

Master Services Agreement  
Between  
The Province and IBM

CH will be supplied  
then

## Change Order Proposal

Change Order ID			
Change order ID	COP050056	Short Description	VIP Allocation/Additional VIP Users
Submit Date:	2006/01/16	Status	FINAL
Associated Change Requests			
IDs	Short Description		

Change Order Description
<b>Description of Services</b>
<b>Introduction</b>
<p>The Workplace Support Services base service includes enhanced services for VIPs. A baseline of 550 VIP users was agreed to as a user volume baseline. Each Client Organizations receives an allocation of VIP users based on a formula. Some Client Organizations have indicated a desire to have more VIP users than their allocation. This Change Order establishes a formulaic method of determining the baseline, the additional VIP user rate and describes the conditions for obtaining additional VIP users. In addition, this Change Order will outline the process for VIP list maintenance and control.</p>
<b>Objectives</b>
<p>The objectives of this Change Order are:</p> <ul style="list-style-type: none"><li>• Determine a formulaic method of determining VIP allocation dependant upon Government organizational structure.</li><li>• Enable Client Organizations flexibility to add VIP users and to define the process for maintaining the VIP user lists.</li></ul>
<b>Scope</b>
<p>This Change Order does not alter the scope of service for VIP Services. The VIP Services enhances <u>basic</u> Workstation Services as follows:</p> <ul style="list-style-type: none"><li>• improved incident service levels by increasing the priority</li><li>• improving IMAC requests by treating as an expedited request for completion on an accelerated basis within reasonable expectations however no service level is in force.;</li><li>• dedicated VIP service technicians with higher technical and communication skills and knowledge pertaining to VIP configurations;</li><li>• support for PDAs and personal printers attached to Supported Workstations; and</li><li>• accelerated transfer from the Service Desk to the VIP desk-side technician</li><li>• Onsite response target of 2 business hours or at a specified time if requested. The target onsite</li></ul>

response target is 30 minutes for executives identified as VIPs in the legislative precinct in Victoria while the legislature is in session. Onsite response VIP service applies to greater Victoria and Vancouver areas only. Victoria means Victoria and Saanich only. Vancouver means Vancouver, Burnaby, Richmond, and Surrey only.

Requests for service received at the Service Desk will be dispatched immediately to the assigned VIP technicians bypassing other levels of remote support services.

### Allocated VIP List Management

Client Organizations will be fully responsible for maintaining the list of users that are entitled to receive VIP Services for their organizations. The VIP list management process will be as follows:

1. Clients shall submit an initial list of executives (Director level and above) entitled to VIP service during the transition phase of the WSS service implementation.
2. Clients shall submit revised lists as part of a Service Request to make changes to their VIPs when names need to be added, changed, or deleted.
3. When requests for additional users cause the total number of VIPs to exceed the organization's allocation, the additional users will be subject to the additional VIP user fees. The requestor will be required to follow the Additional VIP User Request Process.
4. The Allocation Table will be reviewed and updated on a periodic basis. The Blue Book Estimates will be the source of determining the organization's FTEs.

### Additional VIP User Request Process

Clients can obtain additional VIP users by submitting a Service Request that specifies the need for Additional VIP user(s). The Request process will be detailed in the Process Interface Manual. Each request should include:

- a. VIP User Name
- b. Job Title
- c. IDIR ID
- d. Primary work location
- e. Email ID
- f. Telephone contact information
- g. Charge numbers for services

Changes to the process or information required within the VIP List will be managed through the Operational Change Management process.

### Terms

Clients will request additional VIP users under the following terms;

1. Hours of services for additional VIPs are consistent with the standard base services. Further enhancement will require a client specific change request.
2. The renewal date for Additional VIPs will be set to April 1<sup>st</sup> of each year.
3. The minimum subscription term for additional VIP user support is 12 months.
4. An annual renew or cancellation review will be done in March of each year.
5. Additional VIP service is not offered for short term requirements. Short term enhanced services will be handled as a Project Service Request.

