RENEWAL AND AMENDMENT TO THE
MASTER SERVICES AGREEMENT

This renewal and amendment (the "**Amendment**") is made as of the 11ᵗʰ day of April, 2013 (the "**Amendment Effective Date**") between TELUS Sourcing Solutions Inc. ("**TSSI**"), a company organized under the laws of Alberta, TELUS Communications Company ("**TCC**"), a general partnership of TELUS Communications Inc. and TELE-MOBILE Company (TSSI and TCC are (subject to Section 1.12 of the Agreement, as defined below) collectively referred to herein as "**TELUS**"), and Her Majesty the Queen in Right of the Province of British Columbia as represented by the Minister of Management Services (the "**Province**"). TCC, TSSI and the Province are sometimes referred to herein individually as a "**Party**", and collectively as the "**Parties**".

RECITALS

A.   TSSI, TELUS Communications Inc., and the Province entered into a Master Services Agreement dated November 9, 2004, as amended by Change Orders 001; 001 A1; 001 A2; 002; 003; 004; 006; 007; 008; 008 A1; 008 A2; 009; 010; 011; 014; 015; 015 A1; 019; 020; 021; 022; 023; 024; 025; and 026 (collectively, the "**Agreement**").

B.   TCC is the successor in interest to TELUS Communications Inc. in respect of the Agreement.

C.   TSSI, TCC, and the Province wish to exercise certain renewal rights under the Agreement and further amend certain terms and conditions of the Agreement in accordance with the terms and conditions set out herein.

NOW THEREFORE in consideration of the foregoing and the mutual covenants and agreements contained herein, the Parties agree as follows:

1.   Interpretation and Definitions

1.1   **Definitions.** Unless otherwise provided herein, capitalized terms shall have the meanings given to those terms in the Agreement.

1.2   **Attachments.** The following are the Attachments annexed hereto and incorporated by reference and deemed to be part hereof:

Attachment 3.2(a)	-	Transition Job Descriptions
Attachment 3.2(b)A	-	Scope of Work for the Repatriated Services
Attachment 3.2(b)B	-	Scope of Work for the New Services
Attachment 3.2(c)	-	Incident Management
Attachment 3.2(d)	-	Transition Project
Attachment 4.1	-	Service Levels Table
Attachment 4.2	-	Revised Service Numbers
Attachment 5.1	-	Change to Fees

1.3 **Additional Defined Terms.** Schedule A to the Agreement (*Definitions*) is hereby amended by adding the following definition (and such definitions will also apply to such capitalized terms where used in this Amendment.):

"**Reinvestment Pool**" has the meaning given to it in Section 8.21.

"**Transition Commencement Date**" means June 1, 2013.

2. Renewal

2.1 The Province hereby elects to renew the Initial Term pursuant to Section 2.2 of the Agreement for a five year Renewal Term commencing immediately upon the end of the Initial Term, and TELUS agrees to such renewal on the terms and conditions of the Agreement as amended by this Amendment. The Parties each hereby irrevocably waive any notice requirements set out in Section 2.2 of the Agreement in connection with this renewal.

2.2 The Province shall have the right, at any time up to April 1, 2016, to initiate a Benchmarking pursuant to Section 9.16 of the Agreement.

2.3 Section 2.3 of the Agreement (*Extension of Initial Term*) is hereby deleted and replaced with the following:

2.3 Extension of Renewal Term

The Province shall have the right, upon delivery of written notice to TELUS at any time up to nine (9) months prior to the expiry of the Renewal Term, to extend the Renewal Term for up to one (1) year (the "**Extension**"). Unless otherwise agreed to by the Parties, the terms and conditions of such Extension shall be the terms and conditions that would be in effect as at the original date of expiry of the Renewal Term and this Agreement shall apply during such Extension.

If the Parties have made any agreements to amend, change, modify or supplement the terms and conditions of this Agreement, including by way of Change Orders or the addition or subtraction of certain Services as contemplated in this Agreement prior to the Extension, then the Extension on the same terms and conditions as contemplated herein shall mean such terms and conditions contained in this Agreement as so amended, changed, modified or supplemented, as the case may be, prior to the Extension.

The Initial Term of this Agreement together with the Renewal Term, any Extension and the Termination Assistance Period during which TELUS provides the Termination Services is collectively referred to as the "**Term**".

3. Transition Project

3.1 The Parties shall perform a transition project, to be completed no later than the Transition Commencement Date (the "**Transition Project**"), whereby:

    (a) the Province shall have repatriated certain tier 1 contact centre Services and certain training resource Services (the "**Repatriated Services**"); and

> (b)   certain payroll data tech Services shall have been added to the Services (the "**New Services**").

3.2   The Transition Project shall consist of:

> (a)   the execution of a personnel transfer agreement based upon the form of the Payroll Transfer Agreement and the POIM Transfer Agreement, with each Party responsible for their own employee costs (other than seconded employees which shall be at cost as agreed by the Parties) including severance costs, if any, and addressing the transition of roles based on the job descriptions set out in Attachment 3.2(a) and for clarity addressing matters such as communications, the terms of employment offers and their timing, background checks and the protection of personal information;

> (b)   amending Schedule E (*Description of POIM and Payroll Services*) of the Agreement based on the scope of work for the Repatriated Services set out in Attachment 3.2(b)A, and the scope of work for the New Services set out in Attachment 3.2(b)B;

> (c)   amending Exhibit B (*P1 AND P2 Incidents*) to Appendix 1 (*Service Levels Table*) to Schedule F (*Service levels*) to the Agreement based on the description set out in Attachment 3.2(c); and

> (d)   implementing the Transition Project as set out in Attachment 3.2(d).

3.3   In the event of a Dispute with respect to the form or content of any transition documents, or any step in the Transition Project, the Dispute shall be deemed to be an Expedited Dispute to be resolved on the basis of the documents referenced under Section 3.2 that are attached to this Amendment.

4.   Service Levels

4.1   Effective as of the Transition Commencement Date, Appendix 1 (*Service Levels Table*) to Schedule F (*Service levels*) to the Agreement is hereby deleted and replaced with Attachment 4.1.

4.2   Effective as of the Transition Commencement Date, Article 3 of Schedule E (*Description of POIM and Payroll Services*) to the Agreement is hereby deleted and replaced with Attachment 4.2 to:

> (a)   update the Service numbers in the left hand column of the tables contained in that Article;

> (b)   delete the Service requirement (to "Provide Change Management service in support of Projects"), formerly numbered "M6", in Section 3.2; and

> (c)   revise the Service requirement and description numbered T52 in Section 3.2.

4.3   Effective as of the Transition Commencement Date, paragraphs two, three, and four of Section 9.14 of the Agreement (*Service Level Credits*) are hereby deleted, and replaced with the following two paragraphs:

In respect of all Essence of Business Requirements, TELUS shall have two service level failure exemptions (each a **"Service Level Failure Exemption"**) for each Essence of Business Requirement as of the Transition Commencement Date. Each such Service Level Failure Exemption shall be in respect of such Essence of Business Requirement, shall automatically be applied to cancel any Service Level Credit that would otherwise be issued to the Province in respect of the first or second, as applicable, failure of TELUS to meet such Essence of Business Requirement that subsequently occurs, and shall be cancelled and cease to exist once so applied. Any Service Level Failure Exemptions that TELUS may have accumulated prior to the Transition Commencement Date are hereby cancelled and cease to exist.

In respect of each Essence of Business Requirement, TELUS shall earn a Service Level Failure Exemption in respect of such Essence of Business Requirement for each twenty four (24) continuous month period that TELUS has met or exceeded such Essence of Business Requirement. For greater certainty, once TELUS has earned a Service Level Exemption in respect of an Essence of Business Requirement, the twenty four (24) continuous month period of performance required to earn a further Service Level Exemption in respect of the same Essence of Business Requirement must start on a date after the last day of the period used to earn the previous Service Level Exemption in respect of such Essence of Business Requirement. TELUS may only accumulate up to three (3) Service Level Failure Exemptions in respect of each Essence of Business Requirement at any time and thereafter TELUS may not earn a further Service Level Failure Exemption in respect of the same Essence of Business Requirement until a Service Level Failure Exemption has been applied to cancel the issuance of Service Level Credits which would otherwise be issued to the Province in respect of a subsequent failure to meet the same Essence of Business Requirement. Upon the application of a Service Level Exemption, it shall be cancelled and shall cease to exist.

4.4   Effective as of the Transition Commencement Date, the following provision is hereby added to the Agreement as a new Section 9.17:

9.17   Indicators

Where measurement and reporting of Indicators identifies ongoing or trending issues with the delivery of the Services, the Parties will cause the Joint Operations Committee to develop and implement a mutually agreed set of reasonable activities intended to address any concerns associated with the ongoing or trending issues.

4.5   Effective as of the Transition Commencement Date, Section 2.0(i) of Schedule F (*Service Levels*) to the Agreement is hereby deleted and replaced with the following:

(i) The Province may, at its option, assign a Weighting Factor to each Essence of Business Requirement for purposes of calculating Service Level Credits. The initial Weighting Factors assigned to the Essence of Business Requirements are set out the designated column of the Service Levels Table. The total Weighting Factors against the various Essence of Business Requirements for purposes of calculating the Service Level Credits owing to the Province shall not exceed three hundred percent (300%). The Weighting Factor assigned to each Essence of Business Requirement shall not exceed sixty percent (60%).

4.6 Effective as of the Transition Commencement Date, Sections 5.1(d) and 5.1(f) of Schedule F (*Service Levels*) to the Agreement is hereby deleted and replaced with the following:

(d) Service Levels are grouped into three sections in the Service Levels Table based on their designation as Essence of Business Requirement, Measured, or Indicator;

(f) The columns in the Service Levels Table (Appendix 1) indicate the following:

(i) the first column from the left with the heading "#" sets out the Service number used to identify each Service that is further described in Schedule E of this Agreement;

(ii) the second column from the left with the heading "Service Area" identifies the Basic Service category as more particularly described in Schedule E of this Agreement, for each listed Service;

(iii) the third column from the left with the heading "Service" identifies each listed Service;

(iv) the fourth column from the left with the heading "Measure/Target/Methodology" identifies the measure/target/methodology component of the Service Level for each listed Service;

(v) the fifth column from the left with the heading "Level" identifies the level of performance component of the Service Level for each listed Service;

(vi) the sixth column from the left with the heading "Importance" identifies the level of criticality for each Service Level for purpose of determining Chronic Failures;

(vii) the seventh column from the left with the heading "Frequency of Measurement" identifies the frequency each Service Level will be measured;

(viii) the eighth column from left with the heading "Period of Measurement (Reporting Cycle)" identifies the period in which each Service Level will be measured;

(ix) the ninth column from the left with the heading "Weighting Factor" sets out the Weighting Factor for each Essence of Business Requirement; and

(x) the tenth column from the left with the heading "Fully Performing Period" identifies, in respect of a Service Level, the period of time during which the Service Level must be fully measured and reported, and in the case of Essence of Business Requirements the period in which Service Level Credits will apply (collectively, the "**Fully Performing Period**"). Notwithstanding the Fully Performing Period, TELUS will make all commercially reasonable efforts to begin measuring and reporting on all Service Levels as soon as possible prior to the commencement of their Fully Performing Period, and, for greater certainty, the performance obligations under Section 9.2 of the Agreement, including subsection (e), will apply to all Service Levels prior to

the commencement of their Fully Performing Period. Where no Fully Performing Period is set out for a Service Level, the Fully Performing Period for such Service Level will be deemed to be the entire Term.

4.7   Effective as of the Transition Commencement Date, Section 6.3 of Schedule F (*Service Levels*) to the Agreement is hereby deleted.

4.8   Effective as of the Transition Commencement Date, Section 8.0(d) of Schedule F (*Service Levels*) to the Agreement is hereby deleted and replaced with the following:

(d)   The Province will have the right, on 90 days notice, but no more than twice each Contract Year to adjust the Weighting Factors set out in the far right column of the Service Levels Table as long as the aggregate Weighting Factors to which Province is eligible hereunder do not exceed 300% and each Weighting Factor for each Essence of Business Requirement does not exceed 60%. For greater certainty, any such adjustment will not be subject to the Change Request Process in Article 8 of this Agreement.

4.9   **Addition of Silver Application.** Effective as of the Transition Commencement Date, Exhibit B (*Application Availability*) to Schedule E (*Description of POIM and Payroll Services*) of the Agreement is hereby amended by appending the following row to the end of the Exhibit:

Application	Description	H/W in scope	Server	App Category	Availability Schedule
High Performance Workplace Solutions (HPWS) (ePerformance/ e.Survey)	HR Portal (Source Pad) and the Performance Management Tool. Solution as identified in Change Order #8	Yes	HPWS Thornhill	Silver	24 x7

5.   Fees and Resource Pools

5.1   Schedule J (*Fees*) to the Agreement is hereby amended as set out in Attachment 5.1.

5.2   The following Section is hereby added as a new Section 8.21 to the Agreement:

8.21   Reinvestment Pool

(a)   In addition to the Primary Resource Pool and the Secondary Resource Pool, TELUS shall create a reinvestment pool (the "**Reinvestment Pool**"). TELUS shall, at no additional cost to the Province, allocate resources to the Reinvestment Pool, in terms of hours of work, as follows and as summarized in the table below:

(i)   as of the Amendment Effective Date, the 3,179 credit hours established and awarded to the Province under Change Order 001 A2 shall be transferred and become 3,179 hours in the Reinvestment Pool;

(ii)   as of the Amendment Effective Date, the 4,927 Schedule U Job Jar Resources (as defined under Change Order 011) shall be transferred and become 4,927 hours in the Reinvestment Pool; and

(iii)   on April 1st of each Contract Year hours of work shall be allocated to the Reinvestment Pool in accordance with the following table:

Allocation Date	# of Labour Hours Added to the Reinvestment Pool
01-Apr-13	8,721 (8,106 of which being the hours allocated under (i) and (ii) above)
01-Apr-14	3,130
01-Apr-15	22,338
01-Apr-16	9,658
01-Apr-17	14,112
01-Apr-18	4,727
01-Apr-19	2,334

(b)   The Province may, at its discretion and at any time, request TELUS to apply and TELUS shall apply resources allocated to the Reinvestment Pool to the completion of any Planned Ordinary Course Changes or any Material Changes, including any Projects.

(c)   Where the Province has exhausted the Reinvestment Pool, the Province may in its discretion elect to draw on and use hours ("**Early-Use Future Reinvestment Hours**") that are scheduled to be allocated to the Reinvestment Pool pursuant to Section 8.21(a)(iii) at a later date ("**Planned Allocation Date**"). If the Province has drawn on and used Early-Use Future Reinvestment Hours and terminates this Agreement for convenience pursuant to Section 25.5, the Province shall pay TELUS, at the Time and Materials Rate, for any such Early-Use Future Reinvestment Hours for which the applicable Planned Allocation Date has not yet occurred.

(d)   Unused resources allocated to the Reinvestment Pool shall be cumulative and shall not expire, including where additional resources are allocated to the Reinvestment Pool as per the table in Section 8.21(a). At the end of the Term, or at such earlier time as mutually agreed by the Parties, TELUS shall reimburse the Province for any unused Reinvestment Pool at the Time and Material Rate.

(e)   The Province shall request a Change to implement the time and labour absence management project, to be substantially based on version 3.0 of the draft project charter for such Project, which has been prepared by the Parties, with a target Project commencement date of June 1, 2013.

5.3   The table setting out the labour available on a monthly basis in the Primary Resource Pool and Secondary Resources Pool in Section 1.2 of Schedule DD (Job Jar Schedule) to the Agreement is hereby amended by appending the following rows to the table:

Contract Year	Primary Resource Pool Monthly Available Labour Hours	Secondary Resource Pool Monthly Available Labour Hours
10	2,250	1,000

11	2,000	1,000
12	2,000	1,000
13	2,000	1,000
14	2,000	1,000
15	2,000	1,000

5.4   TELUS shall perform the automated forms project at no cost to the Province. The automated forms project shall include the development, testing, and implementation of approximately thirty one automated forms, identified by Sierra Systems, in order to streamline the intake of human resources, benefits, and payroll transactions. The automated forms project entails an estimated $550,000 of work effort, at the Time and Materials Rate. TELUS shall target a commencement date of June 1, 2013 for the automated forms project.

5.5   Section 15.2 Application of Credits is hereby deleted and replaced with the following:

15.2 Application of Credits

In each invoice issued by TELUS to the Province pursuant to Section 14.3, TELUS shall reduce the Fees otherwise payable to TELUS by the amount of the following credit and shall indicate on the invoice credits in favour of the Province against Fees payable to TELUS as follows:

(a)   the balance in the Gainsharing Credit Account not previously applied against the Fees of TELUS, to a maximum of the amount of the Fees to be paid on such payment date and to a maximum of the amount of Fees indicated in such invoice, respectively;

TELUS shall subtract the amount of any Gainsharing Credit applied against the Fees of TELUS pursuant to Section 15.2(a) from the Gainsharing Credit Account.

Notwithstanding the foregoing provisions of this Section 15.2, the Province may, in its sole discretion, in order to promote the growth and business of the BC Centre of Excellence and to develop greater efficiency in the BC Centre of Excellence, give written notice to TELUS in respect of the Gainsharing Credit in respect of any Contract Year within ninety (90) days of the determination of the amount of such Gainsharing Credit in accordance with this Article 15, waiving the benefit of such Gainsharing Credit or any part thereof in respect of such Contract Year and releasing and forever discharging TELUS in respect of the provision of the same, and directing TELUS not to credit or to credit only a portion of such Gainsharing Credit to the Gainsharing Credit Account.

5.6   The language in Sections 15.4 *Calculation of Royalty Credit*, 15.5 *Calculation of Non-BC Public Royalty Credit* and 15.6 *Calculation of Private Royalty Credit* is hereby deleted and replaced with "intentionally deleted" references. The Parties further agree that as part of the MSA Optimization Project, as defined below, they will review and adjust changes to POIM Base Fees and Payroll Base Fees (pursuant to Sections 4.4 and 4.5 of Schedule J) for additional Province Customers to reflect any such credits that would have otherwise been payable pursuant to Sections 15.4, 15.5 and 15.6.

6. Changes to Clients, Customers and Stakeholders

6.1   The Parties shall continue to discuss possible opportunities to add Province Clients, Customers, and Stakeholders from the broader public sector pursuant to Section 7.6 of the Agreement, including, potentially, certain school boards and Liquor Distribution Branch.

7. MSA Optimization Project

7.1   Between the Amendment Effective Date and the Transition Commencement Date, the Parties shall meet and discuss possible opportunities that the Parties identify to improve and optimize the Agreement (the "**MSA Optimization Project**"). Representatives of the Parties involved in the MSA Optimization Project will cooperate, act reasonably and seek to complete opportunities consistent with the objectives and guiding principles set out in Section 1.11 of the Agreement and in a manner that is cost neutral for the Parties subject to Section 5.6 above. Without limiting the generality of the foregoing, the MSA Optimization Project will consider the following matters together with such other matters as the Province and TELUS may agree:

(a)   consolidating the Payroll Base Fee and the POIM Base Fee into a single stream of Fees;

(b)   consolidating Change Orders, including by removing provisions that are no longer applicable and updating provisions to align with accepted Change Orders and bringing the content of certain Schedules (e.g. the interface table in Schedule M, the list of arbitrators in Schedule T) up to date; and

(c)   reviewing the Software Rental Credit and Maintenance Credit procedure as well as the approach to Fee adjustments in Schedule J.

Any revisions agreed to by the Province and TELUS will be documented by way of an amendment agreement and will have no force and effect until signed by both Parties. It is the objective of the Province and TELUS to complete an amendment agreement that records the optimization improvements to the Agreement on or before the Transition Commencement Date.

8. General

8.1   **Confirmation of Agreement.** Except as otherwise expressly amended by this Amendment, all other terms and conditions of the Agreement will continue to apply and the Agreement will remain in full force and effect.

8.2   **Counterparts.** This Amendment may be executed in several counterparts, each of which shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the Parties are not signatories to the original or the same counterpart.

8.3 **Governing Law.** This Amendment shall be governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein.

IN WITNESS WHEREOF, this Amendment has been duly executed by and on behalf of the Parties hereto as of the date hereof.

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the MINISTER OF MANAGEMENT SERVICES

By:

Lynda Tarras
Head of BC Public Service Agency

TELUS COMMUNICATIONS COMPANY

By:

Name: MARK RIVETTE
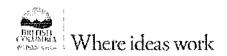Title: VICE - PRESIDENT

TELUS SOURCING SOLUTIONS INC.

By:

Name: MARK RIVETTE
Title: PRESIDENT

ATTACHMENT 3.2(A)
TRANSITION JOB DESCRIPTIONS

BRITISH COLUMBIA Where ideas work

• **JOB PROFILE**
Position #

TITLE: Bus Pass Program Coordinator

CLASSIFICATION:

MINISTRY:

WORK UNIT:

SUPERVISOR TITLE:

SUPERVISOR POSITION #:

JOB OVERVIEW

THE COORDINATOR IS THE PRIMARY COMMUNICATION BETWEEN TRANSLINK, BC TRANSIT, BUSKAM, TSSI, EPP EMPLOYEES AND THE GOVERNMENT.

ACCOUNTABILITIES

- PROVIDE INFORMATION ABOUT THE PROGRAMS TO INTERESTED EMPLOYEES
- RESPOND TO ALL EMPLOYEE ENQUIRIES
- RECEIVE AND ENSURE PAYMENT OF INVOICES
- MAINTAIN SPREADSHEET OF COMPANY PARTICIPANTS
- INFORM PAYROLL OF REQUIRED PAYMENTS
- RECONCILES THE GOVERNMENT'S LIABILITY ACCOUNT.
- ENTERS THE PAYROLL DEDUCTION ONLINE FOR NEW RIDERS INTO PEOPLESOFT.

TRANSLINK SPECIFIC:
- RECEIVE AND DISTRIBUTE PASSES
- RECONCILES THE BI-WEEKLY DEDUCTION AMOUNT AGAINST THE TRANSLINK INVOICE.
- ADDS NEW EMPLOYEES TO TRANSLINK'S ONLINE SYSTEM AND PROVIDES EPP INFORMATION.
- KNOWLEDGE HOLDER OF ALL TRANSLINK'S KEY DATES, PROCEDURES AND DEADLINES.
- ENTERS EMPLOYEE INFORMATION FOR LOST OR STOLEN PROPASS CARDS INTO TRANSLINK'S ONLINE SYSTEM.
- SET UP ONE TIME PAY DEDUCTION OF $15 ADMINISTRATION FEE
- SET UP ONE TIME PAY DEDUCTION OF $50 REPLACEMENT FEE FOR A LOST PASSES.
- REVIEWING MONTHLY INVOICE AND COMPARE TO TRANSLINK DEDUCTION QUERY.

BC TRANSIT SPECIFIC:
- FAX ENROLLMENT APPLICATIONS TO BC TRANSIT AFTER THE FORM IS COMPLETELY FILLED OUT, SIGNED AND DATED BY .
- ENSURE THAT THE NUMBER OF STAFF ON PROPASS IS CONFIRMED MONTHLY.
- REMIT A CHEQUE WITH THE "MONTHLY PAYMENT" FORM TO BC TRANSIT BY MAIL AND EMAIL A LIST OF EMPLOYEE NAMES, INCLUDING "SUSPENDED" PASS HOLDERS.

