



**Problem Resolution Report**  
**CoSD Contract No. 568996**  
**Service Level 14 Modification - Terminate**  
**End-User Account**  
**Peraton/CoSD-125**



**Date:** June 6, 2023

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor”) and hereinafter collectively referred to as “the Parties”) with Effective Date November 15, 2016 (“the Agreement”), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

With PRR 56 dated June 3, 2019, the Parties established SL 14-1 Delete End-user Account (Interim) to be effective May 2018 until Auto-Provisioning was implemented. The weighting percentage of 3% was moved from SL 14 and applied to 14-1 in the interim.

**Resolution:**

1. Effective June 1, with reporting in July, the Parties agree to confirm that SL 14-1 is no longer effective due to the completion of Auto-provisioning and confirm the new requirements of SL 14.
  - a. SL 14 is renamed from Delete End-user Account to Terminate End-User Account.
  - b. The Weighting Factor of 3% has been re-assigned back to SL 14.
  - c. The new SL Performance is increased to 98% with the SL Earnback adjusted accordingly to 99%.
  
2. The Parties agree to amend Schedule 4.8 Service Levels as follows:
  - a. Removal of 14-1 and replacement of SL 14 as per table below in Section 5. Service Level Summarization and Weighting Factors.

Service Level ID	Framework	Service Level	Weighting
14	Cross Functional	Terminate End-User	3%

- b. Replace in entirety sub-section 6.7 of Schedule 4.8 Service Levels, as per Attachment 1.
- c. Removal of sub-section 6.8 of Schedule 4.8 Service Levels.

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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



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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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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**

JOHN M. PELLEGRINO, Director  
 Department of Purchasing and Contracting

By: *John M. Pellegrino*  
 Name: Jack Pellegrino  
 Title: Director  
 Date: Jun 29, 2023

**PERATON ENTERPRISE SOLUTIONS LLC**

By: *Max Pinna*  
 Name: Max Pinna  
 Title: Contracts Manager  
 Email: max.pinna@peraton.com  
 Date: Jun 29, 2023

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAN7BYH7x45whRJ7YHre3t2a7bYRRIFkD-

### 6.7 Terminate End-User Account

<b>Service Level</b>	Time duration for termination of End-User account from time of authorized request by County.		
<b>Service Level ID</b>	14		
<b>Definition</b>	Time duration from the County authorized request to the termination of End-User authorized access for the organization or Contractor.		
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>	<b>SL Earnback</b>
End-User deletion Service Request completed	1 business day or by requested due date*	98%	99%
<b>Formula</b>	<p>End-User account termination requests completed within Performance Target / Total End-User account deletion requests.</p> <p><b>Algorithm:</b> <math>100 \times ((A - C - D - E - F) / (B - C - D - E - F)) \geq 98\%</math> where</p> <p><b>Inclusions:</b></p> <p>A – # of requests for account termination completed within 1 business day or by requested due date</p> <p>B – Total # of requests for account terminations</p> <p><b>Exclusions:</b></p> <p>C – # of requests without request for account termination, i.e., those requests with only access removal</p> <p>D – # of requests for non-County employees (i.e., external agencies, Contractor staff, Contractor managed vendors)</p> <p>E – # of requests for bulk user terminations (over 20 users on one request)</p> <p>F – * # of requests for which the requested due date is prior to request approval, or less than 1 business day</p> <p>Clock starts when ticketing system termination tasks are created by the Service Desk or as a part of a Ticketing system workflow.</p>		
	<p>a) For End-User account terminations, County business rules dictate the Active Directory account be disabled and retained for 2 years prior to deletion. For SL purposes, the disabling of the Active Directory account is counted.</p> <p>b) Request for access deletions that are not a termination are not included</p>		
<b>Measurement Interval</b>	Monthly		
<b>Reporting Period</b>	Monthly		
<b>Measurement Tool/Source Data</b>	The ticketing tool supplied by Contractor automatically records date and time stamps for each activity within a process.		