## IBM Responsibilities

### List Management

IBM will:

- Receive and input the names and VIP status indicator from the lists submitted by the organization's Service Manager
- Accept and process Service Requests for changes to the VIP lists
- Prepare a VIP user report monthly by Client Organization

### Additional VIP

IBM will:

- When requests are received from users who declare themselves as VIP, but who are not flagged as VIP in the system, provide service for that call as though they are a VIP
- Inform the client's Service Manager and the associated CBA of requests for service by self-declared VIPs and request them to submit an ID Admin Service Request to amend their VIP list or to inform the user that they are not entitled to VIP services.
- Receive VIP lists and update ServiceCenter with the VIP status indicator for Additional VIPs in accordance with the service levels associated with ID Admin.
- review the VIP list with the Client Organizations on a quarterly basis.

## Province Responsibilities

### Base VIP List Management

The Province will:

- ensure that accurate lists of VIPs be maintained within each client organization;
- ensure that any changes to VIP users are submitted through an ID Admin Service Request using the standard Service Request processes

### Additional Users

The Province will:

- ensure all requests for changes to the additional VIP list are submitted through an ID Admin Service Request using the standard Service Request process;
- ensure all service requests related to Additional VIPs are submitted by an authorized requester ;
- open a ID Admin Service Request requesting additional VIP user(s);
- provide the detail information listed above for each additional VIP plus a valid charge number for the fees associated with the additional VIP

### FTE Allocation

Client organizations include all supported Government ministries and other entities listed as separate entities in Government Estimates plus all supported BPS clients. For Government entities, the FTE count will be the FTEs identified in Estimates – Full time Equivalent Employment table. This list for 2005/06 is located at this web URL. [http://www.bcbudget.gov.bc.ca/est/39\\_ScheduleG.pdf](http://www.bcbudget.gov.bc.ca/est/39_ScheduleG.pdf).

For each client, VIP seats will be allocated at the rate of 8 base seats plus .75% of the FTE count. An additional 8 base seats per Government entity for allocation within the Office of the Premier, Minister's

offices, PAB and other supporting agencies will be provided to the Ministry responsible for supporting these areas.

The following list identifies the Client Organizations listed in the FTE table referenced above in effect at the time of this Change Order;

Reporting Organization	FTEs (estimated)	VIP Allocation 8 + .75%
Aboriginal Relations and Reconciliation	107	9
Advanced Education	217	10
Agriculture and Lands	1007	16
Attorney General	3447	34
Children and Family Development	3952	38
Community Services	553	12
Economic Development	128	9
Education	313	10
Employment and Income Assistance	1973	23
Energy, Mines and Petroleum Resources	269	10
Environment	1084	16
Finance	769	14
Forests and Range	3320	33
Health	2770	29
Labour and Citizens Services	1926	22
Public Safety and Solicitor General	2447	26
Small Business and Revenue	859	14
Tourism, Sport and the Arts	114	9
Transportation	1323	18
Office of the Premier	110	9
Ministers' Offices and other supporting agencies (8 per named entity above)		160
Tourism BC	150	9
BC Utilities Commission	45	8
<b>TOTAL</b>	<b>26,883</b>	<b>538</b>

## Assumptions

The following assumptions were made in the development of this Change Order:

- Standard service levels for Security and ID Administration apply to requests to add, change, or delete VIP Users.
- Requests to add, change or delete VIP users do not constitute a project regardless of the number of VIPs in the request.
- If a Client Organization exceeds their VIP allocation, they will be required to purchase additional VIP allocation to exceed their base allocation.
- Multiple Client Organizations represented by a single Service Manager can manage the aggregate allocation across the managed entities.
- Client Organizations cannot donate an unused portion of their allocation to another entity

managed by a different Service Manager.

- The VIP service assumes an average of 6 additional events per VIP per year requiring onsite support.
- This Change Order applies up to an Additional 200 VIPs over the base allocation

## Term

This Change Order requires ten (10) business days to implement and will therefore be implemented on the first of the month following the signing of the Change Order if signed by the 15<sup>th</sup> of the month. Otherwise it will be implemented in the next month, and will end on March 31, 2015, co-terminus with the Workstation Support Services Master Services Agreement. This agreement may be terminated, without penalty, at month end with 1 month's written notice.