- IF AN EMPLOYEE WISHES TO CANCEL THEIR PROPASS, AN EXIT SURVEY MUST BE COMPLETED AND SENT TO BC TRANSIT ALONG WITH THE PASS.
- IF ANY STAFF NEED TO BE SUSPENDED FROM PROPASS, FILL OUT THE "SUSPENSION OF PASS" FORM AND RETURN THE PASS TO BC TRANSIT TO HOLD.
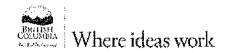
JOB REQUIREMENTS

GRADE 12
EFFICIENT WITH PEOPLESOFT DATA ENTRY
EXPERIENCE RECONCILING FINANCIAL STATEMENTS
KNOWLEDGEABLE IN EXCEL

BEHAVIOURAL COMPETENCIES

- Building Partnerships with Stakeholders

- Service Orientation

Where ideas work

TITLE: TEAM LEAD, HR AND PAYROLL OPERATIONS
CLERK 14

CLASSIFICATION:

CONTEXT

Reporting to the Manager, HR and Payroll Operations, the Team Lead provides supervision and coaching to the HR and Payroll Data Technicians and HR and Payroll Technical Admin positions in HR and Payroll Data Operations.

JOB OVERVIEW

The Team Lead provides technical expertise and supervisory direction to the HR and Payroll Technicians and HR and Payroll Technical Admin positions. The position will resolve customer relations issues, recommend process improvements, and has a key role in maintaining the quality and integrity of corporate human resources information systems.

ACCOUNTABILITIES

- Provides information, advice, and assistance to staff on data entry and administrative processes and procedures;

- Resolves escalated issues from staff and/or customers;

- Recommends work priorities, and anticipates and makes adjustments for variations to ensure adequate staff scheduling and assignment in order to achieve standards and targets;

- Identifies trends in data integrity and monitors performance metrics;

- Develops and evaluates performance plans for staff (EPDP's), and coaches for performance;

- Authorizes and ensures the proper recording of all leaves;

- Assists with the recruitment of new staff;

- Ensures adequate training of all staff;

- Liaises with payroll to ensure integration with HR/Payroll practices and resolve concerns about data integrity and inconsistent processes;

- Oversees the maintenance of program records in accordance with ARCS/ORCS systems, and contributes to the development of records systems;

- Provides input into the development of procedural documents that address changes or additions to work unit goals;

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13

- Provides input into improving the knowledge management system;
- Provides input and recommends options to increase or improve accessibility of customer self-service selections.

JOB REQUIREMENTS

- Secondary School graduation or equivalent;
- Good knowledge of human resource principles, procedures, policies, and master/collective agreements;
- Experience with human resource business processes affecting payroll and management reporting;
- Experience supervising, mentoring, coaching, and training staff;
- Ability to maintain confidentiality in dealing with personnel information and privacy legislation;
- Ability to effectively communicate - both verbally and in writing.

SPECIAL REQUIREMENTS

- The position functions in a challenging work environment where work processes, relationships and expectations are changing to support a new model of human resource services delivery to meet client needs.
- Some travel may be required to attend training and/or participate on committees/special projects.
- Successful applicants will be required to pass a Criminal Records Check.

COMPETENCIES

- Service Orientation: Level 4
- Teamwork & Cooperation: Level 4
- Results Orientation: Level 4
- Holding People Accountable: Level 4
- Reflecting on Difficulties: Level 5
- Concern for Order: Level 4

Where ideas work

TITLE: HUMAN RESOURCE DATA TECHNICIAN
CLASSIFICATION: CLERK 9

JOB OVERVIEW

The position provides technical support and data entry services and, maintains the integrity of the Corporate Human Resources Information and Payroll System (CHIPS).

ACCOUNTABILITIES

- Perform a variety of data entry transactions.

- Obtain missing information and clarify entries by contacting originator of data.

- Ensure integrity of data in CHIPS by searching and correcting errors and inconsistencies in data using system generated reports and inputting data corrections.

- Assess and escalate issues and/or trends to Human Resource Service Representatives for their action and/or information.

- Maintain accurate electronic position and employee files.

- Provide input into, and assist in maintaining, the knowledge management system.

- Orient/train new employees on systems, resources and tools.

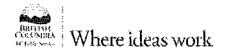- Provide input to customer self-serve options.

JOB REQUIREMENTS

- Secondary School graduation or equivalent

- Knowledge of human resource principles, procedures, policies, and master/collective agreements.

- Ability to maintain confidentiality in dealing with personnel information and privacy legislation.

- Experience in word processing and other computer applications such as spreadsheets, and databases.

- Ability to effectively communicate - both verbally and in writing.

SPECIAL REQUIREMENTS

- Some travel may be required to attend training and/or participate on committees/special projects.

Web Documentation Coordinator

General	
Job Title(s): Web Documentation Coordinator	
Date Completed: October 29, 2009	
Last Updated: October 29, 2009	

Overall purpose of the job and expected results:

- Ensures the accuracy, integrity and timeliness of client intranet documentation.
- Assists with the internal and external access requests to applications.

Key Responsibilities

Responsibilities	% of Time	Expected Outcome
1. Maintains accuracy and timeliness of client and internal intranet sites through regular webpage updates, the design of new information and the posting of alerts / communications.	60%	• Completed documentation available on the client intranet site within desired time frames. • Program and ministry goals are effectively communicated to internal stakeholders.
2. Develop and implement internal web communication plans.	25%	• Increase employee engagement to enhance the client experience.
3. Assist with access requests for internal / external hires.	15%	• New team members are productive on their first day at work.

Minimum knowledge, skills and abilities required for this role.
(i.e. required education, professional designations/certification and years of experience required)

Education:

- A post-secondary degree or certificate in web design or the equivalent experience demonstrated by progressive responsibilities.

Experience

- 1-3 years experience in web design.

Skills

- Proficiency with Microsoft Office (Word, Outlook, Excel, PowerPoint)
- Knowledge of JavaScript, CSS, HTML, experience with Macromedia Flash.
- Superior knowledge of current web-design trends, techniques and usability best practices.
- Demonstrated excellence in verbal and written communication skills
- Ability to prioritize, adjusts to changing priorities, and successfully completes numerous short and long-term assignments simultaneously in a team environment.
- Ability to anticipate needs, thinks logically and creatively, exercises good judgment and acts independently as necessary.
- Proven ability to work in a self-directed environment
- Ability to effectively liaise with peers and management
- Attention to detail, customer-service orientation and creativity in problem-solving

Attributes

- Customer:

  o Effectively defines and executes the customer service philosophy for our organization.
  o Responds quickly and proactively to client needs.

- Teamwork:

  o Ensures high performance at TELUS through active participation and a positive and optimistic approach to teamwork.
  o Works to create future friendly experiences for our internal and external customers

- Business:

  o Applies knowledge of business acumen and principles to effectively deliver on personal and team goals

- Communication Skills:

  o Empowers others by sharing the right information in a timely, clear and succinct manner.
  o Demonstrates effective listening skills.

- Change Management:

  o The ability to adapt when faced with unfamiliar circumstances or new challenges.

Learning Specialist

General	
Job Title(s): Learning Specialist	
Date Completed: November 11, 2009	
Last Updated: November 11, 2009	

Overall purpose of the job and expected results

- Designs scalable and reusable learning solutions using multiple tools and methodologies to meet business needs.
- Delivers training events including in-class, e.Learning, virtual facilitation and blended learning for multiple curriculums
- Tracks performance in the class room and uses standard evaluation methodologies to measure the effectiveness of a learning event / solution.
- Works with internal and external stakeholders to identify performance gaps and recommend actions for improvement.

Key Responsibilities

Responsibilities	% of Time	Expected Outcome
4. Collaborate with internal / external stakeholders to design learning programs and reinforcement tools (job aids, coaching tools).	35%	▪ Business needs and training objectives are aligned. ▪ Stakeholder satisfaction meets established targets.
5. Recommend and implement enhancements to existing learning solutions and ensure materials are kept in an "always ready" state.	15%	▪ All learning opportunities are in a "ready" state.
6. Deliver training events including core training programs and "just-in-time-teaching" learning solutions.	35%	▪ Design and delivery meet established evaluation targets. ▪ Learning event meets business needs. ▪ Stakeholder satisfaction meets established targets.
7. Track and manage performance in the classroom. Apply standard learning activity evaluation and measurement processes.	15%	▪ Course evaluations completed with appropriate response rates. ▪ End of training report completed.

Minimum knowledge, skills and abilities required for this role.
(i.e. required education, professional designations/certification and years of experience required)

Education:

- A post-secondary degree or certificate in learning delivery and/or design.

Experience

- 1-3 years experience in learning design and delivery or equivalent experience through progressive responsibilities.

Skills

- Proficiency with Microsoft Office (Word, Outlook, Excel, PowerPoint)
- Knowledge of instructional design and training methodologies
- Demonstrated excellence in verbal and written communication
- Demonstrated excellence in presentation and facilitation.
- Ability to prioritize, adjusts to changing priorities, and successfully completes numerous short and long-term assignments simultaneously in a team environment.
- Ability to anticipate needs, thinks logically and creatively, exercises good judgment and acts independently as necessary.
- Proven ability to work in a self-directed environment
- Ability to effectively liaise with peers and management
- Attention to detail, customer-service orientation and creativity in problem-solving

Attributes

- Customer:

  - Effectively defines and executes the customer service philosophy for our organization.
  - Responds quickly and proactively to client needs.

- Teamwork:

  - Ensures high performance at TELUS through active participation and a positive and optimistic approach to teamwork.
  - Works to create future friendly experiences for our internal and external customers

- Business:

  - Applies knowledge of business acumen and principles to effectively deliver on personal and team goals

- Communication Skills:

  - Empowers others by sharing the right information in a timely, clear and succinct manner.
  - Demonstrates effective listening skills.

- Change Management:

  - The ability to adapt when faced with unfamiliar circumstances or new challenges.

Client Service Advisor

Position Overview

Client Services Advisors are the first point of contact for policy, process and transaction questions received via voice, fax and/or e-mail. Client Services Advisors provide support, investigation and resolution of problems or concerns originated by multiple clients who include employees and dependents, potential new hires, internal/external vendors and associates. This includes problem identification, communication, research, isolation and/or resolution. Client Services Advisors verify, process, and input simple transactions dealing with confidential employee information. Client Services Advisors are expected to resolve most calls themselves and escalate remaining issues to Case Managers within clearly defined criteria. Client Services Advisors are responsible for tracking and reporting client activity and meeting Service Level Agreement targets.

Responsibilities

Provide support and assistance to clients on HR and Employee Learning policies, procedures, guidelines and practices.
- Answer the telephone displaying effective interpersonal skills to gather information, question and summarize problem presented.
- Provide telephone support using established scripts for a wide variety of HR disciplines (including, but not limited to, payroll, timekeeping, benefits, total rewards, and occupational health, and safety), Employee Learning services, and other HR related software packages to assist client managers and employees with their service needs.
- Process customer transactions within established time and quality standards.
- Confirm data accuracy and maintain appropriate controls for audit verification.
- Understand sensitivity of client information and maintain client confidentiality.

Analyze information provided to resolve issues or offer suggestions for solution in a timely fashion in order to enhance client satisfaction.
- Research client problems across the national customer base and determine best solution or resource to solve the issue.
- Take personal and complete responsibility to ensure that the customer is satisfied.
- Escalate remaining problems to Case Managers within defined procedures.
- Maintain proactive contact with each client to ensure that they are aware of the status on each inquiry until such time as it is resolved.
- Work closely with other team members and outside vendors to determine client solutions either through collaborative efforts or verification of own problem-solving approaches.
- Apply appropriate level of urgency to problems reported in order to prioritize.

Record, update and track client issues.

- Maintain accurate customer account information and maintenance of all required paperwork and computer files.
- Provide operational support for team members as needed.
- Train, coach, and mentor other Client Services Advisors.

Continually strive to achieve and maintain a current and thorough knowledge base regarding client employee services.

Look for ways to help others to increase the efficiency of the National Client Services Organization.
regular and ad hoc client status reports.

Required Knowledge

Degree or equivalent related work experience in Human Resources and an in-depth knowledge of Human Resources or Employee Learning services, processes and procedures including:
- Payroll
- Timekeeping
- Benefits
- Total Rewards
- Recruitment
- Occupational Health and Safety

Required Experience

2-3 years' experience working in a contact centre environment

Team Manager Position

Position Overview

In this role the successful candidate will lead and manage the day-to-day operational activities associated with leading a team of Client Service Agents and HR Specialists in delivering first point of contact HR information to our clients. They will manage our internal resources which includes: hiring, scheduling, and performance management of their team. The successful candidate will also work collaboratively with our clients, partners, and the rest of the TELUS Sourcing Solutions team to ensure the success of the contact centre and of the organization as a whole. This position is located in our Victoria office.

Responsibilities

Lead, coach & mentor employees using our in house performance processes and other tools and systems designed for career development, succession planning, performance enhancements, and performance reviews
Work with existing clients to strengthen relationships and promote and implement additional services
Engage with the business development team to enhance relationships with potential clients
Work with peers and the executive leadership team to create, implement, and support major projects
Work on process improvement initiatives for the continued success of the Client Service Centre, operations and TSS overall
Ensure staff obtains appropriate skills on a timely basis
Participate in establishing the business plan, budget and operational metrics for the department
Ensure compliance with established policies, standards and methodologies
Act as a primary contact for the team and liaise with other departments and suppliers

Required Knowledge

A university degree or the equivalent experience demonstrated by progressive responsibilities.

Required Skills & Abilities

Proven leadership and people management skills
Strong oral and written communication skills with the ability to communicate effectively with individuals at all levels, both internal and external to TELUS Sourcing Solutions
Ability to delegate appropriate responsibility to immediate direct reports and retain overall responsibility for results
Proven propensity for quality customer service
An ability to self-develop, peer coach and mentor

Proven propensity for innovation & continuous improvement
Flexibility and passion for change
Proven analytics skills

Required Experience

Project Management and financial reporting experience
Minimum of 3 years' experience directly managing high performance teams in the
Contact Centre industry
Track record of delivering exceptional results

Team Manager Position

Position Overview

In this role the successful candidate will lead and manage the day-to-day operational activities associated with leading a team of Client Service Agents and HR Specialists in delivering first point of contact HR information to our clients. They will manage our internal resources which includes: hiring, scheduling, and performance management of their team. The successful candidate will also work collaboratively with our clients, partners, and the rest of the TELUS Sourcing Solutions team to ensure the success of the contact centre and of the organization as a whole. This position is located in our Victoria office.

Responsibilities

Lead, coach & mentor employees using our in house performance processes and other tools and systems designed for career development, succession planning, performance enhancements, and performance reviews

Work with existing clients to strengthen relationships and promote and implement additional services

Engage with the business development team to enhance relationships with potential clients

Work with peers and the executive leadership team to create, implement, and support major projects

Work on process improvement initiatives for the continued success of the Client Service Centre, operations and TSS overall

Ensure staff obtains appropriate skills on a timely basis

Participate in establishing the business plan, budget and operational metrics for the department

Ensure compliance with established policies, standards and methodologies

Act as a primary contact for the team and liaise with other departments and suppliers

Required Knowledge

A university degree or the equivalent experience demonstrated by progressive responsibilities.

Required Skills & Abilities

Proven leadership and people management skills

Strong oral and written communication skills with the ability to communicate effectively with individuals at all levels, both internal and external to TELUS Sourcing Solutions

Ability to delegate appropriate responsibility to immediate direct reports and retain overall responsibility for results

Proven propensity for quality customer service

An ability to self-develop, peer coach and mentor

Proven propensity for innovation & continuous improvement
Flexibility and passion for change
Proven analytics skills

Required Experience

Project Management and financial reporting experience
Minimum of 3 years' experience directly managing high performance teams in the
Contact Centre industry
Track record of delivering exceptional results

ATTACHMENT 3.2(B)A
SCOPE OF WORK FOR THE REPATRIATED SERVICES

Statement of Work - Proposed Transition of Selected POIM Services - Worksheet				
This document outlines the Services to be transitioned to the Province from TELUS				
#	Service	Description (In Scope)	Responsibility	Comment
Organizational Change Management				
Organization Change Management Services are comprised of activities necessary to effectively prepare the Province to accommodate change, including without limitation, the following Basic Services, as more particularly described in the table set out below in this Section: (a) Change Management: All activities required to prepare an organization to accept change as a result of an IT Project; (b) Manage Documentation: All activities necessary to ensure user documentation is up to date and accurate; (c) Administer training: Common activities necessary to support Project related training and ongoing Business As Usual (BAU) training; (d) Project related training: Training activities required to satisfy goals and objectives of approved Projects, including training for the Project team as well as training for the End Users; and (e) Ongoing BAU training: Activities required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).				
T8	Maintain Change Management Strategy	The Change Management Strategy establishes overall goals, objectives and success criteria pertaining to organizational change management.	The Province	
M6	Provide Change Management services in support of Projects	Specific targets will be included as part of Project charter and Project plan. The goal is to keep End Users informed of changes affecting their business area. This may include but is not limited to: • Create change management plan; • Create Communications Plan; • Create training plan; • Conduct training needs assessment; • Implement plans in accordance with Project schedule; • Follow up, review, and adjustment as required; and • Conduct readiness assessment.	The Province	Technical documentation will be updated and maintained by TELUS.
M7	Maintain WEB based performance systems (e.g., Web Learning Assistant (WLA))	Support and maintain WEB based performance systems providing timely communication, operational information and advice, and on-line training. Support and maintenance activities may be required as a result of: • Projects; • Organizational change; or • Technology change. • Payroll Administration Manual (PAM) • TELUS to notify the Province of changes required in PAM on a regular basis; • TELUS and the Province commit to an annual review and update of PAM.	Roles based on the identified training schedule.	Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in the technology
T9	Administer training	Activities may include but are not limited to: • Identify annual training requirements and priorities;	Roles based on the identified training schedule	Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in the

		▪ Develop and maintain annual training plan; ▪ Maintain student registration/administration; ▪ Publish student training material; ▪ Maintain and publish training catalogue; ▪ Maintain and publish training schedule; ▪ Book classrooms per training schedule; ▪ Book instructors per training schedule; ▪ Request new TRN_MSTR snapshot and site refreshes to support training plan; ▪ Coordinate implementation of Time On Line and other applicable Projects; ▪ Coordinate migrations from CHIPSBC to TRN_MSTR; ▪ Complete year end procedures in TRN_MSTR; ▪ Notify students and supervisors of course completions.		technology Technical training will continue to be provided by TELUS. For example: PeopleSoft Query - material will be developed and delivered by TELUS.
M8	Provide Project based End User training in accordance to training plan	Project related training service includes training activities required to satisfy goals and objectives of approved Projects. This includes training for the Project team as well as training for the End Users.	The Province	
M9	Provide business as usual (BAU) End User training in accordance to training plan	BAU training includes activities required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).	Roles based on the identified training schedule.	Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in technology

Service Desk Services

The service desk is the first point of contact for End Users to request assistance. Service Desk Services include without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:
(a) **Request to resolve**: Activities concerned with first contact and triage of service requests;
(b) **Communicate status of system, applications, and reported incidents**: Set of activities to inform the End User community about system and application state and progress on reported incidents;
(c) **Administer security**: All activities required to ensure End Users can access the system and application commensurate with their authorization privilege; and
(d) **Provide Reports**: Satisfy End User requests for information contained in one or more supported applications.

EB13, M20 & T24	Manage incidents	Process to acknowledge incoming request for support and record in tracking tool. The objective of this service is to reduce the impact of disruptions in the Services. Incidents are recorded, classified, and allocated to appropriate specialists, incident progress is monitored, and ultimately incidents are resolved.	The Province	Includes but not limited to the intake of calls, emails, web tickets, faxes if applicable in relation to Payroll, HR, Benefits, Application Support and Navigation, Training and Security inquiries
M22	Ensure availability of support Personnel during normal business hours	Support Personnel will be available during normal business hours.	The Province	
T26	Provide reports	▪ Provide monthly Web stats ▪ Provide reporting on open and unresolved incidents ▪ Provide analysis reports concerning the	The Province	

		types of incidents and problems ▪ Provide support to End Users to run reports		
M23	Communicate status	Create and maintain global alerts to communicate status of key business processes as required, using, without limitation, any of the following means of communication: ▪ Recorded messages.	The Province	TELUS will continue to post directly to Time & Pay Portal as needed.
EB3	Create and maintain user documentation and WEB based information systems.	Create and maintain administrative circulars, bulletins and manuals for pay, leave and human resources transactions benefits administration, including but not limited to: ▪ Updating existing documentation to incorporate upgrades in systems, procedures, and policies; ▪ Drafting new documentation for new systems functionality for review by business systems analysts, training team, Project teams, and user community; ▪ Retiring and maintaining an archive of obsolete documents; ▪ Maintain web links inter-connecting internal websites as well as links to external websites; and ▪ Maintain payroll administration manual and Web links to policies.	The Province	TELUS to notify the Province of changes to the Payroll Administration Manual
T12	Create and maintain Communications Plan	Create and maintain Communications Plan, which deals without limitation with the following: ▪ Website; ▪ Newsletter; and ▪ Bulletin boards.	The Province	
T10	Provide advice (consulting) to support business areas	Periodic requirement to support business areas with subject matter expertise to help facilitate planning activities, including but not limited to: ▪ Strategic advice to Public Service Agency on current applications of policy provisions, industry trends, and cost containment measures relating to pay, benefits, employee leaves and human resources transactions; ▪ Provide advice and assistance in the development of the corporate monitoring programs; and ▪ Produce reports on corporate monitoring programs.	The Province	
Out of Scope				
T25	Administer security	▪ Fiscal or mass updates to department security tree ▪ Daily requests for additions/changes to department security tree ▪ Creating and testing new tree structures prior to implementation ▪ Change user authorization by granting	TELUS	

		appropriate security profile (requires confirmation of approval) in compliance with security policy		
M23	Communicate status	Create and maintain global alerts to communicate status of key business processes as required, using, without limitation, any of the following means of communication: ▪ Email; ▪ Web posting	TELUS	Example: System outages, pay schedule on stat holiday notification
T11	Maintain training environment	Activities may include but are not limited to: ▪ Periodic refreshes; ▪ Snapshots (process to create training data); ▪ Tax updates; ▪ Apply application changes.	TELUS	
T10	Provide advice (consulting) to support business areas	▪ Provide advice / assistance in the development of business requirements that impact the Corporate Human Resource Information, Payroll Systems (CHIPS) and Kronos;	TELUS	
T25	Administer security	▪ Reset End User passwords upon appropriate authentication in compliance with security policy ▪ Monitor for security breaches and violations. Initiate corrective actions as appropriate ▪ Lock and delete IDs for terminated employees	TELUS	Scope for the Province includes unlocking end user PeopleSoft accounts only (contact centre). All other functions are SDO.

ATTACHMENT 3.2(B)B
SCOPE OF WORK FOR THE NEW SERVICES

Introduction

The following document outlines the potential scope of work to be transitioned to TELUS from the Province.

In scope

Transactions
The broad definition of this work is the accurate completion of an entry into PeopleSoft.
The service delivery model contemplated assumes two distinct phases of service delivery:

Phase 1: Lift and shift of current HR Tech delivery model
Staff will be required to review the data received, investigate, clarify and adjust based on specific requirements and complexities relating to individual situations and requirements. This would include reviewing past and future dated information held in the system, employee records (electronic and paper), salary schedules and tables, collective and component agreements. There is an expectation that down stream impacts of requests are also identified and appropriately managed, for example if an individual is moved from an included to excluded position this will have impacts on such things as adds to pay, benefits, scheduled hours that will also be reviewed and managed correctly to ensure ongoing accuracy of data and payroll.

