. Desktop Processes

Hardware Evaluation

Hardware Upgrade Requests

IMAC Process

Equipment Repair

Remote Control of Desktops

Desktop Configuration Management

Software Testing

Spare Parts Inventory

XI. Application Processes

Deliverable Acceptance Document

Project Change Request Form

Software Development Life Cycle Methodology

SW Apps Change Control Process

Quality Assurance Standards

XII. Network

IP Address Management

Network Configuration Management

Site Configuration and Troubleshooting

Upgrades and Patch Management Procedure

Router and Switch Backup and Recovery

XIII. Data Center

Batch Window Procedure

Data Retention Procedure

After Hours Customer Contact Phone List

Backup / restoration procedure

Abend Procedure

After IPL Checklist

Data Center Shift Turnover Log Form

Printer Procedure

XIV. Help Desk

Incident response (Ticket Open/Dispatch/Resolve/Close)

Customer Satisfaction

Escalation/Notification

Root Cause Analysis

Executive Call Handling

User Account Management

Quality Assurance

Audit and Verification

Audit reporting

XV. Security

Computer Security Incident Response Procedures
Firewall Change Management Process
Vulnerability Assessment Process
Access Control Process
Intrusion Detection Monitoring
Anti-Virus and Patch Management
Anti-Virus Deployment

XVI. Distributed Server

Naming Standards
Hardware Specifications
Server Install Procedures
Server Upgrade Procedures
Applying Server Service Packs & Patches
Anti-virus Install & Configuration
Storage Install and Configuration
Server and Data Restoration