## Charges

VIP Service Feature	Monthly Price
Additional VIP Users (above Client Organization Allocation)	\$90.00 per user per month

Additional VIP Support Services will be invoiced in advance for the number of months remaining in the current fiscal year with the balance of the 12 month subscription invoiced in April of the subsequent fiscal year. In March of each year, the subscriptions for Additional VIPs will be reviewed for potential alignment with the fiscal year.

### Notes:

- The identified rates will be subject to an annual inflation adjustment (ECA) in fiscal year 2 (FY 2005 / 2006), as identified in the Workstation Support Services Master Services Agreement.
- VIP Services are subject to PST.
- This Change Order pricing is valid for acceptance for 90 days.

Based on the maximum subscription, this is the maximum charges for these services. Subscriptions beyond this amount must be agreed to in writing by IBM or executed through a Change Order.

Fiscal	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2003/14	2014/15
Months		12	12	12	12	12	12	12	12	12
Users		200	200	200	200	200	200	200	200	200
Rate		\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
Total		\$162,000	\$162,000	\$162,000	\$162,000	\$162,000	\$162,000	\$162,000	\$162,000	\$162,000

The approved Change Order becomes part of, and is subject to the terms and conditions of, the Master Services Agreement between HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, AS REPRESENTED BY THE MINISTER OF MANAGEMENT SERVICES and IBM CANADA LIMITED as of



December 3, 2004. The original Master Services Agreement and any related Change Orders remain in effect and are not superseded, except as explicitly directed by this Change Order.

Approvals			
	Name	Signature	Date
Approved by the Province	James Shypitka	<i>James Shypitka</i>	Feb 10/06.
Approved by IBM	Greg Cunningham	<i>Greg Cunningham</i>	Feb 10/06.
Start Condition		Target Date	
PIA Associated	There is no change to the collection use of Personal Information associated with the services to be provided under this Change Order.		

Change Order History	
Date	Comments
2005/10/28	Version 1.0
2005/10/28	Version 1.1 – Add maximum VIP count of 750, add fiscal year totals table
2006/01/20	Version 1.2 – Eliminate cap of 550 VIP users and replace with an allocation formula linked to the Province Estimates FTE counts.
2006/01/24	Version 1.3 – incorporate multiple edits discussed in a meeting with James, Steve, Greg
2006/02/02	Version 1.4 - Edits accepted and finalized

## **Service Description: VIP Services**

### **Introduction**

VIP Service is an enhancement to the basic Workplace Support Services that improves the services levels to meet the needs of executive users and other users who require services on a high priority basis or require precise scheduling of services.

### **Scope of Services**

The VIP Services enhances basic Workstation Services as follows:

- improved service levels by increasing the priority of service requests;
- dedicated VIP service technicians with higher technical and communication skills;
- support for PDAs and personal printers attached to Supported Workstations; and
- accelerated transfer from the Service Desk to the VIP desk-side technician

The standard VIP onsite response time target is 2 business hours for urgent requests or at a specified time if requested. The target onsite response target is 30 minutes for executives needing support in the legislative precinct while the legislature is in session.

VIP service applies to greater Victoria and Vancouver areas only. Victoria means Victoria and Saanich only. Vancouver means Vancouver, Burnaby, Richmond, and Surrey only.

### **Hours of Service**

VIP Support Hours are the same as standard Workplace Support Services. The VIP Support Hours are:

8:00 A.M. to 5:00 P.M.

### **VIP User Eligibility**

A VIP user is a user identified by the Client Organization as:

- a Minister;
- an Executive within the Organization identified as an executive within the organization;
- a key assistant to an Executive identified as an Executive Assistance within the organization; or
- other users who's job roles are such that rapid or precise scheduling of service is required. The organization will be responsible to provide appropriate justification to having an exception approved.

### **Requesting VIP Service**

VIP Users should request their service and support through 7700 and should identify themselves as having VIP status at the outset of their call to the Solutions BC Service Desk. This will help ensure prompt service. If individuals are unsure of their status, they should contact their organization's Service Manager.

### **VIP User Allocation**

The standard workplace support services workstation fees includes an allocation of VIPs for each Client Organization.