Documentation and training during transition will enable TELUS to perform the job function as it is today, complete with desktop and validation procedures. It is anticipated that five scenarios will enable completion of a transaction:

1. Data Entry Completion – keyed and accurate;
2. Transaction Adjustment - a transaction that is incomplete or inaccurate that can be adjusted and keyed without involving customer using information available (e.g., PeopleSoft data); and a transaction that is incomplete or inaccurate that may require additional information from the customer.
3. Incomplete and/or illegible Transactions - clarification from customer will be sought for completion
4. Complex – manage, understand and mitigate dependencies or longer-term impacts both from the employee and/or organizational perspective.
5. Once TELUS has exhausted all reasonable efforts as described above questionable transactions are escalated to the Agency's single point of contact to investigate, clarify, and interpret for resubmission to TELUS.

Decision Trees - (if/then scenarios) will be established during transition period to aid in the documentation and training for consistent delivery. These trees will form the basis for Human Resources Administration Manual (HRAM), this manual in conjunction with the Payroll Administration Manual (PAM) will be owned and maintained by the Agency in close cooperation with TELUS.

Escalated data transaction trends once identified are migrated into decision trees by the Agency and supplied to TELUS to implement within their internal business process and updated in the HRAM or PAM manual as appropriate.

The Joint Operations Committee (or other designated committee) will receive updated information about these escalated issues for review.

Phase 2: Self Service Forms Automation
After transition of services to TELUS, TELUS will lead an estimated 12 - 18 month project in partnership with the Agency to implement automated forms. It is anticipated at the completion of the project that all transactions received for input have met the scheduled timeline and are complete and accurate for entry/auto population. This efficiency project is aimed to improve the overall customer experience, increase accuracy, reduce call volume and significantly reduce HR administration as noted in 1-5 above.

Confirmation of Authority or Delegated Authority to initiate a transaction.
TELUS holds primary responsibility for this. As part of the due diligence, process for data entry TELUS will perform a reasonableness check prior to actioning any service request. This would include:
- Review data in PeopleSoft. Reporting relationship and job/position data to ascertain if the requestor is a manager, supervisor or admin staff within the area/ministry
- Review attached documentation for approval e.g. a signed letter or e-mail trail containing instructions from a the manager
- Review the CRM ticket history as above

If the authority remains questionable, a follow up with the requestor is completed. This could be phone or mail and the result noted in the ticket. If this were not successful, the service request would be escalated to the Agency for a final judgment call. These escalations are very rare, none in the last 6 months.

Transaction types.
The following is a list of transaction types considered in scope:

- Staffing actions
- Position Management
- Leave of Absence
- Lay off
- Termination

- Validate and enter Security Screening Results
- Pay rate change
- Overpayments
- Data integrity
- LT03 Sick Absence

A more detailed breakdown has been included as an appendix, this should not be considered an exhaustive list, however it is anticipated that this would cover at least 98% of the transactions.

Order in Council (OIC) and Special
All data entry transactions for this group are in scope, this is currently managed by a specific resource within the Service Center to deliver a personalize VIP service.

Auxiliary Benefits Administration

This is to manage the eligibility/loss of benefits for auxiliary employees.

Records Management
All supporting documentation needs to be filed electronically as part of the completion of these service requests. This activity is completed within TRIMM, the Province's central records management solutions. The accuracy and timeliness of this activity is crucial as many areas within the Province access and rely on this information in order to assist employees.

Records Retrieval and Destruction Process
TELUS responsibilities:
- To ensure relevant records are added to the employee file held electronically within the Province's records management system (TRIMM) as part of the service request fulfillment process (ticket is not closed until the information is TRIMM'ed)
- Use the electronic records management system as a reference source as required to completed accurate transactions
- All obligations in respect to payroll related records management remain unaffected by this statement of work

Agency responsibilities:
- Manage the records retrieval and destruction process
- Where TELUS requests access to employee files that are still held in physical format the Province upon request from TELUS, via a service request will retrieve the physical file, scan and make available via the TRIMM application
- Respond to FOI requests

Bus Pass Program Management
This is a program offered to Provincial employees and is currently jointly managed by both TELUS and the Province. Currently TELUS manages the at source deductions related to these programs and the Province manages associated tasks. Appendix two is a draft job description that details the scope of the work required. This again is not exhaustive and is expected to change over time in response to the needs of the program.

Current list of participating regions:

- Translink - Vancouver
- BC Transit - Victoria
- BusKam – Kamloops

It is anticipated that this list may grow over time, however at this point no specific additions are being contemplated. If/when there is growth in the program, a change request to be submitted by the Province will prompt TELUS to conduct an impact assessment to establish ongoing TELUS effort to support.

Out of Scope

On-boarding activities
These are activities related to staffing actions after the closure of the posting and prior to the completion of the PeopleSoft data. The details are:

- Complete relatively equal calculations, as required
- Build eligibility lists, as required
- Produce offer letter
- Monitor review period
- Produce confirmation letter
- Initiate staffing action
- Seniority management

Auxiliary Conversion Administration

Off-boarding Activities
These are activities related to staffing actions when an employee exits the Province:
- Recall and layoff tracking
- Pre retirement calculations
- Severance calculations
- Death claim management

Help desk for OIC & Special
This group have a "hotline" number to call for advice; this would continue to be handled by Service operation

Letter generation
Employment verification letters and/or verification of employment

Legal letters
The Agency is responsible for coordinating communication and gathering of information as it relates to lawyer's letters. TELUS will provide input as requested (dates, payments).

Appendix One to Attachment 3.2(B) – Transaction Breakdown

Transaction	Transaction Description
Staffing Actions	
Hire – Regular	Hiring a Regular employee
Hire – Auxiliary	Hiring a new Auxiliary employee
Recall – Auxiliary	Recall a previously laid off Auxiliary employee within recall period of 9 months
Rehire	Rehire regular or auxiliary former terminated employee
Extension of Auxiliary Appointment	Extension of term for an Auxiliary appointment
Temporary Appointment	Temporary appointment for an existing employee
Extension of Temporary Appointment	Province requires Temporary Appointment extension
Return from Temporary Appointment	Return or early return from a Temporary Appointment
Workforce Adjustment	Placements, Transfers, or Appointments that occur as a result of Workforce Adjustment
Secondment	Hiring an employee through the secondment process, should have a secondment agreement
Training record	Update an individuals training records based on receipt of training completion information
Position Management	
New Position	Create a new position
Redundant Position	Inactivate/ freeze a position
Job Reclassification	Move to higher or lower classification
Job Reclassification – Equivalent Grade	Job reclassification into a position that has the same grade level of compensation
Location Code Change	Location code only change
Project Position	Employee is moved into a term project position as per BCGEU MOU # 20
Reorganization/ Restructure	Position Data changes due to a reorganization or re-structuring
Classification Under Review	Position Data is updated to reflect that the classification of the position is under review
Reporting Change	Change in reports to only
Temporary Reclassification	Employee is reclassified for a temporary period
Temporary Reclassification Extension	Employee is extended in a previous temporary reclassification
Leave of Absence	
End Leave of Absence	Employee is returned from general leave of absence
General Leave of Absence With Pay	Employee is approved for leave with pay
General Leave of Absence With Partial Pay	Employee is approved for leave with partial pay
General Leave of Absence Without Pay	Employee is approved for leave without pay
Maternity Leave	Employee is approved for leave due to the birth of a child
Extended Child Care Leave	Employee is approved to extend leave following the Maternity Leave period for up to 6 months
Parental Leave	Employee is approved for leave to take care of a recently born child
Adoption Leave or Pre-adoption Leave	Employee is approved for leave for the adoption of a child
Deferred Salary Leave	Employee is approved to defer salary for a period of time so that they can take a leave of absence and be paid with the funds they have deferred during the leave period
Suspension of Pay	Employee is suspended, extended, or returned from leave without pay due to disciplinary action
Long Term Disability Status Change	LTD status changes, example would be employee status changes from pending to approved
Rehabilitation Trial	Employee is returned from rehabilitation or rehabilitation trial from pending LTD
Rehab Placement	Employees are returning to the Public Service from Long Term Disability as part of a Rehabilitation Trial.

WCB Direct Payment	Employee is being paid salary as part of an approved WorkSafeBC claim
Layoff	
Auxiliary Employee With Recall	Layoff from the Public Service with recall rights
Auxiliary Employee With Recall – Early	Layoff from the Public Service with recall rights, earlier than original term date
Strike or Lockout	Layoff from the Public Service due to strike or lockout action
Termination	
Abandonment	Employee neglects to show up to work and is terminated
Just Cause	Employee is terminated with cause
Job Ends/ End of Recall Limit	Layoff with recall – 9mth recall term ends
Care for/ Raise Family	Termination due to family care reasons
Redundant	Termination due to workforce adjustment
Rejection on Probation	Termination due rejection on probation
Resignation	Termination due to employee wilfully resigning
Death in Service	Termination of employee due to employee's death
Pre-Layoff Canvas	Termination that occurs as part of a pre-layoff canvas which occurs prior the expiration of the 90 day period in Workforce Adjustment
Voluntary Separation/ Departure Program	Termination that occurs as part of a voluntary separation or departure campaign during Workforce Adjustment
Retirement	Termination due to the retirement of an employee
LTD Separation	Termination from LTD because employee reached the carrier's maximum age of coverage, or because they've been denied LTD coverage and chosen not to return to work
Security Screening Results	
Criminal Records Check (CRC)	Maintain documentation for new or existing employees
Criminal Records Review Act (CRRA)	Maintain documentation for new or existing employees
Enhanced Security Screening (ESS)	Maintain documentation for new or existing employees
Pay Rate Change	
Across the board	Negotiated mass increases
Change standard hours	Increase or decrease in standard hours
Grade Change	Grade increase, not a result of a reclassification but usually negotiated increases in certain classifications such as Legal Council
Merit	Meritorious increases
Management Leadership Role Change	An compensation increase not a result of reclassification but due to a change in the duties of a Manager
Cost of Living Adjustment	Salary changes as a result of cost of living factors
Management Salary Change	General management salary increases such as adjustments due to pay equity issues
Growth Series Increase	Increase due to an employees movement through a growth position
Outside Job Range	Increase that results in a management salary being outside of the salary band
OIC Salary Change	Increase to the salary an OIC employee
Salary Protection Adjustment	Adjustment to the salary of a salary protected employee
Other	To cover any anomalies not listed with regards to pay rate changes
Overpayments	
Overpayment Recovery	Overpayment recovery on active employees due to errors within Payroll Operations. Requires additional knowledge of TELUS recovery process and overall end to end process
Data Integrity	
Data Integrity Report Management	Correction of errors in data entry through Data Integrity Reports.
LT03 Processing	

| LTO3 Request | Request for LTO3 documents from Disability, typically occurs at the three month mark of STIIP. |

Appendix Two to Attachment 3.2(B) – Draft position description

TITLE: BUS PASS PROGRAM COORDINATOR
CLASSIFICATION:
SUPERVISOR POSITION #:

JOB OVERVIEW

THE COORDINATOR IS THE PRIMARY COMMUNICATION BETWEEN TRANSLINK, BC TRANSIT, BUSKAM, TSSI, EPP EMPLOYEES AND THE GOVERNMENT.

ACCOUNTABILITIES

- RECEIVE AND ENSURE PAYMENT OF INVOICES
- MAINTAIN SPREADSHEET OF COMPANY PARTICIPANTS
- INFORM PAYROLL OF REQUIRED PAYMENTS
- RECONCILES THE GOVERNMENT'S LIABILITY ACCOUNT.
- ENTERS THE PAYROLL DEDUCTION ONLINE FOR NEW RIDERS INTO PEOPLESOFT.

TRANSLINK SPECIFIC:

- RECEIVE AND DISTRIBUTE PASSES
- RECONCILES THE BI-WEEKLY DEDUCTION AMOUNT AGAINST THE TRANSLINK INVOICE.
- ADDS NEW EMPLOYEES TO TRANSLINK'S ONLINE SYSTEM AND PROVIDES EPP INFORMATION.
- KNOWLEDGE HOLDER OF ALL TRANSLINK'S KEY DATES, PROCEDURES AND DEADLINES.
- ENTERS EMPLOYEE INFORMATION FOR LOST OR STOLEN PROPASS CARDS INTO TRANSLINK'S ONLINE SYSTEM.
- SET UP ONE TIME PAY DEDUCTION OF $15 ADMINISTRATION FEE
- SET UP ONE TIME PAY DEDUCTION OF $50 REPLACEMENT FEE FOR A LOST PASSES.
- REVIEWING MONTHLY INVOICE AND COMPARE TO TRANSLINK DEDUCTION QUERY.

BC TRANSIT SPECIFIC:

- FAX ENROLLMENT APPLICATIONS TO BC TRANSIT AFTER THE FORM IS COMPLETELY FILLED OUT, SIGNED AND DATED BY APPLICANT.
- ENSURE THAT THE NUMBER OF STAFF ON PROPASS IS CONFIRMED MONTHLY.
- REMIT A CHEQUE WITH THE "MONTHLY PAYMENT" FORM TO BC TRANSIT BY MAIL AND EMAIL A LIST OF EMPLOYEE NAMES, INCLUDING "SUSPENDED" PASS HOLDERS.
- IF AN EMPLOYEE WISHES TO CANCEL THEIR PROPASS, AN EXIT SURVEY MUST BE COMPLETED AND SENT TO BC TRANSIT ALONG WITH THE PASS.
- IF ANY STAFF NEED TO BE SUSPENDED FROM PROPASS, FILL OUT THE "SUSPENSION OF PASS" FORM AND RETURN THE PASS TO BC TRANSIT TO HOLD.

JOB REQUIREMENTS

EFFICIENT WITH PEOPLESOFT DATA ENTRY
EXPERIENCE RECONCILING FINANCIAL STATEMENTS
KNOWLEDGEABLE IN EXCEL

ATTACHMENT 3.2(C)
INCIDENT MANAGEMENT

	Incident Class	Priority Level	TSSI Objective for Average Recovery Time	General Criteria	General Impact
TSSI Technical Incidents	P1		Less than 4 Hours	• Key business function is unavailable for a significant set of partners / users: service outage • No temporary workaround / alternate means of performing function or recovering function is available • Network facilities or application are inoperable • Security or Privacy issue (P1 or P2 depending on severity)	• Typically greater than 20% of partners / users of a key business function are impacted • Financial considerations to TSSI are present and substantial • Potential SLA impact • Any Security or Privacy Issue
	P2	High	Less than 8 Hours	• Key business function is unavailable for a smaller group of partners / users • Degraded service or temporary workaround / alternate means of performing function is available • Security or Privacy issue (P1 or P2 depending on severity)	• Typically less than 20% of partners / users of a key business function are impacted • Greater than 20% of partners / users with satisfactory temporary solution • Financial considerations are present but less substantial than P1 • Potential SLA impact • Any Security or Privacy Issue
	P3	Routine	Less than 2 Business Days	• No service degradation • Used for priority customer questions or action requests or anomalies	• Failure to provide service or action requests, as part of SLA • Decrease in Customer Satisfaction • Potential SLA impact
	P4	Low	Less than 5 Business Days	• No service degradation • Used for medium to low priority customer questions or action requests	• Failure to provide service or action requests, as part of SLA • Decrease in customer satisfaction • Potential SLA impact

ATTACHMENT 3.2(D)
TRANSITION PROJECT

This document describes the framework to be followed by the Province and TELUS for the Transition Project. Unless otherwise provided, all capitalized terms have the meanings set out in the Amendment.

The Parties, through the Amendment, agree to the transfer the Repatriated Services and the New Services (collectively, the "Transferred Services") in accordance with the Transition Project.

The transition framework for the Transition Project will focus on the following seven activity streams to ensure that all aspects of transition are considered:

1. People
2. Technology
3. Facilities
4. Services
5. Communications
6. Assets
7. Records

The activities associated with the foregoing streams will be governed by a Joint Transition Steering Committee that will report to the Joint Executive Committee. The streams will be managed using standard project management methodologies to monitor timely completion of tasks and activities with oversight from co-Project Managers representing TELUS and the Province. Terms of reference and a transition project charter will be jointly developed by the Parties' respective Project Managers, the start-up activities of the Transition Project.

1. People

The Parties will create a staffing plan that outlines key commitments and assumptions to support the Transition Project. Higher than normal staffing levels may be required to support training new staff in TELUS. The Province is committed to support TELUS in maintaining service levels for HR data transaction services by acknowledging that 75% of the Province's current payroll data tech service employees accept TELUS offers of employment. Where the 75% threshold is not achieved then the Province's commitment shall be satisfied by making appropriate seconded employees available to TELUS for up to nine months at TELUS' cost.

2. Technology

The focus of this stream is to ensure the technology support required to allow the personnel to perform the applicable Services are considered during the Transition Project. The necessary technologies to include transition of email services, email histories, data files on workstations, employee accounts and access rights to applications, electronic tool sets, common files, telephone and telephone numbers, printer and printer access.

3. Facilities

The focus of this stream is to ensure the office environment and office supplies are available to the employees to deliver the services up to the Transition Commencement Date and the day after the Transition Commencement Date. Specific considerations include transferring ergonomic support, building access, identification and other typical employee on-boarding aspects.

4. Services

At the beginning of the Transition Project, Services will be delivered in the same manner as they have most recently been delivered under the Agreement. The Transferred Services are more fully described in the attachments to the Amendment. Job descriptions will be reviewed and updated as required during the transition period. The Parties will develop a process to review each Transferred Service to determine which are subject to continuous delivery throughout the Transition Period and which can be interrupted for a short period of time over the actual transition date. The next step will be for the Parties to use that information to classify the Transferred Services that require prioritization in setting up and running post transition first versus those that can be slightly delayed. The Project Managers will monitor any issues and reasons that may put delivery of the Transferred Services at risk. If such issues arise they are to be raised immediately to the Joint Transition Steering Committee. The Transition Project is deemed to be completed upon restoration of all transitioned services.

5. Communications

All change requires a managed approach. For the Transition Project there are two key audiences that require information in the management of the changes that will occur and have occurred. First the internal group, specifically impacted by the change in terms of role transference. Internal communications to address the individual's specific concerns associated with changing employers and communications to other Province and TELUS employees that deliver services that are impacted through inter-connections of the business processes transitioning. Additionally, externally focussed communications will be delivered to stakeholders that are impacted by the Transition Project.

6. Assets

A review of the assets linked to the Transferred Services is required to ensure that any assets that need to be transferred (this may include items such as specialty printers or furniture) are identified and that their transfer is properly accounted for and documented. The current expectation is that no assets will be transferred.

7. Records

Where the Transferred Services are dependent on hardcopy records and such records are deemed appropriate for transfer then such records should be packaged, transported and unpackaged in a way that privacy and confidentiality restrictions are applied. The timing of such transfer needs to align with the relocation of employees to ensure such records are available to the transitioning employees when they begin to deliver services from their new locations. The record transfer will include the utilization of a bonded and experienced moving company. It also includes manifests of every packing box transported to a new location and verification of manifests and transfer security with any discrepancies reported immediately to privacy offices of both organizations.

Overall Transition Project Timelines

The Transition Project is intended to begin upon execution of the Amendment and continue through to the Transition Commencement Date or such later date as the Parties may agree in writing and be completed once the Transferred Services are operating and being delivered from the new locations. The project closure includes a review of a final checklist with respect to the tasks and activities that were within each of the seven streams. Should there be incomplete tasks or activities these are to be raised to the Joint Transition Steering Committee for action.

Risks and Risk Mitigation

The table below identifies the key risks and mitigation strategies for the Transition Projects and potential impacts on Transferred Services for the first 12 months after the Transition Project.

Potential Risk	Proposed Risk Mitigation Plans
Transition Period	
Insufficient uptake of Province employees to join TELUS	Objective is to offer all in-scope employees employment. Secondments/Assignments for up to a 6 month period, at TELUS' cost, with knowledge transfer/training to TELUS retention programs
Insufficient uptake of TELUS employees to join Province	Objective is to offer all in-scope employees employment Secondments/Assignments of other Client Service Representatives ("CSRs") from TELUS to fulfill basic call centre function needs while Province secures and trains new CSRs during transition
Knowledge is not effectively transferred to TELUS to assume delivery responsibility from Province	During the knowledge transfer phase, same people in same jobs with retention mechanisms in place. Same people train TELUS resources on the detailed policies and procedures. Dedicated transition team to address high risk areas (documentation, train the trainer) Escalation process identified for TELUS to obtain response to urgent questions. Documentation processes in place to build staff resources as needed.
Knowledge is not effectively transferred to the Province to assume delivery responsibility from TELUS	During the knowledge transfer phase, same people in same jobs with retention mechanisms in place. Same people train the Province resources on the detailed policies and procedures. Dedicated transition team to address high risk areas (documentation, train the trainer) Escalation process identified for the Province to obtain response to urgent questions. Documentation processes in place to build staff resources as needed.
Transition activities detract from service delivery	Dedicated transition team with representation from both TELUS and Province. Effective resource plans that anticipate expected work volume due to transition.
Anxiety and lack of clarity about roles and responsibilities in the new organizations	Define communications plan targeted to the transitioning employees. Establish communication protocols, document communication plans, and deliver regular status and review meetings.
Year 1	

Potential Risk	Proposed Risk Mitigation Plans
High turnover of TELUS HR Admin staff post Transition Commencement Date	During offer/accept process, while filling vacancies, keep an eligibility list to accelerate hiring process for replacements Leverage documentation created during transition phase to accelerate hire to productivity
High turnover of Province Call Centre staff post Effective Date	During offer/accept process, while filling vacancies, keep an eligibility list to accelerate hiring process for replacements Leverage documentation created during transition phase to accelerate hire to productivity
Degradation of service performance and quality at TELUS	Leverage existing reporting tools to keep a pulse on service performance Internal secondments from TELUS ON Centre to fulfill any gaps until service has sustained Hire additional temporary staff to fulfill any gaps until service has sustained
Degradation of service performance and quality at the Province	Leverage existing reporting tools to keep a pulse on service performance Establish project team (SWAT) with TELUS and with the Province to mitigate service issues Develop key messages for Executive Account team

ATTACHMENT 4.1
SERVICE LEVELS TABLE

1. **Definitions.** In this Appendix, the following capitalized terms shall have the meaning set forth below:

"**Gold**" means applications identified as "Gold" in Exhibit B to Schedule E or in a Change Order.

"**P1**" has the meaning set out in Exhibit B of this Attachment.

"**P2**" has the meaning set out in Exhibit B of this Attachment.

"**Silver**" means applications identified as "Silver" in Exhibit B to Schedule E or in a Change Order.

