

TRANSPORT



EXHIBIT 13

SERVICE REPORTS

26 SEPTEMBER 2014

Version 1.0

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1.0 INTRODUCTION

This Exhibit sets forth the reports that the Supplier will provide, as of the relevant Service Commencement Date unless otherwise specified, for all Services described in this Agreement.

2.0 SERVICE REPORTS

- a. Supplier will design operational reports that utilizes its Global Systems Management Reporting Technology (GSMRT) solution. GSMRT is a dynamic adaptable web-enabled reporting service consisting of information, transport, database, and presentation layers coupled together to provide a way to view the status of the business. It provides systems management data via operational reporting through high-level summary dashboards
- b. It consists of three different components:
 - Static reporting via the operational reports
 - Drill-down reporting for service level reports
 - On demand reporting allowing the end-user to create his/her own reportsAccessed through a GUI interface, Supplier's Service Connection Portal.
- c. GSMRT utilizes a TDS (Tivoli Decision Support) data repository DB2 database. Data from primary sources such as ITSM tools, CIRATS, SMS, TSM is passed to TDS with appropriate data mapping of all key fields. TDS extract and report criteria is defined utilising DB2 and REXX code.
- d. In addition to prescribed reports, GSMRT allows for an enhanced Query option providing an on-demand access to data stored in data warehouses and other enterprise sources. This option utilizes the Supplier provided Actuate Query and Supplier's DB2 (as noted above). It offers authorized users the capability to dynamically build and store query definitions and report output.
- e. Reports can be saved in these formats:
 - DHTMLPDF
 - XLS
 - e.Analysis
- f. Queries and Report definitions can be utilized for use on scheduled basis.
- g. Supplier would work with Transport during transition to review any other operational reporting requirements Transport may require.
- h. Supplier provides a standard reporting list for all customers, via our Global Service Management Reporting Tool (gSMRT).

The list of reports follows:

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3.0 INCIDENT REPORTS

- a. Incidents Against Time Frame L3M
- b. Incidents Against Time Frame MTD
- c. Incidents Summary By Resolver Code
- d. Incidents Summary By Resolver Group
- e. Manage Top Incidents L3M
- f. Manage Top Incidents LFM
- g. Manage Top Incidents MTD
- h. Minimise Life Cycle Incident L3M
- i. Minimise Life Cycle Incident MTD
- j. Monthly OOC Measurement Incident L3M
- k. Monthly OOC Measurement Incident MTD
- l. Out of Criteria
- m. Queue Hopping Incident L3M
- n. Queue Hopping Incident LFW
- o. Severity Incident L4D
- p. Severity Incident LFD
- q. Severity Incident MTD
- r. Severity Incident YTD
- s. Ticket Details

4.0 PROBLEM REPORTS

- a. Daily Morning Report
- b. Manage Top Problems - Percent LFM
- c. Manage Top Problems L3M
- d. Manage Top Problems LFM

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- e. Manage Top Problems MTD
- f. Minimize Life Cycle L3M
- g. Minimize Life Cycle MTD
- h. Monthly Out Of Criteria Measurement L3M
- i. Monthly Out Of Criteria Measurement MTD
- j. Out of Criteria
- k. Problems Against Time Frame L3M
- l. Problems Against Time Frame MTD
- m. Problems Summary By Failure Code
- n. Problems Summary By Priority
- o. Problems Summary By Resolver Group
- p. Queue Hopping L3M
- q. Queue Hopping LFW
- r. Severity L4D
- s. Severity LFD
- t. Severity MTD
- u. Severity YTD
- v. Ticket Details

5.0 CHANGE REPORTS

- a. Change Success LFM
- b. Change Success MTD
- c. Change Success YTD
- d. Change Ticket Details
- e. Changes By Classification
- f. Changes By Status

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- g. Exception Change Details LFW
- h. Past Due Closed Measurement L3W
- i. Past Due Open Changes
- j. Technical Change Meeting

6.0 SERVICE REQUEST REPORTS

- a. Daily Morning Report Service Request
- b. ManageTopServiceRequestL3M
- c. ManageTopServiceRequestLFM
- d. ManageTopServiceRequestMTD
- e. MinimizeLifeCycleServiceRequestL3M
- f. MinimizeLifeCycleServiceRequestMTD
- g. MonthlyOOCMeasurementServiceRequestL3M
- h. MonthlyOOCMeasurementServiceRequestMTD
- i. OutOfCriteriaServiceRequest
- j. QueueHoppingServiceRequestL3M
- k. QueueHoppingServiceRequestMTD
- l. Service Requests Summary By Resolver Code
- m. Service Requests Summary By Resolver Group
- n. Service RequestsAgainstTimeFrameL3M
- o. ServiceRequestsAgainstTimeFrameMTD
- p. SeverityServiceRequestL4D
- q. SeverityServiceRequestLFD
- r. SeverityServiceRequestMTD
- s. SeverityServiceRequestYTD
- t. Ticket Details

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7.0 AUTOMATIC CALL DISTRIBUTION (ACD)

- a. Helpdesk Measurements DAILY
- b. Helpdesk Measurements HOURLY
- c. Helpdesk Measurements MONTHLY
- d. Helpdesk Measurements WEEKLY

8.0 GENERAL

The Supplier must do the following:

- a. Providing all reports currently being provided by the In-Scope organisation, including those reports listed in Attachment 13-A (Description of Service Reports) where technically feasible with the toolsets in the target IT service management solution.
- b. Delivering all reports according to the format, content, and frequency provided by the in-scope organisation, including the specifications identified in Attachment 13-A (Description of Service Reports).
- c. Modifying the format, content, and frequency of any report as requested by Transport during the Term, subject to the Service Variation procedures.
- d. Delivering all reports requested within this RFP.