The base VIP services allocation is based on the following:

- for each Client Organization, the allocation is based on a base allocation of 14 VIP Users plus .75% of the FTEs or the organization
- in addition, the allocation is limited to the description contained in VIP User Eligibility

## VIP List Management

The Client Service Managers are responsible for managing the list of VIPs with their organization. It is the Service Managers responsibility to maintain the VIP user list and to make submit Service Requests for ID Admin when changes to the list are required. Standard Security IAD Administration service levels apply to VIP change requests.

## Obtaining Additional VIP Users

If an organization requires VIP Services a greater number of users than their organization's base allocation, the Service Manager for the organization should submit a Service Request using the standard service request process specifying that their organization requires Additional VIP Users. This Service Request must include a valid Charge Number for Solutions BC to apply the charges to.

## Terms of Subscription for Additional VIPs

- The minimum subscription term for additional VIP users is 6 months. New VIPs requested within a fiscal year will be charged to the client organization at the commencement of the service on a prorated basis to the end of the fiscal year. Additional VIPs requested in the last six months will be a required to subscribe for the current and the next fiscal year.
- The subscription renewal date for additional VIPs will be set to April 1<sup>st</sup> of each year and an annual review of the Additional VIP subscriptions will be done in March of each year.
- Additional VIP service is not offered for short term requirements. Short term enhanced services will be handled as a Project Service Request.
- Additional VIP subscriptions will be invoiced annually in April of each year.

## Charges for Additional VIP Services

VIP Service Feature	Monthly Price
Additional VIP Users (above Client Organization allocation)	\$90.00 per user per month



**THIS SUPPLEMENTAL AGREEMENT AMENDMENT #1** (the "Supplemental Agreement Amendment #1") is entered into effective as of April 1, 2013 (the "Effective Date"), between Her Majesty the Queen in Right of the Province of British Columbia as represented by the Minister of Citizens' Services and Open Government (the "Province") and IBM Canada Limited ("IBM"), a company incorporated under the laws of Canada.

### **RECITALS**

A. On December, 31, 2010, the Province and IBM entered into a Supplemental Agreement (the "Supplemental Agreement") to the MASTER SERVICES AGREEMENT between HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, AS REPRESENTED BY THE MINISTER OF MANAGEMENT SERVICES and IBM CANADA LIMITED dated as of December 3, 2004.

B. The Province and IBM now wish to modify the Supplemental Agreement to remove references to the VIP Plus service, which service will be the subject of a separate document.

IN CONSIDERATION of the foregoing and the mutual covenants and agreements contained in this Supplemental Agreement Amendment #1, the Province and IBM each covenant and agree that, effective as of the Effective Date, the Supplemental Agreement is amended as follows:

1. Section 2.4 (Additional Services) is amended by removing the words, "with the exception of the first 200 "VIP Plus" users which are part of the Monthly Service Charge Rates for the Workstation Services".
2. Section 2.5 (Innovation Fund) is amended by removing the words "items #2 (VIP Plus Service) and" and replacing it with the word "item".
3. Section 2 (VIP Plus Service) of Schedule A (Additional Services) is deleted in its entirety and replaced with "Intentionally Deleted".
4. The contents of Exhibit A-1 to Schedule A (Sample Schedule VIP Support Services), are deleted in their entirety and replaced with "Intentionally Deleted".

IN WITNESS WHEREOF the Province and IBM have entered into this Supplemental Agreement Amendment #1 to be made effective as of the Effective Date, notwithstanding the date of its execution and delivery.

**HER MAJESTY THE QUEEN IN RIGHT  
OF THE PROVINCE OF BRITISH  
COLUMBIA, by a duly authorized  
representative of THE MINISTER OF  
CITIZENS' SERVICES AND OPEN  
GOVERNMENT**

By: NADINE CRIDDLE  
Name: Nadine Criddle  
Title: DEAL LEAD WORKSTATIONS  
Date: March 28, 2013

**IBM CANADA LIMITED**

By: Sharon Byrton  
Name: Sharon Byrton  
Title: Client Affinity Manager  
Date: 2013-03-28