2. **Service Levels Table.**

#	Service Area	Service	Service Level — Measure/Target/Methodology	Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
Essence of Business Requirements									
EB1	Application Management	Applications Availability - Gold	Maintain Gold applications availability Availability percentage determined as follows: [Total number of expected minutes of Gold application availability minus minutes of actual maintenance that occur within application availability schedules minus unplanned service outage minutes (#minutes Gold application is not available as per availability schedules)] ────────────── X 100 [Total number of expected minutes of Gold application availability minus minutes of actual maintenance that occur within application availability schedules] • Expected Gold level application availability is as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order. • TELUS will record unplanned service outage minutes in the "Incident Log and Monthly Metrics" spreadsheet. • An application is considered unavailable if the entire application is unavailable. • Where multiple Gold applications are concurrently unavailable as the result of a single cause, unplanned service outage minutes shall only be counted once for the total time of the outage (and not once for each application that is concurrently unavailable). • The calculation excludes pended ticket time. • Application availability is calculated only in respect of Services	98%	A	Ongoing	Monthly	60%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level — Measure/Target/Methodology	Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
EB2	Application Management	Applications Availability - Silver	Maintain Silver applications availability Availability percentage determined as follows: [Total number of expected minutes of Silver application availability minus minutes of actual maintenance that occur within application availability schedules minus unplanned service outage minutes (#minutes Silver application is not available as per availability schedules)] $\times 100$ [Total number of expected minutes of Silver application availability minus minutes of actual maintenance that occur within application availability schedules] • Expected Silver level application availability is as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order. • TELUS will record unplanned service outage minutes in the "Incident Log and Monthly Metrics" spreadsheet. • An application is considered unavailable if the entire application is unavailable. • Where multiple Silver applications are concurrently unavailable as the result of a single cause, unplanned service outage minutes shall only be counted once for the total time of the outage (and not once for each application that is concurrently unavailable). • The calculation excludes pended ticket time. • Application availability is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.	95%	A	Ongoing	Monthly	50%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.
EB3	Business Transactions	Accuracy of Transaction Processing	Maintain accuracy rate (%). The accuracy rate is determined as follows: [100] minus [the total number of Transactions during the period of measure that required a correction divided by the total number of Transactions during the period of measurement multiplied by 100]. • For this Service Level, "Transaction" means manual transactions, including payroll transactions, HR transactions, and manual	within Baseli ne	A	Monthly (including reporting as an Indicator)	Annually	60%	Commencing 12 months following the Transition Commencement Date and continuing for the remainder of the Term. Within six months following the Transition Commencement Date, TELUS shall have put in place technology to monitor and record the data for this Service Level.

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			transactions resulting from processing errors, required after a mass update has been completed. However, it excludes automated transaction processing (e.g. transactions entered through Kronos and e-leave), group life claims and benefits enrolment, and transactional work relating to employment offer letters and employment confirmation letters. • Corrections shall be tracked manually by payroll and HR techs (by selecting "SLA" in dropdown box) within PeopleSoft, or by such other method as mutually agreed by the Parties. • Notwithstanding that this period of measurement is annual TELUS shall generate (and deliver to the Province) a monthly Indicator report setting out the percentage of Transactions processed inaccurately for the preceding month. • Changes required to correct data that was inaccurate when provided to TELUS by the Province shall not be counted as a correction. • Where multiple changes are required to effect a single correction, they shall be counted as a single correction.						The initial Baseline will be established by the Joint Operations Committee based on at least six months of measured data, which TELUS shall have measured prior to the start of the Fully Performing Period. On an annual basis, within the first three months of each Contract Year, the Parties shall cause the Joint Operations Committee to establish a new Baseline, taking into account the Achieved Service Level and TELUS' obligations under Sections 9.2(d) and (e). In no event shall this result in a lower Baseline. Where the Joint Operations Committee is unable to establish the initial Baseline, or any subsequent annual Baseline, the matter shall be deemed to be an Expedited Dispute.
EB4 (Formerly EB14)	Business Transactions	Bi-weekly Pay & Leave Adjustments. Includes STIIP	Data entered within 2 pay periods of receipt of request	95%	A	Bi-weekly	Monthly	50%	Commencing on the Effective Date and continuing until 6 months following the Transition Commencement Date.
EB4	Business Transactions	Timeliness of Transaction Processing	The percentage of Transactions processed in a timely manner, calculated as follows: $$\frac{\text{Total \# of completed service requests} - \text{\# of late service requests (as per the turnaround time below based on the service requests priority)}}{\text{Total \# of completed service requests}} = \% \text{ Timeliness}$$ 	Priority	Turnaround time
---	---
Priority one	five Business Days of receipt
Priority two	within 1 full pay period of receipt
Priority three	within 2 full pay periods of receipt	 All service requests, with work flow via customer relationship management (CRM) assigned to TELUS by the Province, or work flow to TELUS through an automated process, such as web ticketing or	98%	A	Ongoing	Monthly	0%	Commencing 12 months following the Transition Commencement Date and continuing for the remainder of the Term. Transition activities prior to the commencement of the Fully Performing Period to support this Service Level will form part of the Transition Project. Within six months following the Transition Commencement Date, TELUS shall have put in place technology (through the CRM SLA calculation project) to monitor and record the data for this Service Level. On an annual basis, within the first three months of each Contract Year, the Parties shall cause the Joint Operations Committee to review and, where warranted, revise the turnaround times, taking into account the

#	Service Area	Service	Service Level		Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology							
			electronic forms. For greater certainty, this shall exclude: • Transactions that are automatically processed (e.g. Kronos transactions and Smart Forms when auto loaded to PeopleSoft) – but not transactions that are merely submitted using an automated process. • Self service workflow transactions (e.g. e-leave). • All Transactions not received through CRM. • The priorities for certain categories of service requests are set out in Exhibit A to this Appendix. • TELUS shall use a customer relationship management (CRM) application to track service request intake date to closure date. • Service request processing time starts when the service request is assigned to TELUS by the Province or through an automated process, such as web ticketing or electronic forms. • Only completed service requests are included in reporting period. • The calculation excludes pended ticket time. • Unless otherwise agreed by the Parties, a service request will be measured at the priority for the category identified by the Province (even if the Province inaccurately identifies the category) • Notwithstanding the priority levels set out in Exhibit A to this Appendix, from time to time the Province may request a more rapid turnaround time for one or more service requests, to be mutually agreed to by the Parties; provided that TELUS will not unreasonably refuse such a request and will not refuse such a request where the Province has notified TELUS in advance of an upcoming event that will require accelerated timeframes for processing certain service requests (e.g. year-end, new performance cycle).							Achieved Service Level and TELUS' obligations under Sections 9.2(d) and (e). In no event shall this result in a longer turnaround time. Where the Joint Operations Committee is unable to agree on turnaround times, the matter shall be deemed to be an Expedited Dispute.
EB5	Business Transactions	Payroll Processing – Employees Paid Accurately	Absolute value of the errors is not greater than 1.5% of the gross value of payroll per payrun. The value of errors per payrun is determined post payroll accuracy event. Changes required to correct data that was inaccurate when provided to TELUS by the Province shall not be counted as an error.		100%	A	Bi-weekly	Monthly	60%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.
EB6	Business Transactions	Benefit Enrolment	The percentage of benefit enrollment requests processed in a timely manner, calculated as follows: Total # of benefit enrollment requests minus # of benefit enrollment requests that took greater		90%	A	Ongoing	Monthly	20%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

DOCS 12310993

45

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			than 15 Business Days to process ————————————————— = % Timeliness Total # of benefit enrollment requests TELUS will manually measure and record the number of benefit enrollment requests and the elapsed time to process. Processing time shall be measured from date TELUS receives an accurate and complete benefit enrollment request. All benefit enrollment requests that TELUS is to provide as part of the Services, including: • Medical Services Plan (MSP) • Group Life Insurance • Group Aviation Insurance Claims • Deferred Salary Leave • Continuation of benefits while on leave Except for: • Automated enrolments via PeopleSoft Flex benefits functionality.						

Measured

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
M1 (Formerly M14)	Application Management	Maintain Reliability (Gold)	Incident count < 2 in any three month period	100%	A	Schedule	Monthly	n/a	Commencing on Effective Date and continuing until 6 months following the Transition Commencement Date.
M1	Application Management	Applications Reliability - Gold	The individual AND aggregate incident counts for both P1 AND P2 incidents impacting Gold applications must be less than the following targets: 	Description	Target
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P1 incidents per individual Gold application	No more than one P1 incident per month
P2 incidents per individual Gold application	No more than three P2 incidents per month
P1 incidents per all Gold application	No more than two P1 incidents per month
P2 incidents per all Gold application	No more than four P2 incidents per month		100%	B	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

DOCS 12310993

46

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			• For the purpose of this measure, multiple incidents in Gold applications that are the result of a single cause are counted as a single incident. • Application reliability is calculated only in respect of the Services and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
M2 (Form erly M15)	Application Management	Maintain Reliability (Silver)	Incident count < 3 in any three month period	100%	B	Schedule	Monthly	n/a	Commencing on Effective Date and continuing until 6 months following the Transition Commencement Date.
M2	Application Management	Applications Reliability – Silver	The individual AND aggregate incident counts for both P1 AND P2 incidents impacting Silver applications must be less than the following targets: 	Description	Target	 	P1 incidents per Individual Silver application	No more than two P1 incidents per month	 	P2 incidents per Individual Silver application	No more than three P2 incidents per month	 	P1 incidents per all Silver application	No more than four P1 incidents per month	 	P2 incidents per all Silver application	No more than five P2 incidents per month	 • For the purpose of this measure, multiple incidents in Silver applications that are the result of a single cause are counted as a single incident. • Application reliability is calculated only in respect of the Services and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.	100%	B	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.
M3	Application Management	Mean Time to Recover (MTTR) – P1	Mean time to recover (MTTR) Gold and Silver applications from the start of a P1 incident is less than or equal to four hours. For the purpose of the measurement of this Service Level, an application is recovered from a P1 incident when the application has been returned to its state prior to the incident or an equivalent temporary workaround has been provided.	100%	A	Ongoing	Quarterly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			MTTR is calculated by: adding together, for each P1 incident, the total elapsed time between the occurrence of the P1 incident and its resolution; minus, for each P1 incident, any of the above elapsed time that occurred during a period outside of the impacted application's availability schedule (as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order); divided by total number of P1 tickets. • All P1 incidents for all Gold and Silver applications and for any other applications as mutually agreed to by the Parties. • Where a workaround is used, full remediation will be managed consistent with incident priorities described in Exhibit B of this Attachment (provided that changes to the priorities are approved by the Province). • Calculation of MTTR excludes pended ticket time. • MTTR is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
M4	Application Management	Mean Time to Recover (MTTR) – P2	Mean time to recover (MTTR) Gold and Silver applications from the start of a P2 incident is less than or equal to four hours. For the purpose of the measurement of this Service Level, an application is recovered from a P2 incident when the application has been returned to its state prior to the incident or an equivalent temporary workaround has been provided. MTTR is calculated by: adding together, for each P2 incident, the total elapsed time between the occurrence of the P2 incident and its resolution; minus, for each P2 incident, any of the above elapsed time that occurred during a period outside of the impacted application's availability schedule (as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order); divided by total number of P2 tickets. • All P2 incidents for all Gold and Silver applications and for any other applications as mutually agreed to by the Parties. • Where a workaround is used, full remediation will be managed consistent with incident priorities described in Exhibit B to this Attachment (provided that changes to the priorities are approved	100%	A	Ongoing	Quarterly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level — Measure/Target/Methodology	Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			by the Province). • Calculation of MTTR excludes pended ticket time. • MTTR is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
M5	Planning and Compliance	Compliance Policy, Procedures and Legislation	The percentage of compliance changes completed within their defined timeframes for completion, where: • compliance changes include changes required by any change in Applicable Law, any change in a revised or updated Policy provided by the Province to TELUS, or any change in an employment or labour agreement provided by the Province to TELUS; and • the timeframe for completion is: (i) as established by the Agreement or as required to comply with the relevant change in Applicable Law, Policy, or employment or labour agreement; or (ii) where not established by the Agreement or where the relevant change in Applicable Law, Policy, or employment or labour agreement does not have a required deadline, as agreed to by the Parties. • Measured by dividing the total number of compliance changes completed within their defined timeframe by the total number of required compliance changes. • TELUS will maintain a log of compliance changes: the timeline to complete the changes; and actual time of completion of the changes. • Without reducing TELUS' obligations, the Service Level measurement will be adjusted accordingly for any delays that are directly caused by the untimely or inaccurate provision by the Province to TELUS of applicable collective agreement interpretations, policies, procedures and practices.	100%	A	Ongoing	Semi-Annually	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.
M6	Business Transactions	Group Life Insurance Claims Processing	The percentage of group life insurance claim requests processed in a timely manner, calculated as follows: Total # of group life insurance claim requests/activities minus # of group life insurance claim requests/activities that took greater than 48 hours to process ───────── = % Timeliness Total # of group life insurance claim requests/activities TELUS will manually measure and record the number of group life	95%	B	Ongoing	Monthly	n/a	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			insurance claim requests/activities and the elapsed time to process in a spreadsheet log of group life insurance claim requests/activities. Processing time shall be measured from date TELUS receives an accurate and complete group life insurance claim request. Excludes group life insurance claim requests/activities that TELUS is unable to process within 48 hours directly due to missing necessary information (other than where it is missing as a result of TELUS' failure to perform the Services), and where TELUS is required to contact a third party, other than requesting party, outside of TELUS' responsibility or control to obtain the missing information. However, TELUS shall include reporting on the number and cause of such claim requests/activities in its reporting on this Service Level.						

Indicators

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
KPI 1	All	Service Quality – Service Request Management	TELUS shall measure and report on the following information for all Changes submitted via the TELUS service request management tool, indicating variances in: • Timeliness of estimates • Accuracy of work effort estimates • Accuracy of provided implementation dates • TELUS shall use the current service request management tool for measurement and reporting. • Measurements begins once TELUS has received complete business and, where required, functional specifications from the Province. Subsequent changes caused directly and solely by a unilateral change in specification made by the Province shall cause an adjustment to the three components of this indicator.	n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

KPI 2	Application Management/ Application Development	Service Quality – Projects	• Indicator applies to approved Projects requiring over 1,000 hours of work effort by TELUS and such other Projects as mutually agreed to by the Province and TELUS.
			• Utilize a Post Implementation Review (PIR) to measure project service quality performance.
			• PIR survey to be completed by project sponsor, Subject matter experts, etc.
			• Multi phase projects to be reported as one.
			• The PIR will measure multiple facets of project performance to be determined by the Parties, including:
			  o Budget and timeliness
			  o Meets Agency specifications / business needs
			  o User acceptance testing
			• Each of the facets of performance to be measured on a 1 to 10
				n/a	n/a	Per Project	Per Project	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level		Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			scale. • Measured and reported utilizing a total points score per project.						

KPI 3	Province and TELUS Services	Service Quality – Customer Experience	Customer Relationship Management (CRM) real time survey of broad customer audience for Services delivered by TELUS and the Province, including:
			• Contact Centre Services
			• Application Management & Application Development Services (Tier 2)
			• Payroll Services, Benefits Services
			• Job Data Services
			• Payroll Accounting
			• Survey questions to be determined by the Province, in consultation with TELUS, including questions to address the following themes:
			  o Likely to Recommend / Net Promoter Score.
			  o Quality of resolver knowledge.
			  o Customer effort required to resolve.
			  o Completeness of the service request resolution.
			• Where real time survey responses indicate a requirement for additional action, TELUS and the Province will take reasonable and appropriate action to resolve.
			• All surveys are managed under the direction of the Province.
				n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

KPI 4	Payroll Accounting	Overpayments – Root Cause and Volume	• Includes all salary overpayments generated through the PeopleSoft application • Report on overpayment root causes, grouped by categories for analysis based on information provided in overpayment documentation. • Volumes of overpayment instances are to be reported.	n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

EXHIBIT A TO ATTACHMENT 4.1
SERVICE LEVELS TABLE

For the purpose of Service Level EB4, the following priority levels will apply to the listed categories of service requests:

Priority 1	Priority 2	Priority 3
▪ Data Integrity Reports	▪ Data Integrity Reports	▪ Temporary Appointment
▪ Hire - Regular/Auxiliary (HR - Pay)	▪ Statutory Holiday calc and process for Part-time Managers (currently a manual process)	▪ Extension of TA
▪ Recall - Auxiliary (HR - Pay)	▪ Fire Suppression rapid load (seasonal)	▪ Return from TA
▪ Rehire – (HR - Pay)	▪ Time Bank Adjustments due to STIIP absence	▪ Secondment
▪ Extension of Auxiliary Appointment	▪ General Deduction setup/changes	▪ Job Reclassification – equivalent grade
▪ Layoff - Auxiliary	▪ NSO1 Report	▪ Project Position
▪ Leave of absence – partial pay	▪ Deputy Minister Holdback	▪ Reporting Change
▪ Suspension	▪ Allowance/Adds to Pay based on Job setup	▪ End Leave of Absence
▪ Abandonment of Position	▪ Weekly Indemnity	▪ Grade Change
▪ Just Cause	▪ Additional Pay setup/changes	▪ Merit
▪ Death in Service		▪ Termination to Care for Family
▪ Resignation		▪ Outside Job Rate
▪ Retirement		▪ SPP Adjustment
▪ Redundancy		▪ O/P Recovery
▪ Rejection on Probation		▪ Job Reclassification
▪ Voluntary Separation/Departure		▪ General Leave of Absence W/Pay (e.g. Maternity Leave, Parental Leave)
▪ LTD Separation/Status Change		▪ LTD Separation/Status Change
▪ Change Std Hours		▪ Re-org/Restructure
▪ Temporary Reclassification/Extension		▪ Training Record
▪ General Leave of Absence W/O Pay		▪ Redundant Position
▪ General Leave of Absence W/Pay (i.e. Maternity Leave, Parental Leave)		▪ LT03 completion (after three months STIIP)
▪ Adoption or Pre-Adoption Leave		▪ Deferred Salary Leave setup (future dated)
▪ Rehab Trial/Rehab Placement		▪ Location code change
▪ WCB Direct Payment (stop pay)		▪ Classification under Review
▪ Mgmt Leadership Role Change		▪ Vacation credit adjustments
▪ Mgmt Salary Change		▪ Retro salary payments
▪ Growth Series increase		▪ NSO2 Report
▪ OIC Salary Change		▪ Revenue Canada letter
▪ New position (required to support hiring process)		▪ Overtime Worked
▪ Workforce Adjustment		▪ STIIP/WCB
		▪ Substitution Pay
		▪ Shift Premium
		▪ Direct Deposit

Priority 1	Priority 2	Priority 3
		• OSS • Leave Forms · 100% pay (e.g. Special Leave and Vacation)

EXHIBIT B TO ATTACHMENT 4.1
P1 AND P2 INCIDENTS

[Exhibit B to be developed pursuant to the Transition Project.]

ATTACHMENT 4.2
REVISED SERVICE NUMBERS

3.0 DESCRIPTION OF BASIC SERVICES

3.1 Planning and Compliance Services

Planning and Compliance Services are comprised of planning services to collaboratively develop and maintain strategic and tactical level plans to ensure service delivery is aligned to future goals and objectives and compliance services necessary to ensure adherence to policy, legal, and ethical concerns, including without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a) Account Management: Providing ongoing consulting in terms of service expansion (sales) and service management;

(b) Governance Planning: Providing planning services (in collaboration with the Province) to support production and maintenance of plans required for governance including, a strategic business vision, a multi-year business plan and an Annual Operating Plan;

(c) Technology Planning Services: Producing and maintaining technology and architecture plans to ensure application environments meet current and future requirements; and

(d) Policy Compliance: ensuring both proactive and reactive adherence to policy, legal, and ethical concerns.

#	Service	Description
T42	Perform Service Level monitoring	Monitor, analyze, and report key service delivery metrics and volumes as specified in Schedule F to this Agreement. This Service also includes project status reports and a report of hours used by service type (i.e. mandatory, discretionary, planned). Metrics to be reported are for Essence of Business and Measured service categories.
T1	Maintain technology and architecture plans	Technology and architecture plans will identify preferred technologies to be used to achieve the Province's business vision and strategies.
T43	Manage compliancy to technology and architecture plans	All Projects will be subject to a design review to determine compliancy to technology and architecture plans. Projects that are non-compliant will be referred by either Party to the Joint Operations Committee for further review.
T2	Maintain capacity plans, and review every six months	Capacity plans include capacity assessment and recommendations relating to the following elements for both PeopleSoft and Non-PeopleSoft environments: ■ Processor; ■ Disk; and ■ Memory

#	Service	Description
T44	Provision BCP/DRP capability and test every annually	Design, implement, and test BCP/DRP capability that meets or exceeds the requirements of the Disaster Recovery/Business Continuity Plan, as updated from time to time. Schedule GG of this Agreement sets out recover timeframes for each application as of the POIM Hand-Over Date and further outlines improvements to recovery times to be implemented as of the Data Centre move date.
T45	Respond to mandated requests for information under the *Freedom Of Information and Privacy Protection Act*	Assist the Province with collection of information as required to ensure compliance with *Freedom of Information and Protection of Privacy Act* (British Columbia). This may include but is not limited to activities such as custom reports and queries, analysis, and other consulting type services. Mandated requests may also originate from senior members of the BC Government (e.g. Deputy Ministers). These services are subject to Schedule CC of this Agreement.
T3	Respond to requests for information	Provide information as requested. This may include but is not limited to activities such as custom reports and queries, analysis, and other consulting type services. Requests may be in respect of or made by: ■ agency; ■ third party; and ■ audits.
T4 & T5	Maintain and apply standards.	Create, maintain and apply standards for: ■ Documentation (including Project charters); ■ Application Development; ■ WEB; ■ Reporting; ■ Processes; ■ Change Management; and ■ Training.
T6	Provide estimates and advice – strategic / Projects / SOW	Respond to requests for estimates and advice as requested by the Province. Estimates and advice are for the purposes of supporting the governance processes and may include but not limited to: ■ Recommendations; ■ Support to develop strategies; and ■ High level estimates to support the governance structure set out in Schedule R of this Agreement.
T46	Maintain jointly developed sales and marketing plan	Develop and maintain sales and marketing plans aimed at business growth (in collaboration with the Province).
T7	Maintain Risk Management Plan	Maintain a risk management plan as it relates to the delivery of Services in respect of which Service Levels have been set. This plan will identify the top ten risks and appropriate mitigation strategies. Updates will be performed as required. This commitment is in addition to business continuity and disaster recovery plan commitments.
T47	Create and maintain jointly annual business plan derived from Rolling Strategic Plan	In collaboration with the Province, develop and maintain an annual business plan specifying operational goals and activities to be achieved in the current year.
T48	Create and maintain jointly the Rolling Strategic Plan	In collaboration with the Province, develop and maintain the Rolling Strategic Plan specifying multi-year goals and objectives.

3.2   Organization Change Management Services

Organization Change Management Services are comprised of activities necessary to effectively prepare the Province to accommodate change, including without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a)   Change Management: All activities required to prepare an organization to accept change as a result of an IT Project;

(b)   Manage Documentation: All activities necessary to ensure user documentation is up to date and accurate;

(c)   Administer training: Common activities necessary to support Project related training and ongoing Business As Usual (BAU) training;

(d)   Project related training: Training activities required to satisfy goals and objectives of approved Projects, including training for the Project team as well as training for the End Users; and

(e)   Ongoing BAU training: Activities required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).