**B.C. GOVERNMENT WORKPLACE SUPPORT SERVICES  
CHANGE ORDER**

**VIP Plus Support Services**

<b>Date Submitted:</b>	<b>March 28, 2013</b>
<b>Submitted By:</b>	<b>Shawn Burton</b>
<b>Change Request Number:</b>	<b>COP110194</b>
<b>Customer Number:</b>	<b>00403421</b>
<b>Contract Number:</b>	<b>DD2G5C</b>
<b>Project Number:</b>	<b>PS345</b>
<b>B.C. Government Contact:</b>	<b>Name: Sue Goldsmith</b>

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## A. Introduction and Background

Reference is made to, and this Change Order once approved becomes part of and is subject to the terms and conditions of, the Master Services Agreement between HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, AS REPRESENTED BY THE MINISTER OF MANAGEMENT SERVICES (now the MINISTER OF CITIZENS' SERVICES AND OPEN GOVERNMENT) and IBM CANADA LIMITED as of December 3, 2004 (the "MSA"), as amended by the Supplemental Agreement between the Parties dated December 31, 2010 (the "Supplemental Agreement").

Terms in this Change Order with an initial capital letter shall have the same meaning given such terms in the MSA, as amended, unless otherwise defined herein.

The MSA and any related Change Orders remain in effect and are not superseded or amended by this Change Order, except as explicitly set out in this Change Order.

IBM is currently providing VIP Services as described under the Supplemental Agreement. Contemporaneous with the execution of this Change Order, the Supplemental Agreement will be amended by way of a separate amending agreement between the Parties in order to cease IBM's provision of the VIP Services under the Supplemental Agreement and IBM will then immediately begin providing the VIP Plus Support Services (defined below) in accordance with this Change Order.

The Parties agree that, effective upon execution of this Change Order, Change Order 050056 (VIP Allocation/Additional VIP Users) shall immediately be terminated in accordance with its terms, without penalty, and replaced in its entirety by this Change Order and, in addition, all references in the MSA to any "VIP Services", "VIP Support Services" or "VIP support" shall be deemed to be references to, and will be superseded by, the VIP Plus Support Services (defined below) set out in this Change Order.

The Parties acknowledge and agree that section A.2 Background of this Change Order is intended only to provide background information and context for this Change Order and nothing therein shall be binding upon the Parties or impact the interpretation of any other provisions contained in this Change Order.

## B. Scope of Services

### VIP Plus Support Services:

The VIP Plus Support Service provides support to Deputy Ministers, Associate Deputy Ministers, Assistant Deputy Ministers, and other selected individuals designated by the Province from time to time (each "VIP" and collectively the "VIP Plus Users")

IBM will provide the following (the "VIP Plus Support Service") to VIP Plus Users:

- dedicated VIP Plus Support Service technicians will be made available directly via phone, email and MS Office Communicator (instant message);
- support from 7:00 a.m. to 10:00 p.m. Pacific time, seven days a week, as further set out below in Section G, Hours of Support;
- on-site support (business or home) in the Greater Victoria area, specifically including the City of Victoria and the municipality of Saanich ("Greater Victoria"), with on-site response time targets during Business Hours as set out below in Section E, Service Response Targets. On-site support areas outside Greater Victoria will be added and automatically included under this Change Order, when IBM advises that VIP Plus Support Services are offered to Health Shared Services British Columbia in such areas;
- in-person visits and follow up from a dedicated VIP Plus Support Services contact;
- support via remote desktop access for travelling VIP Plus Users
- on-site response time targets of:
  - Two business hours for urgent incidents, or at a specified time if requested;
  - 30 minutes for identified VIP Plus Users in the Legislative Precinct while the legislature is in session. For the purposes of this Change Order, "Legislative Precinct" has the meaning given to that term in the Legislative Assembly Management Committee Act [RSBC 1996] CHAPTER 258, as it may be amended from time to time."
- support for enhanced workplace technology provided by the Province (i.e. mobile devices, smartphones, teleconference or other collaboration technology);
- assistive support for VIP Plus Users personally owned assets used for accessing Province systems and services.

## C. Responsibilities

### C.1 IBM Responsibilities

IBM's will:

1. provide the VIP Plus Support Service for pre-approved VIP Plus Users;
2. VIP Plus Support Service technicians will make onsite contact with VIP Plus Users weekly to determine the health of their workstation or device and if there are any outstanding issues that need to be resolved;
3. dedicated VIP Plus Support Service technicians will setup an introductory meeting with each new VIP Plus User to introduce themselves and review contact options and the scope of the VIP Plus Support Service;
4. provide direct access to dedicated VIP Plus Support Service technicians via phone, email and MS Office Communicator (instant message) based upon the VIP's preference;
5. enter VIP Plus Support Service calls, incident tickets and other service requests into the IBM Service Management Tool;
6. calls are accepted from VIP Plus Users' assistants, or other individuals on their behalf, and work through the requestor to resolve the service request or to schedule a time to resolve the service request;
7. outside of Business Hours VIP Plus Support Services are provided by an on-call VIP Plus Support Services technician;
8. on-site support (business or home) in the Greater Victoria area;
9. assistive support is provided for VIP Plus Users personally owned assets used for accessing Province systems and services.
10. in the event that a scheduled interruption to the provision of the VIP Plus Service is required, IBM will notify the Province no less than 48 hours in advance. For unscheduled emergency interruptions, IBM will notify the Province within 1 Business Hours;
11. IBM may only inform VIP Plus Users of a scheduled service interruption after the Province has provided its approval of the period of that interruption.
12. primary and backup VIP Plus Support Services technicians are assigned to each VIP;
13. support is provided for enhanced workplace technology provided to the VIP by the Province or the Client Ministries (i.e. mobile devices, smartphones, teleconference or other collaboration technology);
14. due to the nature of the VIP Plus Support Services model, the VIP Plus Support Services technicians will update tickets after the actual work has been completed and therefore, in these scenarios, the date and time stamps automatically input by the IBM Service Management tool will be manually updated with the date and approximate time the work was performed; and
15. the following reports, as detailed in Appendix C are provided monthly to the Province:



- a report of all the VIP Client Users identified in the IBM Service Management tool. This report will be generated based primarily on inclusionary logic; and
- a report breaking down of VIP ticket drivers by ministry.

## C.2 Province Responsibilities

Province will:

1. provide and maintain, as detailed in the Process Interface Manual, a list of approved VIP Plus Users who will receive the VIP Plus Support Service.
2. submit requests to add or remove VIPs to or from the list of VIP Plus Users through an ID Admin service request via iStore;
3. provide the expertise to dedicated IBM VIP Plus technicians in the way of verbal advice or documentation, for other workplace services provided and supported by the Province, to enable IBM to provide the VIP Plus Support Service;
4. provide IBM with a mobile device if the Province requires IBM to support a given mobile device technology as part of the VIP Plus Support Service. The number of devices provided would be jointly agreed to by the Province and IBM

## D. Baselines

No new Baselines will be established for the VIP Plus Support Service offering. Support Request for the VIP Plus Support Service will be counted towards the following WSS MSA Baselines:

- Service Desk
  - Calls/Supported Client Device per month
- IMACs
  - Soft IMACs
  - Metro IMACs
  - Rural/Remote IMACs
- Deskside Support
  - Deskside Advice
  - Metro fixes
  - Rural/Remote fixes

## E. Service Response Targets

The following service response targets will apply to the VIP Plus Support Services provided during Business Hours:

Service	Service Level Target
On-site business service response for VIP Plus Users identified in the Legislative Precinct while the legislature is in session	Thirty minutes
On-site business or home service response within Greater Victoria	Two hours

In addition to the service response targets above, the Service Levels and measurements as defined in the MSA will apply to the VIP Plus Support Service. Service Levels will be measured in aggregate with the WSS support requests.

## F. Term of Change Order

This change order will be effective and IBM's provision of the VIP Plus Support Services, as set out herein will commence April 1, 2013 and will end co-terminus with the WSS MSA.

## G. Hours of Support

The hours of support for the VIP Plus Support Services are as follows:

Service	Service Hours
VIP Plus Support Services	<p>Business Hours</p> <ul style="list-style-type: none"> <li>8:00am to 5:00pm Business Days ("Business Hours")</li> </ul> <p>Outside Business Hours</p> <ul style="list-style-type: none"> <li>7:00am - 8:00am, and 5:00pm - 10:00pm, on Business Days; and</li> <li>7:00am - 10:00pm on weekends and statutory holidays in British Columbia</li> </ul>

At all other times standard support services are available 24 x 7 through the Service Desk via 7-7000.