#	Service	Description
T8	Maintain Change Management Strategy	The Change Management Strategy establishes overall goals, objectives and success criteria pertaining to organizational change management.
T49	Maintain WEB based performance systems (e.g., Web Learning Assistant (WLA))	Support and maintain WEB based performance systems providing timely communication, operational information and advice, and on-line training. Support and maintenance activities may be required as a result of: • Projects; • Organizational change; or • Technology change.
T9	Administer training	Activities may include but are not limited to: • Identify annual training requirements and priorities; • Develop and maintain annual training plan; • Maintain student registration/administration; • Publish student training material; • Maintain and publish training catalogue; • Maintain and publish training schedule; • Book classrooms per training schedule; • Book instructors per training schedule; • Request new TRN_MSTR snapshot and site refreshes to support training plan; • Coordinate implementation of Time On Line and other applicable Projects; • Coordinate migrations from CHIPSBC to TRN_MSTR; • Complete year end procedures in TRN_MSTR; • Notify students and supervisors of course completions.

#	Service	Description
T50	Provide Project based End User training in accordance to training plan	Project related training service includes training activities required to satisfy goals and objectives of approved Projects. This includes training for the Project team as well as training for the End Users.
T51	Provide business as usual (BAU) End User training in accordance to training plan	BAU training includes activities required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).
T10	Provide advice (consulting) to support business areas	Periodic requirement to support business areas with subject matter expertise to help facilitate planning activities, including but not limited to: ▪ Strategic advice to Public Service Agency on current applications of policy provisions, industry trends, and cost containment measures relating to pay, benefits, employee leaves and human resources transactions; ▪ Provide advice / assistance in the development of business requirements that impact the Corporate Human Resource Information, Payroll Systems (CHIPS) and Kronos; ▪ Provide advice and assistance in the development of the corporate monitoring programs; and ▪ Produce reports on corporate monitoring programs.
T11	Maintain training environment	Activities may include but are not limited to: ▪ Periodic refreshes; ▪ Snapshots (process to create training data); ▪ Tax updates; ▪ Apply application changes.
T12	Create and maintain Communications Plan	Create and maintain Communications Plan, which deals without limitation with the following: ▪ Website; ▪ Newsletter; and ▪ Bulletin boards.
T52	Notify the Province of updates to support user documentation and WEB based information systems.	Notify the Province of updates in administrative circulars, bulletins and manuals for pay, leave and human resources transactions benefits administration, including but not limited to: ▪ Updating existing documentation to incorporate upgrades in systems, procedures, and policies; ▪ Drafting new documentation for new systems functionality for review by business systems analysts, training team, Project teams, and user community; ▪ Retiring and maintaining an archive of obsolete documents; ▪ Maintain web links inter-connecting internal websites as well as links to external websites; and ▪ Maintain payroll administration manual and Web links to policies.
T53	Jointly with the Province conduct an annual Customer Satisfaction Survey	Joint with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Organization Change Management Services. Upon completion of such survey, analyze results of such survey and formulate improvement plans as jointly agreed to by the Parties.

3.3   Application Development Services

Application Development Services are comprised of Services needed to plan, design, and build an application that will be used by the Province to address a business requirement, including without limitation, the Basic Services described in the table below, some of which are closely related to the governance process. This Section is subject to Schedule F of this Agreement and the allocation of resources to be used to carry out Ordinary Course Operations in the Job Jar, as described in Article 8 of this Agreement.

#	Service	Description
T54	Project services	**Project Planning:** Includes activities necessary for project startup. This Service is usually initiated during governance planning to gain a preliminary assessment as to feasibility and cost of a conceptual solution to meet business requirements. **Application Design:** Focus is to complete design activities required to determine cost of solution with a high degree of accuracy. **Application Development:** Includes all activities required to develop the proposed solution based on commitments from the design stage. **Project Implementation:** Focus for these Services is on testing, correcting defects, and verifying the solution satisfies the business requirements.
T55	Provide support services for Projects	Provide support services for Projects, which may include, but is not limited to: • Advice and expertise; • People and resources; and • Databases and environments. The intent of this service is to support Projects to a successful conclusion.

3.4   Application Management Services

Application Management Services is a group of Services involving the deployment, operation, support, and optimization of an application. The main objective of such Services is to ensure the application, once built and deployed, can meet the Service Level that has been defined for it. Application Management Services include without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a)   Deploy new applications: Set of transitional activities required to migrate from development to a support and maintenance perspective;

(b)   Operate the system: All activities required to ensure the system and applications continue to function within specified parameters.

(c) <u>Administer system and application</u>: Activities required enabling normal business operations and growth which are predominantly focused on updates to master data (e.g. hiring new employees – employee master data);

(d) <u>Configure system and application</u>: All activities required to effect a change in the way an application or system functions;

(e) <u>Support system and application</u>: All activities required to enable resolution of tier 2 problems;

(f) <u>Maintain system and application</u>: Consists of activities to apply corrective and preventative patches to system and application software, including maintaining software currency;

(g) <u>Optimize system and application</u>: Activities focused on improving system and application performance; and

(h) <u>Manage configuration</u>: Activities to establish and maintain documentation relating to system and application configuration.

Application Management Services include the Services described in the table below.

#	Service	Description
T56	Implementation Services	Activities may include, but are not limited to: ■ Create post implementation support plan ■ Assess readiness to proceed to production ■ Facilitate implementation meeting ■ Present to Joint Operations Committee for approval to proceed to production ■ Move to production per implementation schedule upon approval Joint Operations Committee by the Province ■ Monitor throughout stabilization period and take corrective action as required ■ Schedule and conduct post implementation review within 6 weeks of implementation ■ Schedule and conduct post implementation evaluation within 6 months of implementation
T57	Nightly refresh of CHIPS RP	CHIPS BC production data is copied each night and is available to reporting application in accordance with schedule.
EB1	System and Application availability - Gold	Maintain systems and application to ensure category Gold applications are available to End Users in accordance with availability schedule.
EB2	System and Application availability - Silver	Maintain systems and application to ensure category Silver applications are available to End Users in accordance with availability schedule.
T13	System and Application availability - Bronze	Maintain systems and application to ensure category Silver applications are available to End Users in accordance with availability schedule.
M1	System and Application reliability - Gold	Monitor, maintain, and support category Gold applications to ensure high levels of reliability.

#	Service	Description
M2	System and Application reliability - Silver	Monitor, maintain, and support category Silver applications to ensure high levels of reliability.
T14	System and Application reliability - Bronze	Monitor, maintain, and support category Bronze applications to ensure high levels of reliability.
T15	System and Application performance	Maintain systems and applications to ensure applications perform at an appropriate level.
T58	Resolve problems	End User reported problems will be addressed in a timely fashion. Intent is to ensure appropriate response and resolution based on urgency of problem report. Problem management investigates to determine the underlying causes of actual or potential errors in the delivery of Services.
M5	Ensure applications remain compliant with Province Policies, collective agreements, relevant legislation and financial control requirements	Province Policies and financial control requirements may change over time. This Service ensures a process to recognize changes and initiate activity to ensure applications remain compliant.
T17	Provide 7x24 hour support for Gold applications	Respond to automated alerts and problems associated with critical applications and systems.
EB3 & EB5	Payroll processing - Accuracy	Monitor critical system processes to ensure successful completion of payroll processing, including, without limitation: ▪ creating cheque and pay advice files and sending such files to BC Mail Plus; ▪ creating EFT files and sending such files to the Provincial Treasury system; ▪ opening next pay period; ▪ balancing payrun successfully; ▪ posting earnings, deductions, net pay information to Oracle Financials (CAS); and ▪ posting employee benefit chargeback information to Oracle Financials (CAS). The key success criteria as reflected in Schedule F to this Agreement is accuracy of the overall payrun.
T59	Apply Tax updates	Schedule of updates from PeopleSoft is available in January each year. Tax updates and any required software updates are applied in accordance with the schedule.
T18	Maintain system documentation	All existing documentation relating to systems and applications will be maintained.
T60	Perform database backups	Databases will be copied to tape for the purposes of emergency restoration if required. Backups are performed in accordance to schedule.
T61	Monitor and maintain application interfaces	Interfaces will be monitored in accordance to schedule and Schedule M of this Agreement. Corrective action will be initiated as required.

#	Service	Description
T19	Conduct post mortems for severity incidents in accordance with Article 9 of this Agreement	Subject to Agreement provisions, a post mortem will be conducted for all outages and significant impairments. The post mortem will identify and document the following: • Cause; • Contributing factors; • Response; and • Actions required to prevent a re-occurrence. Report to be produced within 5 Business Days of the incident.
T20	Develop, modify, delete security profiles	Subject to Schedule CC, develop, modify, delete security profiles consistent with security policies and security model.
T21	Maintain database archiving	Ensure archive process are successfully completed in accordance to schedule.
T22	Comply with change control process	Obtain all necessary approvals prior to implementing production changes.
T62	Manage annual processes – CYE	• Update prior year Annual Operating Plan to current • Data verification and clean up (Lists negative deductions · balances MUST be resolved by CYE if there is a T4 impact) • Order T4 forms • Tax updates • Test • Final adjustments and T4 processes • Finalize T4 processes • Produce T4s and distribute • IPAS Reporting at FYE & CYE
T63	Manage annual processes – FYE	• Update prior year Annual Operating Plan to current • Create and submit change requests (test databases, extended maintenance windows) • Update documentation • Update the employee chargebacks for next Fiscal Year based on Treasury Board update • Table updates • FYE testing • Coordinate with CAS Fiscal Year end process • Implementation (SQRs, FYE scripts) • Public Account files sent to OCG. Public Account Salary reports are 3 reports taken from data created by running the INTC033.sqr. The reports are sent to the Office of the Controller General where they are incorporated into the Public Accounts. All salary above $75,000 is reported by employee and salary below $75,000 is reported in one lump sum. Employees are differentiated between being Order in Council (OIC) or Non OIC. Salary is by salary STOB and Non-Salary STOB.
T64	Manage annual process · Leave Rollover	• Update prior year Annual Operating Plan to current • Prepare information for first Pay/Leave Committee meeting • Secure resources • Set Rollover weekend date and set production schedule • Run PAYCOyy SQR • Schedule Leave Liability report • Go-live, validate data
T23	Lock/delete ids for terminated employees	Part of termination process to ensure that terminated employees are prevented from accessing critical applications.

#	Service	Description
T65	Jointly with the Province, conduct an annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Application Management Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties

3.5   Service Desk Services

The service desk is the first point of contact for End Users to request assistance. Service Desk Services include without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a)   Request to resolve: Activities concerned with first contact and triage of service requests;

(b)   Communicate status of system, applications, and reported incidents: Set of activities to inform the End User community about system and application state and progress on reported incidents;

(c)   Administer security: All activities required to ensure End Users can access the system and application commensurate with their authorization privilege; and

(d)   Provide Reports: Satisfy End User requests for information contained in one or more supported applications.

#	Service	Description
T24	Manage incidents	Process to acknowledge incoming request for support and record in tracking tool. The objective of this service is to reduce the impact of disruptions in the Services. Incidents are recorded, classified, and allocated to appropriate specialists, incident progress is monitored, and ultimately incidents are resolved.
T66	Ensure availability of support Personnel during normal business hours	Support Personnel will be available during normal business hours.
T25	Administer security	- Fiscal or mass updates to department security tree - Daily requests for additions/changes to department security tree - Creating and testing new tree structures prior to implementation - Reset End User passwords upon appropriate authentication in compliance with security policy - Change user authorization by granting appropriate security profile (requires confirmation of approval) in compliance with security policy - Monitor for security breaches and violations. Initiate corrective actions as appropriate - Lock and delete IDs for terminated employees
T26	Provide reports	- Provide monthly Web stats - Provide reporting on open and unresolved incidents - Provide analysis reports concerning the types of incidents and problems - Provide support to End Users to run reports

#	Service	Description
T27	Create, modify, delete reports	▪ Document End User requirements ▪ Review existing reports to determine if a suitable report already exists ▪ Create report based on End User requirements ▪ Test report ▪ Provide support to End Users to run reports ▪ Maintain library of reports and report queries This service also includes support for BCPSA reporting requirements, including but not limited to: ▪ Non-PeopleSoft environments ▪ DDMA ▪ FoxPro ▪ MVS ▪ WFA As of the POIM Hand-Over Date it is estimated that POIM support for BCPSA reporting requirements consume approximately 1 FTE.
T67	Communicate status	Create and maintain global alerts to communicate status of key business processes as required, using, without limitation, any of the following means of communication: ▪ Email; ▪ Web posting; and ▪ Recorded messages.
T68	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Service Desk Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.

3.6 Finance and Support Services

Finance and Support Services are comprised of collecting and preparing financial results associated with the delivery of Services by TELUS in accordance with this Agreement and Finance and Support Services include without limitation the Services described in the table below:

#	Service	Description
T69	Provide information to support Province financial processes.	Provide information to support Province financial processes. Annual revenue and expense forecast 3 year revenue and expense forecast Annual capital forecast 3 year capital forecast
T70	Provide information to support governance process	Provide information as required to support Province governance processes.

#	Service	Description
T28	Maintain and produce existing quarterly trend reports	Provide graph reports comparing different periods volume of transactions, which will be used internally to track recover forecast and to determine pricing and used by BC Government Ministries in preparing budget estimates, and will show, without limitation, the following: • Payroll Transaction trends • Pay cheque trends • Pay advice trends
T29	Create and produce new trend reports	Future information needs both internally and client fed. i.e. Time-On-Line trends comparing historical with current to support budget and pricing planning. • Historical edits v/s on line entry • Payroll Transactions by category, vacation, OT, special leaves and part-time.
T71	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Finance and Support Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.

3.7 Business Transaction Services

Business Transaction Services are business transaction and financial administration services that required over the life-cycle of the Payroll Services function (i.e. starting with setting up of pay, leave and benefit records, followed by paying employees and administering their leave and benefits during the life of their employment) including without limitation, the following Basic Services, as more particularly described in payroll administration manual and the table set out below in this Section:

(a) Set Up Pay, Leave & Benefits: Setting up the pay, leave and benefits records in the Corporate Human Resource Information and Payroll System (CHIPS) in accordance with the *Public Service Act* (British Columbia) (PSA) when an employee is appointed to a position (including where the employee may be new to the Public Service, rejoining the Public Service or being recalled from a period of layoff to active service);

(b) Perform Administrative duties: Document maintenance and sorting and routing of incoming employee pay and leave information;

(c) Pay Employee and Administer Leave & Benefits: The multi-faceted process that covers all items that affect an employee's pay, leave, and benefits during employment with the Public Service, including adjustments to pay, permanent changes to employee records, managing illness and injuries, and other changes to pay, leave and benefits records;

(d) Process changes and adjustments to payroll data: Corrections and updates to employee payroll data;

(e) <u>Pay Closure and Final Leave Adjustments</u>: Procedures for ending the employment relationship, including processing final leave payouts and adjustments to pay and benefits; and

(f) <u>Financial Administration</u>: Procedures associated with exceptional circumstances, such as recoveries, pay resolutions, financial control, and year-end processing.

Business Transaction Services include the Services described in the table below.

#	Service	Description
EB4	Bi-weekly Pay & Leave adjustments	Full-time, Part-time & Hourly paid employees
T30	Illness & injury	Process STIIP Trial, WCB, LTD, Rehab Trial, Full Returns to work, weekly Indemnity payroll transactions
T72	Critical reports	Produce and review critical reports per schedule. Identify and resolve any issues. Critical reports and the schedule for running critical reports are set out in Exhibit A to this Schedule.
EB3	Set up job data, pay, leave and benefits	Processing of first pay issued to new hires, re-hires, recalled employees
T31	Pay closure and final Leave	Issue record of employment in accordance with Human Resources Development Canada (HRDC) (final pay, job data, updated terms and benefits in accordance with checklist). Generate original and amended termination notice from the IPAS pension application to report to BC Pension Corporation biweekly. Must be created within 20 days of Pay Period End (PPE) date.
M6	Group Life Insurance claims	Assist terminally ill employees and bereaved families with the completion of the Group Life Insurance claims. Researches file, determines eligibility, calculates entitlement, processes requests for funeral advances. Forwards claim documentation to carrier to process payment, verifies payment and sends to beneficiary.
EB6	Employee benefit Transactional Activities	Process all related transactional activities in the following benefits plans: • MSP • Extended health & dental • Group Life Insurance • Group Aviation Insurance Claims • Deferred Salary Leave • Continuation of Benefits while on leave
T38	Employee benefit support	Process email requests for benefit support. Support service to provide advice and direction to employees concerning benefits.
T73 & KPI4	Collection of salary overpayments	Process salary overpayment recoveries for active employees. For overpayments to terminated/inactive employees identified after April 1, 2003, notify employee and client, set up receivable, issue amended T4 if applicable and collect amount owing or refer to CLMB. Inform Client of debt and transfer debt to Client accounts if payroll recovery process has been exhausted.

#	Service	Description
T74	Revise job data for Pay, Leave & Benefits	Job changes, deductions, adds to pay, benefit changes
T33	First Pay	Issue first cheque when required due to late hire documentation
T74	Revise job data for long term leaves	Process deferred salary, maternity/paternity and educational leave greater than 30 days, general leave without pay greater than 30 days
T34	Annual processes	Process OSS admin, automobile taxable benefit, time bank monitoring payouts, charity
T35	Salary grievances / arbitrations	Record and process decisions of salary grievances and arbitrations through PeopleSoft
T36	Financial administration	Process rejected direct deposits, recalls, government agents advance, ROE, requests for T4s, non-consolidated revenue fund client and collections and duplicate T4s or tax letters
T75	Pension Administration	Pension reporting, remittance and corrections for multiple pension plans
T37	Monitor auxiliary hours	Monitor hours for auxiliary employees: eligibility for benefits; on-going eligibility for benefits; eligibility for conversion to regular status; eligibility for weekly indemnity and eligibility for salary increments. Monitor hours for part-time regular employees eligibility for salary increments
T38	Maintain pay and leave files	Maintain all pay and leave files in accordance with government standards (i.e. ARCS/ORCS).
T39	Recovery of Rehab Earnings	Report and invoice rehab earnings BCPSA for recovery of costs to the client or its agent.
T40	Union business leave	Provide advice, forms & assistance on leave transactions listed on reports.
T76	Fiscal year-end accruals	Process payroll transactions relating to fiscal year end entries in CHIPS/PeopleSoft
T41	GL Interface	Maintain tables and provide advice & assistance on invalid GL account coding to BC Government Ministries.
T77	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Business Transaction Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.

ATTACHMENT 5.1
CHANGE TO FEES

1.   POIM Base Fees. The table setting out POIM Base Fees in Section 3.1(a) of Schedule J (Fees) to the Agreement is hereby amended by deleting the last two rows (for the periods beginning April 1, 2013 and April 1, 2014) and appending the following rows to the table:

Service Period			POIM Base Fee
From	To	Service Months	
01-Apr-13	31-May-13	2	$1,384,277.66
01-June-13	31-Mar-14	10	$5,115,042.64
01-Apr-14	31-Mar-15	12	$6,305,703.78
01-Apr-15	31-Mar-16	12	$6,620,387.49
01-Apr-16	31-Mar-17	12	$5,731,371.03
01-Apr-17	31-Mar-18	12	$6,043,674.03
01-Apr-18	31-Mar-19	12	$5,672,747.03
01-Apr-19	15-Nov-19	7.5	$2,648,474.97

2.   Payroll Base Fees. The table setting out Payroll Base Fees in Section 3.3(a) of Schedule J (Fees) to the Agreement is hereby amended by deleting the last two rows (for the periods beginning April 1, 2013 and April 1, 2014) and appending the following rows to the table:

Service Period			Payroll Base Fee
From	To	Service Months	
01-Apr-13	31-May-13	2	$974,741.84
01-June-13	31-Mar-14	10	$7,000,888.20
01-Apr-14	31-Mar-15	12	$8,233,413.22
01-Apr-15	31-Mar-16	12	$5,518,729.51
01-Apr-16	31-Mar-17	12	$6,407,745.97
01-Apr-17	31-Mar-18	12	$6,095,442.97
01-Apr-18	31-Mar-19	12	$6,753,450.97
01-Apr-19	15-Nov-19	7.5	$3,751,394.15

3.   POIM Partial Termination Payment. The table in Section 3.5(a) of Schedule J (Fees) to the Agreement, which forms the basis for calculating the POIM Partial Termination Payment, is hereby amended by appending the following rows to the table:

POIM Hand-Over Date Anniversary	POIM Termination for Convenience Fee
10th	$ 0
11th	$ 0
12th	$ 0
13th	$ 0
14th	$ 0

4.   Payroll Partial Termination Payment. The table in Section 3.5(b) of Schedule J (Fees) to the Agreement, which forms the basis for calculating the Payroll Partial Termination Payment, is hereby amended by appending the following rows to the table:

Payroll Hand-Over Date Anniversary	Payroll Termination for Convenience Fee
10th	$ 0
11th	$ 0
12th	$ 0
13th	$ 0
14th	$ 0

Amendment #001
to the
Renewal and Amendment to the Master Services Agreement

This Amendment (the "Amendment") dated effective September 9, 2014 (the "**Effective Date**") forms part of and is subject to the agreement made between Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Ministry of Citizens' Services (BC Public Service Agency) (the "**Province**"), TELUS Sourcing Solutions Inc. (TSSI) and TELUS Communications Company (formerly TELUS Communications Inc.) (collectively, "**TELUS**") and dated effective November 9, 2004, as amended (the "**Agreement**").

The information in this Amendment is Confidential Information and should be treated in accordance with Article 21 of the Agreement. This Amendment is valid for 30 days from the date on which the Amendment is submitted to The Province as indicated by the date of signature of the TSSI-BC Account General Manager which appears below, unless extended in writing by TSSI.

Article 1

MSA Optimization Project

1.1 MSA Optimization Project

Section 7 of the Renewal and Amendment to the Master Services Agreement dated April 11th, 2013 states as follows:

"Between the Amendment Effective Date and the Transition Commencement Date, the Parties shall meet and discuss possible opportunities that the Parties identify to improve and optimize the Agreement (the "MSA Optimization Project"). Representatives of the Parties involved in the MSA Optimization Project will cooperate, act reasonably and seek to complete opportunities consistent with the objectives and guiding principles set out in Section 1.11 of the Agreement and in a manner that is cost neutral for the Parties subject to Section 5.6 above. Without limiting the generality of the foregoing, the MSA Optimization Project will consider the following matters together with such other matters as the Province and TELUS may agree:

    (a) consolidating the Payroll Base Fee and the POIM Base Fee into a single stream of Fees;

    (b) consolidating Change Orders, including by removing provisions that are no longer applicable and updating provisions to align with accepted Change Orders and bringing the content of certain Schedules (e.g. the interface table in Schedule M, the list of arbitrators in Schedule T) up to date; and

    (c) reviewing the Software Rental Credit and Maintenance Credit procedure as well as the approach to Fee adjustments in Schedule J.

Any revisions agreed to by the Province and TELUS will be documented by way of an amendment agreement and will have no force and effect until signed by both Parties. It is the objective of the Province and TELUS to complete an amendment agreement that records the optimization improvements to the Agreement on or before the Transition Commencement Date".

1.2 Joint Decisions re: Section 7 of the Renewal and Amendment to the Agreement

The Parties in fact did meet prior to the Transition Commencement Date (June 1st 2013) and agreed to the following:

    (a) the Payroll Base Fee and the POIM Base Fee will not be consolidated into a single stream of Fees as there is no mutual benefit or value to do so;

    (b) Schedules identified by the Parties as requiring updates are provided in the body or attached to this Amendment #001 to the Renewal and Amendment to the Master Services Agreement;

    (c) the Software Rental Credit and Maintenance Credit procedures will remain intact as there is no mutual benefit or value to change them; and

(d) the approach to Fee adjustments identified in Schedule J has been reviewed by the Parties and deemed to be appropriate for current state. Should the Parties determine at a future date that the approach to Fee adjustments needs to be altered for any reason deemed mutually beneficial to the Parties, the Parties will explore options and capture any amendment(s) to this Schedule J in a separate Amendment to the Renewal and Amendment to the Master Services Agreement.