## H. Charges

The following table outlines the monthly per user charge for each band of VIP Plus Users:


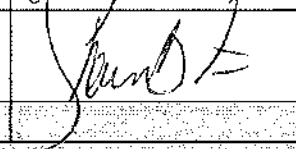
VIP Plus Users Volume Bands	Price Per VIP
Up to 200	Included in monthly Seat Charge
201-300	\$125.00
301-400	\$120.00
401-500	\$100.00
501-600	\$95.00

**Notes:**

1. All applicable Taxes will be applied to the invoice(s) for this service.
2. Economic Change Adjustment ("ECA") will apply to the services provided under this Change Order commencing April 1, 2012"
3. A copy of the Invoicing Backup for this Change Order is attached in Appendix A.
4. A copy of the Metric Sheet for this Change Order is attached in Appendix B.
5. The number of VIP Plus Users inclusive of a volume band will be charged at the rate associated within that band. For greater clarity, the 201<sup>st</sup> VIP will be charged at a rate \$125 per month, whereas the 301<sup>st</sup> VIP will be charged at a rate of \$120 per month.
6. Notwithstanding the any provisions in the MSA or the Supplemental Agreement, the parties acknowledge and agree that the VIP Plus Support Services may be paid for through the Province draw down upon the Innovation Fund

## I. Approvals

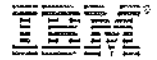
**In Accordance with the Master Services Agreement  
Between  
The Province of British Columbia and IBM**

Approvals				
	Signature	Printed Name	Title	Date Approved
Approved by the Province				
Approved by the Ministry		NADINE CRIDDLE	Deal Lead Workstations	March 28, 2013
Approved by IBM		Shawn Burton	Client Affinity Manager	2013-03-28
Change History				
Date	Comments			
2011/05/25	Version 1.0			
2011/08/15	Version 2.0 – Province requests for revisions and clarifications			
2012/03/12	Version 2.1 – IBM revisions and revised pricing			
2012/03/19	Version 2.2 – Province revisions			
2012/04/18	Version 2.3 – IBM revisions			
2012/05/11	Version 2.3 – Province internal revisions			
2012/05/11	Version 2.4 – Province internal revisions			
2012/05/22	Version 2.5 – Province accepted comments, insertions and deletions			
2012/09/28	Version 2.6 – Province internal revisions			
2012/11/27	Version 2.7 – IBM / SSBC joint review revisions			
2013/02/11	Version 2.8 – IBM revisions			
2013/03/06	Version 2.9 – Province request to add wording to IBM responsibilities and accepted previous revisions			
2013/03/28	Version 3.0 – Accepted Province changes, and updated various section			
2013/03/28	Version 3.1 – Added Metric Sheet and finalized for signature			
2013/03/28	Version 3.2 – Changed the Metric			

## Appendix A – Invoicing Backup

The following data will be provided in support of the monthly invoice. Changes to the data provided in support of the monthly invoicing will be reviewed and updated through the Governance Process, and communicated through Formal Correspondence.

Column Description	Field Required
COP #	Yes
Ministry	No
iStore #	No
COP #	Yes
COP Name	Yes
Service Request # or PSP #	No
Work Order # or Incident #	No
Asset Number (Tag)	No
Model Type	No
Serial #	No
Vendor	No
Desc. of Services/Work Performed (as applicable)	No
Desc. of Asset/ Goods	No
Replacement parts/serial #	No
SSBC PO #	No
User Name	No
IDIR	Yes
Phone	No
Date/Time	No
Physical Address	No
City	No
Zone (Urban / Rural / Remote)	No
Way-bill	No
SRQ#	No
PG#	No



Sched L	No
Status	No
Count/Hours	Yes
ARC	No
RRC	No
Baseline	No
Deadband High/Low	No
Deadband High	No
Deadband Low	No
Fixed	No
Rate	Yes
Sub-total	Yes
Tax	Yes
Total	Yes
Comments - SSBC	No
Comments - IBM	No



## Appendix B – Metric Sheet

Data provided in the metric sheet below is an informational summary of the service activities described within this Change Order. Any changes or revisions to the metric sheet will be reviewed and updated through the Governance Process, and communicated through Formal Correspondence.