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Article 2

Transition Project

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2.1 Post Project Activities

Section 3.2 (b) and (c) of the Renewal and Amendment to the Master Services Agreement dated April 11th, 2013 states as follows:

The Transition Project shall consist of:

> *(b) amending Schedule E (Description of POIM and Payroll Services) of the Agreement based on the scope of work for the Repatriated Services set out in Attachment 3.2(b)A, and the scope of work for the New Services set out in Attachment 3.2(b)B; and*

> *(c) amending Exhibit B (P1 AND P2 Incidents) to Appendix 1 (Service Levels Table) to Schedule F (Service levels) to the Agreement based on the description set out in Attachment 3.2(c).*

Notwithstanding the above, Master Services Agreement Schedule E sections 1.0 to 3.7 is hereby amended in its entirety and attached as **Attachment A**. The Province reserves the right to propose amendments to this schedule at a future date.

A new Exhibit B, Incident Management (P1 and P2 Incidents), has been developed to support Service Levels and is attached as **Attachment B**.

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Article 3
Other Amendments

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3.1 Amendment to Article 29.2 Notices

Master Services Agreement Article 29.2 is hereby amended in its entirety to read as follows:

29.2 Notices

Any notice, designation, communication, request, demand or other document, required or permitted to be given or sent or delivered hereunder to any Party shall be in writing and shall be sufficiently given or sent or delivered if it is given or delivered by personal delivery such Party, sent to the Party entitled to receive it by registered mail, postage prepaid, mailed in Canada addressed in the manner described below, or sent to the Party entitled to receive it by fax.

Notices shall be sent to the following addresses or fax numbers:

In the case of the Province:

2nd Floor
810 Blanshard Street
Victoria, British Columbia, V8W2H2
Attention: Director, Contract Management, Business Performance Division, BC Public Service Agency
Fax number: (250) 356-7074

In the case of the TELUS Group or any member thereof:

Block E – 2261 Keating Cross Road
Victoria, British Columbia, V8M2A5
Attention: Vice-President, TELUS Sourcing Solutions Inc.
Fax number: (250) 652-4882

Where such Notices are anything other than Notices in respect of non-material ordinary course activities, then the Parties agree to further provide copies of such Notice to the following:

In the case of the Province:

BC Public Service Agency
2nd Floor
810 Blanshard Ave,
Victoria, British Columbia, V8W 2H2
Attention: Deputy Minister
Fax number: (250) 356-7074

In the case of TELUS Group or any member thereof:

21 – 3777 Kingsway
Burnaby, British Columbia, V5H 3Z7
Attention: Legal Department
Fax number: (604) 439-1261

Failure to appropriately assess whether something is a non-material ordinary course activity shall not be a defect in respect of a Notice. Either Party may change its address or fax number for notices upon giving not less than twenty (20) Business Days' prior written notice to the other Party in the manner provided in this Section 29.2. Any demand, notice or communication shall be deemed to be made or given when actually received by the recipient Party. With respect to TELUS Group, TSSI is hereby appointed as their agent for the receipt of all Notices on their behalf.

3.2 Amendment to Article 18.6 (5970 Audit) as updated by Change Order TSS-BC–007

Master Services Agreement Article 18.6 is hereby amended in its entirety to read as follows:

18.6 CICA 5025

TELUS shall annually conduct a CICA 5025 examination as governed by the Canadian Institute of Chartered Accountants (the "5025 Audit") in respect of the Services provided to the Province pursuant to this Agreement. The 5025 Audit shall report on controls related to this Agreement throughout a Contract Year or other full year cycle as required by the Province. The 5025 Audit shall be deemed to be an audit for the purposes of this Article 18 with costs, Deficiency correction and all other matters addressed in the manner as set forth in this Article 18 for audits.

3.3 Description of Application Categories

To support Service Level calculations methodologies and to assist in assigning categories to the applications supported by TELUS, the Parties have agreed to a description of application categories as follows:

Gold Applications
- Mission critical applications supporting the Province's ability to fulfil core HR and / or payroll services
- Service availability and application quality are essential
- A large customer population is reliant on these applications functioning as intended
- Interruptions in service or quality issues could cause significant hardship to the Province Clients, Customers or Stakeholders

Silver Applications
- Very important, primary applications supporting the Province's ability to fulfil important HR and / or payroll services
- Service availability and application quality are very important

- Mid to large Province customer populations are reliant on these applications functioning as intended
- Interruptions in service or quality issues could cause hardship to the Province Clients, Customers or Stakeholders

Bronze Applications
- Important, supporting applications
- Service availability and application quality are important, but not mission-critical
- Province customer populations tend to be small to mid in size
- Interruptions in service or quality issues are to be avoided, but there is some tolerance for rare, short-term interruption of service or quality

Best Effort Applications
- Supporting or end-of-life applications that contribute to the delivery of HR and payroll services, but do not play a direct role in these services
- Service availability and application quality are important
- Small to medium size Province customer populations access these applications
- The financial and resource cost of ensuring uninterruptible access to these applications are not justified

3.4 Application and Infrastructure Inventory

The Parties have conducted a review of the application and infrastructure inventory including application categorization and applications availability, and consolidated where feasible. Master Services Agreement Schedule E Exhibit B is hereby replaced by the updated document provided here as **Attachment C** which will be maintained to a current status on an ongoing basis, with a current copy retained on the Province of BC, Joint Operating Committee SharePoint site by TELUS.

3.5 Schedule M – TELUS/Province Interfaces and Dependencies

The Parties have agreed that the Master Services Agreement, Schedule M, TELUS/Province Interfaces and Dependencies, is hereby replaced by the named document "TELUS-Province Interfaces and Dependencies", located and accessible (controlled accessed) by both parties on the Province of BC Joint Operating Committee SharePoint site.

3.6 Schedule T – Designated Expedited Arbitrator List

Master Services Agreement Schedule T, Designated Expedited Arbitrator List, is hereby replaced by the updated Schedule T provided as **Attachment D**.

3.7 Schedule E, Exhibit E – Services Provided to Each Province Client

The Parties have agreed that the Master Services Agreement, Schedule E, Exhibit E, named "Services Provided to Each Province Client", is hereby replaced by **Attachment E**. Due to ever-changing client/customer names and services, this "Client/Customer listing" will be maintained by the Province on an ongoing basis and filed on the Province of BC Joint Operating Committee SharePoint site with controlled access by both Parties.

3.8 MSA Renewal Agreement Attachment 4.1-Service Levels (formerly Schedule F of the MSA)

Attachment F corrects a typographical error for Service Measure M4 where the target has been updated to reflect eight hours versus four hours as had been negotiated by the Parties, and to recognize the approved change to Service Measure M2 to reflect the maximum number of P1 incidents per all Silver applications as five (5) per month, and the maximum number of P2 incidents per all Silver applications as six (6) per month as described in Change Order #031, Section 5.1.

Amendment #001
to the
Renewal and Amendment to the Master Services Agreement

Signing Authority Signature

TELUS Sourcing Solutions Inc.

Per:

Name: Deborah Salter

Title: Account General Manager

Dated: September 9, 2014

TELUS Communications Company

Per:

Name: Deborah Salter

Title: Account General Manager

Dated: September 9, 2014

Signing Authority Signature

**Her Majesty the Queen in Right of the
Province of British Columbia, as represented
by the British Columbia Public Service Agency**

Per:

Name: CAM GRAY

Title: A / DIRECTOR, CONTRACT MANAGEMENT

Dated: SEPT 12 / 2014

SCHEDULE E

DESCRIPTION OF POIM AND PAYROLL SERVICES

1.0   PURPOSE OF THIS SCHEDULE

This Schedule defines and describes the Basic Services, comprised of the basic POIM Services and the basic Payroll Services, to be performed by TELUS from and after the POIM Hand-Over Date or Payroll Hand-Over Date or the Transition Commencement Date, as applicable, in accordance with the terms of this Agreement and the Renewal and Amendment thereto, dated April 11th 2013.

2.0   GENERAL PRINCIPLES

2.1   The Parties agree as follows:

    (a)   Subject to Section 2.1(e) hereof, the Basic Services are comprised of the following Services:

        (i)   planning and compliance services, as described in Section 3.1 of this Schedule ("Planning and Compliance Services");

        (ii)   organization change management services as amended and, as described in Section 3.2 of this Schedule ("Organization Change Management Services");

        (iii)   application development services, as described in Section 3.3 of this Schedule ("Application Development Services");

        (iv)   application management services, as described in Section 3.4 of this Schedule ("Application Management Services");

        (v)   "Intentionally Deleted" (Service Desk Services - MSA Renewal & Amended Agreement refers)

        (vi)   finance and support services, as described in Section 3.6 of this Schedule ("Finance and Support Services"); and

        (vii)   business transaction services, as described in Section 3.7 of this Schedule ("Business Transaction Services").

    (b)   The Basic Services also include, without limitation:

        (i)   providing the critical reports described in Exhibit A to this Schedule in accordance with the schedule set out therein;

        (ii)   ensuring applications are available in accordance with Exhibit B to this Schedule;

        (iii)   using the PeopleSoft and Kronos modules set out in Exhibit C to this Schedule to deliver the Services in accordance with this Agreement;

        (iv)   providing the Services using the PeopleSoft customization and modifications set out in Exhibit D to this Schedule;

(v) providing services to Province Clients in accordance with Exhibit E to this Schedule, as such Exhibit will change from time to time during the Term; and

(vi) complying with the agreements of the Province with the payroll deduction suppliers and the benefit suppliers set out in Exhibit F to this Schedule.

(c) The basic POIM Services are comprised of the Planning and Compliance Services, Organization Change Management Services, Application Development Services, Application Management Services and Finance and Support Services.

(d) The basic Payroll Services are comprised of the Business Transaction Services.

(e) As described in Section 7.2 of this Agreement, there are functions or tasks not specifically listed or described in this Schedule that are customarily required for the proper performance and provision of the Basic Services and such functions are inherent or included in the Services as of the POIM Hand-Over Date or Payroll Hand-Over Date, as applicable.

(f) The tables set out in Article 3.0 of this Schedule identify core Services that are material, require specific Service Level Requirements or require specific Service Level Objectives. The Service Levels for such Services are set out in Schedule F of this Agreement and have been established by the Parties based on the importance of each of such Services to the Human Capital Management operations of the Province. Each such Service has been assigned a category of importance, namely Essence of Business (EB), Measured (M) or Targeted (T) (as each such term is defined in Schedule A) as set out in Schedule F of this Agreement.

2.2 From and after the POIM Hand-Over Date during the Term, TELUS will perform the basic POIM Services described in Sections 3.1 to 3.6 of this Schedule.

2.3 From and after the Payroll Hand-Over Date during the Term, TELUS will perform the basic Payroll Services described in Section 3.7 of this Schedule.

2.4 In respect of the Basic Services described in this Schedule, TELUS will meet or exceed the Service Levels set out in Schedule F to this Agreement.

2.5 TELUS will provide and refresh technology to support the functions outlined in this Schedule in the manner described in this Agreement including as described in Article 7.

3.0 DESCRIPTION OF BASIC SERVICES

3.1 Planning and Compliance Services

Planning and Compliance Services are comprised of planning services to collaboratively develop and maintain strategic and tactical level plans to ensure service delivery is aligned to future goals and objectives and compliance services necessary to ensure adherence to policy, legal, and ethical concerns, including without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a) Account Management: Providing ongoing consulting in terms of service expansion (sales) and service management;

(b) Governance Planning: Providing planning services (in collaboration with the Province) to support production and maintenance of plans required for governance including, a strategic business vision, a multi-year business plan and an Annual Operating Plan;

(c) Technology Planning Services: Producing and maintaining technology and architecture plans to ensure application environments meet current and future requirements; and

(d)   Policy Compliance: ensuring both proactive and reactive adherence to policy, legal, and ethical concerns.

#	Service	Description
T42	Perform Service Level monitoring	Monitor, analyze, and report key service delivery metrics and volumes as specified in Schedule F to this Agreement. This Service also includes project status reports and a report of hours used by service type (i.e. mandatory, discretionary, planned). Metrics to be reported are for Essence of Business and Measured service categories.
T1	Maintain technology and architecture plans	Technology and architecture plans will identify preferred technologies to be used to achieve the Province's business vision and strategies.
T43	Manage compliancy to technology and architecture plans	All Projects will be subject to a design review to determine compliancy to technology and architecture plans. Projects that are non-compliant will be referred by either Party to the Joint Operations Committee for further review.
T2	Maintain capacity plans, and review every six months	Capacity plans include capacity assessment and recommendations relating to the following elements for both PeopleSoft and Non-PeopleSoft environments: ■ Processor; ■ Disk; and ■ Memory
T44	Provision BCP/DRP capability and test every annually	Design, implement, and test BCP/DRP capability that meets or exceeds the requirements of the Disaster Recovery/Business Continuity Plan, as updated from time to time. Schedule GG of this Agreement sets out recover timeframes for each application as of the POIM Hand-Over Date and further outlines improvements to recovery times to be implemented as of the Data Centre move date.
T45	Respond to mandated requests for information under the *Freedom Of Information and Privacy Protection Act*	Assist the Province with collection of information as required to ensure compliance with *Freedom of Information and Protection of Privacy Act* (British Columbia). This may include but is not limited to activities such as custom reports and queries, analysis, and other consulting type services. Mandated requests may also originate from senior members of the BC Government (e.g. Deputy Ministers). These services are subject to Schedule CC of this Agreement.
T3	Respond to requests for information	Provide information as requested. This may include but is not limited to activities such as custom reports and queries, analysis, and other consulting type services. Requests may be in respect of or made by: ● agency; ● third party; and ● audits.
T4 & T5	Maintain and apply standards.	Create, maintain and apply standards for: ● Documentation (including Project charters); ● Application Development; ● WEB; ● Reporting; ● Processes; ● Change Management; and ● Training.

#	Service	Description
T6	Provide estimates and advice strategic / Projects / SOW	Respond to requests for estimates and advice as requested by the Province. Estimates and advice are for the purposes of supporting the governance processes and may include but not limited to: • Recommendations; • Support to develop strategies; and • High level estimates to support the governance structure set out in Schedule R of this Agreement.
T46	Maintain jointly developed sales and marketing plan	Develop and maintain sales and marketing plans aimed at business growth (in collaboration with the Province).
T7	Maintain Risk Management Plan	Maintain a risk management plan as it relates to the delivery of Services in respect of which Service Levels have been set. This plan will identify the top ten risks and appropriate mitigation strategies. Updates will be performed as required. This commitment is in addition to business continuity and disaster recovery plan commitments.
T47	Create and maintain jointly annual business plan derived from Rolling Strategic Plan	In collaboration with the Province, develop and maintain an annual business plan specifying operational goals and activities to be achieved in the current year.
T48	Create and maintain jointly the Rolling Strategic Plan	In collaboration with the Province, develop and maintain the Rolling Strategic Plan specifying multi-year goals and objectives.

3.2   Organization Change Management Services

Organization Change Management Services are comprised of activities necessary to effectively support the Province to accommodate change, including without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a)   Change Management: Specified activities as described in the table below, required to prepare an organization to accept change as a result of an IT Project;

(b)   Manage Documentation: Specified activities as described in the table below, necessary to ensure technical user documentation is up to date and accurate;

(c)   Administer training: Specified activities as described in the table below, necessary to support Project related training and ongoing Business As Usual (BAU) training;

(d)   "Intentionally Deleted" (Project related training: Training activities required to satisfy goals and objectives of approved Projects, including training for the Project team as well as training for the End Users); and

(e)   Ongoing BAU training: Specified activities as described in the table below, required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).

#	Service	Description	Comments
T8	Maintain Change Management Strategy	The Change Management Strategy establishes overall goals, objectives and success criteria pertaining to organizational change management.	Service repatriated in its entirety
T78	Provide Change Management services in support of Projects	Specific targets will be included as part of Project charter and Project plan. The goal is to keep End Users informed of changes affecting their business area. This may include but is not limited to: • Create change management plan; • Create Communications Plan; • Create training plan; • Conduct training needs assessment; • Implement plans in accordance with Project schedule; • Follow up, review, and adjustment as required; and • Conduct readiness assessment.	Service repatriated with exception to: TELUS will update and maintain technical documentation.
T49	Maintain WEB based performance systems (e.g., Web Learning Assistant (WLA))	Support and maintain WEB based performance systems providing timely communication, operational information and advice, and on-line training. Support and maintenance activities may be required as a result of: • Projects; • Organizational change; or • Technology change.	Service repatriated with exception to: Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in the technology

#	Service	Description	Comments
T9	Administer training	Activities may include but are not limited to: • Identify annual training requirements and priorities; • Develop and maintain annual training plan; • Maintain student registration/administration; • Publish student training material; • Maintain and publish training catalogue; • Maintain and publish training schedule; • Book classrooms per training schedule; • Book instructors per training schedule; • Request new TRN_MSTR snapshot and site refreshes to support training plan; • Coordinate implementation of Time On Line and other applicable Projects; • Coordinate migrations from CHIPSBC to TRN_MSTR; • Complete year end procedures in TRN_MSTR; • Notify students and supervisors of course completions.	Service repatriated with exception to: • Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in the technology. • Technical training – will continue to be provided by TELUS. For example: PeopleSoft Query – material will be developed and delivered by TELUS
T50	Provide Project based End User training in accordance to training plan	Project related training service includes training activities required to satisfy goals and objectives of approved Projects. This includes training for the Project team as well as training for the End Users.	Service repatriated in their entirety.
T51	Provide business as usual (BAU) End User training in accordance to training plan	BAU training includes activities required as a result of normal business activity (e.g. training new hires, expanding skills to increase competencies, or career development in preparation for changing roles).	Service repatriated with exception to: Courses delivered by the Province would require train the trainer support from TELUS as part of any changes in technology

#	Service	Description	Comments
T10	Provide advice (consulting) to support business areas	Periodic requirement to support business areas with subject matter expertise to help facilitate planning activities, including but not limited to: • Strategic advice to Public Service Agency on current applications of policy provisions, industry trends, and cost containment measures relating to pay, benefits, employee leaves and human resources transactions; • Provide advice / assistance in the development of business requirements that impact the Corporate Human Resource Information, Payroll Systems (CHIPS) and Kronos; • Provide advice and assistance in the development of the corporate monitoring programs; and • Produce reports on corporate monitoring programs.	Service repatriated with exception to: TELUS will continue to provide advice / assistance in the development of business requirements that impact the Corporate Human Resource Information, Payroll Systems (CHIPS) and KRONOS.
T11	Maintain training environment	• Activities may include but are not limited to: • Periodic refreshes; • Snapshots (process to create training data); • Tax updates; • Apply application changes.	
T12	Create and maintain Communications Plan	Create and maintain Communications Plan, which deals without limitation with the following: • Website; • Newsletter; and • Bulletin boards.	Service repatriated in its entirety

#	Service	Description	Comments
T52	Notify the Province of updates to support user documentation and WEB based information system	Notify the Province of updates in administrative circulars, bulletins and manuals for pay, leave and human resources transactions benefits administration, including but not limited to: • Updating existing documentation to incorporate upgrades in systems, procedures, and policies • Drafting new documentation for new systems functionality for review by business systems analysts, training team, Project teams, and user community • Retiring and maintaining an archive of obsolete documents • Maintain web links inter-connecting internal websites as well as links to external websites; and • Maintain payroll administration manual and Web links to policies	
T79	Create and maintain user documentation and WEB based information systems.	Create and maintain administrative circulars, bulletins and manuals for pay, leave and human resources transactions benefits administration, including but not limited to: • Updating existing documentation to incorporate upgrades in systems, procedures, and policies; • Drafting new documentation for new systems functionality for review by business systems analysts, training team, Project teams, and user community; • Retiring and maintaining an archive of obsolete documents; • Maintain web links inter-connecting internal websites as well as links to external websites; and • Maintain payroll administration manual and Web links to policies.	Service repatriated with exception to: TELUS to notify the Province of changes to the Payroll Administration Manual

#	Service	Description	Comments
T53	Jointly with the Province conduct an annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Organization Change Management Services. Upon completion of such survey, analyze results of such survey and formulate improvement plans as jointly agreed to by the Parties.	

3.3   Application Development Services

Application Development Services are comprised of Services needed to plan, design, and build an application that will be used by the Province to address a business requirement, including without limitation, the Basic Services described in the table below, some of which are closely related to the governance process. This Section is subject to Schedule F of this Agreement and the allocation of resources to be used to carry out Ordinary Course Operations in the Job Jar, as described in Article 8 of this Agreement.

#	Service	Description
T54	Project services	Project Planning: Includes activities necessary for project startup. This Service is usually initiated during governance planning to gain a preliminary assessment as to feasibility and cost of a conceptual solution to meet business requirements. Application Design: Focus is to complete design activities required to determine cost of solution with a high degree of accuracy. Application Development: Includes all activities required to develop the proposed solution based on commitments from the design stage. Project Implementation: Focus for these Services is on testing, correcting defects, and verifying the solution satisfies the business requirements.
T55	Provide support services for Projects	Provide support services for Projects, which may include, but is not limited to: • Advice and expertise; • People and resources; and • Databases and environments. The intent of this service is to support Projects to a successful conclusion.

3.4   Application Management Services

Application Management Services is a group of Services involving the deployment, operation, support, and optimization of an application. The main objective of such Services is to ensure the application, once built and deployed, can meet the Service Level that has been defined for it. Application Management Services include

without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

(a) Deploy new applications: Set of transitional activities required to migrate from development to a support and maintenance perspective;

(b) Operate the system: All activities required to ensure the system and applications continue to function within specified parameters.

(c) Administer system and application: Activities required enabling normal business operations and growth which are predominantly focused on updates to master data (e.g. hiring new employees – employee master data);

(d) Configure system and application: All activities required to effect a change in the way an application or system functions;

(e) Support system and application: All activities required to enable resolution of tier 2 problems;

(f) Maintain system and application: Consists of activities to apply corrective and preventative patches to system and application software, including maintaining software currency;

(g) Optimize system and application: Activities focused on improving system and application performance; and

(h) Manage configuration: Activities to establish and maintain documentation relating to system and application configuration.

Application Management Services include the Services described in the table below.

#	Service	Description
T56	Implementation Services	Activities may include, but are not limited to: • Create post implementation support plan • Assess readiness to proceed to production • Facilitate implementation meeting • Present to Joint Operations Committee for approval to proceed to production • Move to production per implementation schedule upon approval Joint Operations Committee by the Province • Monitor throughout stabilization period and take corrective action as required • Schedule and conduct post implementation review within 6 weeks of implementation • Schedule and conduct post implementation evaluation within 6 months of implementation
T57	Nightly refresh of CHIPS RP	CHIPS BC production data is copied each night and is available to reporting application in accordance with schedule.
EB1	System and Application availability - Gold	Maintain systems and application to ensure category Gold applications are available to End Users in accordance with availability schedule.
EB2	System and Application availability - Silver	Maintain systems and application to ensure category Silver applications are available to End Users in accordance with availability schedule.

#	Service	Description
T13	System and Application availability - Bronze	Maintain systems and application to ensure category Silver applications are available to End Users in accordance with availability schedule.
M1	System and Application reliability - Gold	Monitor, maintain, and support category Gold applications to ensure high levels of reliability.
M2	System and Application reliability - Silver	Monitor, maintain, and support category Silver applications to ensure high levels of reliability.
T14	System and Application reliability - Bronze	Monitor, maintain, and support category Bronze applications to ensure high levels of reliability.
T15	System and Application performance	Maintain systems and applications to ensure applications perform at an appropriate level.
T58	Resolve problems	End User reported problems will be addressed in a timely fashion. Intent is to ensure appropriate response and resolution based on urgency of problem report. Problem management investigates to determine the underlying causes of actual or potential errors in the delivery of Services.
M5	Ensure applications remain compliant with Province Policies, collective agreements, relevant legislation and financial control requirements	Province Policies and financial control requirements may change over time. This Service ensures a process to recognize changes and initiate activity to ensure applications remain compliant.
T17	Provide 7x24 hour support for Gold applications	Respond to automated alerts and problems associated with critical applications and systems.
EB3 & EB5	Payroll processing - Accuracy	Monitor critical system processes to ensure successful completion of payroll processing, including, without limitation: • creating cheque and pay advice files and sending such files to BC Mail Plus; • creating EFT files and sending such files to the Provincial Treasury system; • opening next pay period; • balancing payrun successfully; • posting earnings, deductions, net pay information to Oracle Financials (CAS); and • posting employee benefit chargeback information to Oracle Financials (CAS). The key success criteria as reflected in Schedule F to this Agreement is accuracy of the overall payrun.
T59	Apply Tax updates	Schedule of updates from PeopleSoft is available in January each year. Tax updates and any required software updates are applied in accordance with the schedule.
T18	Maintain system documentation	All existing documentation relating to systems and applications will be maintained.

#	Service	Description
T60	Perform database backups	Databases will be copied to tape for the purposes of emergency restoration if required. Backups are performed in accordance to schedule.
T61	Monitor and maintain application interfaces	Interfaces will be monitored in accordance to schedule and Schedule M of this Agreement. Corrective action will be initiated as required.
T19	Conduct post mortems for severity incidents in accordance with Article 9 of this Agreement	Subject to Agreement provisions, a post mortem will be conducted for all outages and significant impairments. The post mortem will identify and document the following: • Cause; • Contributing factors; • Response; and • Actions required to prevent a re-occurrence. Report to be produced within 5 Business Days of the incident.
T20	Develop, modify, delete security profiles	Subject to Schedule CC, develop, modify, delete security profiles consistent with security policies and security model.
T21	Maintain database archiving	Ensure archive process is successfully completed in accordance to schedule.
T22	Comply with change control process	Obtain all necessary approvals prior to implementing production changes.
T62	Manage annual processes CYE	• Update prior year Annual Operating Plan to current • Data verification and clean up (Lists negative deductions – balances MUST be resolved by CYE if there is a T4 impact) • Order T4 forms • Tax updates • Test • Final adjustments and T4 processes • Finalize T4 processes • Produce T4s and distribute • IPAS Reporting at FYE & CYE
T63	Manage annual processes FYE	• Update prior year Annual Operating Plan to current • Create and submit change requests (test databases, extended maintenance windows) • Update documentation • Update the employee chargebacks for next Fiscal Year based on Treasury Board update • Table updates • FYE testing • Coordinate with CAS Fiscal Year end process • Implementation (SQRs, FYE scripts) • Public Account files sent to OCG. Public Account Salary reports are 3 reports taken from data created by running the INTC033.sqr. The reports are sent to the Office of the Controller General where they are incorporated into the Public Accounts. All salary above $75,000 is reported by employee and salary below $75,000 is reported in one lump sum. Employees are differentiated between being Order in Council (OIC) or Non OIC. Salary is by salary STOB and Non-Salary STOB.

#	Service	Description
T64	Manage annual process Leave Rollover	• Update prior year Annual Operating Plan to current • Prepare information for first Pay/Leave Committee meeting • Secure resources • Set Rollover weekend date and set production schedule • Run PAYCOyy SQR • Schedule Leave Liability report • Go-live, validate data
T23	Lock/delete ids for terminated employees	Part of termination process to ensure that terminated employees are prevented from accessing critical applications.
T65	Jointly with the Province, conduct an annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Application Management Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties

3.5 Service Desk Services

NOTE: Service Desk Services have been repatriated with the exception of those specifically identified in the table below.

The service desk is the first point of contact for End Users to request assistance. Service Desk Services include without limitation, the following Basic Services, as more particularly described in the table set out below in this Section:

    (a)   Intentionally Deleted (Request to resolve: Activities concerned with first contact and triage of service requests);

    (b)   Communicate status of system, applications, and reported incidents: Set of activities as described in the table below, to inform the End User community about system and application state and progress on reported incidents;

    (c)   Administer security: Specific activities as described in the table below, required to ensure End Users can access the system and application commensurate with their authorization privilege; and

    (d)   Intentionally Deleted (Provide Reports: Satisfy End User requests for information contained in one or more supported applications).

#	Service	Description	Comments
T24 & M3 & M4	Manage incidents	Process to acknowledge incoming request for support and record in tracking tool. The objective of this service is to reduce the impact of disruptions in the Services. Incidents are recorded, classified, and allocated to appropriate specialists, incident progress is monitored, and ultimately incidents are resolved.	Service has been repatriated in its entirety Includes but not limited to the intake of calls, emails, web tickets, faxes if applicable in relation to Payroll, HR, Benefits, Application Support and Navigation, Training and Security Inquiries Note: TELUS will continue to leverage its Incident Management Protocols to ensure timely recovery of P1 and P2 incidents as defined in Exhibit B to Attachment 4.1 to the Renewal and Amendment Agreement dated April 11th 2013
T66	Ensure availability of support Personnel during normal business hours	Support Personnel will be available during normal business hours.	Service has been repatriated in its entirety
T25	Administer security	• Fiscal or mass updates to department security tree • Daily requests for additions/changes to department security tree • Creating and testing new tree structures prior to implementation • Reset End User passwords upon appropriate authentication in compliance with security policy • Change user authorization by granting appropriate security profile (requires confirmation of approval) in compliance with security policy • Monitor for security breaches and violations. Initiate corrective actions as appropriate • Lock and delete IDs for terminated employees	Scope of service for the Province includes unlocking end user PeopleSoft accounts only (Contact Centre). All other functions remain with TELUS
T26	Provide reports	• Provide monthly Web stats • Provide reporting on open and unresolved incidents • Provide analysis reports concerning the types of incidents and problems • Provide support to End Users to run reports	Service is repatriated in its entirety

#	Service	Description	Comments
T27	Create, modify, delete reports	- Document End User requirements - Review existing reports to determine if a suitable report already exists - Create report based on End User requirements - Test report - Provide support to End Users to run reports - Maintain library of reports and report queries This service also includes support for BCPSA reporting requirements, including but not limited to: - Non-PeopleSoft environments - DDMA - FoxPro - MVS - WFA As of the POIM Hand-Over Date it is estimated that POIM support for BCPSA reporting requirements consume approximately 1 FTE.	
T67	Communicate status	Create and maintain global alerts to communicate status of key business processes as required, using, without limitation, any of the following means of communication: - Email; - Web posting; and - Recorded messages.	Scope of service for the Province includes Recorded messages. All other functions remain with TELUS. Examples: TELUS will post directly to the Time and Pay Portal as needed, and leverage email/web posting to advise of system outages, pay schedule on stat holiday notification
T68	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Service Desk Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.	

3.6 Finance and Support Services

Finance and Support Services are comprised of collecting and preparing financial results associated with the delivery of Services by TELUS in accordance with this Agreement and Finance and Support Services include without limitation the Services described in the table below:

#	Service	Description
T69	Provide information to support Province financial processes.	Provide information to support Province financial processes. - Annual revenue and expense forecast - 3 year revenue and expense forecast - Annual capital forecast - 3 year capital forecast
T70	Provide information to support governance process	Provide information as required to support Province governance processes.
T28	Maintain and produce existing quarterly trend reports	Provide graph reports comparing different periods volume of transactions, which will be used internally to track recover forecast and to determine pricing and used by BC Government Ministries in preparing budget estimates, and will show, without limitation, the following: • Payroll Transaction trends • Pay cheque trends • Pay advice trends
T29	Create and produce new trend reports	Future information needs both internally and client fed. i.e. Time-On-Line trends comparing historical with current to support budget and pricing planning. • Historical edits v/s on line entry • Payroll Transactions by category, vacation, OT, special leaves and part-time.
T71	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Finance and Support Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.

3.7   Business Transaction Services

Business Transaction Services are business transaction and financial administration services that required over the life-cycle of the Payroll Services function (i.e. starting with setting up of pay, leave and benefit records, followed by paying employees and administering their leave and benefits during the life of their employment) including without limitation, the following Basic Services, as more particularly described in payroll administration manual and the table set out below in this Section:

(a)   Set Up Job Data, Pay, Leave & Benefits: Setting up the Job Data, pay, leave and benefits records in the Corporate Human Resource Information and Payroll System (CHIPS) in accordance with the *Public Service Act* (British Columbia) (PSA) when an employee is appointed to a position (including where the employee may be new to the Public Service, rejoining the Public Service or being recalled from a period of layoff to active service);

(b)   Perform Administrative duties: Document maintenance and sorting and routing of incoming employee pay and leave information;

(c)   Pay Employee and Administer Leave & Benefits: The multi-faceted process that covers all items that affect an employee's pay, leave, and benefits during employment with the Public Service, including adjustments to pay, permanent changes to employee records, managing illness and injuries, and other changes to pay, leave and benefits records;

(d)   Process changes and adjustments to payroll data: Corrections and updates to employee payroll data;

(e)   Pay Closure and Final Leave Adjustments: Procedures for ending the employment relationship, including processing final leave payouts and adjustments to pay and benefits;

(f)   Financial Administration: Procedures associated with exceptional circumstances, such as recoveries, pay resolutions, financial control, and year-end processing;

(g)   Human Resources Administration Services: Processes to accurately enter job data into PeopleSoft and to ensure relevant records are added to the employee file held electronically within the Province's records management system (TRIM); and

(h)   Bus Pass Program Management: All activities supporting the management of the Province's Bus Pass Program.

Business Transaction Services include the Services described in the table below.

#	Service	Description	Comments
EB4	Bi-weekly Pay & Leave adjustments	Full-time, Part-time & Hourly paid employees	
T30	Illness & injury	Process STIIP Trial, WCB, LTD, Rehab Trial, Full Returns to work, weekly Indemnity payroll transactions	
T72	Critical reports	Produce and review critical reports per schedule. Identify and resolve any issues. Critical reports and the schedule for running critical reports are set out in Exhibit A to this Schedule.	
EB3	Set up job data, pay, leave and benefits	Processing of first pay issued to new hires, re-hires, recalled employees	
EB4	Perform HR Administration Services	• Confirm authority or delegated authority to initiate a transaction; perform a reasonableness check prior to actioning any Service Request: ○ Review data in PeopleSoft to verify reporting relationship and job/position data ○ Review any attached documentation for approval ○ Review the CRM ticket history ○ Conduct follow up with Requestor via phone or email ○ Escalate Service Request to the Agency's single	Out of Scope (service remains with the Province): • On-boarding activities • Off-boarding activities • Auxiliary conversion administration • Help-desk services for OIC & Special • Letter generation • Legal letters

#	Service	Description	Comments
		point of contact (as a last resort) • Set up job data for pay, leave and benefits • Revise job data for pay, leave, benefits and long term leaves • Complete transactions (data entry): ○ Adjust incomplete or inaccurate transactions using available information (i.e. PeopleSoft data or TRIM) or via customer contact ○ Seek customer clarification for incomplete and/or illegible transactions ○ Manage, understand and mitigate dependencies or longer-term impacts from both the employee and/or organizational perspective ○ Exhaust all reasonable efforts to complete data entry ○ Escalate to Province's single point of contact as appropriate • Responsible for all data entry transactions for Order in Council (OIC) and Special • Responsible for data entry transactions supporting Auxiliary Benefits Administration • Responsible for supporting Province Records Management; ensure supporting documentation is filed electronically within TRIM • Ensure relevant records are added to the employee file within TRIM • Submit requests for employee files, as appropriate, via a Service Request (file will be made available through TRIM)	
T31	Pay closure and final Leave	Issue record of employment in accordance with Human Resources Development Canada (HRDC) (final pay, job data, updated terms and benefits in accordance	

#	Service	Description	Comments
		with checklist). Generate original and amended termination notice from the IPAS pension application to report to BC Pension Corporation biweekly. Must be created within 20 days of Pay Period End (PPE) date.	
M6	Group Life Insurance claims	Assist terminally ill employees and bereaved families with the completion of the Group Life Insurance claims. Researches file, determines eligibility, calculates entitlement, processes requests for funeral advances. Forwards claim documentation to carrier to process payment, verifies payment and sends to beneficiary.	
EB6	Employee benefit Transactional Activities	Process all related transactional activities in the following benefits plans: • MSP • Extended health & dental • Group Life Insurance • Group Aviation Insurance Claims • Deferred Salary Leave • Continuation of Benefits while on leave	
T38	Employee benefit support	Process email requests for benefit support. Support service to provide advice and direction to employees concerning benefits.	
T73	Collection of salary overpayments	Process salary overpayment recoveries for active employees. For overpayments to terminated/inactive employees identified after April 1, 2003, notify employee and client, set up receivable, issue amended T4 if applicable and collect amount owing or refer to CLMB. Inform Client of debt and transfer debt to Client accounts if payroll recovery process has been exhausted.	
T74	Revise job data for Pay, Leave & Benefits	Job changes, deductions, adds to pay, benefit changes	
T33	First Pay	Issue first cheque when required due to late hire documentation	
T74	Revise job data for long term leaves	Process deferred salary, maternity / paternity and educational leave greater than 30 days, general leave without pay greater than 30 days	
T34	Annual processes	Process OSS admin, automobile taxable	

#	Service	Description	Comments
		benefit, time bank monitoring payouts, charity	
T35	Salary grievances / arbitrations	Record and process decisions of salary grievances and arbitrations through PeopleSoft	
T36	Financial administration	Process rejected direct deposits, recalls, government agents advance, ROE, requests for T4s, non-consolidated revenue fund client and collections and duplicate T4s or tax letters	
T75	Pension Administration	Pension reporting, remittance and corrections for multiple pension plans	
T37	Monitor auxiliary hours	Monitor hours for auxiliary employees: eligibility for benefits; on-going eligibility for benefits; eligibility for conversion to regular status; eligibility for weekly indemnity and eligibility for salary increments. Monitor hours for part-time regular employees eligibility for salary increments	
T38	Maintain pay and leave files	Maintain all pay and leave files in accordance with government standards (i.e. ARCS/ORCS).	
T39	Recovery of Rehab Earnings	Report and invoice rehab earnings BCPSA for recovery of costs to the client or its agent.	
T40	Union business leave	Provide advice, forms & assistance on leave transactions listed on reports.	
T76	Fiscal year-end accruals	Process payroll transactions relating to fiscal year end entries in CHIPS/PeopleSoft	
T41	GL Interface	Maintain tables and provide advice & assistance on invalid GL account coding to BC Government Ministries.	
T77	Jointly with the Province conduct annual Customer Satisfaction Survey	Jointly with the Province conduct an annual customer satisfaction survey to determine user satisfaction with respect to Business Transaction Services. Upon completion of such survey, analyze the results from such survey to formulate improvement plans as jointly agreed to by the Parties.	

#	Service	Description	Comments
T80	Province Bus Pass Program	Responsible for the management of the Province's Bus Pass Program, including the at source deductions and associated tasks: • Act as prime between the Province, Translink, BC Transit, BUSKAM, EPP Employees and TELUS • Receive and ensure payment of invoices • Maintain list of company participants • Inform payroll of required payments • Reconcile the Province's Liability account • Enter payroll deductions online for new riders into PeopleSoft ○ Translink Specific: ▪ Receive and distribute passes ▪ Reconcile bi-weekly deduction amount against the Translink invoice ▪ Add new employees to Translink online system; provide EPP information ▪ Act as knowledge holder of Translink's key dates, procedures and deadlines ▪ Enter employee information for lost or stolen propass/cards into Translink's online system ▪ Set up one time pay deduction for administration fee ▪ Set up one time pay deduction for replacement fee ▪ Review monthly invoice and compare to Translink deduction query ○ BC Transit Specific: ▪ Ensure applications are completed, signed and dated by applicant ▪ Fax enrollment applications to BC Transit ▪ Ensure the number of employees on Propass is confirmed monthly ▪ Remit a cheque with the "Monthly Payment" form;	

#	Service	Description	Comments
		provide list of pass holders, inclusive of those suspended • Complete / administer exit surveys for propass cancellations • Initiate propass suspensions • Return passes as/when appropriate	

Attachment B – Incident Management (P1s and P2s)

Incident Management Process

Implementation date: June 5, 2013

P1/P2 (outages, security breaches, privacy breaches, multiple calls on same issue)

- Agent will receive inquiry and take the following action:
    - Determine/validate this is a HEAT related inquiry, and if yes, escalate inquiry via CRM ticket to the Province of BC Resolution Specialist.

- Resolution Specialist will take the following action:
    - Validate issue (confirm its technical rather than user-related)
    - Raise a HEAT ticket directly with TELUS Service Desk @ 877-250-4959.
    - TELUS Service Desk will advise the Resolution Specialist of the HEAT ticket #
    - Resolution specialist will relay info back to agency stakeholders including Business Analyst.

- Once the incident has been resolved leveraging the TELUS incident management protocols, TELUS Service Desk will:
    - Mark the HEAT ticket as resolved
    - Notify the Resolution Specialist and other key stakeholders of the ticket resolved status

- Resolution Specialist will:
    - Close the CRM ticket.

Note: To align to TELUS incident management rigour, TSSI Account Team will apprise the Agency (Cam Gray, Alison Looysen, Kelly Pender) of all external (Client impacting) P1 and P2 HEAT tickets and ensure status updates and incident reports are provided. Resolution specialist to notify Agency Business Analyst to: manage stakeholders; manage messaging and communications; and manage implementation, testing and validation of any application changes.

P3/P4 (minimal amount of users experiencing issues, access, non-work duty impacting)

- Agent will receive inquiry and take the following action:
    - Determine/validate this is a HEAT related inquiry and if yes, escalate inquiry to Resolution Specialist

- Resolution Specialist will take the following action:
    - Determine/validate that the inquiry is P3 or P4 (and doesn't qualify for a higher prioritization)
    - Raise a CRM ticket in RightNow
    - Notify Agency Business Analyst for validation of issue
    - Upon validation by Business Analyst, assign the CRM ticket via RightNow to the appropriate TSSI Operations Team (e.g. Payroll, Payroll Accounting, SDO, HR Admin)

- TSSI Operations Team will take the following action:
    - If/as appropriate, raise a HEAT ticket with the TELUS Service Desk according to already established incident management protocols.

- Once the ticket has been resolved leveraging TELUS incident management protocols, TELUS Service Desk will mark the HEAT ticket as resolved and notify TSSI Operations Team. TSSI Operations Team will then close the CRM ticket

Note: To align to TELUS incident management rigour, TSSI Account Team will apprise the Agency (Cam Gray, Alison Looysen, Kelly Pender) of all external (Client impacting) P1 and P2 HEAT tickets and ensure status updates and incident reports are provided. Resolution specialist to notify Agency Business Analyst to: manage stakeholders; manage messaging and communications; and manage implementation, testing and validation of any application changes.

Attachment C – Amendment to Master Services Agreement, Schedule E, Exhibit B (Applications and Applications Availability Listing)

Application	Description	Hardware in Scope	Application Category	Availability Schedule
Multiple Virtual Storage (MVS)	Data Repository, integration / transformation	No	Best Efforts	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
Grievance Tracking	Historical grievance tracking. Used for updating historical grievances and for reporting on historical grievances.	No	Best Efforts	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
Disability Data Management Application and Integrated Case Management (DDMA/ICM)	Store and report on LTD and related information using a case management model.	Yes	Silver	07:00 – 18:00 Monday – Friday (excluding statutory holidays)
Occupational Health Management (OHM)	Medical case management system	Yes	Bronze	07:00 – 18:00 Monday – Friday (excluding statutory holidays)
Benefits Imaging	1) Fax: used to receive benefits information via fax. 2) Validate: used to view the faxed in benefits information and to automatically load the data into FoxPro	Yes	Silver	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
CHIPS BC	PeopleSoft Payroll, includes ESS and PECSF FTE Reports: SQRs run after each payrun that produce reports for Ministries PeopleSoft Production Payroll/ICM	Yes	Gold	**Week 1 Payrun:** Monday: 07:00 – 16:30 Tuesday-10:00 - 19:00 Wednesday-Saturday: 07:00 19:00 **Week 2:** Monday-Saturday: 07:00 – 19:00
CHIPS RP	PeopleSoft Reporting Payroll and HR Reporting	Yes	Gold	**Week 1 Payrun:** Monday, Wednesday-Saturday: 08:30 – 19:00 Tuesday: 13:00 – 19:00 **Week 2:** Monday-Saturday: 08:30 – 19:00

Application	Description	Hardware in Scope	Application Category	Availability Schedule
Time On Line	Kronos time capture	Yes	Gold	**Week 1 Payrun:** Mon: 00:00 – 17:00 Tue - Sat: 00:00 – 23:15 **Week 2:** Mon - Sat: 00:00 – 23:15
ECLASS (Employment Classification)	Classification workflow tool	Yes	Bronze	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
HRCharter	Generates org charts on the desktop from PeopleSoft/CHIPS data.	Yes	Bronze	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
Training - CHIPS	PeopleSoft Training Environment	Yes	Silver	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
Training - TOL	Kronos Training Environment	Yes	Silver	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
CHIPS AR	PeopleSoft Archive	Yes	Bronze	Monday-Saturday: 07:00 – 19:00
Labour Relations Arbitration Application	Collection of pdf files of Labour Relations Arbitration cases that reside on the web. Connected to an Oracle database for search functionality that links the agreement, subject and arbitrator to the award number to allow users to search by any of these topics. Union Arbitration Decisions	Yes	Bronze	08:30 – 16:30 Monday – Friday (excluding statutory holidays)
e.Performance HPWS	Performance Management Application	Yes	Silver	24x7
(@ Your Service) (replaced by myHR) Source Pad HPWS	Applications Launchpad Services	Yes	Silver	24x7
e.Survey HPWS	Automated Survey Application	Yes	Silver	24x7
Recruitment Management System	Recruitment and Hiring application	Yes	Gold	24x7

Application	Description	Hardware in Scope	Application Category	Availability Schedule
Call Centre Anywhere	Telephony Application	Yes	Silver	08:00 – 16:30 Monday – Friday (excluding statutory holidays)
RightNow CRM (Includes AskMyHR)	Customer Relationship Management Application and Services CRM & AskMyHR	Yes	Gold	08:00 – 16:30 Monday – Friday (excluding statutory holidays)
PeopleSoft Enterprise Learning Module	PeopleSoft Learning Module	Yes	Silver	24/7
Time and Pay Portal	Applications Launchpad	Yes	Gold	24/7

Attachment D – Amendment to Schedule T Designated Expedited Arbitrator List

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Attachment E – Amendment to Schedule E, Exhibit E – Services Provided to Each Province Client

The following table identifies Services to be provided to each Province Client as of the Effective Date of Amendment #001 to the Renewal and Amendment to the Master Services Agreement. POIM Services are comprised of; Planning and Compliance Services, Application Development Services, Application Management Services, and Finance and Support Services. Benefits Administrations includes Group Life Insurance claims, Employee Benefit Transactional activities, and Employee Benefit support.