In cases where there may be discrepancies between the information described here and the information in the Master Services Agreement (MSA), or latest Baseline Price Reset, the Master Services Agreement (MSA) and Baseline Price Reset will be deemed correct

Type of Metric	Variable Change Order
Metric Name	COP110194 VIP Plus Support Service
Effective Term	March 31, 2017 (Co-Terminus)
Activities	VIP Plus Support Services
COP Term	April 1 2013 to March 31, 2017
Source Data	WSSMT
Resolution Code	N/A
Reported by Ministry	Any Ministries Subscribing to Service
Exceptions	N/A
Cost (per month)	Up to 200 incl in monthly support charge 201-300 \$125.00 per user per month 301-400 \$120.00 per user per month 401-500 \$100.00 per user per month 501-600 \$95.00 per user per month
Minimum Volume	N/A
Maximum Volume	N/A
ARC	N/A
RRC	N/A
ECA	Yes
COP Baseline Impact	Service Desk -Calls/supported devices per month IMAC - Soft/Metro/Rural/Remote IMACs Deskside Support - Deskside Advice\ Metro\Rural\Remote Fixes
Monthly Invoice	COP0110194
Trigger for Service	Service Requested by a VIP
Filtering criteria	
Includes	Users identified as VIPs
Excludes	Users not identified as VIPs

## Appendix C – Sample Report(s)

The following sample reports are related to the provision of services under this Change Order. Improvements, enhancements and changes to the reporting and informational requirements will be reviewed and updated through the Governance Process, and communicated through Formal Correspondence

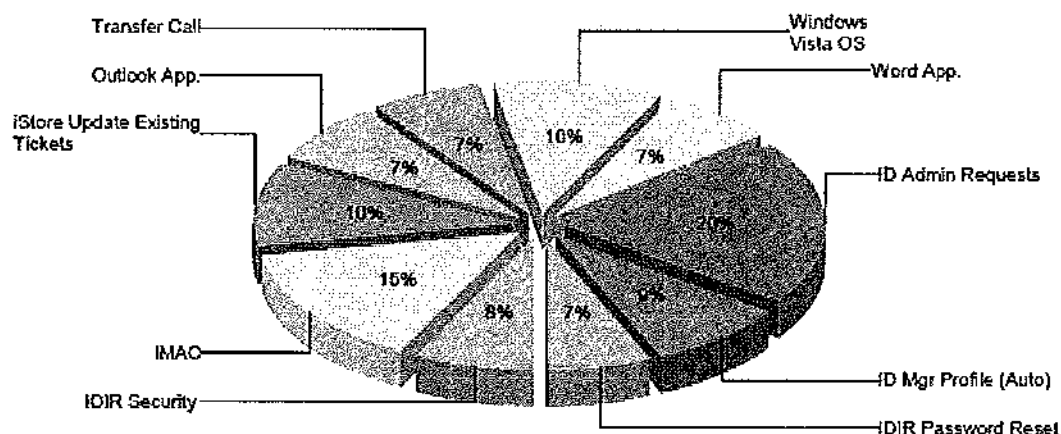
A report proposal was submitted to IBM that included details of the requirement for reporting. IBM agreed to provide the reporting as outlined in the document called "Reporting Options – for Mobile and VIP COPs" dated July 12, 2012

### • VIP Plus Users Report

User Name	IDIR ID	Client Organization

### • VIP Ticket Drivers

Top 10 Drivers - Ticket Based  
January 2012



January 2012 - Breakdown by Symptom by Activity Type - 17361 of 27039 (64%)

	ID Admin Requests	IMAC	Windows Vista OS	iStore Update Existing Tickets	ID Mgr Profile (Auto)	IDIR Security	Outlook App.	Transfer Call	Word App.	IDIR Password Reset	Total
Service Request - WBSMT	27	2	1806	1750	1484	69	1285	1237	1221	1150	10069
Orders - WBSMTaStore	3489	2648	0	0	0	1255	0	0	0	0	7292
Total	3516	2650	1806	1750	1484	1320	1285	1237	1221	1150	17361

Service Center entries have been removed from the chart and graphs as of June 2011, as this tool has been replaced by WBSMT