Province Client	Business Unit	Services Provided			
		Payroll Services			POIM Services
		Set up Job Data	Payroll Transactions	Benefits Administration	
Office of the Auditor General	BC003	N	N	Y	Y
Office of the Premier	BC004	Y	Y	Y	Y
Conflict of Interest Commissioner	BC005	Y	Y	Y	Y
Office of the Ombudsperson	BC007	N	N	Y	Y
Office of Information & Privacy Commissioner	BC009	N	N	Y	Y
Ministry of Justice - Solicitor General	BC010	Y	Y	Y	Y
Elections BC	BC015	N	N	Y	Y
Ministry of Advanced Education	BC019	Y	Y	Y	Y
Ministry of Finance (includes Labour Relations Board British Columbia)	BC022	Y	Y	Y	Y
Office of the Police Complaints Commissioner	BC025	N	N	Y	Y
Ministry of Health (includes Vital Statistics Agency)	BC026	Y	Y	Y	Y
Ministry of Social Development & Social Innovation	BC031	Y	Y	Y	Y
Ministry of Transportation & Infrastructure	BC034	Y	Y	Y	Y
Ministry of Children & Family Development	BC039	Y	Y	Y	Y
Ministry of Environment	BC048	Y	Y	Y	Y
BC Utilities Commission	BC055	Y	Y	Y	Y
Ministry of Energy and Mines	BC057	Y	Y	Y	Y
Ministry of Natural Gas Development	BC058	Y	Y	Y	Y
Ministry of Community, Sport & Cultural Development (includes Islands Trust)	BC060	Y	Y	Y	Y
Ministry of Education	BC062	Y	Y	Y	Y
Teachers Act Special Account	BC063	Y	Y	Y	Y
Ministry of International Trade	BC065	Y	Y	Y	Y

Province Client	Business Unit	Services Provided			
		Payroll Services			POIM Services
		Set up Job Data	Payroll Transactions	Benefits Administration	
Product Services	BC067	Y	Y	Y	Y
Royal BC Museum	BC077	N	Y	Y	Y
Forest Practices Board	BC079	N	Y	Y	Y
Environmental Boards & Forest Commissions	BC080	Y	Y	Y	Y
BC Pension Corporation	BC088	N	N	Y	Y
Broadmead Care Society	BC095	N	N	Y	Y
Oak Bay Lodge Continuing Care Society	BC096	N	N	Y	Y
BC Public Service Agency	BC100	Y	Y	Y	Y
Ministry of Justice - Attorney General	BC105	Y	Y	Y	Y
Office of the Merit Commissioner	BC106	N	N	Y	Y
BC Responsible for Children & Youth	BC109	N	N	Y	Y
Ministry of Technology, Innovation & Citizens' Services	BC112	Y	Y	Y	Y
Environmental Assessment Office	BC115	Y	Y	Y	Y
Ministry of Aboriginal Relations & Reconciliation	BC120	Y	Y	Y	Y
Ministry of Jobs, Tourism & Skills Training	BC125	Y	Y	Y	Y
Ministry of Labour	BC127	Y	Y	Y	Y
Ministry of Forests, Lands and Natural Resource Operations	BC128	Y	Y	Y	Y
Ministry of Agriculture	BC130	Y	Y	Y	Y
Ministry of Housing	BC131	Y	Y	Y	Y
BC Safety Authority	BC802	N	Y	Y	Y
Business Practices & Consumer Protection Authority	BC803	Y	Y	Y	Y
Community Living BC	BC805	N	Y	Y	Y
Destination BC Corporation	BC825	Y	Y	Y	Y
BC Government and Service Employees' Union	n/a	N	N	Y	N
BC Excluded Employees' Association	n/a	N	N	Y	N
British Columbia Ferry Services Inc.	in BC034	N	N	Y	N
BC Innovation Council	in BC019	N	N	Y	N
BC Investment Management Corporation	n/a	N	N	Y	N
BC Securities Commission	in BC022	N	N	Y	N

| Province Client | Business Unit | Services Provided | | | POIM Services |
| | | Payroll Services | | | |
		Set up Job Data	Payroll Transactions	Benefits Administration	
BC Treaty Commission	in BC120	N	N	Y	N
BC Emergency Health Services	n/a	N	N	Y	N
First Peoples Cultural Foundation	in BC120	N	N	Y	N
Freshwater Fisheries Society of BC	n/a	N	N	Y	N
Habitat Conservation Trust Foundation	n/a	N	N	Y	N
Legislative Assembly (includes MLAs)	in BC002	N	N	Y	N
British Columbia Liquor Distribution Branch (LDB PeopleSoft instance)	in BC010	N	Y	Y	N
BC Oil & Gas Commission	in BC057	N	N	Y	N
Partnerships British Columbia	n/a	N	N	Y	N
Professional Employees Association	n/a	N	N	Y	N
Transportation Investment Corporation	n/a	N	N	N	N

Attachment F – Amendment to Renewal and Amendment to the Master Services Agreement, Attachment 4.1

ATTACHMENT 4.1
SERVICE LEVELS TABLE

1. **Definitions**. In this Appendix, the following capitalized terms shall have the meaning set forth below:

   "**Gold**" means applications identified as "Gold" in Exhibit B to Schedule E or in a Change Order.

   "**P1**" has the meaning set out in Exhibit B of this Attachment.

   "**P2**" has the meaning set out in Exhibit B of this Attachment.

   "**Silver**" means applications identified as "Silver" in Exhibit B to Schedule E or in a Change Order.

2. **Service Levels Table.**

#	Service Area	Service	Service Level — Measure/Target/Methodology	Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
Essence of Business Requirements									
EB1	Application Management	Applications Availability - Gold	Maintain Gold applications availability. Availability percentage determined as follows: [Total number of expected minutes of Gold application availability minus minutes of actual maintenance that occur within application availability schedules minus unplanned service outage minutes (= minutes Gold application is not available as per availability schedules)] X 100 [Total number of expected minutes of Gold application availability minus minutes of actual maintenance that occur within application availability schedules] • Expected Gold level application availability is as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order. • TELUS will record unplanned service outage minutes in the "Incident Log and Monthly Metrics" spreadsheet.	98%	A	Ongoing	Monthly	60%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level — Measure/Target/Methodology	Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			• An application is considered unavailable if the entire application is unavailable. • Where multiple Gold applications are concurrently unavailable as the result of a single cause, unplanned service outage minutes shall only be counted once for the total time of the outage (and not once for each application that is concurrently unavailable). • The calculation excludes pended ticket time. • Application availability is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
EB2	Applicatio n Managem ent	Applications Availability - Silver	Maintain Silver applications availability Availability percentage determined as follows: [Total number of expected minutes of Silver application availability minus minutes of actual maintenance that occur within application availability schedules minus unplanned service outage minutes (#minutes Silver application is not available as per availability schedules)] X 100 [Total number of expected minutes of Silver application availability minus minutes of actual maintenance that occur within application availability schedules] • Expected Silver level application availability is as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order. • TELUS will record unplanned service outage minutes in the "Incident Log and Monthly Metrics" spreadsheet. • An application is considered unavailable if the entire application is unavailable.	95%	A	Ongoing	Monthly	50%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

Amendment #001 to the Renewal and Amendment to the Master Services Agreement

38

#	Service Area	Service	Service Level		Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology	Level						
			• Where multiple Silver applications are concurrently unavailable as the result of a single cause, unplanned service outage minutes shall only be counted once for the total time of the outage (and not once for each application that is concurrently unavailable). • The calculation excludes pended ticket time. • Application availability is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.							
EB3	Business Transactio ns	Accuracy of Transaction Processing	Maintain accuracy rate (%). The accuracy rate is determined as follows: [100] minus [the total number of Transactions during the period of measure that required a correction divided by the total number of Transactions during the period of measurement multiplied by 100]. • For this Service Level, **"Transaction"** means manual transactions, including payroll transactions, HR transactions, and manual transactions resulting from processing errors, required after a mass update has been completed. However, it excludes automated transaction processing (e.g. transactions entered through Kronos and e-leave), group life claims and benefits enrolment, and transactional work relating to employment offer letters and employment confirmation letters. • Corrections shall be tracked manually by payroll and HR techs (by selecting "SLA" in dropdown box) within PeopleSoft, or by such other method as mutually agreed by the Parties. • Notwithstanding that this period of measurement is annual TELUS shall generate (and deliver to	within Baseli ne	A	Monthly (including reporting as an Indicator)	Annually	60%	Commencing 12 months following the Transition Commencement Date and continuing for the remainder of the Term. Within six months following the Transition Commencement Date, TELUS shall have put in place technology to monitor and record the data for this Service Level. The initial Baseline will be established by the Joint Operations Committee based on at least six months of measured data, which TELUS shall have measured prior to the start of the Fully Performing Period. On an annual basis, within the first three months of

#	Service Area	Service	Service Level		Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			the Province) a monthly Indicator report setting out the percentage of Transactions processed inaccurately for the preceding month. • Changes required to correct data that was inaccurate when provided to TELUS by the Province shall not be counted as a correction. • Where multiple changes are required to effect a single correction, they shall be counted as a single correction.						each Contract Year, the Parties shall cause the Joint Operations Committee to establish a new Baseline, taking into account the Achieved Service Level and TELUS' obligations under Sections 9.2(d) and (e) . In no event shall this result in a lower Baseline. Where the Joint Operations Committee is unable to establish the initial Baseline, or any subsequent annual Baseline, the matter shall be deemed to be an Expedited Dispute.
EB4 (For merl y EB1 4)	Business Transactio ns	Bi-weekly Pay & Leave Adjustments, Includes STIIP	Data entered within 2 pay periods of receipt of request	95%	A	Bi-weekly	Monthly	50%	Commencing on the Effective Date and continuing until 6 months following the Transition Commencement Date.
EB4	Business Transactio ns	Timeliness of Transaction Processing	The percentage of Transactions processed in a timely manner, calculated as follows: Total # of completed service requests minus # of late service requests (as per the turnaround time below based on the service requests priority) = % Timeliness Total # of completed service requests 	Priority	Turnaround time
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Priority one	five Business Days of receipt
Priority two	within 1 full pay period of receipt
Priority three	within 2 full pay periods of receipt		98%	A	Ongoing	Monthly	0%	Commencing 12 months following the Transition Commencement Date and continuing for the remainder of the Term. Transition activities prior to the commencement of the Fully Performing Period to support this Service Level will form part of the Transition Project. Within six months following the Transition Commencement Date. TELUS shall have put in place technology (through

#	Service Area	Service	Service Level			Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology	Level						
			All service requests, with work flow via customer relationship management (CRM) assigned to TELUS by the Province, or work flow to TELUS through an automated process, such as web ticketing or electronic forms. For greater certainty, this shall exclude: • Transactions that are automatically processed (e.g. Kronos transactions and Smart Forms when auto loaded to PeopleSoft) but not transactions that are merely submitted using an automated process. • Self service workflow transactions (e.g. e-leave). • All Transactions not received through CRM. • The priorities for certain categories of service requests are set out in Exhibit A to this Appendix. • TELUS shall use a customer relationship management (CRM) application to track service request intake date to closure date. • Service request processing time starts when the service request is assigned to TELUS by the Province or through an automated process, such as web ticketing or electronic forms. • Only completed service requests are included in reporting period. • The calculation excludes pended ticket time. • Unless otherwise agreed by the Parties, a service request will be measured at the priority for the category identified by the Province (even if the Province inaccurately identifies the category) • Notwithstanding the priority levels set out in Exhibit A to this Appendix, from time to time the Province may request a more rapid turnaround time for one or more service requests, to be mutually agreed to by the Parties; provided that TELUS will not unreasonably refuse such a request and will not refuse such a request where the Province has notified TELUS in advance of an upcoming event that will require accelerated							the CRM SLA calculation project) to monitor and record the data for this Service Level. On an annual basis, within the first three months of each Contract Year, the Parties shall cause the Joint Operations Committee to review and, where warranted, revise the turnaround times, taking into account the Achieved Service Level and TELUS' obligations under Sections 9.2(d) and (e) . In no event shall this result in a longer turnaround time. Where the Joint Operations Committee is unable to agree on turnaround times, the matter shall be deemed to be an Expedited Dispute.

#	Service Area	Service	Service Level		Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology	Level					
			timeframes for processing certain service requests (e.g. year-end, new performance cycle).						
EB5	Business Transactio ns	Payroll Processing Employees Paid Accurately	Absolute value of the errors is not greater than 1.5% of the gross value of payroll per payrun. The value of errors per payrun is determined post payroll accuracy event. Changes required to correct data that was inaccurate when provided to TELUS by the Province shall not be counted as an error.	100%	A	Bi-weekly	Monthly	60%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.
EB6	Business Transactio ns	Benefit Enrolment	The percentage of benefit enrollment requests processed in a timely manner, calculated as follows: Total # of benefit enrollment requests minus # of benefit enrollment requests that took greater than 15 Business Days to process % Timeliness Total # of benefit enrollment requests TELUS will manually measure and record the number of benefit enrollment requests and the elapsed time to process. Processing time shall be measured from date TELUS receives an accurate and complete benefit enrollment request. All benefit enrollment requests that TELUS is to provide as part of the Services, including: • Medical Services Plan (MSP) • Group Life Insurance • Group Aviation Insurance Claims • Deferred Salary Leave • Continuation of benefits while on leave Except for: • Automated enrolments via PeopleSoft Flex	90%	A	Ongoing	Monthly	20%	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level Measure/Target/Methodology	Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			benefits functionality.						
Measured									
M1 (For merl y M14)	Applicati on Managem ent	Maintain Reliability (Gold)	Incident count < 2 in any three month period	100%	A	Schedule	Monthly	n/a	Commencing on Effective Date and continuing until 6 months following the Transition Commencement Date.
M1	Applicati on Managem ent	Applications Reliability - Gold	The individual AND aggregate incident counts for both P1 AND P2 incidents impacting Gold applications must be less than the following targets: 	Description	Target	 | P1 incidents per individual Gold application	No more than one P1 incident per month	 | P2 incidents per individual Gold application	No more than three P2 incidents per month	 | P1 incidents per all Gold application	No more than two P1 incidents per month	 | P2 incidents per all Gold application	No more than four P2 incidents per month	 • For the purpose of this measure, multiple incidents in Gold applications that are the result of a single cause are counted as a single incident. • Application reliability is calculated only in respect of the Services and does not include any third party infrastructure over which TELUS is not responsible and exercises no control. including, the Internet and Province provided services • The Province must provide TELUS with a BC Primary Recovery Manager contact.	100%	B	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.
M2 (For merl y M15)	Applicati on Managem ent	Maintain Reliability (Silver)	Incident count < 3 in any three month period	100%	B	Schedule	Monthly	n/a	Commencing on Effective Date and continuing until 6 months following the Transition Commencement Date.
M2	Applicati	Applications	The individual AND aggregate incident counts for	100%	B	Ongoing	Monthly	n/a	Commencing six months

#	Service Area	Service	Service Level		Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology							
	on Managem ent	Reliability - Silver	both P1 AND P2 incidents impacting Silver applications must be less than the following targets: 	Description	Target
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P1 incidents per Individual Silver application	No more than two P1 incidents per month
P2 incidents per Individual Silver application	No more than three P2 incidents per month
P1 incidents per all Silver application	No more than five P1 incidents per month
P2 incidents per all Silver application	No more than six P2 incidents per month	 • For the purpose of this measure, multiple incidents in Silver applications that are the result of a single cause are counted as a single incident. • Application reliability is calculated only in respect of the Services and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.							following the Transition Commencement Date and continuing for the remainder of the Term.
M3	Applicati on Managem ent	Mean Time to Recover (MTTR) – P1	Mean time to recover (MTTR) Gold and Silver applications from the start of a P1 incident is less than or equal to four hours. For the purpose of the measurement of this Service Level, an application is recovered from a P1 incident when the application has been returned to its state prior to the incident or an equivalent temporary workaround has been provided. MTTR is calculated by: adding together, for each P1 incident, the total elapsed time between the occurrence of the P1 incident and its resolution; minus, for each P1 incident, any of the above elapsed time that occurred during a period outside of the impacted application's availability schedule (as per		100%	A	Ongoing	Quarterly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level		Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			Measure/Target/Methodology	Level						
			the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order); divided by total number of P1 tickets. • All P1 incidents for all Gold and Silver applications and for any other applications as mutually agreed to by the Parties. • Where a workaround is used, full remediation will be managed consistent with incident priorities described in Exhibit B of this Attachment (provided that changes to the priorities are approved by the Province). • Calculation of MTTR excludes pended ticket time. • MTTR is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control. including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.							
M4	Applicati on Managem ent	Mean Time to Recover (MTTR) – P2	Mean time to recover (MTTR) Gold and Silver applications from the start of a P2 incident is less than or equal to eight hours. For the purpose of the measurement of this Service Level, an application is recovered from a P2 incident when the application has been returned to its state prior to the incident or an equivalent temporary workaround has been provided. MTTR is calculated by: adding together, for each P2 incident, the total elapsed time between the occurrence of the P2 incident and its resolution; minus, for each P2 incident, any of the above elapsed time that occurred during a period outside of the impacted application's availability schedule (as per the "Availability Schedule" in Exhibit B to Schedule E, or as set out in the applicable Change Order): divided by total number of P2 tickets. • All P2 incidents for all Gold and Silver	100%	A	Ongoing	Quarterly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level Measure/Target/Methodology	Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
			applications and for any other applications as mutually agreed to by the Parties. • Where a workaround is used, full remediation will be managed consistent with incident priorities described in Exhibit B to this Attachment (provided that changes to the priorities are approved by the Province). • Calculation of MTTR excludes pended ticket time. • MTTR is calculated only in respect of Services provided by TELUS and does not include any third party infrastructure over which TELUS is not responsible and exercises no control, including, the Internet and Province provided services. • The Province must provide TELUS with a BC Primary Recovery Manager contact.						
M5	Planning and Complian ce	Compliance Policy, Procedures and Legislation	The percentage of compliance changes completed within their defined timeframes for completion, where: • compliance changes include changes required by any change in Applicable Law, any change in a revised or updated Policy provided by the Province to TELUS, or any change in an employment or labour agreement provided by the Province to TELUS; and • the timeframe for completion is: (i) as established by the Agreement or as required to comply with the relevant change in Applicable Law, Policy, or employment or labour agreement; or (ii) where not established by the Agreement or where the relevant change in Applicable Law, Policy, or employment or labour agreement does not have a required deadline, as agreed to by the Parties. • Measured by dividing the total number of compliance changes completed within their defined timeframe by the total number of required compliance changes. • TELUS will maintain a log of compliance changes; the timeline to complete the changes; and actual time of completion of the changes. • Without reducing TELUS' obligations, the	100%	A	Ongoing	Semi-Annually	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

#	Service Area	Service	Service Level Measure/Target/Methodology	Level	Importance	Frequency of Measurement	Period of Measurement (Reporting Cycle)	Weighting Factor	Fully Performing Period
			Service Level measurement will be adjusted accordingly for any delays that are directly caused by the untimely or inaccurate provision by the Province to TELUS of applicable collective agreement interpretations, policies, procedures and practices.						
M6	Business Transactions	Group Life Insurance Claims Processing	The percentage of group life insurance claim requests processed in a timely manner, calculated as follows: Total # of group life insurance claim requests/activities minus # of group life insurance claim requests/activities that took greater than 48 hours to process = % Timeliness Total # of group life insurance claim requests/activities TELUS will manually measure and record the number of group life insurance claim requests/activities and the elapsed time to process in a spreadsheet log of group life insurance claim requests/activities. Processing time shall be measured from date TELUS receives an accurate and complete group life insurance claim request. Excludes group life insurance claim requests/activities that TELUS is unable to process within 48 hours directly due to missing necessary information (other than where it is missing as a result of TELUS' failure to perform the Services), and where TELUS is required to contact a third party, other than requesting party, outside of TELUS' responsibility or control to obtain the missing information. However, TELUS shall include reporting on the number and cause of such claim requests/activities in its reporting on this Service Level.	95%	B	Ongoing	Monthly	n/a	Commencing on the Transition Commencement Date and continuing for the remainder of the Term.
Indicators									

#	Service Area	Service	Service Level Measure/Target/Methodology	Service Level Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period
KPI 1	All	Service Quality – Service Request Management	TELUS shall measure and report on the following information for all Changes submitted via the TELUS service request management tool, indicating variances in: • Timeliness of estimates • Accuracy of work effort estimates • Accuracy of provided implementation dates • TELUS shall use the current service request management tool for measurement and reporting. • Measurements begin once TELUS has received complete business and, where required, functional specifications from the Province. Subsequent changes caused directly and solely by a unilateral change in specification made by the Province shall cause an adjustment to the three components of this Indicator.	n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

KPI 2	Applicati on Managem ent/ Applicati on Developm ent	Service Quality Projects	• Indicator applies to approved Projects requiring over 1,000 hours of work effort by TELUS and such other Projects as mutually agreed to by the Province and TELUS.
			• Utilize a Post Implementation Review (PIR) to measure project service quality performance.
			• PIR survey to be completed by project sponsor. Subject matter experts, etc.
			• Multi phase projects to be reported as one.
			• The PIR will measure multiple facets of project performance to be determined by the Parties, including:
			  o Budget and timeliness
			  o Meets Agency specifications / business needs
			  o User acceptance testing
			• Each of the facets of performance to be measured on a 1 to 10 scale.
			• Measured and reported utilizing a total points score per project.
				n/a	n/a	Per Project	Per Project	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

KPI 3	Province and TELUS Services	Service Quality – Customer Experience	Customer Relationship Management (CRM) real time survey of broad customer audience for Services delivered by TELUS and the Province, including: • Contact Centre Services • Application Management & Application Development Services (Tier 2) • Payroll Services, Benefits Services • Job Data Services • Payroll Accounting	n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

Amendment #001 to the Renewal and Amendment to the Master Services Agreement

48

#	Service Area	Service	Service Level Measure/Target/Methodology	Level	Impor tance	Frequency of Measurem ent	Period of Measurement (Reporting Cycle)	Weight ing Factor	Fully Performing Period

			• Survey questions to be determined by the Province, in consultation with TELUS, including questions to address the following themes:
			  o Likely to Recommend / Net Promoter Score.
			  o Quality of resolver knowledge.
			  o Customer effort required to resolve.
			  o Completeness of the service request resolution.
			• Where real time survey responses indicate a requirement for additional action, TELUS and the Province will take reasonable and appropriate action to resolve.
			• All surveys are managed under the direction of the Province.						

KPI 4	Payroll Accountin g	Overpayments - Root Cause and Volume	• Includes all salary overpayments generated through the PeopleSoft application • Report on overpayment root causes, grouped by categories for analysis based on information provided in overpayment documentation. • Volumes of overpayment instances are to be reported.	n/a	n/a	Ongoing	Monthly	n/a	Commencing six months following the Transition Commencement Date and continuing for the remainder of the Term.

Amendment #001 to the Renewal and Amendment to the Master Services Agreement

49